



CODE OF
CONDUCT

HUNTER WATER CODE OF CONDUCT

OCTOBER 2024

ACKNOWLEDGEMENT OF COUNTRY

Hunter Water acknowledges the Traditional Countries of the Awabakal, Geawegal, Darkinjung, Wonnarua and Worimi peoples on which we operate and the Countries beyond where our water flows

We recognise and respect the cultural heritage, beliefs and continuing connection to the lands and waters of our Traditional Custodians and pay respect to their Elders past, present and emerging.

Our vision for reconciliation

Our vision for reconciliation is a truly inclusive and equitable Future for First Nations peoples in the communities where we operate, a future where First Nations knowledge is embedded in caring for our country and water.

We will listen and learn from our First Nations peoples, and will incorporate their knowledge into the way we provide water and wastewater services to our region. Through partnership, we will create meaningful change by providing employment, procurement, and community engagement opportunities for First Nations peoples.

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INTRODUCTION

As a State Owned Corporation and an essential services employee, the work we do makes a difference in the lives of thousands of people across our area of operation. The communities we serve both expect and need us to act ethically, fairly and comply with the law.



Hunter Water employees have an important role to play – there is a high public expectation that Hunter Water, as a government State Owned Corporation, acts in a manner that is both ethical and socially responsible on an ongoing basis.

Acting ethically and socially responsibly is critical to preserve the good reputation of Hunter Water and its shareholders.



The community expects our people to deliver services in the best interests of the public whilst adhering to the highest standards, ensuring that public monies are spent for their intended purposes, information is secured, and assets and resources are used appropriately.



More important than expectations, however, we should be doing this because it is the right thing to do.

The *Code of Conduct (the Code)*, guided by our values, provides an ethical framework to govern and guide the decisions, conduct and behaviour of all who work for Hunter Water, in order to ensure that the highest standards of ethical behaviours, integrity and professionalism are observed at all times.



Whilst it does not reference all possible scenarios the Code applies, no matter the situation, our level or our job.

This Code applies to Our People

For the purposes of our Code, this includes:

- directors
- permanent employees, whether full-time or part-time
- temporary/fixed term employees, whether full-time or part time
- casual employees
- consultants
- individual contractors working for or on behalf of Hunter Water
- employees of contractors providing services to Hunter Water
- volunteers, secondees, work experience students.



This Code applies during all activities, interactions and decision making associated with normal day to day work. It also applies to any time during which our people are acting as a representative of Hunter Water, including but not limited to:

- work related social activities
- work related travel, seminars, training courses and conferences
- work functions, events or activities (inside and/or out of hours)
- community events
- professional networking events
- when others may have reasonable grounds to believe someone is representing Hunter Water, such as when they are wearing a Hunter Water uniform.



Our people are required and expected to act ethically, lawfully and in the public interest. This can be achieved by adhering to our values of Trust, Leading, Inclusion, Learning and Wellbeing. These core values are all of equal importance and align strongly with the requirements of this Code.



Leading



Learning



Trust



Wellbeing



Inclusion



Trust: we are honest, open and ethical, we care and act in the best interest of the communities we serve, we are capable and can be relied upon.

We will:

- a. comply, in good faith, with the spirit, as well as the letter of this Code and our values
- b. act in an open and transparent matter, with integrity, in good faith, and in the best interests of Hunter Water
- c. use care, diligence and skill and hold ourselves and other people to account
- d. recognise the overarching responsibility and accountability we have to our people, our customers and communities
- e. endeavour to enhance the reputation of Hunter Water and not engage in conduct likely to bring discredit upon Hunter Water
- f. ensure and respect confidentiality
- g. report any actual or suspected corrupt conduct, including fraud, involving Hunter Water
- h. comply with the laws and regulations that apply to Hunter Water and its operations.



Learning: we enquire, listen, share and collaborate and have a continuous improvement mindset to better ourselves.

