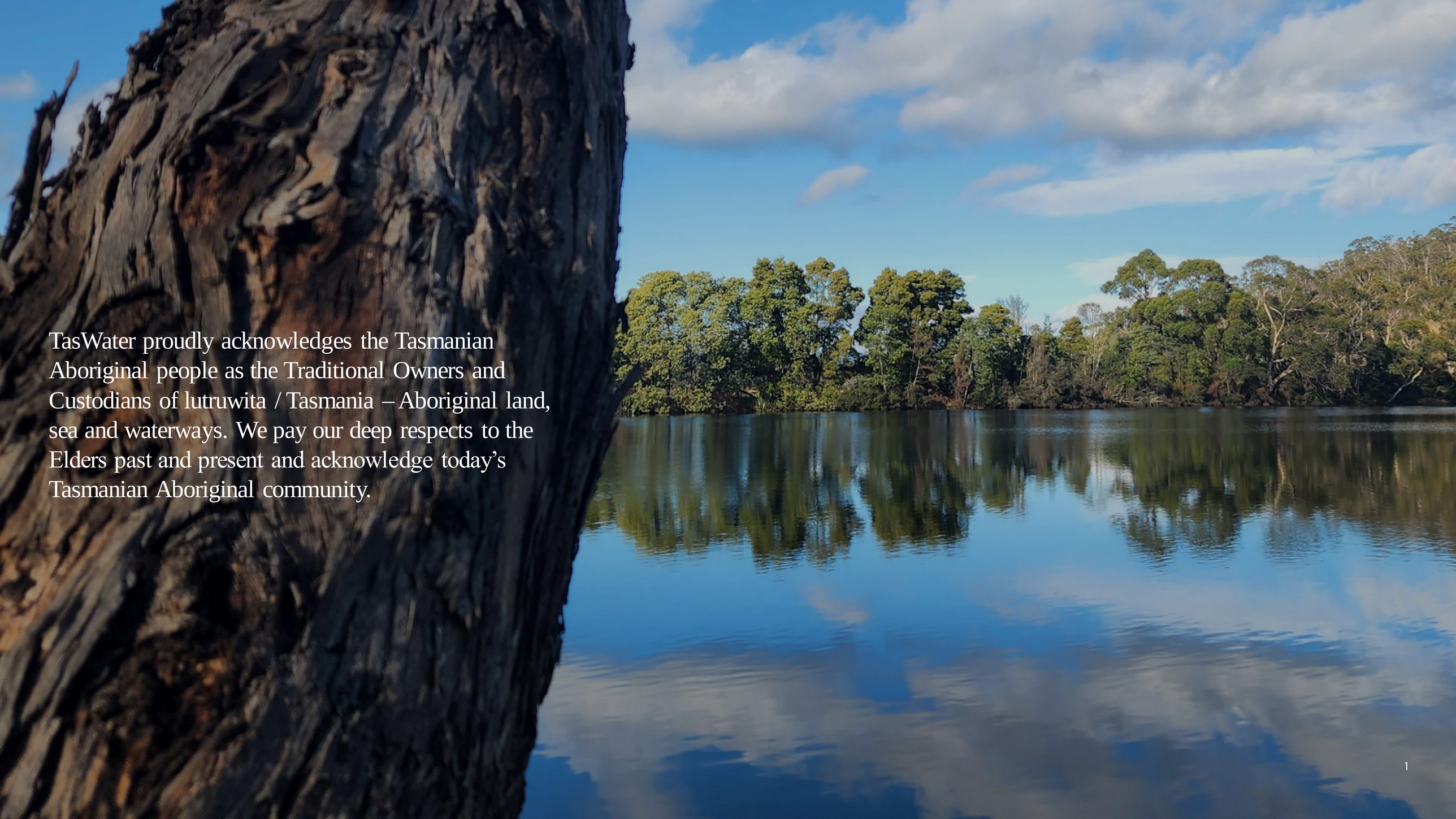
Code of Conduct

April 2024



TasWater proudly acknowledges the Tasmanian Aboriginal people as the Traditional Owners and Custodians of lutruwita / Tasmania – Aboriginal land, sea and waterways. We pay our deep respects to the Elders past and present and acknowledge today's Tasmanian Aboriginal community.

