

# TasNetworks Code of Conduct

November 2024



Powering a  
Bright Future



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It is with our valued Leaders, Team Members and numerous contractors that we live our purpose on a daily basis, to Power a Bright Future, for our customers and the community.

# Letter from the CEO, Dr Seán Mc Goldrick

**At TasNetworks we have a vision to be 'trusted by our customers to deliver today and create a better tomorrow'.**

Our Code of Conduct ensures that we hold ourselves and how we do business to a high standard. It has been developed to support all of us to make decisions that are ethical, legal and safe and to understand the TasNetworks way.

At TasNetworks we continue to build a constructive culture. A culture where we set and pursue challenging goals, we derive a sense of satisfaction from our high quality work, we are committed to ongoing self-development, and we support and encourage our people to be their best. We are customer focused, we collaborate, we instil trust and we are accountable. Each one of us shapes our culture through our words, actions and behaviours.

It is with our valued Leaders, Team Members and numerous contractors that we live our purpose on a daily basis, to Power a Bright Future, for our customers and the community.

Importantly, we foster and encourage reporting and building awareness rather than just compliance. With this approach, we can build culture by supporting our people to do the right thing.



I expect Leaders to foster a culture where Team Members feel free to ask questions and raise concerns when something does not seem right and to promptly follow up or take appropriate action.

We all have an important part to play to ensure that we uphold the Code of Conduct every day. I am proud to lead an organisation of highly skilled and dedicated people who deliver an essential service and add value for our customers and the community.

**Dr Seán Mc Goldrick | CEO**





# Our Culture & Behaviours

## Our purpose

Powering a bright future

## Our vision

To be trusted by our  
customers to deliver  
today and create a  
better tomorrow.



What is the Code of Conduct?

This Code of Conduct ('the Code') aims, as far as reasonably practicable, to establish principles and standards of conduct and behaviour expected at all times relevant to work and responsibilities.

How does it deliver?

Our Code supports all of us to make good decisions. Our Code promotes a workplace of inclusion, respect and doing the right thing by each other, our customers, our owners and our stakeholders.

All Leaders, Team Members and contractors are expected to comply with the Code of Conduct. Leaders, Team Members and contractors must familiarise themselves with the details of the Code and discuss any questions they have with their Leader.

The Code is not a stand-alone document, but an umbrella framework to support people in our workplace understand expectations and the range of other relevant detailed policies and procedures.

TasNetworks provides Team Members with periodic training on policy and procedure, including the Code of Conduct. In return, people must commit to understanding and living the Code through all that we do, day to day at TasNetworks.

This document does not set out every possible scenario and situation, but outlines a range of guiding principles and supports relevant legislation, policies and procedures. Along with good judgement, it asks us to all be responsible and accountable for our actions at TasNetworks. It asks each of us to speak up when the Code is not being followed.

How does the Code apply?

**The Code applies to all our people:** Board Members, Leaders, Team Members and contractors working for TasNetworks or at TasNetworks' sites.

This Code covers and applies in relation to:

- behaviour at the workplace;
- the performance of work for or in connection with TasNetworks; and
- conduct outside the workplace or working hours if that conduct:
  - is likely to cause serious damage to the relationship between TasNetworks, employees, Board Members, or contractors; or
  - is incompatible with a Board Member, employee or contractor's duty to TasNetworks; or
  - damages or is likely to damage TasNetworks' interests or reputation.

Where a matter or conduct fall under both this Code and the Whistleblower Policy, it will be handled under the Whistleblower Policy.