We will:

- a. ensure we learn and understand our obligations under the Code
- b. listen and learn from our shareholders, our people and our customers and communities and act on those learnings
- c. encourage our people to experiment and innovate, mindful of risk
- d. welcome and share constructive feedback
- e. learn from our mistakes



Inclusion: we recognise, value, respect and celebrate diversity and provide an environment in which everyone can contribute and achieve their potential.

We will:

- a. acknowledge that all people have the right to be recognised for their inherent humanity and be treated with dignity and respect.
- b. value diversity in perspectives and having a healthy and respectful debate to reach the best outcome
- c. exhibit fairness, impartiality, honesty, integrity, transparency and equity
- d. foster a collaborative, non-discriminatory and inclusive environment



Leading: we step up to face challenges, we take action, we innovate and influence change, we display self leadership.

We will:

- a. lead by example and role model Hunter Water's values
- b. display self leadership of our behaviour and lead by example in alignment with our Code and values
- c. raise awareness of the requirements of the Code and our values
- d. raise concerns about potential breaches to the Code
- e. recognise performance and hold our people to account and hold ourselves to account



Wellbeing: we care for each other's wellbeing and that of our communities and our environment.

We will:

- a. champion the safety, health and wellbeing of our people
- b. understand we are role models and that our words and actions have an impact on others
- c. care for the customers and communities that Hunter Water serves
- d. ensure we provide a physical and psychological safe environment for our people to operate within

ROLES AND RESPONSIBILITIES

Roles	Responsibilities
Our People	<ul style="list-style-type: none"> • Ensure compliance with the Code of Conduct • Report any suspected or actual breaches of the Code • Seek advice and clarification from others (Manager, People & Culture or General Counsel) if in doubt about whether to make a report. • Support a culture where the Hunter Water values and ethical conduct are both recognised and prioritised and where everyone feels comfortable to raise concerns • Actively model the organisational values • Actively use organisational values as an ethical guide in decision making
People Leaders	<p>In addition to the above:</p> <ul style="list-style-type: none"> • Facilitate and support a culture where the Hunter Water values and ethical conduct are both recognised and psychological safety is prioritised so everyone feels comfortable to raise concerns • Ensure that they, and those within their area of responsibility, are aware of, understand and comply with the requirements of the Code and the associated Standards, at all times • Actively support our people to be one Hunter Water team, focussed on delivering safe, high quality services to customers within an inclusive, entrepreneurial and learning focussed environment • Evaluate and measure the performance and conduct of those within their area of responsibility by making reference to the Code our organisational values • Assist our people with any questions or concerns they have about the Code and actively participate in sharing learnings from any issues raised • Take the appropriate action as outlined in the relevant procedures if they become aware of actual or suspected breaches of the Code • Demonstrate robust corporate governance
People and Culture	<p>In addition to the above:</p> <ul style="list-style-type: none"> • Provide advice to people leaders and our people about the application of the Code of Conduct • Monitor and review the Code of Conduct to ensure they remain consistent with legislation and are relevant to Hunter Water. • Investigate / address potential breaches

Our people are expected to know and act in accordance with our values and the general principles and requirements set out in this Code.

Hunter Water recognises that each person brings their own unique capabilities, experiences and characteristics to every interaction. The diversity of thought, ability and experience we gain through our relationships with our customers, community and stakeholders improves our decision making and enables us to deliver the best solutions in the public interest.

We need to ensure that every interaction, communication and action we take increases trust, builds relationships, and enhances the operations, security or reputation of Hunter Water.

The minimum expected standards of behaviour are not an exhaustive list of what to do in every aspect of our work. Rather, they are general principles and requirements to apply when carrying out our work and should be applied, alongside a values lens, to decide on an appropriate course of action when faced with an ethical issue or professional decision.

If in doubt, please talk to your direct leader, your HR representative, or an executive.

