

People, Culture & Community Committee Charter



1. Scope

The role of the People, Culture and Community Committee (the Committee) is to assist the Board through the strategic oversight, direction, and guidance of TasWater's people, culture, health, safety and wellbeing, customer, and community strategies.

2. Structure/Membership

The Committee shall comprise a minimum of three independent, non-executive Directors appointed by the Board.

Subject to Board approval, one Committee member may be a person external to TasWater.

The Board shall appoint the Committee Chair, who will not be the Board Chair.

The Board shall review the membership of the Committee at least every two years.

3. Authority

The Committee has the authority to recommend, note, accept, request, refer and defer any reports or matters tabled with the Committee.

The Committee cannot make commitments on behalf of the TasWater Board.

Unless otherwise delegated by the Board from time to time, the Committee will recommend to the Board the approval of policy, significant operational or capital expenditure and other matters that should rightly be considered by the Board as a whole.

The Committee through the Committee Chair has the authority to seek any relevant information it requires from any TasWater officer or employee, with such requests to be via email to the relevant General Manager, with a copy to the CEO.

The Committee has unrestricted access to both the internal and external auditors and to TasWater's senior management in relation to matters within this Charter.

The Company Secretary or their delegate will act as secretary to the Committee and, amongst other things, shall be responsible for keeping minutes of meetings and compiling the agenda in conjunction with the Chair.

The Committee may, with the consent of the Board Chair, seek independent legal or other professional advice at TasWater's expense if necessary to discharge its responsibilities and functions.

The Board Chair may direct that independent expert advice is to be provided to all directors, not only the Committee members.

4. Duties and Responsibilities

The Committee has the following duties and responsibilities:

People & Culture, Health, Safety & Wellbeing

- a) Review and oversee TasWater's People and Health, Safety and Wellbeing strategies, supporting policies and targets and their alignment with the organisation's overall strategy and vision.
- b) Assist the Board in its oversight and monitoring of work health, safety, and wellbeing, including review of performance indicators and trends, incidents, and investigations as appropriate.
- c) Review and evaluate culture and engagement indicators, including culture survey results.
- d) Review TasWater's diversity policies, including strategies or changes to address any gender equity and other diversity measures.
- e) Oversee the establishment and implementation of the remuneration policy and remuneration framework and make recommendations to the Board as appropriate.
- f) Oversee TasWater's workforce including strategic resourcing requirements, employee development, talent, and succession planning.

Customer & Community

- g) Review and oversee TasWater's Customer Strategy and Community and Stakeholder strategies.
- h) Review and evaluate customer feedback, insight, and themes ('voice of customer').
- i) Review and evaluate complaint levels, complaint handling metrics and relevant indicators.
- j) Review and oversee strategies and policies to ensure fair customer outcomes for all customer segments, including customers in hardship.
- k) Review and evaluate indicators of TasWater's profile, reputation, and role within the Tasmanian community.
- l) Review and oversee strategies, policies, and initiatives to drive positive and constructive relationships with customers, community, and stakeholders.
- m) Review and oversee Managements' policies, practices, and initiatives to support community impact and social responsibility.

Review

- n) Review and assess the effectiveness of relevant strategies, policies, and practices to deliver a step change towards a positive, constructive culture, with high performing capable people delivering improvements in safety and customer outcomes, and
- o) Identify emerging issues relating to the above and evaluate potential impacts on the effectiveness of TasWater's approach and ability to deliver on its strategic objectives.

5. Meetings

The committee shall meet at least three times a year. Other meetings may be called by the Committee Chair at the request of any committee member or the CEO.

If the Chair cannot attend a meeting, a committee member will be appointed as Acting Chair. A quorum for a meeting is two committee members, one of whom must be the Committee Chair (or appointed Acting Chair). The CEO and relevant General Managers will attend committee meetings by standing invitation, and other TasWater employees may be invited to attend meetings. The committee may choose to meet without any executive or other management present.

Other Directors may attend committee meetings if they wish, and all committee papers will be accessible to all other directors after each meeting. Draft Minutes from committee meetings are to be circulated to all members, the Minutes signed by the Committee Chair at the next committee meeting and recorded in the minutes register.

6. General

The Committee shall develop an annual calendar that is consistent with the Board’s annual calendar and this Charter, and if possible, develop a longer-term rolling plan.

The Committee’s meetings and operations are to be conducted in a manner consistent with Code of Conduct and the Board Charter.

The Committee Chair shall report significant issues arising from the Committee’s meetings and table minutes at the next available Board meeting.

Significant issues requiring immediate attention will be reported to the Board immediately.

The Committee shall evaluate its own performance on an annual basis, usually in conjunction with the Board evaluation process.

7. Publication and Review of Charter

This Charter will be published on TasWater’s website.

The Committee will review this Charter at least every three years or more frequently as required.

Version	2.0 People, Culture & Community Committee Charter TASCHT09	
Previous Version	1.0 People, Culture & Community Committee Charter	
Approved By	Dr Stephen Gumley, Board Chair	28/06/2023
Board or Board Committee meeting	Board meeting	28/06/2023