Our behaviours

Be Curious

- Ask questions
- Be open to possibilities
- Learn new things

Be Brave

- Speak up
- Have a go
- Don't let perfect get in the way of good

Own it

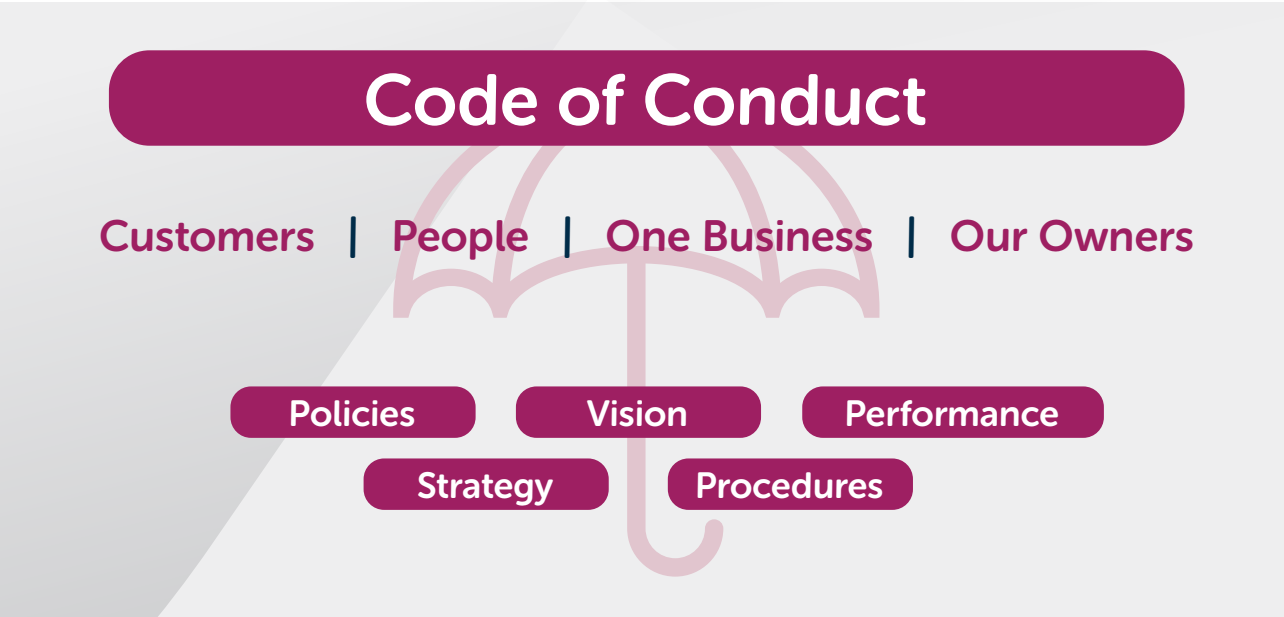
- Do what you say you'll do
- Admit mistakes and bounce back
- We back ourselves and our decisions
- We celebrate our success

How do I know I am meeting the expectations of the Code?

Your Leader will identify if you are demonstrating great examples of the Code, or where you are not meeting expectations of the Code.

If you are non-compliant with a TasNetworks policy or procedure, you will also likely be non-compliant with the Code of Conduct. The Code requires you to follow policy and procedure day to day. Where there is non-compliance, appropriate action will be taken (including through investigation and the potential termination of employment where necessary).

If you have questions about expectations for meeting the Code, talk to your Leader or People Partner.