Sections covered throughout our Code:

Act in the public interest

Act lawfully

Workplace health, safety and wellbeing

Prevention of Bullying & Workplace Violence

Prevention of Discrimination and harassment in the workplace

Prevention of sexual discrimination and sexual harassment in the workplace

Confidentiality, privacy and records management

Information Security

Privacy

Records Management

Managing Conflicts of Interest

Gifts, benefits and hospitality

Lobbying

Making public comment

Equitable Recruitment

Risk management

Secondary employment

Appropriate use of public resources

Act in the public interest



We are aware that as Public Officials we are answerable to the community. The community has an expectation that we are above reproach in our communications with them and with each other. We should treat all people we interact with in the course of our work:

- equally without prejudice or favour
- with honesty, consistency, impartiality and respect.

Our actions, behaviours and decision making will withstand public scrutiny on all levels (fair, impartial, honest and equitable)

Ask yourself such things as:

- Am I placing the public interest over personal interest?
- Am I providing apolitical and non-partisan advice?
- Am I ensuring transparency to enable public scrutiny?
- Am I being fiscally responsible and using resources efficiently, effectively and prudently?

Act Lawfully



We must always act lawfully and uphold the law.

We must comply with this Code, any relevant legislative, industrial and administrative requirements and any lawful direction made by a person with the authority to give such a direction.

Ask yourself such things as:

- Am I aware and clear of my legal obligations?
- If not, am I actively trying to find out my legal obligations to ensure I am complying with them?

Workplace health, safety and wellbeing



At Hunter Water the Safety, Health and Wellbeing (SH&W) of our people and the communities we serve is our highest priority. We all have a role to play in creating an environment where our people are physically and psychosocially safe at work.

Ask yourself such things as:

- Am I performing my duties in a way that protects the physical and psychosocial health, safety and wellbeing of those performing the actual work, colleagues and visitors?
- Do I role model the Hunter Water Lifesavers, make safe choices and actively care for others?
- Am I being responsible for ensuring that alcohol, prescription medication or any other substances do not affect my ability to conduct work safely and responsibly?
- Am I aware of my personal obligations that I have under the WHS Act for my safety and the safety of others?
 - [Safety, Health and Wellbeing Policy](#)
 - [Lifesaver handbook](#)
 - [Alcohol and Other Drugs Standard](#)

Bullying, workplace violence, unlawful discrimination, harassment



All people have the right to be recognised for their inherent humanity, feel safe and be treated with dignity and respect. Bullying, unlawful discrimination, workplace aggression and all forms of harassment (including sexual harassment) are not acceptable under any circumstances and not tolerated in our workplaces.

Hunter Water is committed to preventing workplace bullying and violence, as a part of providing a safe and healthy workplace. Everyone has the right to interact in a workplace which is free from bullying, and everyone at the workplace has a legal responsibility to prevent bullying and violence.

Hunter Water expressly prohibits sexual harassment and sex-based harassment in the workplace. Such behaviour is unacceptable, unlawful and will not be tolerated.

Ask yourself such things as:

- Am I treating others with dignity and respect?
- Am I fostering a collaborative, non-discriminatory and inclusive environment?
- Am I exhibiting fairness, impartiality, honesty, integrity, transparency and equity?
- Am I communicating with others in a courteous and respectful manner?
- Am I aware that it is not my intent that matters but how others perceive or receive my conduct towards them?
 - [Bullying Prevention Standard](#)
 - [Sexual Harassment and Sex Based Harassment Prevention Standard](#)
 - [Discrimination and Harassment Standard](#)
 - [Prevention of Workplace Violence](#)

Confidentiality



Hunter Water holds and manages large amounts of information. This information needs to be managed in accordance with relevant legislative obligations and policies.

Unless otherwise authorised, you must maintain the confidentiality of all official information (including confidential, personal and other sensitive information or documents) held by us that is not publicly available, that has not been published or that you are not authorised to disclose is to be taken seriously.

Ask yourself such things as:

- Have I come across this information in the course of my employment with Hunter Water?
- Is this information considered confidential?
- Am I authorised to disclose this information?
- Am I disclosing, accessing or using official information for my own or others personal benefit or advantage?

