



CODE OF CONDUCT

Personal Conduct – you are to perform your duties in a polite, patient, respectful and courteous manner at all times, ensuring that communications with other individuals, stakeholders etc is timely and accurate. Discrimination and /or harassment will not be accepted in any circumstances. In addition your appearance / dress is to be of a clean and tidy standard appropriate to your work. Uniforms if issued are to be worn.

· **Ethical Behaviour** – you are expected to work in an ethical manner at all times whilst representing 'us' - Utility Services and to act responsibly and in the best interest of the Alliance at all times. All unethical or unlawful practices must be reported to your Alliance Department Manager as soon as possible. Any complaint within the Whistleblowers Protection Act 2001 will be handled in accordance with that Act.

· **Use of email / Internet** – you have an obligation to use this resource in an efficient, effective, ethical and lawful manner for the conduct of 'us' - Utility Services business. The use of these systems in any way involving pornography or other offensive material is strictly prohibited.

· **Conflicts of Interest** – is when you are in a position where a business decision has the potential to result in personal gain for you, a family member or friend. Any such potential must be reported to your line manager prior to the decision being made; and the basis for the decision is always the 'best for Alliance' principle.

· **Confidentiality** – no confidential information (including personal information about customers) may be disclosed or shared with a third party without the approval of an Alliance Department Manager.

· **Attendance at Work** – if you are unable to attend work for any reason without prior approval, you must contact your line manager as soon as possible on the first day of absence and advise the reason and the expected duration of absence. Provision of doctor's certificates are as per partner company procedures.

· **Third Party Communications** – Unless authorized to do so, you must not make public statements to third parties including the media on behalf of 'us' - Utility Services or the member companies.

· **Other Employment** – you are not to undertake other employment that has a potential conflict of interest with 'us' - Utility Services; without the prior approval of your Department Manager. Due to confidentiality issues you must not work for contractors to 'us' - Utility Services or another Victorian water organization, either as an employee or contractor. Undertaking other employment whilst on leave is not allowed unless special circumstances prevail. Please contact your parent company HR Manager before entering into any such arrangement.

· **Director / Office Holder** – If you are considering seeking appointment (or are currently holding such appointment) as part-time Director or Office Bearer to Industry related Boards or Committees you should familiarise yourself with the State Government Guidelines on appointment and remuneration. SEWL HR holds a copy of these guidelines.

· **Gifts / Benefits** – In the course of business relationships you may be offered gifts or benefits from time to time. Reporting and handling of such gifts are as per member company policies.

· **Negligence** – All breaches of negligence shall be brought to the relevant Alliance Department Manager(s) notice as soon as possible .

· **Use of Vehicles** – Only employees are to travel in Company vehicles (unless approved for full private use). The vehicles are to be operated in a safe manner at all times. In addition: Driving under the influence of alcohol / drugs will result in instant dismissal

All drivers are to possess the relevant licenses and loss of these licenses may result in instant dismissal

All drivers shall conduct a daily pre-start inspection (refer checklist) before the vehicle is driven.

All incidents / accidents must be reported to the driver's immediate supervisor immediately.

· **HSE specific conduct requirements** – as per the 'us' - Utility Services HSE plan.