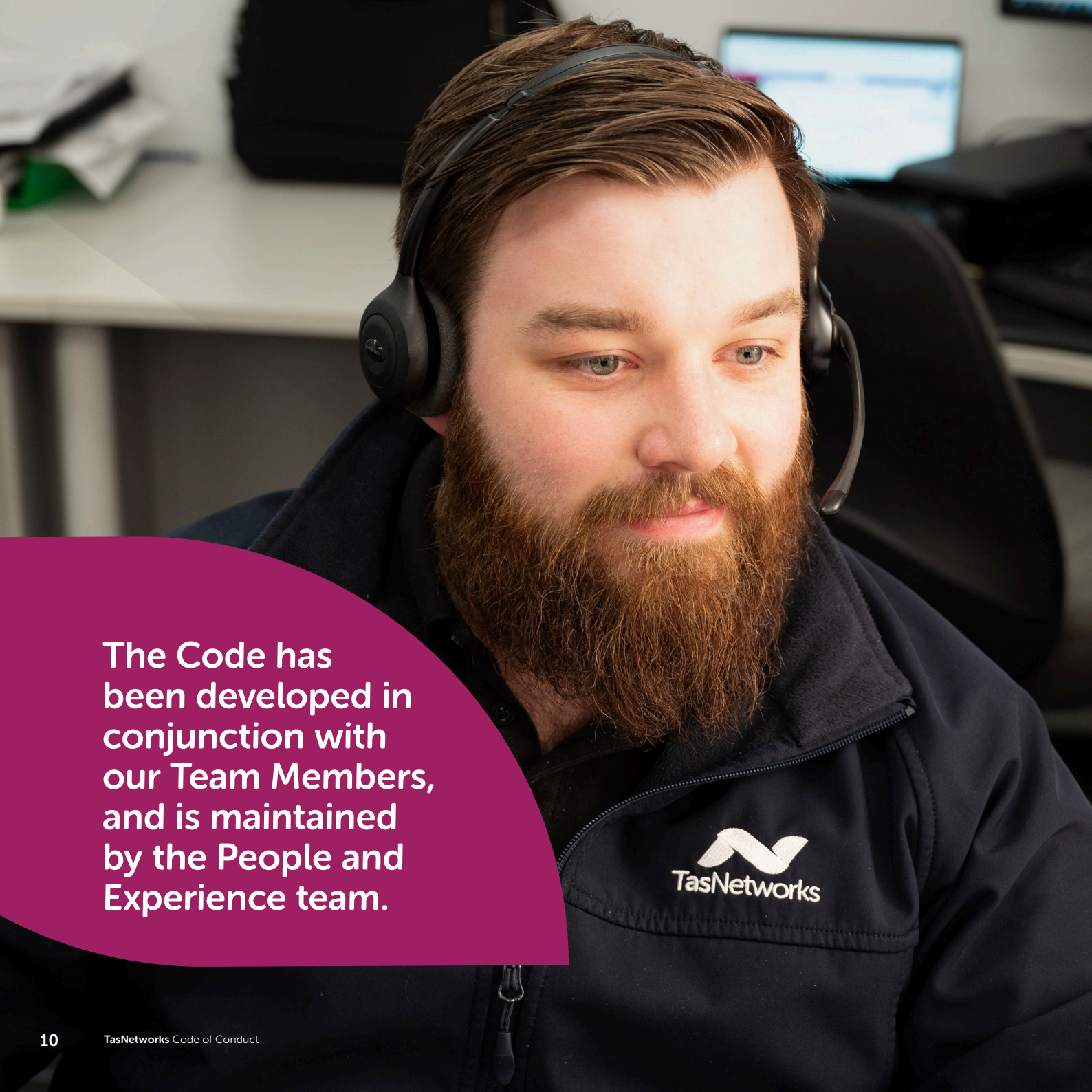
Terminology use in the Code of Conduct

**Leader** – refers to a TasNetworks employee that leads one or more employees or contractors.

**Team member** – refers to a TasNetworks employee.

Contractors can contact their TasNetworks Leader or site contact if they have any questions in relation to the Code of Conduct.





The Code has been developed in conjunction with our Team Members, and is maintained by the People and Experience team.

# Governance of our Code

## Responsibility

All Board Members, Leaders and Team Members are expected to follow the expectations outlined in this Code, as well as contractors working for TasNetworks or at TasNetworks' sites.

Noncompliance with this and all TasNetworks policies will be treated seriously. The outcome of a non-compliance may include disciplinary action up to and including dismissal.

The Code has been developed in conjunction with our Team Members, and is maintained by the People Experience team. Leaders and People Partners are able to support Team Members on any aspect of the Code.

## Acknowledgement of the Code

All new Team Members are introduced to the Code during induction and are expected to understand and comply with it.

Our existing Leaders, Team Members, contractors and subcontractors are expected to understand and regularly refresh their knowledge of the Code, and undertake periodic training and awareness sessions required by TasNetworks.

## Non-compliance with the Code of Conduct

If you observe behaviour that concerns you or does not meet with the expectations of our Code, raise the issue promptly.

You can raise an issue or concerns with:

- Your Leader
- People Partner

## Whistleblower Policy

TasNetworks has Whistleblower provisions available to all our Team Members to report issues or concerns in a confidential environment. For more information please refer to our Whistleblower Policy.

## Employee Assistance Program

Our Employee Assistance Provider Newport & Wildman is available via telephone appointment by contacting 1800 650 204.

This service is available to Leaders, Team Members and immediate family members of TasNetworks eg: spouse and children living at home.



When faced with a difficult decision or situation follow these steps



## 1. Pause



Does the situation make you uneasy?

Are your instincts telling you something is not quite right?



## 2. Think



Is your approach consistent with our Code?

Is it legal?

What would you do if it was your time, money or asset?



## 3. Act



Report it to your Leader, People Partner or via [whistleblower@tasnetworks.com.au](mailto:whistleblower@tasnetworks.com.au)



## Need support?

1. Talk to your Leader; or
2. Contact your People Partner or People Experience team  
Email: [peoplesolutions@tasnetworks.com.au](mailto:peoplesolutions@tasnetworks.com.au) Phone: 6271 6556

# Speaking up: raising issues and concerns

It takes courage to speak up when something's not right. We understand that you might be uncomfortable or anxious. TasNetworks supports you by having a reporting process in place and does not tolerate unfavourable treatment of any person for reporting actions in good faith that they believe are not consistent with the Code and our policies and procedures. The Resolving Issues and Complaints Policy and Process document details how Team Members can raise issues or concerns.

All Team Members have a right to ask questions and raise issues in good faith without fear of unfavourable treatment, secure in the knowledge that their concerns will be treated seriously, reviewed promptly and, where appropriate, treated confidentially, and appropriate action will be taken where required.

### If you raise an issue or a concern:

- you will be taken seriously;
- it will be treated confidentially, where appropriate (there may be some circumstances where this is not possible or appropriate, but this will always be discussed with you);

- you will be supported through the process; and
- you will be shown respect.

### In action we:

- Promptly raise issues and concerns and immediately report anything you believe is inconsistent with the Code to your Leader or People Partner;
- Do not accept unfavourable treatment of anybody who reports issues or concerns in good faith or assists with an investigation;
- Protect persons making a disclosure where necessary under our Whistleblower Policy.



How to report a concern

Reporting an issue or concern should be as easy as possible.

- 1. Talk to your Leader; or
- 2. People Partner

Email: peoplesolutions@tasnetworks.com.au  
Phone: 6271 6556

Refer to the Whistleblower Policy for more information.

Whistleblower disclosure

TasNetworks maintains a confidential whistleblower email hotline which is available to current Team Members, as well as broader eligible whistleblowers (such as past employees and family members, and TasNetworks’ contractors). The email hotline is managed by the Executive, Governance.

Email: whistleblower@tasnetworks.com.au

Where a matter or conduct fall under both this Code and the Whistleblower Policy, it will be handled under the Whistleblower Policy.