Information Security



Effectively managing information security at Hunter Water is critical to reducing the likelihood of being compromised by malicious actors who may gain unauthorised access to systems, disrupt operations, or cause financial or reputational harm.

Ask yourself such things as:

- Am I vigilant in evaluating email and websites to spot potential threats such as phishing email?
- Am I creating strong, unique passwords and avoid using the same passwords across different systems?
- Am I committed to securely storing confidential information?
- Do I understand the process for escalating a potential security incident?
 - [Cyber Security Policy](#)
 - [Acceptable Use of Electronic Resources Standard](#)
 - [Privacy Policy](#)

Privacy



Hunter Water recognises that our people, suppliers, customers and community trust us to keep their personal/private information safe and secure. Hunter Water is committed to only collecting, managing and disposing of personal/private information reasonably necessary for, or directly related to its functions. Sensitive personal/private information may also be collected where you have provided consent or when the collection is authorised or required by law.

Ask yourself such things as:

- Is this personal/private information?
- Is this sensitive personal/private information?
 - [Privacy Policy](#)
 - [Privacy Management Plan](#)

Records management



Hunter Water acts as a custodian of NSW Government information by managing it as a resource for government, the community and the private sector and is committed to the principles that information is transparent, trustworthy, private, valued, available, maintained and preserved.

Ask yourself such things as:

- Have I recorded actions, decisions and transactions properly to ensure transparency and accuracy?
- Is this information relevant to the work I am performing? If not, why would I access it?
- Have I ensured that any information in any form (printed or electronic) cannot be accessed by unauthorised persons and that information is only discussed with persons (inside or outside Hunter Water) who are authorised to have access to it?
- Do I have authorisation to alter or destroy this record?
 - [Records and Information Management Policy](#)

Conflict of Interest



A conflict of interest occurs where one of our people has a private interest that a reasonable person might perceive could improperly influence, or be seen to influence, their decisions or actions in the performance of their duties at Hunter Water.

A conflict of interest arises if competing loyalties may influence one of our people to (consciously or not) pursue a personal benefit (or avoid a personal detriment) for themselves, their friends, or their family or others at the expense of Hunter Water or the broader community.

A conflict of interest is a broad term and can encompass personal relationships, financial arrangements and even personal opinions.

Ask yourself such things as:

- Do I have a personal interest?
- Do I have a public duty?
- Is there a connection between my personal interest and my public duty?
- Could a reasonable person perceive that my personal interest might be favoured?

It is not necessarily unethical to have a conflict of interest. However, you should avoid placing yourself in conflicting situations wherever possible.

- [Conflict of Interest Policy](#)

Gifts, benefits and hospitality



Hunter Water acknowledges that in dealing with external parties, our people may at times encounter situations where they are offered a gift, benefit or hospitality during the course of performing their work duties.

We understand that most gifts and benefits are intended simply as a memento or small token of appreciation, however, in such situations, our people need to be mindful of the circumstances in which the offer is made and how it could be perceived.

The offering of such items may give the impression or perception that Hunter Water has been unduly influenced in its decision-making process; or is providing preferential treatment to individuals or organisations, giving rise to an actual, perceived or potential conflict of interest.

Seeking or attempting to seek any gifts, benefits or hospitality from external parties may be viewed in the same way.

Ask yourself such things as:

- Do I have any potential conflicts of interest that I need to declare?
- Could the offering be or be perceived to be one to create influence for positive favour being applied?
- Would I feel comfortable with the broader community being aware of my acceptance of an offer?
- Have I solicited or accepted a gift in return for preferential treatment?
 - [Gifts and Benefits Policy](#)
 - [Fraud and Corruption Control Policy](#)
 - [Fraud and Corruption Control Plan](#)

Lobbying



NSW public sector officials (including State Owned Corporations) are required to act impartially in the public interest when carrying out their public duties, including when being lobbied, or making decisions after being lobbied, by lobbyists.

