



CODE OF CONDUCT



TABLE OF CONTENTS

Chief Executive Officer Foreword	4
Who does the code apply to?	5
A note to leaders and supervisors	6
Safety	7
Customers and Community	9
Accountability	10
Participation	12
Creativity	14
Deliver value	15
Breaches of the code	17
Further assistance	18

CHIEF EXECUTIVE OFFICER FOREWORD



Queensland Urban Utilities acknowledges the positive and constructive way that we work together, and the important contribution this makes towards achieving our Vision:

"We will be recognised for our excellence in water and sewerage services that meets the evolving needs of our customers and enhances our communities."

Queensland Urban Utilities' Board and Executive Leadership Team are proudly committed to our Code of Conduct, which is the foundation on which our business will continue to build a positive and constructive culture.

This Code reflects the invaluable input received from employees through focus groups and business-wide consultation.

This Code of Conduct has been prepared in accordance with the *Public Sector Ethics Act 1994* and, it sets the minimum standard of behaviour for how we conduct ourselves at work, and carry out our duties. It helps Queensland Urban Utilities provide a safe, healthy and productive workplace, where employees, contractors and visitors are respected and supported.

The Code of Conduct also ensures we live our organisational values every day. We should all be proud of being part of Queensland Urban Utilities, an organisation whose purpose is to 'enrich the quality of life'.

Louise Dudley
Chief Executive Officer

VALUE	BEHAVIOURS
SAFETY We will always put safety first	<ul style="list-style-type: none"> I am responsible for safety I am committed to zero harm
CUSTOMERS AND COMMUNITY We walk with the customer and work with the community	<ul style="list-style-type: none"> I actively listen to customers and see things from their perspective I always endeavour to exceed customer expectations I am responsive to the needs of my customers
ACCOUNTABILITY We take ownership for quality outcomes	<ul style="list-style-type: none"> I am accountable for quality and timely outcomes I consistently deliver on my promises and commitments I am empowered to set myself challenging but realistic goals When I encounter problems I use initiative to find solutions
PARTICIPATION We are united in the delivery of our shared goals	<ul style="list-style-type: none"> I participate with purpose and pride I lead by example and take ownership for my work I engage others to achieve and enhance outcomes I am open and honest I have a sense of urgency about the work that I do I have integrity and I show respect for the individual
CREATIVITY We are forward thinking and always looking for better ways	<ul style="list-style-type: none"> I always look for better ways to do things I initiate and embrace change and inspire others to do the same I have the courage to be creative I am committed to excellence
DELIVER VALUE We deliver value for our customers, the community and employees	<ul style="list-style-type: none"> I know the value that I add to Queensland Urban Utilities' purpose and vision I think beyond the present to drive long-term value for the organisation I create and deliver value with the resources available to me I am a valued employee and this is demonstrated by Queensland Urban Utilities' commitment to me I treat all Queensland Urban Utilities' resources as precious

WHO DOES THE CODE APPLY TO?

Queensland Urban Utilities' Board and the Executive Leadership Team are committed to this Code of Conduct. As such, the Code of Conduct will apply to all Queensland Urban Utilities:

- a) full time, part time, casual or temporary employees
- b) contract workers
- c) volunteers, vocational and work experience placements
- d) board members.

We all share the same responsibility to work professionally and ethically.



A NOTE TO LEADERS AND SUPERVISORS

Leaders and supervisors have a responsibility to model and promote the Code of Conduct, as managerial behaviour sets the tone for the conduct of employees. Our leaders and supervisors actively demonstrate the values of the Code of Conduct, and lead by example in performing their duties and making ethical decisions.

Leaders and supervisors also have a responsibility to ensure their team members know about, have access to, and understand the Code of Conduct.



