



THE WAY WE WORK

OUR CODE OF CONDUCT



A WORD FROM OUR CHAIR

Seqwater is a business full of passionate people with a deep sense of pride about the service we provide to the communities of South East Queensland, our vision of Water for Life and our promise of Safe for Life. Our values reflect that and guide our decisions and behaviours.

The way we work is intended to help every one of us - employees, Board members, consultants and contractors - live our values:

- **Integrity** – be honest and do the right thing
- **Respect** – work together, seek to understand, value differences, and bring your best
- **Care** – look after yourself, each other, our communities and our environment
- **Courage** – speak up, find better ways, lead by example

Regardless of where we work or the job we do, knowing, understanding and living our values and following *The way we work* is an essential part of who we are at Seqwater.

We all have a responsibility to incorporate this code of conduct into our work every day and to encourage others to do the same. If you are ever in doubt or think that a colleague or our business is falling short of our values or our code, speak up.

The way we work has the full support of the Board and the Executive Leadership Team. By living our values and upholding *The way we work*, we each contribute to making Seqwater a great place to work.

Kind regards

Hon. Dr David Hamill AM
Chairperson

MAKING GOOD DECISIONS

WHAT IF I'M UNCLEAR ABOUT A DECISION?

Making good decisions and ethical choices builds trust between us and the people we interact with. While *The way we work* won't tell you what to do in every situation, it guides you to make good decisions when the answer isn't always clear.

WHEN DOES THE WAY WE WORK APPLY?

The way we work applies whenever you represent Seqwater regardless of where you work or the role you perform. It also applies to behaviours which might cause damage to our reputation during and outside of normal work hours.

IF YOU'RE EVER IN DOUBT. ASK YOURSELF:

- 1 Am I reflecting all of Seqwater's values, *The way we work*, policies and procedures?
 - 2 Does this feel like the right thing to do?
 - 3 Will this potentially cause harm to anyone else or Seqwater?
 - 4 What would I tell a friend or a family member to do?
 - 5 What would my colleagues, family or the community think?
- If you're uncomfortable with any of your answers, seek advice before acting.**

HOW DO I RAISE A CONCERN?

You don't have to have all the details, or be sure that something is wrong to raise a concern.

We understand it takes courage to speak up when something's not right. You can trust that we'll treat your concern seriously, fairly and promptly. If something needs to be fixed, we'll take action based on what we learn. Importantly, we do not tolerate retaliation against anyone who speaks up in good faith.

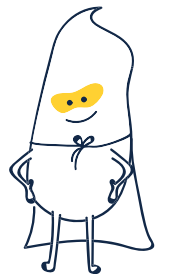
WHAT HAPPENS IF THE WAY WE WORK IS BREACHED?

There's an expectation that each of us will uphold *The way we work* and any other standards, policies and procedures associated with our employment. A breach of *The way we work* may result in disciplinary action, including termination. Nobody wants that to happen. So please familiarise yourself with everything in here or discuss any questions with your manager.

Here are some of the places you can go for advice and guidance or to tell us when something's wrong:

- Your manager, another manager, a General Manager or the CEO
- A member of the People and Culture team or peopleandculture@seqwater.com.au
- Our Employee Assistance Program telephone 1300 604 640 or seq-water.lifeworks.com
- There may be times when you don't feel you can speak up at work. If you want to stay anonymous, you can contact the independent Stopline directly. You can report securely, anonymously and confidentially 24 hours a day, seven days a week.

Stopline, telephone 1300 30 45 50 or visit <https://seqwater.stoplinereport.com> or email seqwater@stopline.com.au





1. OUR SAFE AND HEALTHY WORKPLACE

Safe for life. Everyday, always! This is our promise. We look after ourselves, each other and our communities. Everyone deserves to go home at the end of their work day as healthy as when they arrived.

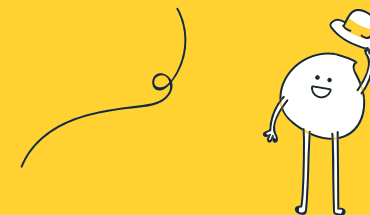
- 1.1 We show we care in everything we do.
- 1.2 We foster an inclusive work environment, free from harassment, bullying or discrimination and respect the human rights of every individual. Behaving in a manner that causes disadvantage, embarrassment, offence to others or harms someone's reputation either in the workplace, during out-of-hours activities or by using social media is simply not acceptable.
- 1.3 We provide flexible working arrangements to enhance employee wellbeing and improve productivity.
- 1.4 We're all responsible for making sure we're fit for work and reliably attend work every day as agreed with our manager. This means not being under the influence of alcohol or drugs, being well rested, and being physically and mentally fit to perform our jobs safely.
- 1.5 We perform work safely and in accordance with our Work Health and Safety policy, procedures and safety rules.
- 1.6 We engage everyone in safety. We talk about safety and wellbeing openly and react positively.
- 1.7 We take the lead on safety by acting on observations, following up and persevering to help fix hazards.
- 1.8 We stop any work that appears unsafe and respond appropriately to any issues, incidents or actions which may compromise the safety of the workplace or the health of others.
- 1.9 We immediately report any incident, injury, illness, fatigue or any factor that may compromise safe working conditions; including declaring any prescription medication that may influence our fitness for work.

a great place to work

2. OUR PEOPLE

We want Seqwater to be a great place to work where everyone brings their best. That means people are valued, respected and supported. Each one of us contributes to our culture through our words, actions and behaviours.