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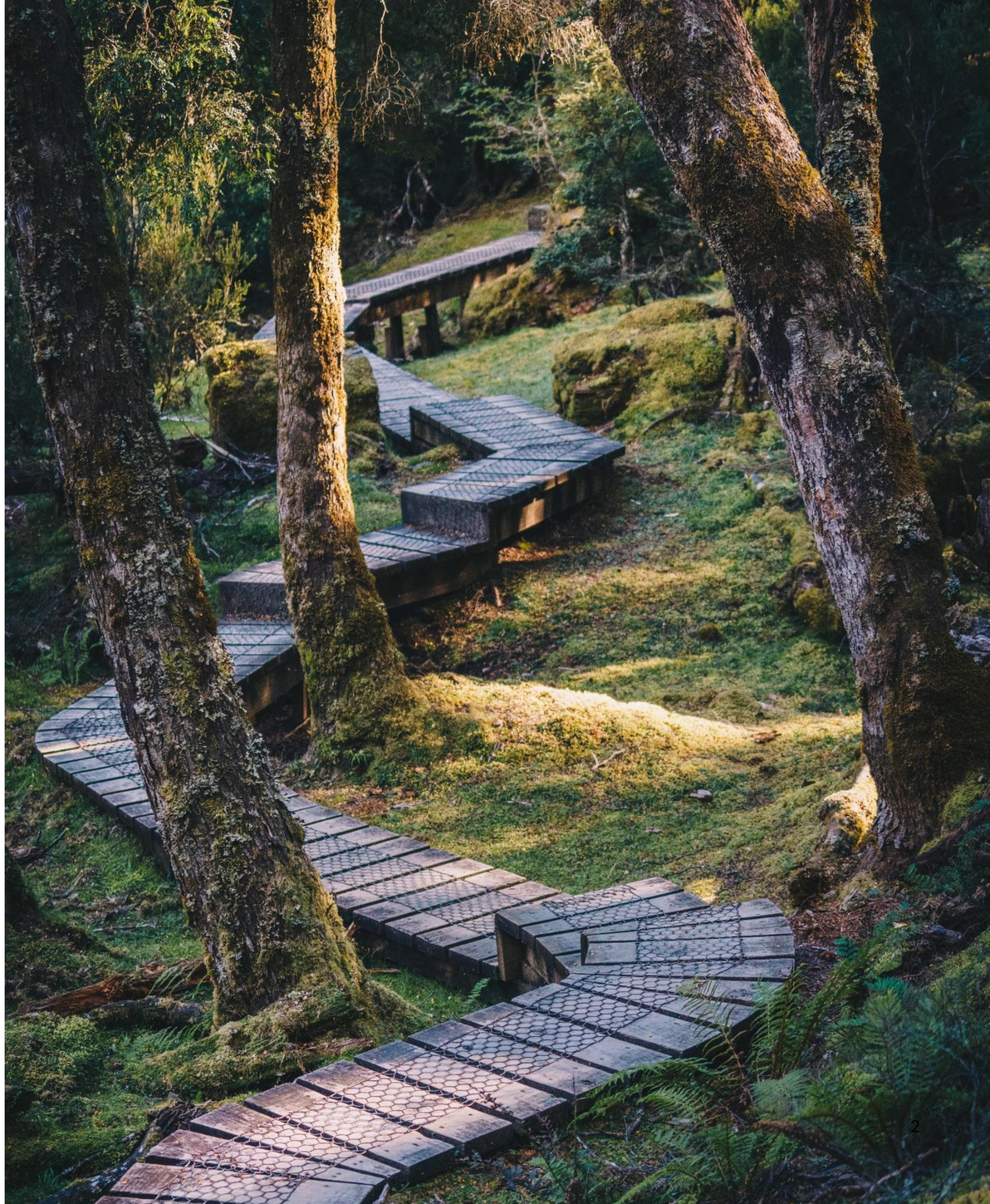


Message from our CEO

We are committed to unlocking water's full potential.

To enable delivery of efficient water and sewage services for our state, it's important that we have a positive and inclusive work environment where we can do our best work, together.

