

Aurora Energy  
**Code of Conduct**

# Code of Conduct

## Who does the Code of Conduct apply to?

Simply put; everyone.

But more specifically; Aurora Energy's Code of Conduct (The Code) applies to anyone who is employed by or works with Aurora including employees (both permanent, temporary and maximum term), directors, contractors consultants and visitors.

The Code applies whenever you are working with or on behalf of Aurora or are identified as a representative of Aurora Energy, whether you are in or out of hours or the workplace. It will also apply when you are at work events or out in our community on behalf of Aurora Energy. It applies whenever there's risk surrounding Aurora's interests or reputation or an impact on effective working relationships.

As employees, we're all responsible for keeping up to date with the Code and other Aurora policies and how they impact our work. We should also make sure if there is something that we don't understand that we're asking for help from our leader or a member of the People Experience team.

## What is the Code of Conduct?

The Code sets the acceptable standards of behaviour and details how to ensure that we're all working with Aurora's best interests at heart.

Aurora is committed to the highest standards of conduct when working to achieve our vision and meeting the needs of our customers, stakeholders and the community. We should never compromise our integrity to deliver results.

# Under The Code we'll all commit to:

1. Being sensible and **safe at work** in a way that aligns to current legislation;
2. Role modelling our **Values and Behaviours**;
3. Ensure **personal, business and financial interests do not conflict** with our obligations to Aurora Energy;
4. Keep all **confidential and customer information** secure and private;
5. **Not misusing our position**;
6. Using our **work equipment and resources** for work purposes only;
7. Demonstrating our **care for the environment** in the way we work;
8. Recognising, valuing, and effectively utilising the **diversity among our people**.

## 1. Being sensible and **safe at work** in a way that aligns to current legislation

We're all subject to State and Federal laws and we're required to act within these laws.

We can't and won't do things that are illegal, therefore if anyone asks us to do something that is an "illegal act"; don't. Think before you act. Seek advice from your Leader if you are unsure.

Aurora is committed to providing a work environment that is healthy and safe. We'll only be able to make this happen if we all recognise that a safe workplace is everyone's responsibility. Therefore, we need to work within [the Work, Health & Safety Act 2012 \(Tas\)](#).

We'll do this by:

- being proactive in offering adequate support (including supervision and monitoring) to everyone in the workplace;
- making sure that we have the right amount of people and resources available;
- upskilling and keeping training up to date for everyone in the workplace;
- working within our Work, Health & Safety (WHS) Policy and the relevant [WHS legislation](#);
- identifying hazards, assessing risks and implementing appropriate control measures;
- continuing to monitor and evaluate health and safety strategies and risk management programs to ensure they are fit for purpose;
- taking incidents seriously, ensuring they are reported, investigating these fully and follow up and action is completed; and
- ensuring the Work Health and Safety policy is available and communicated to all employees.

We'll work safely by looking after ourselves, each other, our customers, and members of the community to ensure our actions don't adversely impact their health, safety or wellbeing.

## 2. Role Modelling our Values and Behaviours

We've all in some way helped create and define our Values and Behaviours in our workplace. Coming to work every day, we know exactly what is expected of us when we talk to each other, our customers and the community. We collectively agree that we'll role model these Values, and Behaviours, every day in every interaction and everything we undertake.

- **Every day is a personal best:** Be the best you. Keep trying. Celebrate.
- **Customer obsessed:** Customers come first. Drive our decisions. We give them our all.
- **Curiosity. Bring it. Use it:** Be open minded. Try new ideas. Add value.
- **Together we thrive:** Look out for each other. Support each other. Build each other up.

## 3. Ensure our personal business and financial interests do not conflict with our obligations to Aurora Energy

What we say and do and the perception created by the things we say and do can have a direct impact on Aurora's brand in the Tasmanian community. We need to always support a positive image of Aurora and be mindful of how our actions can influence the perception of our company.



### 3.1 Conflicts of Duty or Interest

When we sign on to work with Aurora we also sign into a commitment to make sure that we avoid conflicts of duty or interest. This means that we will not take on personal, business or financial interests that compete or conflict with Aurora Energy's interests or our duty to Aurora Energy.

Conflicts of interest are actual, perceived or potential conflict between your duties or work for Aurora and your private interests where your private interests could improperly influence your work or duties to Aurora and we need to be aware of these if they arise.

**Actual Conflict** where a real conflict exists between your private or other interests and your work or duties.

**Perceived Conflict** where a reasonable bystander would perceive that your private or other interests may have the potential to create a conflict of interest.

**Potential Conflict** where events arise that may develop into an actual or perceived conflict of interest.

Private interests include your personal, professional or business interests or those who are close to you such as your family, friends, business associates or even adversaries.

To avoid all doubt, when you identify any conflict of interest or duty (actual, perceived or potential) you are required to advise your Leader as soon as you become aware of it regardless of how small it may seem and work with them to manage the risk of the conflict. They will consider how best to manage the situation in accordance with the Conflict of Interest Policy and Gifts and Benefits Procedure. Where necessary, they may ask you to make a written declaration relating to the conflict which will be managed by Aurora. It's important to note that during this process, it's your obligation to reasonably co-operate with the management of the conflict.

We need to treat every conflict of interest or duty seriously and therefore if it's found that you were aware of a conflict of interest or duty and you didn't declare it, we may consider disciplinary action.