Our people must comply with our values, principles and requirements in this Code and Premier's Memorandum M2019-02 NSW Lobbyist Code of Conduct. The Lobbying for Government Officials Act 2011 (NSW) restricts lobbying of Government officials by lobbyists and requires lobbyists to comply with ethical standards of conduct and other requirements set out in the Lobbyists Code of Conduct. It is important for public confidence in the integrity of government that lobbying is carried out with appropriate probity and transparency.

When asking to meet with Hunter Water officials, lobbyists are required to disclose the purpose of the meeting, the nature of the matters to be discussed, and whether or not a registered third-party lobbyist will be present. Hunter Water officials should not accept meetings with registered lobbyists without first engaging with their relevant Executive Manager.

Ask yourself such things as:

- Am I aware of the additional legislative requirements when a meeting has been requested by a lobbyist?
- Have I engaged with my Executive Manager prior to accepting a meeting?
- Have I considered additional probity controls, including ensuring detailed notes/minutes are taken during any communications with a lobbyist, and/or ensuring that a second Hunter Water official is present during any communications to ensure transparency and compliance?

Making public comment



Public comment includes comments to media, on social media (including profiles), websites or publications, and public speaking engagements.

Our people must not, in a work capacity, make public comment without authorisation on matters related to Hunter Water.

Our people have the right to participate in public discussions on political and social matters as community members. However, they should give careful consideration as to when and how they publicly identify themselves as employees of Hunter Water; for example, in their social media account details.

When making public comments on issues of interest in a private capacity, you should ensure your comments:

- are clearly identified and understood to be personal views and do not represent the official view of Hunter Water
- do not discuss or disclose information about your work or workplace that is not publicly available
- do not post content that is unlawful (eg defamatory, bullying, harassing, breaches privacy).

All media enquiries should be directed to the Communications and Engagement team.

Ask yourself such things as:

- Am I authorised to make a public comment on behalf of Hunter Water?
- Could my conversation/online post be perceived to be made as a representative of Hunter Water?
- Have I clearly identified and made it understood that my comment is my personal views?
- Have I discussed or disclosed information concerning my work or workplace that is not publicly available?
 - [Media and Social Media Standard](#)
 - [Bullying Prevention Standard](#)

Recruitment



Hunter Water applies merit based, fair and equitable recruitment, selection and appointment processes for Hunter Water employees.

All individuals can trust that during all stages of the recruitment and selection process that they will be treated with dignity, considered equally without prejudice and that the process is free from conflicts of interest. Individuals can trust that their personal information will be treated with confidentiality during and after the selection process.

Ask yourself such things as:

- Do I have any potential conflicts of interest that I need to declare?
- Do I have any personal bias that might impact my ability to view all applicants equally?
- Am I sharing personal information gathered about an individual throughout this process with people that may not be appropriate to have access to?
 - [Recruitment, Selection and Appointment Standard](#)
 - [Conflict of Interest Policy](#)
 - [Privacy Policy](#)
 - [Bullying Prevention Standard](#)

Risk management



Hunter Water is subject to scrutiny from numerous stakeholders and regulatory bodies and, as such, our risk management processes need to be rigorous, transparent and cohesive. We need to ensure consistency in the implementation of our identification, assessment and control methodologies and to enhance the enterprise wide comparability of risks being face.

Ask yourself such things as:

- Am I aware of the appetite of risk that Hunter Water has before I proceed?
- Can I explain the methodologies used for identifying, assessing and controlling risks in my tasks?

- [Enterprise Risk Management Policy](#)
- [Enterprise Risk Management Standard](#)

Secondary employment



We may for various reasons wish to undertake either paid or unpaid work in addition to their role within Hunter Water. Hunter Water supports the pursuit of continuous learning and acknowledges that secondary employment can offer valuable experience, knowledge and skills.

We are required to comply with applicable legislative requirements and follow Hunter Water process concerning secondary employment.

Taking on additional work may give rise to a conflict of interest, or reasonably perceived conflict, between your primary and secondary employment.