The TasWater Code of Conduct is our promise to one another. It provides clear direction and guidance, so that we can all feel safe, supported and confident as we carry out our roles.

Our purpose at TasWater is clear: provide exceptional water and sewerage service for a thriving Tasmania.

Our Values and behaviours guide us as we go about our work.

Our Code of Conduct is an important document that articulates our standards and what is expected of us, in a single place. This should help us all to make the right choices in how we act, solve problems and make decisions as we go about delivering on our purpose.

Our Code of Conduct is about respect. Respect for our colleague our partners, our customers and our community. Respect for the environment of our beautiful state, and respect for the tools and equipment provided to us for our work.

It provides clear instruction about our behaviours, our relationships and our practices. It reflects Our Values, and helps us pursue a standard of excellence at work.

Our Code of Conduct applies to everyone at TasWater. Whether a team member, people leader, director or contractor, we must respect and uphold our standard of conduct.

If you have any questions or require more information about anything covered in our Code of Conduct, please ask your people leader or a member of the People, Culture and Safety Team.

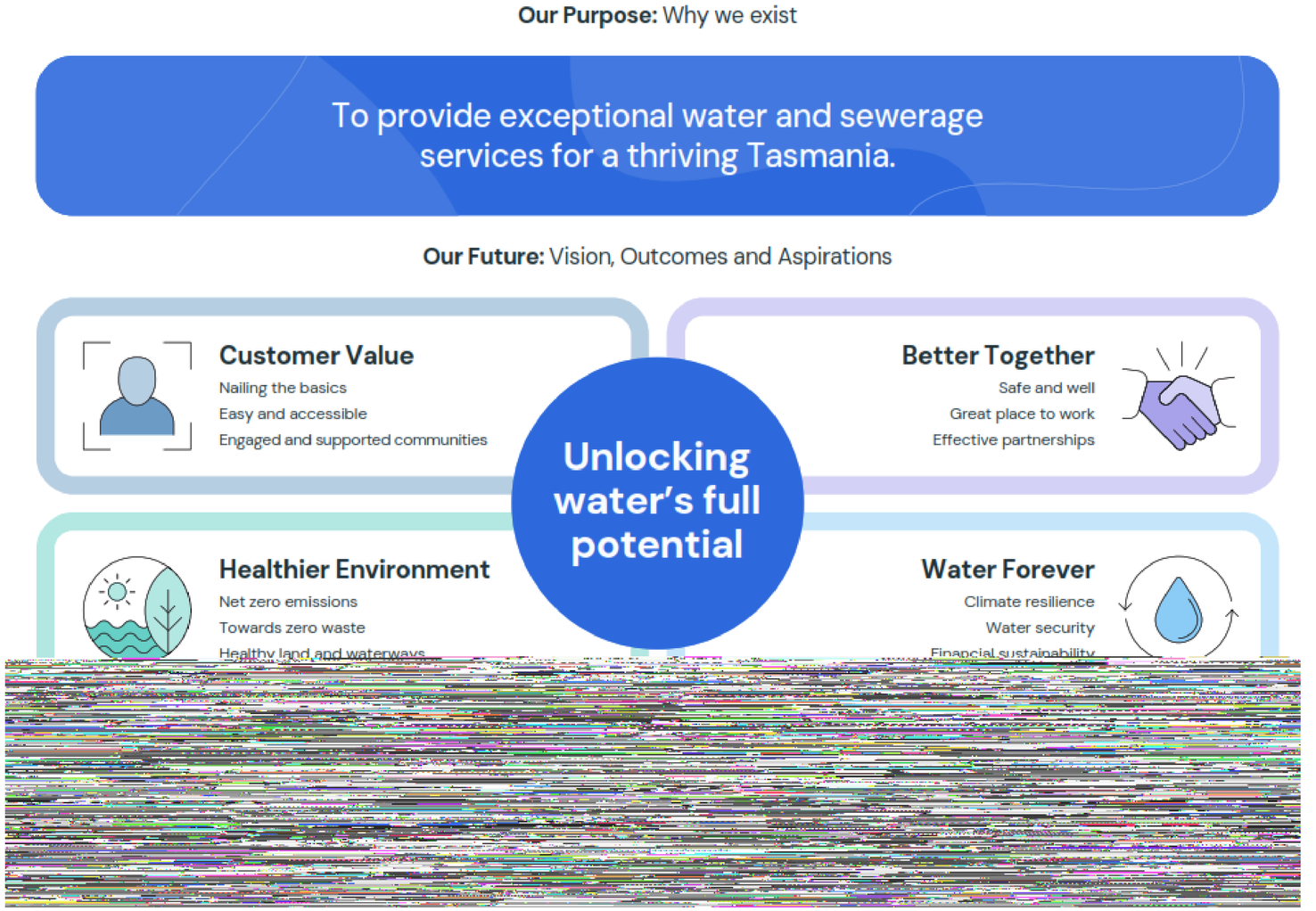
By upholding Our Values and behaviours we can deliver for Tasmania and be better together.

