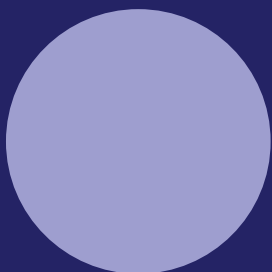
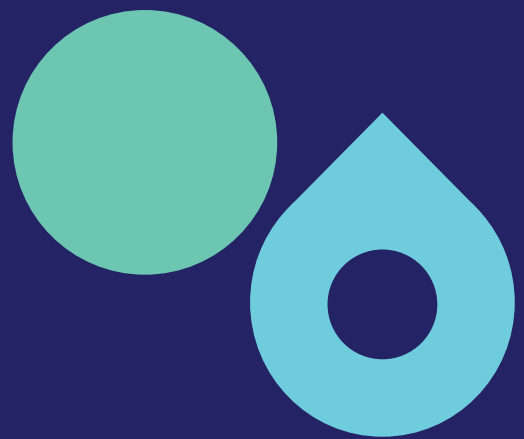


# Supplier Code of Conduct



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# Introduction

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- We have the customer at the heart
- We work together, with integrity
- We care for one another, the environment and the community
- We own our own decisions and every dollar count
- We create new and better ways of doing things.

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Á Sydney Water relies on Á contractors, Á consultants, Á suppliers, delivery partners and Á service providers Á (hereafter, **suppliers**) to help Á deliver vital services to our customers and the Á community. This means we Á depend on our suppliers to demonstrate the highest Á environmental, Á social and ethical Á standards Á • Á;` |Á;` • d { ^ Á; } ^&@ Á; ^ ÁÁ •æ; áæ;á Á U` á)^ ÁY æ; |É

V@ ÁU` ] ] |á; ÁO [ á^ Á; ÁO [ ] á` &@ @ |^æ; |ÉV cXYD; ] |á• Á d @ Á; [ &` |^ { ^ } ó; |ÁÁ [ [ á; Á; áÁ^ |ç;æ^ Á@ [ ` \* @` ó; |Á •` ] ] |^ &@æ; ÉV } áæ; ^ } æ; Á; Á@ ÁO [ á^ Á; Á@æ; Á; Áour •` ] ] |á; Á; ] ^ |æ; Á; Á; |Á compliance of the law, rules and |^ \*` |æ; } • Á; Á@ Á; } d;á• Á; Á; @;@@` Á; ] ^ |æ; É; áÁ; Á; áá &á |áá & Á; á@ @ Á; ] ^ &áÁÁ |^` á^ { ^ } • Á; ÁU` á)^ ÁY æ; |Á; Á; d;á^ áÁ; Á@ ÁO [ á^ É; Á; Á U` á)^ ÁY æ; |Á; Á; | Á; |á; & Á; |Á; æ; áÉ; ||` ] ó; } Á; áÁÁ ~ } ^@æ; Á^æ;` |ÉV ^ Á; á]Á [ ó; [ &` |^ Á; [ { Á; ^ ] ^ ÁÁ { } } áÁ

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We also recognise the importance of protecting human rights, and oppose all forms of slavery and forced labour. Suppliers must not engage in or be complicit in any practices of slavery.

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# Governance

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**Sydney Water has a responsibility to operate in a transparent and ethical manner for our customers and the community. We are committed to the highest standards of corporate governance in delivering our services. We take accountability seriously, and will investigate and address any issues or breaches relating to this Code.**

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We expect our suppliers to adequately manage risks and opportunities by integrating them into corporate governance policies and risk management frameworks, with appropriate oversight by their Board and/or executive management.



## Our Expectations

- Ability to assess and manage the most significant impacts of operations.
- Appropriate communication to, and monitoring of, this Code for all personnel and sub-contractors working for or on behalf of the supplier for Sydney Water
- Written policies (or equivalent) and an action plan that includes SMART targets, clear accountabilities and a monitoring framework
- Inclusion of governance targets in senior management performance and remuneration
- Proactive influence on suppliers to address material governance impacts in their supply chains
- Effective and accessible grievance mechanisms in place for staff and stakeholders to raise any negative impact from the supplier's activities
- Keep appropriate records
- Proactive and regular communication between Sydney Water and the supplier on the substance and outcomes of complaints raised through grievance mechanisms by both parties, and steps taken to remedy them.