Refer to the Whistleblower Policy on the Zone for more information.



Learn more:

- Resolving Issues and Complaints Policy and Process
- Whistleblower Policy
- Fraud and Corruption Policy
- Conflict of Interest Policy

If you see or experience behaviour that does not reflect of our TasNetworks behaviours or does not demonstrate Respect, we encourage you to speak up and use one of the provided channels outlined.

TasNetworks supports you by having a reporting process in place and does not tolerate unfavourable treatment of any person for reporting actions in good faith that they believe are not consistent with the Code and our policies and procedures.





# Our Customers





# Customers

**Our Vision:** Trusted by our customers to deliver today and create a better tomorrow. We strive to provide a better future for our customers and the community. We are responsible for delivering customer outcomes and achieving our customer experience goal by keeping customers at the centre of our decision making, considering them in all that we do, and meeting our customer service commitments.

## In action we:

- listen and understand our customers' needs
- keep our customers informed and do what we say
- communicate clearly, consistently and simply
- are committed to engaging with our customers in a meaningful way about our activities and plans for the future.

Our Customer Charter highlights our commitment providing the highest level of customer service possible and our service guarantees.



## Learn more:

**Customer Charter**  
**Quality Policy**





# Our People





What we say  
and how we say  
it reflects who we  
are and what we  
and TasNetworks  
stand for.

# Ensuring TasNetworks is a great place to work

We develop and nurture our relationships through being open and honest, having authentic conversations, and creating an environment of collaboration and trust. Diversity and inclusion are valued at TasNetworks, and the principles of equity and equal opportunity are to be observed by our people in their interactions with fellow Leaders, Team Members, contactors, suppliers and customers.

What we say and how we say it reflects who we are and what we and TasNetworks stand for.

Our people are expected to always apply appropriate workplace behaviour in any situation they are in, both internally with peers or externally with contractors, suppliers and customers.

Unacceptable forms of behaviour include:

- discrimination (direct or indirect);
- harassment (including sexual harassment);
- victimisation and vilification;
- bullying or workplace violence;

- other inappropriate workplace behaviour, including unprofessional communication with others.

We will ensure, as far as is reasonably practicable, that TasNetworks meets its commitment to provide a safe and inclusive workplace that is free from unacceptable forms of workplace behaviour. Some example are provided below. For more details refer to the Workplace Behaviours Policy.



## Respectful workplace behaviours:

- Always treat fellow Leaders, Team Members, contractors, suppliers and customers with fairness, dignity, courtesy and respect. We should all listen, collaborate, be inclusive and above all, be authentic in our interactions;
- Embrace diversity and inclusion;
- Resolve problems respectfully;
- Do not tolerate discrimination, bullying and harassment, or any acts or threats of violence. We report unacceptable behaviour to a Leader or People Partner who support reporting via the Resolving Issues and Complaints Policy and Process

Harassment is any conduct which offends, humiliates, intimidates, insults or ridicules another person on the basis of a certain protected attribute in circumstances where a reasonable person, in all the circumstances, would anticipate the other person would be offended, humiliated, intimidated, insulted or ridiculed. It doesn't need to be intentional to be harassment and can be a one-off occurrence.

## Examples of harassment include, but are not limited to:

- derogatory comments about a person's gender, disability, race, family situation, or any other prescribed attribute;
- making derogatory comments about a person via social media tools (eg Facebook, Twitter, YouTube, etc);
- displays of offensive materials, pictures, or objects, including material on the Internet;
- racist jokes.

Sexual harassment is a type of harassment, which is unwanted or unwelcome and of a sexual nature.

## Examples of sexual harassment include, but are not limited to:

- inappropriate physical contact, such as unwelcome touching;
- staring or leering;
- a crude or sexually orientated comment or joke;
- a sexually explicit picture or poster;
- sending or distributing sexually explicit material such as a photo or video
- an unwanted invitation to go out on dates, especially after prior refusal;
- a request for sex;
- intrusive questioning about a person's private life or body;
- unnecessary familiarity, such as deliberately brushing up against a person;
- an insult or a taunt of a sexual nature;
- a sexually explicit email or text message.

Bullying is the repeated, unreasonable behaviour directed towards an employee, or contractor, or group of employees or contractors (or visitors), that creates a risk to health and safety. It can be direct or indirect, and intentional or unintentional.

## Examples of bullying include, but are not limited to:

- insulting, abusive or offensive language;
- intimidating a person through inappropriate personal comments, belittling opinions or unjustified criticism;
- verbal abuse;
- teasing or regularly making someone the brunt of practical jokes where it is unwelcome;
- demeaning or putting someone down;
- aggressive gesturing.



## Learn more:

*Workplace Behaviour Policy*

*Diversity and Inclusion Policy*

*Resolving Issues and Complaints Policy*



## Examples of what isn't bullying

- Reasonable management action conducted in a reasonable way, for example making decisions about underperformance, taking disciplinary action, setting reasonable goals, standards and deadlines;
- General interpersonal conflict / disagreement between colleagues.