George Theo
CEO
TasWater

Our Strategy

Our Strategy sets a bold and ambitious future for TasWater. It guides all our decisions and effort.

Our Strategy describes our Purpose (our why), Our Future (outcomes and aspirations) and Our Values (our how).



Media Interactions

As a large and highly visible organisation in Tasmania, TasWater is often closely watched by media, politicians, industry associations, community groups and regulators.

The way in which we conduct ourselves at work and the decisions we make can have a direct impact on our reputation.

Unless you have been specifically authorised to do so by the TasWater Communications and Engagement Team, you must not represent or purport to represent TasWater in any media publication.

Any social media activity where you are identified as a TasWater Director, People Leader, Team Member or Contractor must be in accordance with the requirements set out in TasWater policies.

This approach is designed to protect and enhance our reputation, and ensure consistency in the way we are presented to the media and our external audiences.

When using any social media networks, Team Members are expected to maintain the same high standards of conduct and behaviour online as would be expected in the physical work environment.

What we expect of you:

Do not:

- ‡ make statements or provide information to media.
- ‡ provide information to politicians or government officials.
- ‡ post inappropriate, false or malicious comments or materials online regarding TasWater, your workplace and/or your colleagues.
- ‡ Reference TasWater negatively in any online social medium or public forum.

Honesty and Integrity

TasWater expects all its Team Members, People Leaders and Contractors to act with honesty, integrity and fairness and in accordance with the law .

Fraud and Corruption Prevention

TasWater is committed to the highest standard of conduct and ethical behaviour and has zero tolerance for fraud, corruption or bribery occurring within, by or being perpetrated against TasWater. We have processes for dealing with fraud and corruption, including alerting relevant authorities.

Bribery

Bribe/ bribery is offering, promising, giving, accepting or soliciting of an undue advantage of any value (e.g. a financial benefit), directly or indirectly (e.g. through a third person) in violation of applicable law, as an inducement or reward for a person acting or refraining from acting in relation to the performance of that person's duties. Examples:

- ‡ offering discounted membership to a club in exchange for approval of commercial contract.
- ‡ providing financial benefits to family members in exchange for work orders.
- ‡ offering money or goods in exchange for silence.

Fraud

Fraud is dishonest activity causing actual or potential gain or loss to any person or TasWater including theft of moneys or other property by persons internal and/or external to TasWater and/or where deception is used at the time, immediately before or immediately following the activity. Examples:

- ‡ creating fake invoices to be paid into your account.
- ‡ approving spend on behalf of your manager when you do not have the delegation.
- ‡ taking equipment or resources of TasWater for personal use (e.g., tools, equipment, cash, computers, stationery, etc).
- ‡ misusing your TasWater credit card.
- ‡ deliberately accessing and/or altering customer account information, employee records or other TasWater records for an improper or unauthorised purpose.

Corruption

Corruption is dishonest activity in which a person associated with TasWater acts contrary to the interests of TasWater and abuses their position of trust in order to achieve personal advantage or advantage for another person or organisation. This can also involve corrupt conduct by TasWater, or a person purporting to act on behalf of and in the interests of TasWater, in order to secure some form of improper advantage for the organisation either directly or indirectly. Example:

- ‡ TasWater personnel misusing confidential information gained through their position at TasWater to gain advantage in a personal financial investment, such as using a contractor they have a financial interest in, or not charging a personal contact for services

What we expect of you:

- ‡ Familarise yourself with and comply with TasWater's Fraud and Corruption Policy and other TasWater policies, procedures and programs to manage the risk of fraud, corruption or bribery.
- ‡ Understand what behaviour constitutes fraud, corruption of bribery.
- ‡ Be constantly vigilant to the potential for fraud, corruption or bribery to occur.
- ‡ Report suspected or actual occurrences of fraud, corruption or bribery.