Ask yourself such things as:

- Will there be an actual, potential or perceived conflict of interests, such as secondary employment with a competitor, commercial customers, suppliers or one of their subsidiaries?
- Will secondary employment create undue fatigue when I am on duty at Hunter Water?
- Will I be able to give my employment at Hunter Water primary consideration?
- Have I used Hunter Water resources, equipment or information for any secondary employment?
 - [Conflict of Interest Policy](#)

Use of public resources



Our customers and community trust us to act honestly and ethically. They also trust us to safeguard Hunter Water's assets and to ensure that they are used for a proper purpose. We have a responsibility to the NSW Government, our customers and community to spend money in a manner that is underpinned by governance procedures and is transparent and auditable, with the use of public resources being used in an efficient, effective and prudent way.

Public resources / Hunter Water assets and resources – include (but are not limited to):

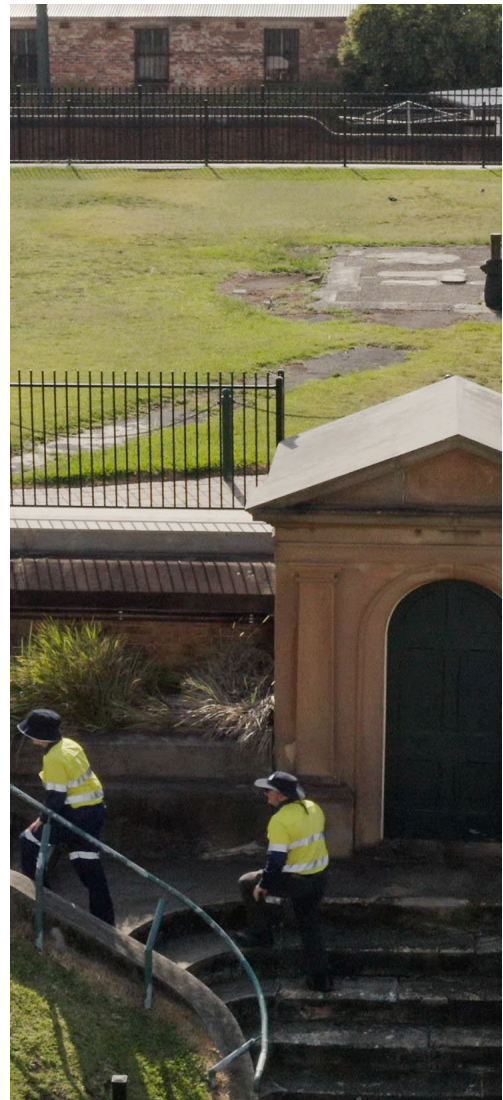
- information
- property
- systems
- equipment
- materials
- services
- facilities
- office supplies
- motor vehicles
- travel
- credit cards
- finances
- time

Consistent, transparent and effective practices are key to managing commercial and procurement risks and achieving outcomes that support our strategic priorities.

Ask yourself such things as:

- Do I have an authorised purpose for using this resource?
- Has my position or access to Hunter Water resource and information been used for the personal gain or the gain of another person?
- Am I using the resources of Hunter Water effectively, economically, properly, within our authority, and lawfully?
- Have I engaged the right advice prior to continuing to the purchase of a good or service?
 - [Fraud and Corruption Control Policy](#)
 - [Conflict of Interest Policy](#)
 - [Commercial and Procurement Policy](#)

- [Probity Policy](#)
- [Supplier Partnership Principles](#)
- [Modern Slavery Statement](#)
- [Delegated Authorities Manual](#)



Behaviour contrary to this Code or to our values can create an unsafe workplace, bring individuals into disrepute, undermine productive relationships with colleagues and the public, and damage public trust in Hunter Water.

This Code and our values must always characterise our actions, behaviours and decision making in the course of our work.

What can we do?

- Build our knowledge and understanding of Hunter Water's values, the Code and compatible actions, behaviours and conduct.
- If we see things happening that do not seem to fit with this Code or our values, step up and raise our concerns and/or ask our leader for clarification.

