

**Water Utilities Australia Pty Ltd**

**ACN 129 876 213**

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Code of Conduct**

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## Values

- We seek a standard of excellence in everything we do
- We must maintain the highest professional, technical, and ethical standards in all of our activities
- We believe that all relationships with customers, employees and suppliers should be a partnership of a long term nature
- We recognise our customers as our reason for being in business
- We will communicate with our customers and respond to their needs quickly and directly
- We recognise that our staff are key to the success of our business, and will assist them to improve their potential through training and development
- We promote the concept of staff involvement and input so that we can develop effective teamwork
- We aim to create an environment of trust and openness, where staff can take pride in their work, and exercise initiative
- We reward performance and innovation

## Honesty and Integrity

*All Water Utilities Australia employees must act with honesty and integrity in all aspects of their work*

Employees must not engage in fraudulent or corrupt behaviour or assist others in such behaviour. Examples of such behaviour include obtaining an illegal benefit or payment, the unauthorised release of confidential information, the unauthorised use of equipment, vehicles, tools, plant or other corporate assets for private purposes, false claims for expenses, travel, hours worked, or overtime and the improper use of an employee's position with the business.

## Respect and Treat Each Other Fairly

*As an Equal Opportunity Employer, Water Utilities Australia is committed to promoting respectful workplace behaviours and expects all employees to be committed to ensuring that individuals are shown respect, treated fairly, with dignity, and that there is no unlawful discrimination at work.*

All employees, members of the public, customers and suppliers are entitled to fair treatment, courtesy and consideration. Water Utilities Australia expects all employees to apply these principles in all aspects of their work, including, when employees are serving customers, driving vehicles or representing the business, regardless of the time of day or whether the employee is attending a work function, work related social gatherings and duties outside the regular workplace. For example at conferences, work related overnight trips or meetings at other worksites.

Discrimination is not accepted within the business. Bullying and harassment where a person's comfort or work environment is affected adversely by the actions of others is unacceptable. All forms of bullying and harassment, which maybe sexual (direct or indirect), verbal, physical, or psychological should be reported to the immediate Supervisor or Manager or General Manager for investigation.

## Work Health and Safety

*Water Utilities Australia leadership take all Safety matters seriously. Raising safety concerns or issues at any time is encouraged.*

*No job is so important that it cannot be done safely. Your personal safety and the safety of those around you are our first priority.*

*Water Utilities Australia recognises the importance of placing emphasis on improving and adopting work practices to create a safe and healthy working environment. This includes stopping any other employee or contractor from undertaking work where they are placing themselves or others at risk or injury*

Water Utilities Australia is committed to providing and maintaining a safe, healthy, injury free and environmentally responsible workplace. Consistent with this, all employees are responsible for minimising or preventing injuries or accidents. Employees are expected to perform their duties in accordance with relevant Government Legislation and Regulations as well as the established Company Policies and Operating Procedures.

Managers and Supervisors are required to develop and implement safety initiatives, mentor and coach employees and “Lead by Example”.

## **Conflict of Interest**

*Employees must not directly or indirectly engage in any activity (paid or unpaid) or have an interest in any business or company that could conflict with their duties or the interests of Water Utilities Australia without disclosing it to the Chief Executive Officer and Company Secretary.*

A conflict of interest may arise where personal, financial, business or other interests might affect the way an employee performs their workplace duties.

Employees are to observe proper standards of conduct in all business transactions. Employees are not to act in any way that will conflict with the interest of Water Utilities Australia and immediately upon becoming aware of a conflict arising, notify their immediate manager of the nature of the perceived conflict.

Employees should not accept gifts which could be seen as a past, present or future conflict of interest in carrying out their duties

## **Alcohol and Drugs**

*No employee shall be involved in any activities involving illegal drugs, or controlled substances during work hours at or on any Water Utilities Australia premises. This includes the selling, distribution, manufacture, possession or consumption of drugs during work hours.*

Employees must not:

- Consume drugs on work premises at anytime
- Drive a vehicle on work business under the influence of alcohol or illegal drugs
- Operate any plant or equipment while under the influence of alcohol or illegal drugs or if adversely affected by medication
- Commence work if affected by or impaired by alcohol or illegal drugs.