Need more information?

- ‡ Fraud and Corruption Prevention Policy
- ‡ Fraud and Corruption Prevention Plan
- ‡ Commercial Card Policy
- ‡ Whistleblower Policy

Conflicts of Interest

You must always act in TasWater's best interests and not allow any private interest to influence your decisions, actions or other behaviour while carrying out your duties at TasWater. Actual, potential or perceived conflicts of interest can arise through relationships that exist, e.g. a personal or financial connection with a supplier, competitor or other third party that TasWater engages with, or a personal relationship with another TasWater team member.

Actual, potential and perceived conflicts of interest must be avoided or declared and appropriately managed in accordance with the Conflicts of Interest Standard. If you are unsure, it never hurts to ask and declare. TasWater takes conflicts of interest seriously and failure to declare a conflict is a potential breach.

What we expect of you:

- ‡ Familiarise yourself with and adhere to TasWater's Conflicts of Interest Standard.
- ‡ Avoid any conflicts of interest where possible.
- ‡ Always declare any affiliations relationships or activities which might create an actual, potential or perceived conflict of interest with your work in accordance with the Conflict of Interest Standard, and comply with any directions given to manage or resolve the conflict.
- ‡ Ensure all declarations are accurate, honest and updated if circumstances change.
- ‡ Report any conflict of interest you observe at TasWater.

Examples 4avoiding conflict of interests:

- ‡ Remove yourself from procurement processes and decisions where a family member or person with whom you have a close personal relationship is a potential supplier.
- ‡ Remove yourself from any employment-related decisions (e.g. hiring, promotion, compensation, and performance review) relating to a family member or person with whom you have a close personal relationship.
- ‡ Don't use TasWater's property, information or your position for personal gain, for competing with TasWater or for benefiting or promoting your private interests or those of your family and other personal affiliations.
- ‡ Don't take on personal business or secondary employment without seeking approval from your people leader about how any conflict could be managed or resolved.

Need more information?

- ‡ Conflict of Interest Standard
- ‡ Procurement Standard
- ‡ Whistleblower Policy