Raise awareness and focus on behaviours to continually improve the way we work at TasNetworks.



# Health, safety and environment

**Our Safety and Wellbeing Goal is 'no harm to our people and the public'. Our Environment and Sustainability Goal is 'to minimise our activities on the environment and cultural heritage'.**

## In action we:

- Look after the safety and wellbeing of ourselves, our workmates, our contractors, and to the extent we affect the community at all times.
- Raise awareness and focus on behaviours to continually improve the way we work at TasNetworks.
- Demonstrate a strong safety and environmentally responsible culture and positively intervening in at-risk situations where appropriate
- Ensure we are fit for work and not under the influence of any alcohol, 0% Blood Alcohol Content whilst at work on any TasNetworks site, or consume, test positive for or possess illicit drugs
- Conduct ourselves in a way that creates an inclusive workplace and does not constitute, discrimination, harassment or bullying
- Care for the environment in the way we plan and perform our work.

Proactively identify and manage environmental and cultural heritage risks throughout the life cycle of our assets and activities.

- Report health, safety and environment incidents and near hits and regularly review objectives and targets to achieve continuous improvement, monitor performance and recognise and reward achievements.
- Strive to be environmentally sustainable by identifying and implementing opportunities that create value by integrating sustainability principles into our activities over the entire life cycle.



## Learn more:

***Health and Safety Policy***

***Environment and Sustainability Policy***

***Alcohol & Other Drugs Procedure***



# Travel, gifts and benefits

**Our business decisions will be made in the best interests of TasNetworks and we will champion a positive image of TasNetworks through the things we do and say and the perceptions they create.**

Where required, reasonable and responsible travel enhances the relationship we have with our fellow Leaders, Team Members, business partners and stakeholders.

TasNetworks expects that all travel will be of a reasonable nature and represents best value for our business ensuring economy, accountability and transparency in all travel arrangements. All business travel and entertainment must be reasonable in value and provided for legitimate business reasons. Our Travel Policy and Guideline must be adhered to when business travel is required. In certain circumstances, travel may not be appropriate where it may form part of an inappropriate gift or benefit.

Inappropriate offers or acceptance of gifts or benefits can create the perception that business decisions are made because of these gifts or benefits rather than on the basis of fair judgment. When necessary, only certain gifts and benefits should be accepted or provided in limited circumstances. Remember that in most cases, thanks is enough.

## **In action we:**

- Only travel where necessary, and after other alternatives, such as teleconferencing, have been addressed. We also must consider the safety of people if required to travel.
- Seek approval from our Leader in advance of booking any form of business travel.
- Truthfully and accurately record travel expenses, and ensure the costs are kept to a minimum.

- Do not accept or offer money or items readily exchanged for money under any circumstances.
- Do not give or accept gifts, favours, or entertainment where there are current or pending commercial outcomes over which TasNetworks is likely to have an influence.
- Do not accept gifts or benefits in any other circumstances unless its acceptance is consistent with the Gifts and Benefits Policy.
- Acknowledge there may be circumstances where it would be deemed offensive to decline a gift or benefit of cultural significance under the cultural norms of a gift donor. In these circumstances, where there is a bona fide gift or benefit of cultural significance, the gift or benefit may be accepted and recorded on the gifts and benefits register.

If you require clarification on business travel, discuss with your Leader, Executive Assistant or People Partner.



## **Learn more:**

***Travel Policy and Travel Guideline***

***Gifts and Benefits Policy***

***Conflict of Interest Policy***

***Delegations Framework***

***Purchasing Card Policy***





# Business owners





# Collection and use of personal information

**TasNetworks respects the privacy of our Leaders, Team Members, contractors, suppliers and customers.**

**We will handle personal information responsibly and in compliance with privacy laws.**

## In action we:

- Adhere to privacy legislation, which seeks to protect the personal information of all individuals.
- Treat personal information that we collect and use at TasNetworks with the utmost care and confidentiality.
- Seek advice on any questions we have on the collection and use of personal information at TasNetworks, through the Privacy Officer.



**Learn more:**

*Privacy Policy and Process*

Personal information includes name, date of birth, address, employment details etc.



## Examples

- ✓ A Team Member works from home in a shared apartment. Having recently completed a Privacy Training Course, they ensure that their computer is locked when they are away from it thereby ensuring any personal information is secure.
- ✓ A Team Member is asked by a contractor for personal information about a customer in relation to work to undertaken. The Team Member is unsure if it is okay to pass this information on so refers the request to a Leader.
- ✗ A Team Member advises their Leader that they need a few weeks off to have an operation. The Leader shares this information with the team including the nature of the employee's medical condition. This is a privacy breach as the team member did not consent to their medical information being shared.
- ✗ A Team Member tells a flatmate about a rude aggressive customer they are dealing with who owes money for a connection but won't pay. The flatmate asked what the customer's name is. The Team Member discloses the customer's name in breach of the Privacy laws. The flat mate knows the customer and advises him of the privacy breach. The customer makes a privacy complaint to TasNetworks Privacy Officer.