Responsible Social events may be held in the workplace. This may include events such as Christmas parties and other events of significance to the organisation. All employees are expected to act safely and responsibly. Non-alcoholic drinks and healthy food will be provided at all company functions, as will the provision of alternative transport arrangements if required. No alcohol shall be served or consumed by children under the age of 18.

Employees can access external counselling and assistance programs through contacting the General Manager.

## **Corporate Hospitality, Gifts, Travel, and Accommodation**

*Water Utilities Australia employees may only accept hospitality and gifts if it is valued at less than \$300 and will not influence or be perceived to influence their decision making in the conduct of Water Utilities Australia business. Travel and Accommodation gifts are not to be accepted at any time without the prior approval of the Chief Executive Officer.*

The written approval of the employee's Manager is required prior to the acceptance of a gift or any other offer of corporate hospitality valued at \$300 or greater. Any such acceptance must be recorded and notified to the Chief Executive Officer by e-mail.

Employees must not request any gifts, favours or any form of hospitality or entertainment in return for or in exchange for business services or information. Under no circumstances may employees accept money or other forms of payment for goods, services or information provided.

Employees involved in any stage of a tendering process, must not accept any gifts, favours or any form of hospitality or entertainment from any organisation involved in a bid or tender with Water Utilities Australia without the prior approval of the Chief Executive Officer. At no time is any employee to accept offers of Travel and Accommodation without the prior approval of the Chief Executive Officer.

## **Following Lawful and Reasonable Directions**

*Employees are expected to abide by all Water Utilities Australia policies, directives, guidelines, procedures and instructions including the terms and conditions contained in their employment contracts.*

Employees are required to comply with all state and federal statutory and regulatory requirements.

Employees are required to carry out any lawful and reasonable directions they are given.

Employees should seek clarification and advice from their Manager or Supervisor if unclear of their obligations or work requirements.

## **Confidentiality and the Proper Handling of Information**

*Employees are expected to treat the business affairs of Water Utilities Australia and all information relating to customers, suppliers and employees as confidential and restricted.*

Employees cannot use confidential information for personal gain or release such information to unauthorised persons. Unauthorised access or disclosure of information to a third party, including to another Water Utilities Australia employee who may misuse the information is considered serious misconduct.

Employees should not discuss with outside parties, including former employees and competitor organisations the prices, nature and extent of services or any other competitive policies or practices unless specifically authorised by their Manager. Employees should be aware of the Trade Practices Act, (in particular price-fixing) and its anti-competitor provisions.

## **Media and Public Comment**

*Employees should not communicate to the media nor supply to them information concerning Water Utilities Australia business activities.*

Employees are not to give interviews or make public comment to the news media (radio, newspaper, television) on the operations, activities or any aspect of the business unless approved by the Chief Executive Officer or General Manager.

All requests for comment from the media on the activities, operations or conduct of the business are to be referred to the Chief Executive Officer or General Manager in the first instance.

## **Environment and Sustainability**

*Due to the sensitive nature of some of our business operations, employees are expected to comply with all environmental legislation, systems and procedures in their workplace*

All employees are responsible for:

- ◆ being involved in and committed to sound environmental management practices in the workplace
- ◆ undertaking their duties in a manner that prevents or minimises environmental damage or impact, and
- ◆ reporting any incident, or threatened incident of environmental impact to their manager as soon as possible.

## **Consequences of Breaching the Code of Conduct**

*Each employee is responsible for his or her own actions*

Every employee can always in confidence seek advice from their Manager or the General Manager if they are unsure if their actions or decisions or those of a colleague, breach the Code of Conduct.

Water Utilities Australia will where appropriate, take disciplinary action if warranted, against employees who have breached the Code of Conduct. Penalties if appropriate will vary from minor disciplinary action through to possible termination of employment and even criminal prosecution, depending on the extent of the misconduct.

Flagrant or persistent breaches of these principles should be reported to your Manager or the Chief Executive Officer.