Gifts and Benefits

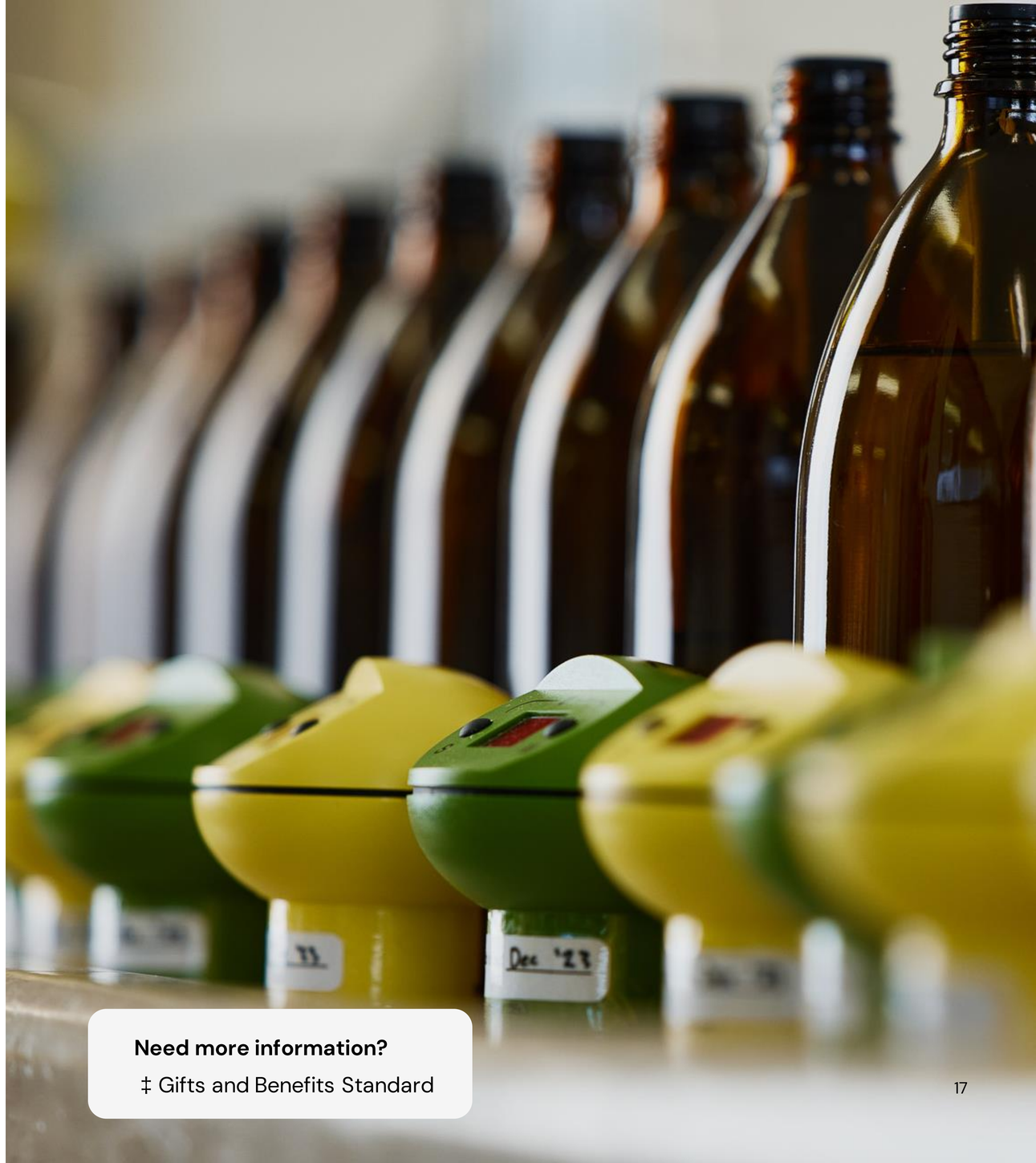
We recognise that, on occasion, TasWater personnel may be offered gifts, benefits or hospitality in association with their work.

However, inappropriate acceptance of gifts, benefits and hospitality can give the impression that the recipient may favour a particular person or organisation when making decisions or taking action, even where this is not the intention of the recipient or offeror.

Therefore, the acceptance of gifts, benefits or hospitality must be appropriately and carefully managed. The acceptance of gifts, benefits and hospitality is not permitted in some cases.

What we expect of you:

- Familiarise yourself with and adhere to TasWater's Gifts and Benefits Standard.
- Do not solicit or request gifts, benefits, or hospitality from any third party, including customers.
- If you receive an unsolicited offer of a gift, benefit, or hospitality from any third party, ensure that you assess whether it is appropriate to accept the gift, benefit, or hospitality.
- Where you do think it is appropriate to accept a gift, benefit, or hospitality this should be approved by your "Head of" your Business Unit (if over $50) or your General Manager (where over $100).
- Declaring all gifts, benefits or hospitality is encouraged, particularly where there is s suspicion of an intention of a third party to influence your decisions. You must declare any gifts, benefits, or hospitality over the value of $50, or where the value is unknown, in accordance with the Gifts and Benefits Standard at TasWater.



Need more information?

‡ Gifts and Benefits Standard

Privacy and Confidentiality

TasWater is committed to recognising and respecting the privacy and confidentiality of its Directors, Team Members, People Leaders, contractors, suppliers, business partners and customers.

Protecting Personal Information

We care about privacy and are committed to complying with the legislative and regulatory requirements for collecting, protecting and handling personal information.

What we expect of you:

- Familiarise yourself with and adhere to the Privacy Policy and Information Protection Statement.
- Complete and comply with all assigned privacy training.
- Comply with all safeguards and controls to protect personal information from misuse, interference, loss and from unauthorised access, modification, or disclosure.
- Ask your people leader or visit Privacy (sharepoint.com) if you are in doubt or not sure what to do.