SAFETY

SAFETY

Everyone • Everywhere • Every day

PARTICIPATION

Activate • Collaborate • Accelerate

ACCOUNTABILITY

See it • Own it • Solve it

CUSTOMERS AND COMMUNITY

Listen • Understand • Respond

DELIVER VALUE

Define it • Create it • Deliver it

CREATIVITY

Initiate • Create • Inspire

'I am responsible for safety'

'I am committed to zero harm'

- 1. We are all committed to 'Zero Harm'. We personally accept responsibility for safety and take all reasonable steps to ensure the safety, health and welfare of ourselves and others.**

I will:

- 1.1 report to work fit for duty, where my physical capacity, mental health and behaviour does not limit my ability to undertake work in a safe and effective manner
- 1.2 take responsibility to make myself aware of and follow Queensland Urban Utilities' Safety Management System, perform all work safely, and follow safe work practices and legislation at all times
- 1.3 identify hazards and manage risks to health and safety, immediately reporting any incidents, or hazards and supporting investigations
- 1.4 dress appropriately for my job and work health and safety requirements
- 1.5 use personal protective equipment (PPE) when required in accordance with the relevant instructions, directions, standards, guidelines, policies, or procedures
- 1.6 advise my supervisor of any prescription or other pharmaceutical medication that may affect my ability to perform my job in a safe manner
- 1.7 declare any employment or business interests outside of Queensland Urban Utilities that may have an effect on my work performance, or create concern for safety or fatigue management.

I will not:

- 1.8 use, possess, or be impaired by the effects of alcohol or illicit drugs on the way to and from work, while on duty, during work breaks, or in any of Queensland Urban Utilities' buildings, facilities or worksites
- 1.9 perform any work when affected by prescription or a pharmacist prescribed medication, which may impact on my performance, ability to make decisions, or to operate vehicles or machinery
- 1.10 smoke in Queensland Urban Utilities' buildings, offices, vehicles, near children, or in areas where smoking is not permitted.

SAFETY (CONTINUED)

Examples

Q: *I need to do a quick job, but I've already removed my PPE, I should be fine right?*

A: No, if the requirement of the job requires PPE this must be worn at all times regardless of how quick the activity is – your safety comes first.

Q: *My manager rings me when I'm driving – can I quickly take the call?*

A: No, you need to follow Queensland Urban Utilities' policy on driving safety, which does not permit you to take calls while driving. You should pull over into a safe area, and once parked, return the call.

Q: *I've got a really bad headache, but need to finish my shift. I have some strong pain relief medication with me, is it ok to take it?*

A: If you are unwell you should consider whether you should be at work, or, if the best course of action is to go to the doctor, first aid room, or home. Discuss this with your manager if you are unsure. Prescribed or 'over-the-counter' medication may impact on your ability to complete the job safely.

Q: *I'm attending a working lunch off-site, is it ok for me to drink alcohol?*

A: No, employees must not be impaired by the consumption of alcohol whilst on duty. Queensland Urban Utilities considers an off-site working lunch to be during working time.



CUSTOMERS AND COMMUNITY



2. **We value and seek to excel in service delivery and to be responsive to the requirements of government and to customers.**

We actively seek to understand community needs and growth through effective customer and community engagement, and genuinely consider their concerns and expectations. We are committed to honest, fair and respectful engagement with the community.

I will:

- 2.1 efficiently deliver our services to our customers
- 2.2 treat everyone with courtesy and respect, even if I have differing views or approaches, and act appropriately in my relationship with others, respecting the beliefs they may have
- 2.3 demonstrate commitment to our customers through operational responsiveness, including responding to all correspondence, calls and incidents promptly
- 2.4 have a ‘customer first’ philosophy and commit to fair, honest and respectful engagement with our customers and community
- 2.5 recognise that customers have a right to express their concerns, and make reasonable efforts to assist customers in lodging complaints.

Examples

Q: *While attending to a job, a customer complains that I’m damaging their driveway and making their property look unattractive. What should I do?*

A: In this case, it’s important to recognise that the customer is entitled to express their view. You should take the time to listen to the customer and then explain your need to complete the job in a certain way, which unfortunately may impact on their driveway. You should take precautionary steps to minimise any impact on the customer and keep them informed throughout the process where possible, ensuring that safety is always a priority.