# Appropriate use of our Assets and Resources

**At TasNetworks we have a wide range of assets and resources to enable us to operate safely, efficiently and productively. We have a responsibility to take care when using and disposing of assets and resources, and follow policies and procedures that apply, including the disposal of them.**

We must take good care of these assets and resources, use them safely, and protect them against theft, loss, damage, waste and abuse. The following highlights actions we must take to achieve this:

## Personal use

- TasNetworks does not allow for personal use of TasNetworks assets or resources except where expressly detailed in a policy or employment contract. For example, reasonable personal use of mobile phone and vehicle commuter use where contracts, or applicable policy or procedure, allow.
- Leaders and Team Members may have personal use of information technology but it must be appropriate and kept to a minimum.

- Assets or resources must not be used in an inappropriate way that would impact negatively on TasNetworks or the completion of your work.

## Asset disposal

- Leaders and Team Members are to help keep our assets and resources safe and secure by following all applicable policies and procedures.
- The Asset Disposal Policy prohibits the disposal of items directly to Leaders and Team Members, except where items are auctioned or sold via the TasNetworks' intranet with the approval of an Executive, the CEO or the Board, as required under the Delegations Framework.

## Our information asset

- TasNetworks' information is an important asset and resource, and must be created, retained, shared and accessed according to laws, regulations and internal policy and procedure. Team Members are to be mindful that information we collect and create may be generally available under Right to Information legislation.
- Everyone is responsible for the protection and management of TasNetworks' information. Disposal of information must be in line with our legally defined minimum retention periods regardless of file format storage medium or storage system.

For more information on management of our information asset, contact the Information Management Team.

## Cyber Security

- It is the responsibility of Leaders and Team Members to help protect TasNetworks assets from cyber criminals.
- The 5 Key Cyber Safe Behaviours provide guidance and outline the expectation for Leaders and Team Members:
  - Be alert for suspicious emails and links
  - Complete your cyber security training
  - Keep your passwords strong and secure
  - Never use untrusted USBs
  - Keep your ID visible and beware of tailgaters

## Confidential Information and Privileged Information

- In our roles at TasNetworks we may regularly, or from time to time, come across confidential information. Confidential information is information that a reasonable person would know is restricted for communication and dissemination, information we have agreed is confidential under a contract, or other business information not publicly available. Confidential information should not be disclosed without authority to do so.
- Some confidential information is sensitive information which is intended for a limited internal audience, for example Executive Leadership Team and Board papers or Team Member employee files, and should not be accessed by or shared with people who are not part of the intended audience. If you access information, either in hard copy or via our systems, which you think may be sensitive information that you shouldn't have access to, you should report the matter to your Leader. If you have inappropriate systems access it should be reported to your Leader and the Information Management Team.
- Confidential information that we come across in our roles is to be treated as confidential and with respect and care.

## Intellectual Property

- Intellectual Property is a valuable TasNetworks asset, allowing us to capture and protect value and growth from our products and brands. TasNetworks protects its intellectual property and also ensures it does not infringe on the intellectual rights of third parties.
- Generally, TasNetworks owns intellectual property created by employees in the course of their employment, unless otherwise agreed.



- If you receive legal advice from the Legal Services Team as part of your role, you may receive a confidential and privileged communication. Legal professional privilege applies where there is a confidential communication between a lawyer and a client (e.g. Legal Services and the business) for the purpose of seeking or giving legal advice. The communication must be for the dominant purpose of legal advice, or for use in existing or anticipated court proceedings. It is important that you treat any legal advice from Legal Services confidentially, and do not forward or discuss the advice with a third party without first confirming with Legal Services. This is because legal professional privilege can be lost (even inadvertently) if confidential communications are not handled in the right way and, once lost, it can't be recovered.

### Use of Business Records

- Business information that is not publicly available should only be accessed for authorised work related tasks and must never be used in a way that may breach confidentiality obligations, cause people harm, or give an individual or entity unfair advantage.

### Ring-fencing

We must ensure that information gathered from providing our regulated transmission and distribution services is not used to provide an unfair advantage in providing unregulated services, and must comply with ring-fencing requirements.

Further information about our ring-fencing obligations is available from the Regulation Team.

### Reputation in public and online

An important part of TasNetworks' business is its reputation.

- Leaders and Team Members' personal statements, opinions or beliefs must be their own and not that of TasNetworks in person and online.
- Leaders and Team Members must not identify themselves as TasNetworks Team Members when expressing personal opinions in public or online.
- Leaders and Team Members are not to engage in discussing, detailing or posting information in public or online (internet, social media, or blog sites) that may harm or tarnish the image, reputation, and/or goodwill of TasNetworks, including harming or tarnishing the image, reputation and/or goodwill of other Leaders, Team Members, customers, contractors or stakeholders of TasNetworks.