Need more information?

- Privacy Act 1988 (cth)
- Personal Information Protection Act 2004 (Tas)
- Privacy Policy
- Information Protection Statement
- Right to Information Policy

Protecting Confidential Information

We all play a role in protecting TasWater's confidential information. During the course of your work, you might come across confidential information about TasWater, its customers, suppliers and other third parties. This could include technical, operational, strategic or financial information, commercial arrangements or intellectual property.

You must protect the confidentiality of all confidential information and must not, at any time, use or disclose it except as authorised or required in the legitimate performance of your duties.

What we expect of you:

At any time, whether during or after ceasing employment with TasWater, not use or disclose confidential information other than as authorised or required in the legitimate performance of your duties.

- Be aware of what information is confidential.
- Always protect and maintain the confidentiality of TasWater's confidential information, including intellectual property.
- Immediately notify your people leader, or the Governance and Assurance Team of any suspected or actual unauthorised use or disclosure of confidential information, or any breach of information barriers, whether deliberate or accidental.
- Enter into a confidentiality agreement (where an agreement if not in place that covers confidentiality) with a third party before starting negotiations or any other engagement with a person outside TasWater who may receive or access TasWater's confidential information.
- Comply with any information barriers and confidentiality agreements in place.
- When in doubt, contact a member of the Governance and Assurance Team.
- Read, understand and comply with our Knowledge Information and Data Management Standard and Digital and Technology Acceptable Use Policy.

Need more information?

- Knowledge, Information and Data Management Standard
- Digital and Technology Acceptable Use Policy
- Information Security Classification Scheme Guidelines
- Privacy Act
- Privacy Policy

TasWater Property and Assets

Use of Technology

TasWater's information assets must not be used for unlawful purposes. Personal use should not impact productivity or contravene the below detailed prohibited activities. TasWater reserves the right to delete, stop access to or quarantine any information assets associated with prohibited activities.

Users of TasWater's systems are subject to continuous monitoring, logging and alerting which includes monitoring and recording of emails, chat, websites visited and access to systems and files. Further, to assist with workplace efficiency, TasWater may run programs on devices such as tablets and mobile phones to track the location of the device.

Phones and IT equipment

TasWater provides premises, vehicles, tools and equipment to team members for the purpose of carrying out their work. We expect all team members treat these respectfully and only for their intended purpose.

Private use of computers, tablets and laptops should comply with the Acceptable Use Policy.

The number and duration of personal phone calls should be kept to a minimum. If you are advised of overuse, and if overuse continues, you may be required to reimburse the company. Gross overuse may also result in disciplinary action.

Computers, tablets and laptops are provided as required for work. Network user accounts are provided for exclusive use by the individual to whom they are assigned. It is important that account details are not shared with others. You are responsible for your own password security and must follow company policy in relation to password management. If you feel your account security has been compromised, you must immediately report the incident to the Service Desk.

Management may access any materials stored on any company property. Reports are generated to review sites accessed and the length of time spent on particular sites. Inappropriate use of language, including language that is threatening, offensive, degrading, discriminatory or inflammatory, may result in disciplinary action including termination of employment. Accessing or downloading inappropriate internet content may result in disciplinary action.

Use of Assets

Premises

Any keys and access cards assigned to you are for your own exclusive use. They must not be made available to others or used to allow others to access company properties. A Facilities team member must be advised immediately if an access card or key is lost or stolen.

Vehicles

While driving company or own vehicles for work purposes, team members must comply with traffic legislation, be conscious of road safety and demonstrate safe driving and other good road safety habits. If a company vehicle is being used for work or personal purposes, conditions of use as outlined in the Vehicle Usage Guidelines must be complied with. Use of TasWater Plant and Equipment (e.g. excavators) for personal use is prohibited.

Need more information?

‡ Digital and Technology Acceptable Use Policy
‡ Vehicle Usage Guidelines

Accurate and Auditable Records

All records you create and maintain must accurately reflect the underlying transactions and events.

You must ensure that all records are accurate, timely and complete, reflect our business, operations, earnings and financial status and adhere to internal processes and procedures.