# Business resilience

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**Business resilience helps Sydney Water to achieve its objectives, and deal with disruptions and uncertainty by enabling us to anticipate, respond, adapt and evolve in response to short term events and incremental changes. Resilience is not just sound risk management, effective emergency management or business continuity management. It is an organisation that embraces asset and resource protection, performance and strategic leadership and organisational development, and has a responsive and adaptive culture.**

**Sydney Water is designated a critical asset under the Commonwealth Security of Critical Infrastructure Act 2018. Information regarding our suppliers' supply chain, company ownership, information holdings and impact on Sydney Water's assets, operations and processes may be required to be supplied to the Department of Home Affairs.**

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## Our Expectations

- Have a documented business resilience strategy which includes actions to prevent, prepare, respond and recover from disruptive events that could impact supply to Sydney Water, including appropriate threat warning and incident notification, communication and escalation protocols
- Use your business impact assessment to identify process criticalities and dependencies, such as people, IT systems, assets and equipment, information and suppliers, to document business continuity and IT Disaster Recovery arrangements, and ensure impacts to Sydney Water are mitigated
- Have a documented protective security strategy, which includes provision for physical personnel, information and cyber security
- Implement a holistic and coordinated training, testing and exercise program to ensure appropriate capability and capacity to respond to and recover from disruptive events. The program and results should be made available, if requested
- Provide information and implement mitigations in relation to the Security of Critical Infrastructure Act 2018, as requested by Sydney Water or the Department of Home Affairs



# Ethical practices

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**Sydney Water relies on the services of suppliers to help deliver vital services to our customers and the community. We expect suppliers to understand and align with our 'Living our Values - Principles for ethical decision making'.**

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Where a supplier is engaged by Sydney Water, and acts for or on behalf of, or in the place of Sydney Water, the conduct of the supplier falls under the remit of the Independent Commission Against Corruption (ICAC), suppliers are therefore expected to act in a manner that enhances public trust and confidence in Sydney Water.



## Our Expectations

- Compliance with all relevant local and international laws and regulations, including acting consistently with the intent of the Independent Commission Against Corruption Act 1988 and the Public Interest Disclosures Act 1994, as it relates to encouraging reporting and investigation of alleged wrongdoing and protection of whistleblowers
- Alignment with Sydney Water's 'Living our Values - Principles for ethical decision making', including conflicts of interest, confidentiality, gifts and benefits, and other key corruption risks
- Reporting suspected corruption and wrongdoing by Sydney Water staff, suppliers and others to either:
  - The Head of Audit & Assurance (02 8849 4029); or
  - Sydney Water's independent Faircall Hotline (Ph 1800 500 965); or
  - NSW regulators such as ICAC, NSW Audit Office or NSW Ombudsman
- Collaboration and dialogue with Sydney Water to find solutions to identified issues
- Development and implementation of ethical frameworks and supporting mechanisms.



# Environmental sustainable practice

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**At Sydney Water, we acknowledge the fundamental role we play as custodian of the land we operate on. We are committed to preserving our natural environment and resources for generations to come by upholding the highest standard of environmental care.**

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Our Environment Strategy ensures we strive for environmental excellence across our four key themes:

- Healthy waterways and clean beaches
- Create resilient and livable places
- Care for nature, land and heritage
- Efficient and sustainable resource use.

We expect our suppliers to uphold our environmental values and assist us to achieve our key environmental objectives. These include minimising environmental impacts through high standards of environmental care for our waterways, biodiversity and landscapes, and ensuring high resource and energy efficiency, and minimising carbon emissions, air pollution and waste generation.

We proudly acknowledge the Traditional Owners of the land on which we work and live, and pay respect to their Elders past, present and emerging. We recognise and value the continuing rich cultures and the contribution of Aboriginal and Torres Strait Islander peoples and communities to Sydney and the surrounding community, and their role as the original stewards of the water and other environmental resources we share.



## Our Expectations

- Compliance with all relevant local and international laws and regulations regarding environmental management, as well as with Sydney Water's specific requirements, policies and procedures
- Written environmental management policy or equivalent document that employees are aware of and understand
- With respect to animal welfare, conduct activities in such a manner that aligns to the RSPCA's Animal Policies and are treated humanely
- Monitoring performance targets to demonstrate continuous reduction in the supplier's adverse environmental impact
- Development of best practice, innovative and leading edge solutions to reduce environmental impacts
- Implemented environmental management system appropriate for the supplier's operations

# Healthy and safe workforce

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**Our vision is to provide a safe and efficient workplace with zero injuries to staff, contractors and the general public. We expect our suppliers to take accountability and responsibility for managing health and safety risk.**

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## Our Expectations

- Compliance with all relevant local and international laws and regulations with regard to health and safety, as well as with Sydney Water's specific requirements, policies and procedures.
- Prequalification to the appropriate Sydney Water Tier level, based on the nature and risk of the service being delivered.
- Written health and safety policy or equivalent document that employees are aware of and understand.
- Implemented health and safety management system appropriate for the supplier's operations.
- Monitoring of leading and lagging performance targets to manage the health and safety risks of the supplier's operations.
- Development of best practice, innovative and leading edge solutions to eliminate health and safety risks.
- Continuously improve the health and safety management system.