### Learn more

*Delegations Framework*

*Information Management Policy*

*Right to Information Policy*

*Tool of Trade Policy*

*Intellectual Property Procedure*

*Asset Management Policy*

*Asset Disposal Policy*

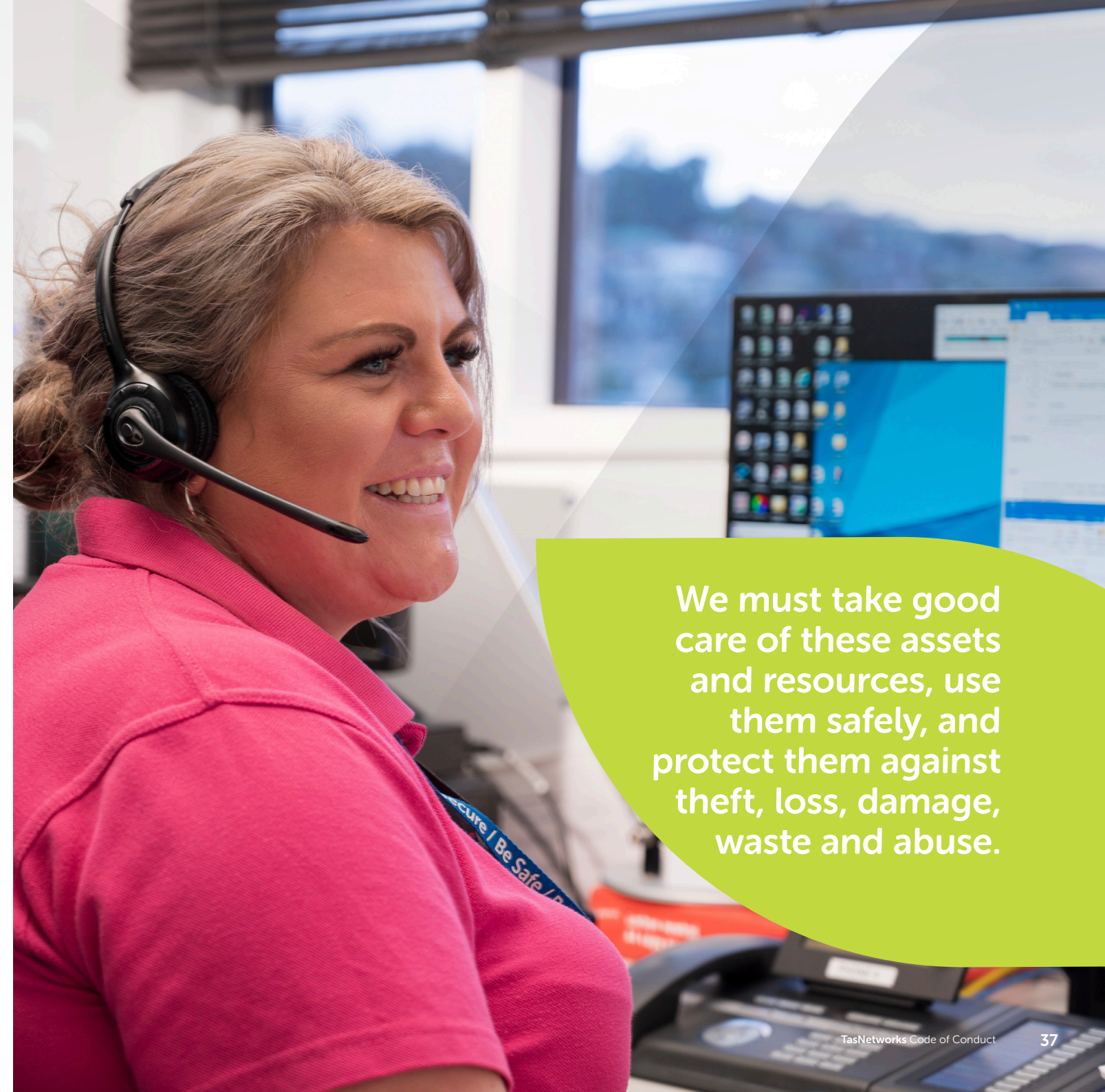
*Appropriate Use of Technology*

*Services Standard*

*Cyber Security Policy*

*Facilities Policy*

*Legal Professional Privilege Guideline*



**We must take good care of these assets and resources, use them safely, and protect them against theft, loss, damage, waste and abuse.**



# Fraud, theft and corruption

**TasNetworks will not tolerate illegal activity. At TasNetworks we have established processes to deal thoroughly with fraud, theft and corruption, including alerting relevant authorities.**

**Fraud** is intentional dishonest acts or omissions done with the purpose of deception. If Leaders or Team Members commit fraud, or are involved in corruption, it is costly, it damages our reputation and affects the relationships we have worked hard to establish both internally and externally.

**Theft** refers to the taking of TasNetworks' property without permission or consent.

**Corruption** is dishonest activity in which a Leader or Team Member acts contrary to the interests of TasNetworks in order to achieve some personal gain or advantage for themselves, or for another person or entity.