The destruction of electronic or physical records should be done in accordance with the Knowledge, Information and Data Management Standard and the business classification scheme. Please check you are following information management requirements before you destroy electronic or physical records.

Accurate Reporting

TasWater is committed to ensuring all reports and publicly disclosed information are a true and accurate reflection of the underlying transactions, facts or events. Falsifying reports, misrepresenting facts or engaging in behaviour that lacks integrity, may be misleading or is fraudulent, is unacceptable and will be subject to disciplinary action. Reports must have appropriate controls over their preparation, including being evidenced by accurate verified source documents, appropriate reviews, checks and authorisation.

What we expect from you:

- ‡ Always act with integrity and focus on ensuring reports are a true, fair and complete reflection of the underlying facts and circumstances.
- ‡ Ensure that there are appropriate internal controls over the preparation of any reporting prepared by you and your teams.
- ‡ Ensure that reports comply with all applicable regulatory, financial and any other applicable reporting requirements, laws and regulations.
- ‡ Speak up if you believe there may be issues with the accuracy of reporting or if you have been asked to falsify reports or misrepresent facts.

Respecting the Environment

In line with TasWater's commitment to a healthier environment, we care about our impact and aspire to conduct our business in a way that has no negative impacts to the environment. This includes:

- ‡ Abiding by environmental laws and regulations.
- ‡ Minimising the impact of our activities and utilising resources and energy efficiently.
- ‡ Encouraging actions that contribute to environment and climate change strategies.
- ‡ Creating environmental awareness amongst our team members.

What we expect of you:

- ‡ Understand the potential environmental impacts of the tasks you perform and identify, notify and conduct your activities in ways that minimise potential impacts through to the environment.
- ‡ Comply with environment legislation including notifications.
- ‡ Report any potential threats to the environment.

Safe Drinking Water

In line with TasWater's commitment to provide safe drinking water, we care about our impact on water quality and aspire to conduct our business in a way that has no negative impacts to our customers.

What we expect of you:

- ‡ Understand the potential public health impacts of the tasks you perform and identify, notify and conduct your activities in ways that minimise potential public health impacts through compromised water quality or sewerage spills to the environment.
- ‡ Comply with public health legislation including notifications.
- ‡ Report any potential threats to public health.
- ‡ Abide by Tasmanian Drinking Water Guidelines, critical control points and operational control points.

Respecting the Custodians of lutruwita/Tasmania

TasWater recognises the enduring connection of Aboriginal and Torres Strait Islander Peoples to land, sea and skies.

What we expect of you:

- ‡ Not enter onto, damage or interfere with any cultural heritage or sacred site.
- ‡ Not disturb or remove any sacred objects or material that has cultural heritage value.
- ‡ Behave in a manner that is respectful to the Tasmanian Aboriginal communities where we work and operate.
- ‡ Where we have formal agreements with Tasmanian Aboriginal People, implement the relevant intent and obligations of those agreements.
- ‡ Report any potential impact to the environment to your people leader.
- ‡ Undertake and adhere to all cultural awareness training assigned to you.

Responsibilities of our People Leaders

Leaders have a responsibility to lead and deliver with integrity.

In addition to acting legally and ethically, you must also take affirmative steps to influence your team members to do the same.

This means promoting ethical conduct and compliance with legal requirements, TasWater policies and guidelines and our Code.

Essentially the Code requires People Leaders to promote a culture that embraces the Code, and respond to questions and concerns as they are raised.

You are responsible for the effective leadership and management of your team, and for promoting conduct in accordance with the Code. You are accountable for all aspects of work you supervise. You can, subject to compliance with any relevant Operating Standard and/or Procedure, delegate the responsibility for specific tasks, but your overall supervisory accountability for the actions of those you supervise cannot be delegated.

You must take reasonable steps to identify, understand and manage the risk relevant to your role, including the conduct of your team. You must support your team to comply with the Code and hold them accountable for doing so.

Consequence Management

Effective consequence management is an important aspect of being a people leader and this includes addressing issues in a fair, consistent and timely manner and with appropriate discretion and confidentiality.

The key guiding principles for managing consequences in relation to breaches of the Code, policies, operating standards or external laws or regulations are set out in the Workplace Behaviours Policy.