### 3.2 Gifts, Favours or Entertainment

Everyone loves a present, however there is a time and place for accepting these. We can't ask for, offer or accept a 'benefit' which includes money, gifts, favours, accommodation, hospitality or entertainment which could impact (or be perceived to impact) our judgement or decision making at work. Here are some guidelines to help you stay out of the danger zone;

- Don't accept or offer money or things that could be easily exchanged for money;
- Don't accept gifts, favours or entertainment from people or companies where there are currently or immediately pending commercial outcomes which could influence or be perceived to influence the outcome;
- If there is no perceived or actual conflict, we can accept gifts, favours and entertainment as long as they don't exceed the value of \$250 as a one off or over a 12 month period.

Before accepting any benefit check with your Leader or the Conflict of Interest and Gifts & Benefits Procedure in all circumstances to be sure you're making the right decision. If a benefit is accepted it will need to be added to our register to record all gifts, benefits and entertainment received.

### 3.3 Public comment

Got something on your mind? We love freedom of speech, however we need to make sure that comments we make in public forums (including **social media**) are done in our personal capacity and are seen as our personal comments and not related to our position or work at Aurora.

### 3.4 Other work

If you're looking to take up some extra work outside of Aurora, we ask that you chat to your Leader to discuss this. There could be some conflict of interest with Aurora, or work health and safety issues identified through this process. So if it is determined that the outside work conflicts with Aurora Energy or your capacity to work at Aurora unfortunately you won't be able to do it.

#### **4. Keep all confidential and customer information secure and private**

We're the holders of a lot of business information, including personal and detailed customer information that they trust us with. Therefore we must commit to not letting our customers down legally and ethically and protect business information from disclosure.

We also have access to a lot of other business information that is shared with us every day. We must treat any information in relation to Aurora Energy's business affairs as confidential.

Privacy laws, our Enterprise Agreement and the terms of our contracts and agreements are clear that we use and disclose information only for authorised work-related purposes, and not in a way that will be detrimental to the interests of Aurora, our customers, or our people or contractors.

We must not use Aurora's information for personal gain or the gain of others like family, friends or business associates.

Our obligation to maintain confidentiality continues even after we cease working for Aurora, and before we cease work we must return any information that we have in our possession.

Finally, we have policies that set out how we manage documents to ensure they are created, stored, retained and destroyed appropriately and avoid risk of breaching privacy and confidentiality.



## 5. Ensure we **do not misuse our position**

We won't use our position, title or authority at Aurora Energy to benefit us or others personally, or to coerce or induce such a benefit.

We won't misuse Aurora Energy's time, including our own time as well as the time of others who work with us.

## 6. Using our **work equipment and resources for work purposes**

Aurora's assets include funds, information or property. We all have a responsibility to look after it and make sure that we're using it only for work purposes, not for personal use or benefit.

If you think that an "asset" is a bit worse for wear, we do have the options of giving it away, lending it out or getting rid of it. But we must do that in accordance with our asset use policies and with appropriate authorisation.

Finally, if you have access to company "funds" such as a purchasing card; you're 100% responsible for this. Personally. Look after it in accordance with the Purchase Card Policy.

## 7. Demonstrate our **care for the environment in the way we work**

We are all responsible for maintaining and improving the environment by working in a sustainable way.

We do this by:

- Following environmental legislation;
- Making full and proper use of materials, encouraging recycling and avoiding waste; and
- Think about ways we can consider environmental factors in the design and execution of new processes.

## **8. Recognise, value and effectively utilise the diversity among our people**

How boring would life be if we were all the same? We love how unique and diverse we all are. We want to use your background, your ideas and your experience to better advance our workplace, your personal development and the experience of our diverse customer base.

What we don't love are people or behaviours that risk this vision and act contrary to this. We have a zero tolerance view on anyone that can't get in line with this. Discrimination, harassment, bullying, sexual harassment, victimisation and vilification are unlawful behaviours that will not be tolerated.

### **What if I think someone else has breached the Code?**

If you think it, act on it. We are all obligated to hold each other accountable to the Code and to speak up when it is not being followed. There are a lot of ways that you can raise your concerns which can include having a chat to your Leader, someone from the People Experience Team or one for our ALT members.

If you're worried that reporting the breach may have some negative impacts on you we do have our Public Interest Disclosure Policy (Whistleblower) which will help you report this breach in a confidential way. Delegated Officers under the Public Interest Disclosure Policy will do all that is possible and practicable to ensure the identity of the individual and the identity of the person who is the subject of the disclosure are kept confidential. This is available on both Morris and our external website.

Moral of the story; if you think something is in breach of the Code report it.

## How can I be sure my conduct **complies** with the Code?

This Code is a really broad overview of ways in which you are responsible for being an effective and overall great employee and sets out our minimum expectations of you, however it won't give you the answer to every possible scenario you may find yourself in. The great news is that we have so many people that are available to support you with this Code; all you have to do is ask.

We want to support you in making some great decisions every day, so here are a few things to consider when you may be questioning if you're making the right call;

- Does it align to our Values & Behaviours?
- Could it help to discuss this with my Leader to get their opinion?
- Think; "If it was my business or my money, would I still make the same decision?"
- Could my words or behaviour be perceived as hurtful, disrespectful or harsh?
- What policies or procedures are available to me to look at?
- If I make this decision, can I justify why?
- What are the potential outcomes of my behaviour, actions or decision making?

That's a lot to take in, so if all else fails and you're still not sure, just ask the question. No harm has ever come from being curious.