- 2.1 We lead by example.
- 2.2 We comply with all Seqwater policies, procedures and employment contracts, and relevant laws, professional standards, industrial awards and agreements.
- 2.3 We're open and honest in our communication, seek to understand one another, value different perspectives and work together constructively. This means we treat each other with respect and kindness. We are supportive and don't undermine each other. We always bring our best.
- 2.4 If we make a mistake, we let someone know and work out how to resolve and learn from it. We're accountable for what we say and do.
- 2.5 We always seek to improve and find better ways of doing things, for Seqwater and ourselves, so we can consistently achieve excellence.
- 2.6 We share feedback regularly, openly and constructively, and positively recognise success.
- 2.7 We actively participate in performance discussions and processes, including induction, training, performance planning and development.
- 2.8 We maintain and develop our professional skills, knowledge and qualifications relevant to our role.
- 2.9 We ensure that employment-related decisions, including recruitment, promotion, training and development, and compensation are based only on merit and business considerations.



WE CONTRIBUTE TO OUR COMMUNITIES

3. OUR COMMUNITIES

We contribute to our communities. Good stakeholder, customer and community relationships are important to our business and to quality planning and decision making.

Engagement with our communities rests with all of us. We are ambassadors for the Seqwater brand and values.

3.1 We engage at the earliest opportunity, seeking to understand stakeholder needs and considering their expectations and feedback.

3.2 We respond promptly to stakeholders, whether it's a question, concern or compliment, and aim to resolve issues quickly.

3.3 We treat everyone with courtesy and respect, even when we have differing views or approaches, and clearly explain the scope of input or influence stakeholders can or will have.

3.4 We build trust through openness, transparency and delivering on our promises.

4. OUR REPUTATION AND INTEGRITY

We all have a role to play in protecting Seqwater's reputation. We're likely to come across a challenging and difficult decision at some stage but it's the integrity and professionalism that we bring to these challenges that defines us.

4.1 We act with integrity. We're honest and do the right thing. We never behave in a way that's dishonest, illegal, fraudulent, corrupt or unethical. Our actions are in line with our Fraud and Corruption Control Policy and Procedure.

4.2 We make decisions and act in a way that respects the human rights of all people, including our employees, the communities in which we work, consultants and contractors, and those within our supply chain.

4.3 We speak up about any dishonest or unethical behaviour – even if it's just a suspicion.

4.4 We deliver services fairly, courteously and effectively.

4.5 We accurately record and report financial transactions and business information, following internal policies and legislation.

4.6 We supply all relevant information to auditors.

4.7 We act within our approved delegations.

4.8 We record our work time accurately.

4.9 We use good judgement and manage conflicts of interest in line with our Conflict of Interest Procedure. We speak up if we think there may be an actual, potential or perceived conflict and if in doubt, seek clarification from our manager. We understand that a conflict of interest can exist even if we're convinced our decisions will not be affected by the conflict.

4.10 We are mindful when giving or receiving business related gifts and only do so in line with our Gifts and Benefits Policy.

4.11 We take steps to ensure comments are represented as our personal views, not those of Seqwater or government.

4.12 We only speak on behalf of Seqwater when we've been authorised to do so. Keep in mind there will be times when we provide information to stakeholders and community members as part of our role.



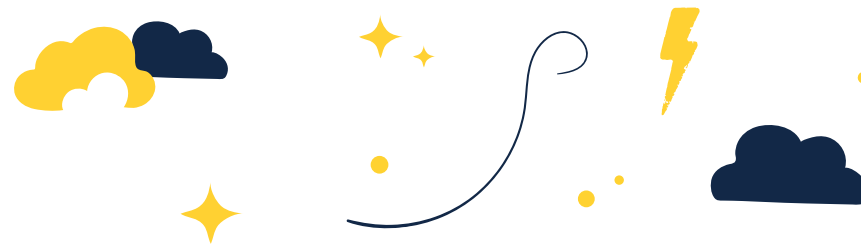
protect & care

5. OUR RESOURCES

We're provided with tools, equipment and resources to do our jobs every day. We protect and care for our resources and assets, including intellectual property (IP), even after we've finished working with Seqwater.

- 5.1** We take care of IP belonging to Seqwater and others. We never take advantage of our position or information gained through our employment.
- 5.2** We treat privileged, confidential and personal information with care and use it only for the purpose for which it was collected or authorised.
- 5.3** We ensure that others conducting business on behalf of Seqwater follow our guidelines.
- 5.4** We take care of and use our resources for legitimate business purposes, in line with established policies, procedures and guidelines.
- 5.5** We use communication channels, including social media, appropriately and responsibly. We never offend, discriminate against or harass others. This includes accessing unauthorised material or content that's offensive, defamatory, sexist, or inappropriate, such as pornography or gambling*.

* While we don't encourage gambling in the workplace, we recognise there may be times where you engage in occasional gambling activities such as Melbourne Cup sweeps or football tipping competitions.



6. KEY POLICIES, PROCEDURES AND DOCUMENTS

The way we work provides a set of guiding principles to help us achieve excellence and make the right decision every time. These principles don't form part of your contract but operate in conjunction with our values and are supported by several policies, procedures and documents as updated from time to time. These policies, procedure and documents can be found on Waternet under Business Support > HR.

You can access all of our policies, procedures and other key documents on our intranet.

