Stakeholder Feedback & Complaints Management Guidelines

Approved	14 October 2025

1. SUMMARY

Working towards a stronger and more consistent approach to engaging Meridian stakeholders and mana whenua - a guide for staff members.

In line with the behaviours set out in our Code of Conduct, Meridian's stakeholders should be able to provide feedback about our services or conduct should the need arise.

Meridian has formal and structured processes for receiving and managing complaints from customers, staff and contracted suppliers. Other stakeholders, such as non-contracted suppliers and those in communities where Meridian is developing a new project, have an email address and/or phone number they can contact, and these guidelines are designed to ensure feedback or complaints received from these stakeholders are handled in a timely, professional and consistent manner.

These guidelines form part of Meridian's Engagement Framework, which provides guidance on broader aspects of engagement with stakeholders and mana whenua.

2. SCOPE AND FIT

These guidelines apply to:

- Meridan staff working with people in communities where the company operates an asset or is developing a new generation project
- Staff managing relationships with suppliers and individuals within the Meridian supply chain with whom the company does not have a direct contractual relationship
- Staff managing feedback or complaints received through channels set out in Meridian's Supplier Code of Conduct.

The following guidelines do not cover feedback on:

- Meridian as a supplier of electricity (refer to the Customer Relations Enablement Manager (NZ Retail) or to the Legal Team
- Employment issues (refer to the People Team).

3. GUIDELINES

I. Any team or project operating a feedback/complaints mechanism (e.g. public phone number or email address) should have a feedback/complaints register located on SharePoint for all team or project members to access. The following process should then be followed:

II. When any feedback/complaint is received, the receiver should assess whether the matter(s) raised are urgent. Urgent matters should be acted on immediately and other matters within 5 working days. In both cases the following steps should be taken.

III. Receiver to advise their manager of the feedback/complaint and to determine if they can deal with the matter themselves or whether the matter needs to be referred to someone else. For example:

- Media or reputational matters - Corporate Communications team
- Legal issues - Legal team
- Health and safety risks should be logged into MESH and/or noted with the Head of Safety.

IV. Receiver to log details into the register, noting the timing, nature and source of any issue. This should only occur once the relevant teams have been advised and consulted (see Scope and Fit).

V. Receiver should acknowledge the feedback/complaint within 24 hours, informing them of next steps. This should only occur once the required teams identified in point IV have been advised and consulted.

VI. Alternatively, teams or projects may prefer to have one person responsible for triaging all feedback/complaints.

VII. The assigned staff member processes the feedback/complaint and advises the complainant of the outcome.

VIII. If the issue cannot be resolved within 15 working days, an update should be provided to the complainant.

IX. Once resolved, the matter is closed in the register by the assigned staff member. This should include whether Meridian has caused or contributed to the issue, any actions taken, communications with the stakeholder/complainant and any unresolved issues.

X. The feedback/complaints register should be reviewed annually:

- by the Risk team
- as part of Meridian's materiality reassessment programme.

XI. The register will be reviewed as part of Meridian's biennial Human Rights risk assessment.

4. CONTACT

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