ACCOUNTABILITY

ACCOUNTABILITY See it • Own it • Solve it
PARTICIPATION Activate • Collaborate • Accelerate
CUSTOMERS AND COMMUNITY Listen • Understand • Respond
SAFETY Everyone • Everywhere • Every day
DELIVER VALUE Define it • Create it • Deliver it
CREATIVITY Initiate • Create • Inspire

'I am accountable for quality and timely outcomes'

'I am empowered to set myself challenging but realistic goals'

'I consistently deliver on my promises and commitments'

'When I encounter problems I use initiative to find solutions'

3. **We appreciate the unique and important role Queensland Urban Utilities' plays in the community, and the need to uphold our customers' confidence in us to deliver a safe, clean and reliable water supply and sewage service. We are committed to being transparent and accountable, exercising proper diligence, care and attention.**

We take responsibility for our actions and conduct our business with integrity, honesty, respect and fairness.

I will:

- 3.1 carry out my duties responsibly, conscientiously, and to the best of my qualifications and abilities
- 3.2 follow all reasonable management direction, and raise any concerns in an appropriate and respectful manner
- 3.3 comply with legislation, policies, procedures, industrial instruments and working arrangements
- 3.4 raise concerns with my team leader or fellow employees in a reasonable, constructive way, and take responsibility for my own comments and views
- 3.5 raise complaints or grievances with honesty and in good faith
- 3.6 take responsibility for maintaining my skills, knowledge, expertise, licences, and qualifications relevant to my position
- 3.7 act in a fair and transparent manner when undertaking the duties of my position
- 3.8 use social media appropriately and responsibly, whether as part of my duties or within a personal setting where it will reflect on Queensland Urban Utilities in any way
- 3.9 take responsibility for knowing the times I am rostered to work, attend work on time, and accurately and truthfully record work and leave periods
- 3.10 give appropriate notice to my supervisor when I am ill, have caring responsibilities, or when I am unable to come to work
- 3.11 dress professionally, wear my Queensland Urban Utilities uniform with pride, and behave in a manner that reflects the organisation's values whenever I am wearing a Queensland Urban Utilities' uniform, using equipment, or driving a vehicle with the Queensland Urban Utilities logo

- 3.12 be responsible for maintaining my work uniform and any equipment (such as PPE and tools) provided by Queensland Urban Utilities
- 3.13 return all Queensland Urban Utilities property and work-related documents when my employment with Queensland Urban Utilities ceases
- 3.14 immediately report any indictable offence or conviction by any court of an offence, whether punishable on summary conviction or otherwise.

I will not:

- 3.15 publicly comment on matters relating to Queensland Urban Utilities' business operations, or the activities of the Commonwealth, State or local governments relating to Queensland Urban Utilities unless authorised to do so
- 3.16 make any derogatory or disparaging comments about Queensland Urban Utilities, my colleagues, customers, or stakeholders, verbally or in writing
- 3.17 disclose to any party confidential information belonging to Queensland Urban Utilities, its stakeholders, employees, clients, or customers unless authorised to do so
- 3.18 complete personal or non-work related activities during paid time, or behave in such a way that distracts or prevents others from carrying out their work
- 3.19 borrow or use Queensland Urban Utilities money, credit cards, accounts, taxi vouchers, or other exchangeable credit notes for private purposes
- 3.20 gamble while on Queensland Urban Utilities' premises (exclusive of reasonable situations for sweeps and tipping competitions like the Melbourne Cup and football tipping competitions), or use Queensland Urban Utilities' resources or funds for gambling.

Examples

Q: *I need to pick my children up after school, but I am in uniform, is this ok?*

A: Yes, Queensland Urban Utilities encourages you to wear your uniform with pride and respect, and to act appropriately while representing Queensland Urban Utilities in your uniform.

Q: *My driver's licence has expired and I am required to drive a Queensland Urban Utilities' vehicle, do I have to tell my supervisor?*

A: Yes, Queensland Urban Utilities expects you to maintain a valid and current driver's licence. You will be required to tell your supervisor that your driver's licence has expired.

Q: *I've arranged to have lunch with my friends, but I'm running late. Is it ok for me to use a taxi voucher to catch a taxi to the lunch venue?*

A: No, using Queensland Urban Utilities' taxi vouchers for personal reasons is not an appropriate use of Queensland Urban Utilities' financial resources.