# AcXYfb's`Uj Yfnž labour/ human rights`



Sydney Water relies on a capable and committed workforce to deliver our day-to-day services. We recognise the importance of establishing and maintaining an ethical culture and protecting internationally recognised labour and human rights of our suppliers. We are committed to implementing a robust strategy to understand and address the risks of modern slavery in our supply chains, and meet our obligations under Australian legislation.

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## Our Expectations

- Respect and support for internationally recognised human rights as outlined in the [UN Universal Declaration of Human Rights](#), the [International Covenant on Economic, Social and Cultural Rights](#), [International Covenant on Civil and Political Rights](#), [International Labour Organisation's Declaration on Fundamental Principles and](#)
- Compliance with all relevant local and international laws relating to labour and human rights practices, where applicable.

- [UN Universal Declaration of Human Rights](#), [International Covenant on Economic, Social and Cultural Rights](#), [International Covenant on Civil and Political Rights](#), [International Labour Organisation's Declaration on Fundamental Principles and](#)

# Diversity and inclusion

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**Sydney Water believes in diversity and valuing the people that are at the heart of our services. We are committed to ensuring that our workforce is as diverse as the communities we serve.**

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We also aim to promote 'diverse businesses', including Aboriginal and Torres Strait Islanders businesses, disability and social enterprises and women-owned businesses.

We seek to work with suppliers who support and contribute to our diversity and inclusion objectives.

## Our Expectations

- Commitment to employing and developing a diverse and inclusive workforce.
- Collaboration with Sydney Water to increase the diversity of the supply chain workforce through the supplier's recruitment processes or by using diverse businesses.



# Community and stakeholder engagement

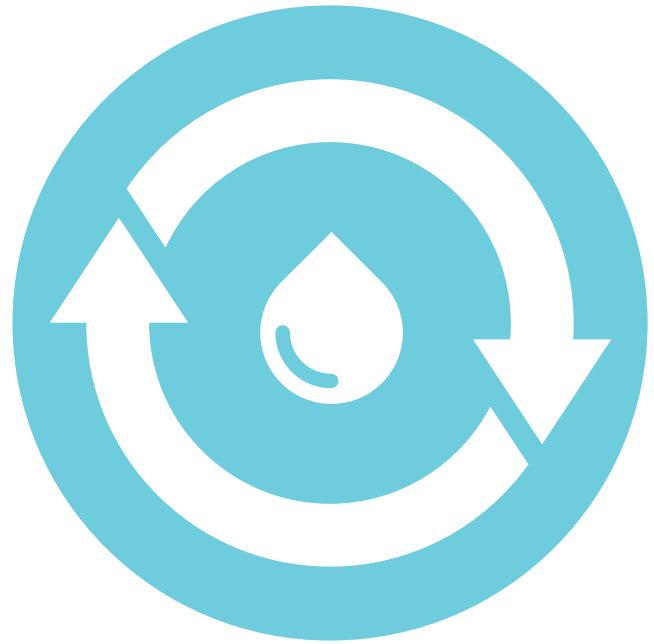
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**Sydney Water is committed to developing effective working relationships with the community and stakeholders across all stages of a project lifecycle, from planning through to construction, maintenance and operations.**

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We seek to work with suppliers who align with our values and behaviours, which include:

- being open and honest
- providing accurate and timely information
- listening to and responding to the opinions of community and stakeholder representatives
- providing feedback to the community and stakeholders on how their input was addressed in the decision-making process
- learning from past community and stakeholder engagement experiences, and continuing to improve performance.



## Our Expectations

- Supplier compliance with all relevant Sydney Water policies and procedures for community and stakeholder engagement and reputation management
- Community and stakeholder engagement plans, appropriate for the project, that include leading and lagging community, stakeholder and reputation KPIs
- Appropriate systems to monitor community and stakeholder engagement, and evaluate their success against KPIs
- Availability of appropriately experienced communications and engagement resources, including senior oversight
- An effective training and competency program that ensures supplier personnel have expertise to deliver effective community and stakeholder engagement, and are aware of their responsibilities to Sydney Water and its stakeholders.

## On the web



**Website:**

[sydneywater.com.au](http://sydneywater.com.au)



**E-mail:**

[procurement@sydneywater.com.au](mailto:procurement@sydneywater.com.au)



**Facebook:**

[facebook.com/SydneyWater](https://facebook.com/SydneyWater)



**Twitter:**

[twitter.com/sydneywaternews](https://twitter.com/sydneywaternews)



**Instagram:**

[instagram.com/sydneywater/](https://instagram.com/sydneywater/)



**LinkedIn:**

Search 'Sydney Water' at [linkedin.com](https://www.linkedin.com)