A contravention of this Code may be deemed to be unlawful, unethical and/or inappropriate behaviour. Any potential and actual breach of the Code will be managed by Hunter Water in a fair, efficient and effective manner and in accordance with the [Disclosures, Complaints and Allegations Framework](#).

Hunter Water is committed to providing this Framework that allows its people, customers and the public to make disclosures, complaints or allegations.

If a breach of the Code is found through an investigation, any misconduct may result in disciplinary action up to and including the termination.

If you are unsure of what is appropriate conduct in a particular situation, you can discuss the matter with your leader, human resources team, or an executive.

Reporting of a suspected breach

Hunter Water encourages the reporting of unlawful activity, misconduct and other wrongdoings by Hunter Water or its people.

Any actual or suspected breaches that are of a serious nature must be reported. Failure to do so may itself result in disciplinary or legal action.

All reports are to be made by following the procedure outlined in the [Disclosures, Complaints and Allegations Framework](#) which includes both internal and external reporting options.

Hunter Water is committed to maintaining a system for internal reporting that supports our people in making such disclosures and that provides management with the opportunity to take early action to remedy the problem.

- [Disclosures, Complaints and Allegations Policy](#)
- [Disclosures, Complaints and Allegations Standard](#)

Breaches of the Code of Conduct and/or associated standards will be dealt with fairly and with regard to procedural fairness.

- [Misconduct and Discipline Standard](#)

Public Interest Disclosures (PIDs)



The Managing Director of Hunter Water is required to report to the Independent Commission Against Corruption any matter that they suspect on reasonable grounds concerns or may concern corrupt conduct.

It is Hunter Water's policy to report any actual or suspected crimes to the NSW Police or Australian Federal Police, as applicable.

The making of an intentionally false or malicious report or accusation may lead to an internal investigation of the person who made the report. This may in and of itself lead to disciplinary action up to and including the termination of employment. It could also result in criminal action against the reporter in certain circumstances.

Under the PID Act, it is both a criminal offence and misconduct to take detrimental action against a person who makes, or is suspected of making, a public interest disclosure. The PID Act provides a range of additional protections against detrimental action.

When a public official (as defined in the PID Act) reports suspected or possible wrongdoing in the public sector, their report will be public interest disclosure (PID) if it has certain features which are set out in the PID Act. PIDs must be managed in accordance with the PID Act.

- [Disclosures, Complaints and Allegations Policy](#)
- [Disclosures, Complaints and Allegations Standard](#)
- [Public Interest Disclosures \(PIDs\) Policy](#)
- [Whistleblower Service Frequently Asked Questions](#)



The Code is part of the broader system of policies, standards, procedures and processes that have been developed as part of Hunter Water's commitment to promote sound corporate governance. Therefore, the Code does not operate in isolation.

It is a part of the larger group of ethical behaviour policies that are guided by the values of Hunter Water and provide standards for behaviour and decision making. These ethical behaviour policies help form the values based culture that is fundamental to the success of the Code.

Ethical decision-making tool

If anyone is ever in doubt about a decision, action or behaviour they should seek guidance from a manager, colleague or a member of the People and Culture team.

For further guidance, it may be of assistance to ask the following 10 questions:



Leading



Learning



Trust



Wellbeing



Inclusion

1. Does this feel like the right thing to do?
2. Is the decision, action or behaviour lawful?
3. What policies, procedures, standards or guidelines apply to this situation?
4. Is my decision, action, or behaviour consistent with Hunter Water's values?
5. What would my manager and team expect of me?
6. What would a customer or stakeholder expect of me?
7. Does the situation raise an actual, potential or perceived conflict of interest or lead to provide gain?
8. What impact could my decision, action or behaviour have on Hunter Water, my colleagues, others?
9. Would I be comfortable to stand by my conduct if it was reported by the media or became public information?
10. Am I the right person to be making this decision? Do I have the appropriate delegation?

Call

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1300 657 000, 24 hours, seven days
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