Any report of fraud, theft or corruption will be fully investigated and, if detected, may be investigated and/or reported to the relevant law enforcement authorities.

Leaders or Team Members who engage in, or assist others to commit fraud, theft or corruption may be subjected to disciplinary action, up to and including termination of employment.

## In action we:

- Help safeguard our assets, resources and reputation by watching out for any form of fraudulent activity, and report suspicious activity immediately to your Leader, People Partner or via [whistleblower@tasnetworks.com.au](mailto:whistleblower@tasnetworks.com.au)
- Comply with our responsibilities on laws related to anti-bribery and anticorruption.



## Learn more

***Fraud and Corruption Control Policy***

***Probity Policy***

***Whistleblower Policy***



## Examples of fraud, theft and corruption:

- **Theft** - A Team Member takes TasNetworks' equipment and materials without authorisation
- **Corruption** - Dishonest activity in which a person associated with an organisation (e.g. director, executive, manager, employee, or contractor) acts contrary to the interests of the organisation and abuses their position of trust to achieve personal advantage or advantage for another person or organisation.

Australian Standard on Fraud and Corruption Control AS 8001

- **Fraud** - Dishonest activity causing actual or potential loss (e.g. theft of money or property), where deception is used at the time immediately before or following the activity. E.g. Falsification of TasNetworks documentation to enable theft.



# Conflict of interest

**We must always act in TasNetworks' best interests. We therefore avoid conflicts of interest that could harm or reflect negatively on TasNetworks, ourselves or each other.**

A conflict of interest may occur if an interest or activity influences your ability to exercise objectivity, or impairs your ability to perform your duties for TasNetworks or act in TasNetworks' best interests.

Conflicts of interest may be actual, potential or perceived:

- Actual: there is a real conflict between a person's duties to TasNetworks and their private interests;
- Potential: the person has a private interest that could conflict with their duties to TasNetworks; and
- Perceived: a third party could form a view that a person's private interests could improperly influence the performance of their duties for TasNetworks.

Any actual, potential or perceived conflicts need to either be avoided or appropriately managed in accordance with TasNetworks' policies and procedures.

## In action we:

- Avoid any conflicts of interest where possible.
- Always disclose relevant personal relationships or associations to your Leader, comply with any directions given to manage or resolve the conflict and, where appropriate, record the conflict in the Conflicts and Gifts Register.
- Always disclose activities that could create actual, potential or perceived conflicts of interest to your Leader.
- Comply with policies and procedures to help avoid conflicts of interests.
- Report any conflicts of interest that you observe at TasNetworks.

If you have questions, discuss with your Leader or People and Partner before the conflict occurs, or if one does occur, immediately on becoming aware of an actual or potential or perceived conflict.

## Examples – avoiding conflicts of interest:

- Remove ourselves from procurement decisions when a provider is a family member or you have a close personal relationship.
- Do not take on personal business or financial or private interests that compete or conflict with TasNetworks' interests without seeking approval from your Leader about how any conflict could be managed or resolved.
- Remove ourselves from involvement in any employment-related decisions, such as hiring, compensation and performance review of a family member or someone with whom you have a close personal relationship.
- Do not use or take advantage of any TasNetworks property or information belonging to TasNetworks for personal benefit or for the benefit of another person.
- Do not accept any gift, reward or entertainment (including discounts on goods and services) that could create an obligation or expectation that could conflict with your role.



## Learn more

**Conflict of Interest Policy**

**Probity Policy**

**Responsible Procurement Policy**

**Gifts and Benefits Policy**

**Whistleblower Policy**



# Responsibility of our Leaders

**Leaders have a responsibility to lead and deliver with integrity.**

**In addition to acting legally and ethically, you must also take affirmative steps to influence your Team Members to do the same.**

This means promoting ethical conduct and compliance with legal requirements, TasNetworks policies and guidelines and our Code of Conduct.

Essentially the Code requires Leaders to promote a culture that embraces the Code, and respond to questions and concerns as they are raised.

## **Leaders, in action:**

- Complete TasNetworks essential and compliance training and make sure your team, including contractors, do the same.
- Become familiar with the Code, laws and policies that apply to our organisation, and specific Leaders' responsibilities.
- Exhibit and regularly promote and talk with Team Members about the Code and the importance.
- Create an environment where Team Members know they can ask questions or raise concern without fear of reprisal. Be available to address concerns, answer questions, and respond in a timely manner.
- Are a positive role model. Demonstrate your belief that business goals and profits never trump compliance with legal requirements and ethics.
- Actively foster an inclusive working environment free from harassment, discrimination and bullying.
- Celebrate achievements with recognition and reward of Team Members whose behaviour exemplifies our Code.
- Swiftly report behaviour that you believe is illegal or does not comply with TasNetworks' Code or policies.
- Seek help if needed.

**Essentially the Code requires Leaders to promote a culture that embraces the Code, and respond to questions and concerns as they are raised.**







**Tas**Networks.com.au