Q: *I was rostered to a 7am shift, but after discussions with my manager I arrived at 08:30. Should I submit my timesheet with my original shift start time?*

A: No, it is a requirement that your timesheet reflects your actual hours of work. Therefore, you must submit your timesheet with 08:30 as your start time. Your meal break (if applicable) as well as your actual finish time should also be entered accurately.

PARTICIPATION



4. We are committed to the highest ethical standards and understand that we have a commitment to do what’s best for Queensland Urban Utilities, our customers and the community. We accept and value our duty to provide advice, which is of the highest professional standard, is objective, independent, and appropriate in the circumstances.

Where any conflict of interest arises between our personal interests and work responsibilities, whether real or perceived, we will advise our team leader, supervisor or manager.

I will:

- 4.1 show respect towards all people and act with integrity in carrying out my duties
- 4.2 ensure my conduct reflects my commitment to a workplace that is inclusive and free from harassment, bullying or discrimination
- 4.3 respect the alternative views of others and work through any disagreements in an open and rational manner
- 4.4 work cooperatively with fellow employees and constructively participate in team activities
- 4.5 take an active and constructive role in discussions and processes relating to my work performance, including induction, performance management, performance planning, and development processes
- 4.6 ensure that I do not take part in non-work related activities while at work, and that participation in non-work related activities does not conflict with or restrict my work performance
- 4.7 act within my delegated authority and adhere to Queensland Urban Utilities’ procedure for procurement of goods and services, including adopting an impartial and transparent approach to all tenders for work
- 4.8 immediately disclose any act that gives rise to a reasonable suspicion of fraud, corruption, or abuse of power by another employee
- 4.9 take all reasonable steps to ensure that any publicly expressed opinion made in relation to any activity external to Queensland Urban Utilities is my own personal opinion and is not expressed in my capacity as a Queensland Urban Utilities employee

- 4.10 take particular care and consideration to protect the rights, interests and well-being of those most vulnerable in our community, particularly children, the elderly and the infirmed; and only enter into any agreement on Queensland Urban Utilities' behalf that is within the scope of my delegation, authority, or role at Queensland Urban Utilities.

I will not:

- 4.11 improperly use or allow others to improperly use my official powers, or position as a Queensland Urban Utilities employee in any way, including the improper use of any resource, equipment, uniform, or identity card issued by Queensland Urban Utilities
- 4.12 attempt to bypass, modify or compromise in any way any security filter, restriction or measure put in place by Queensland Urban Utilities, or a third party acting for Queensland Urban Utilities without the appropriate authorisation, including sharing passwords or security access cards
- 4.13 provide false or misleading information about my qualifications, experience or expertise
- 4.14 misuse my position to try to obtain any personal advantage or favour, or to influence any person in an improper way
- 4.15 accept any gift or benefit that may be perceived as creating a conflict of interest, or that the giver has or may receive favourable treatment.

Examples

Q: *A developer wants to give me a carton of beer because I handled their application efficiently. Can I accept this gift?*

A: No, by accepting the gift, it may be perceived that the developer was given special treatment, even if this was not the case.

Q: *My next door neighbour runs a business that hires out plant equipment. I'm at a job and I need a particular piece of plant, can I arrange for my neighbour to supply this?*

A: No, it is important that all Queensland Urban Utilities' suppliers are coordinated through the appropriate procurement process to ensure Queensland Urban Utilities' gets the fairest priced resource and that integrity is maintained. You can refer your neighbour to the appropriate forum for expressing their interest. You should also advise Queensland Urban Utilities of your relationship if you are part of any decision making process to ensure Queensland Urban Utilities can manage any perceived or real conflict of interest.

CREATIVITY



5. **We value innovation and continuously seek to improve performance. We always look for better ways to do things and have courage to be creative.**

We initiate and embrace change and actively seek to inspire others to do the same.

We acknowledge and take strength from different opinions and perspectives because these can often be the source of innovation and improvement.

