

Code of Conduct

Aim

The aim of this Code is to:

- Set out the standards of behaviour that are expected of employees and contractors
- Provide a framework for employees and contractors to make decisions and engage in behaviours that are ethical and appropriate
- Outline the consequences of a breach of the Code
- Provide a statement of how TasWater conducts its business and treats customers, the community and employees and contractors.

TasWater expects its employees and contractors to conduct themselves in accordance with the guiding principles outlined below:

1. We comply with our Code, the law, our Policies and Procedures

This means that we:

- Know and comply with TasWater's policies, procedures, and any applicable laws and regulations that apply to our roles
- Comply with delegations, and other authorisations, including reasonable directions from our Manager/Supervisor and we only act within our authority
- Complete all training as required by TasWater.

2. We are ethical and professional

This means that we:

- Act professionally and undertake our roles with care and diligence
- Never engage in conduct (including outside of work) that may cause damage to TasWater's reputation
- Always act in the best interest of our customers and the community we serve
- We speak up and report behaviours which are dishonest and unethical (including colleagues, customers or suppliers).

3. We act in line with our Values and Behaviours and always put safety first

This means that we:

- Act in line with our "ZERO HARM" philosophy, and we always make every effort to avoid any threat or impact on the safety or welfare of anyone as a result of our actions. If we see something unsafe, we do something
- Act with honesty and integrity
- Treat our colleagues, customers, contractors and any other stakeholders with respect and dignity
- Do not walk past unacceptable behaviour. We speak up when we see unacceptable behaviours and support others to do so as well
- Do not knowingly provide false or misleading information, and we act to correct this immediately if it does occur.

4. We protect confidentiality of information and respect privacy

This means that we:

- Only access and use confidential or personal information for authorised work-related tasks, or as required under law

- Ensure the secure collection, storage and disposal of confidential information
- Do not use confidential information for the purpose of directly or indirectly obtaining personal gain or benefit.

5. We manage conflicts of interest

This means that we:

- Take all reasonable steps to avoid any conflict of interest and disclose relationships or associations with customers, contractors, suppliers or other parties that might give rise to a conflict of interest
- Do not take on any personal business or financial interests, including other employment, that may compete or conflict with TasWater's interests.

6. We take care of and protect TasWater property

This means that we:

- Protect TasWater property (including intellectual property) taking care to avoid the possibility of theft or misuse of TasWater property
- Only use TasWater property for TasWater purposes.

Breaches of this Code

Breaches of this Code will be treated seriously and result in disciplinary action in accordance with our Disciplinary Procedure.

Responsibilities and Requirements

Manager/Supervisors are responsible for:

- Ensuring all employees and contractors are provided with, and understand the Code
- Taking steps to ensure that any breaches or potential breaches of this Code are identified, taken seriously and acted upon.

Employees and contractors are responsible for:

- Understanding this Code and seeking clarification from their Manager/Supervisor in relation to any questions regarding this Code
- Ensuring that their own behaviour and actions are in accordance with this Code and reflect positively upon TasWater
- Reporting any breaches or suspected breaches of this Code.

Communicating the Code

TasWater will provide each employee and contractor with a copy of the Code. Employees are required to acknowledge they have read and understood this Code by signing an annual certification.

Applicable Legislation

Privacy Act 1988 (Cth)

Personal Information Protection Act 2004 (Tas)

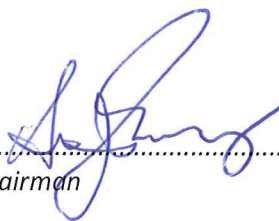
Work Health and Safety Act 2012 (Tas)

Key References

This Code should be read and applied in conjunction with the following Policies:

- TASPOL43 Gifts and Benefits Policy
- TASPOL25 Conflicts of Interest and Related Party Transactions Policy
- TASPOL16 Procurement Policy
- TASPOL13 Work Health and Safety Policy
- TASPOL18 People Management Policy
- TASPOL29 Alcohol and Other Drugs Policy
- THRPOL15 Use of Social Media Policy
- THRPOL01 Workplace Behaviour Policy
- TASPOL15 Fraud and Corruption Control Policy
- TASPOL01 Information Security and Acceptable Use Policy
- TASPOL26 Public Interest Disclosures Policy
- THRPRO14 Disciplinary Procedure.

Approved by the Board at its meeting on 3 December 2021



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Chairman