I will:

- 5.1 actively contribute to developing and improving business planning and processes, including innovative ways of service delivery
- 5.2 actively seek feedback to improve my performance and provide constructive feedback to support improved performance of others
- 5.3 understand that if I develop any original work, invention or product in the course of my employment that it remains the intellectual property of Queensland Urban Utilities
- 5.4 obtain authorisation from Queensland Urban Utilities before using, publishing or disclosing any information or document that is the intellectual property of Queensland Urban Utilities
- 5.5 comply with legislation protecting the intellectual property rights of third parties by obtaining the appropriate authorisation or permission to use that intellectual property.

Examples

Q: *I am working on the development of a commercially sensitive innovation that one of our suppliers is also working on. Can I share information about our progress with our supplier?*

A: Whilst we appreciate the importance of our supplier relationships, it is important to protect Queensland Urban Utilities' intellectual property. You should always discuss the disclosure of sensitive information with the information owner or relevant authorised person before its release.

DELIVER VALUE



6. We will respect the fact that we all need resources to do our jobs whether that be property, equipment, information systems, office consumables or time, and we will endeavour to use these resources in an accountable and efficient manner.

We recognise that all resources are precious and that we have a social and environmental responsibility to seek sustainable alternatives and to minimise our impact on the environment wherever possible.

We accept and value our duty to manage public resources effectively, efficiently and economically.

I will:

- 6.1 treat Queensland Urban Utilities’ assets and resources with care and respect, and ensure that resources are used efficiently and only for the purpose for which Queensland Urban Utilities’ intended
- 6.2 look for ways to improve efficiency, avoid waste and deliver more value to our customers
- 6.3 maintain high standards of accountability to our stakeholders, customers, and the community, particularly with respect to the appropriate allocation of Queensland Urban Utilities’ revenue and resources
- 6.4 accept and value my duty to operate within the framework of responsibility to stakeholder councils, the State Government, our customers, and the community
- 6.5 accept responsibility for protecting our natural environment and public health.

DELIVER VALUE (CONTINUED)

Examples

Q: *I need to pick up a personal item from a hardware store during my lunch break. Can I use a Queensland Urban Utilities vehicle to go to the hardware store?*

A: No, Queensland Urban Utilities' vehicles may only be used for work purposes.

Q: *I'm working on a pump and I do not have the Standard Operating Procedure (SOP) prescribed tool to lift the pump. Can I use an alternative?*

A: No, you should follow the SOP and use the correct tool. Using incorrect tools increases the likelihood of damage to Queensland Urban Utilities' Assets. It could also increase the risk of injury to yourself or your colleagues.

Q: *Why do I need to be aware of Queensland Urban Utilities strategy for the future?*

A: Our strategic framework provides clarity around where we want to be and how we can get there; it defines why we exist and ties together our purpose and vision, strategic pillars and values. Our vision defines what we do, why, and for whom. It's important that when we consider new initiatives, we ensure that they are aligned with our strategic goals, and that will help us to achieve our vision and purpose. Everyone should take the time to familiarise themselves with the strategic framework, and to ensure they understand the master plan, and what that means for their area of the business. Your manager can help you with this if you need clarification.



BREACHES OF THE CODE

A breach of the Code of Conduct may damage business, public confidence or work relationships. Any act or lack of action that contravenes this Code of Conduct may result in performance management, or disciplinary action up to and including termination of employment. Each situation will be treated on a case-by-case basis and all relevant circumstances will be taken into account.

Queensland Urban Utilities will investigate any allegation or suspicion of official misconduct. In the event that Queensland Urban Utilities reasonably suspects corrupt conduct it has a statutory duty under section 38 of the *Crime and Corruption Act 2001* to notify the Crime and Corruption Commission of the corrupt conduct.

The term 'Corrupt Conduct' is defined in section 15 of the *Crime and Corruption Act 2001*, and includes, among other things, conduct that adversely affects the exercise of powers of a unit of public administration such as the abuse of public office, extortion, fraud, forgery, or stealing.



FURTHER ASSISTANCE

If you have read the Code of Conduct and are still unsure of how it applies to you or a specific situation, it is important that you discuss this with your team leader or manager. They will be able to advise you, or you can contact HR Services.





For more information visit
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