



Supplier Code of Conduct



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Acknowledgement of Country

Our work with First Nations people is important to us. We acknowledge and have a great appreciation for the knowledge and connection that First Nations people have with water and land, and we are committed to building, supporting and strengthening our partnerships with First Nations people across our operations.



A word from our CEO

Dear valued partner,

WaterNSW is committed to responsible sourcing that takes into account social, ethical and sustainable considerations with regards to our business dealings. We want to create long-term value for all our stakeholders, including our suppliers, and ensure we maintain our good reputation within the communities we operate in.

As a supplier, you are a critical partner in our commitment to responsible sourcing. Our Supplier Code of Conduct sets out the key requirements when providing goods and services to us, along with our expectations of you.

WaterNSW will not tolerate any form of human rights abuse within our business or supply chains, and we expect our suppliers to operate safely and responsibly.

Additionally, in respect of certain high-risk areas, including modern slavery and child labour, we require you to cascade our requirements down to your own suppliers and sub-contractors to help work to eliminate modern slavery in your supply chains. In respect of all other areas, we encourage you to set expectations similar or the same to those in our Supplier Code of Conduct for your own suppliers and sub-contractors.

The following pages provide a detailed description of the Supplier Code of Conduct, and we seek your commitment and support in practicing the underlying principles so that together we can make a difference.

Andrew George
Chief Executive Officer and Managing Director

Our business at a glance

WaterNSW operates the state’s dams, capturing and storing water, and then supplying it ready for distribution – for the environment, agriculture, industry and the community.



We operate **41 major dams** across the state



We supply **two-thirds** of all water used in NSW



We’re at the source of the state’s water, we’re not at the taps



The water we supply is used by more than **8 million people** across NSW



We follow the rules, we do not make the rules



We’re the **source of vital information,** like river and dam storage levels



Our vision

To support the resilience of NSW communities through our leadership in delivering water services, for generations to come.



Our purpose

Water, delivered when and where it matters.

Our vision recognises the importance of WaterNSW in ensuring the prosperity and continued growth of communities across NSW by providing an essential service that can be relied upon.

Our purpose is summed up in one simple statement that goes to the heart of all that we do and our core business – Water, delivered when and where it matters.

Who we are

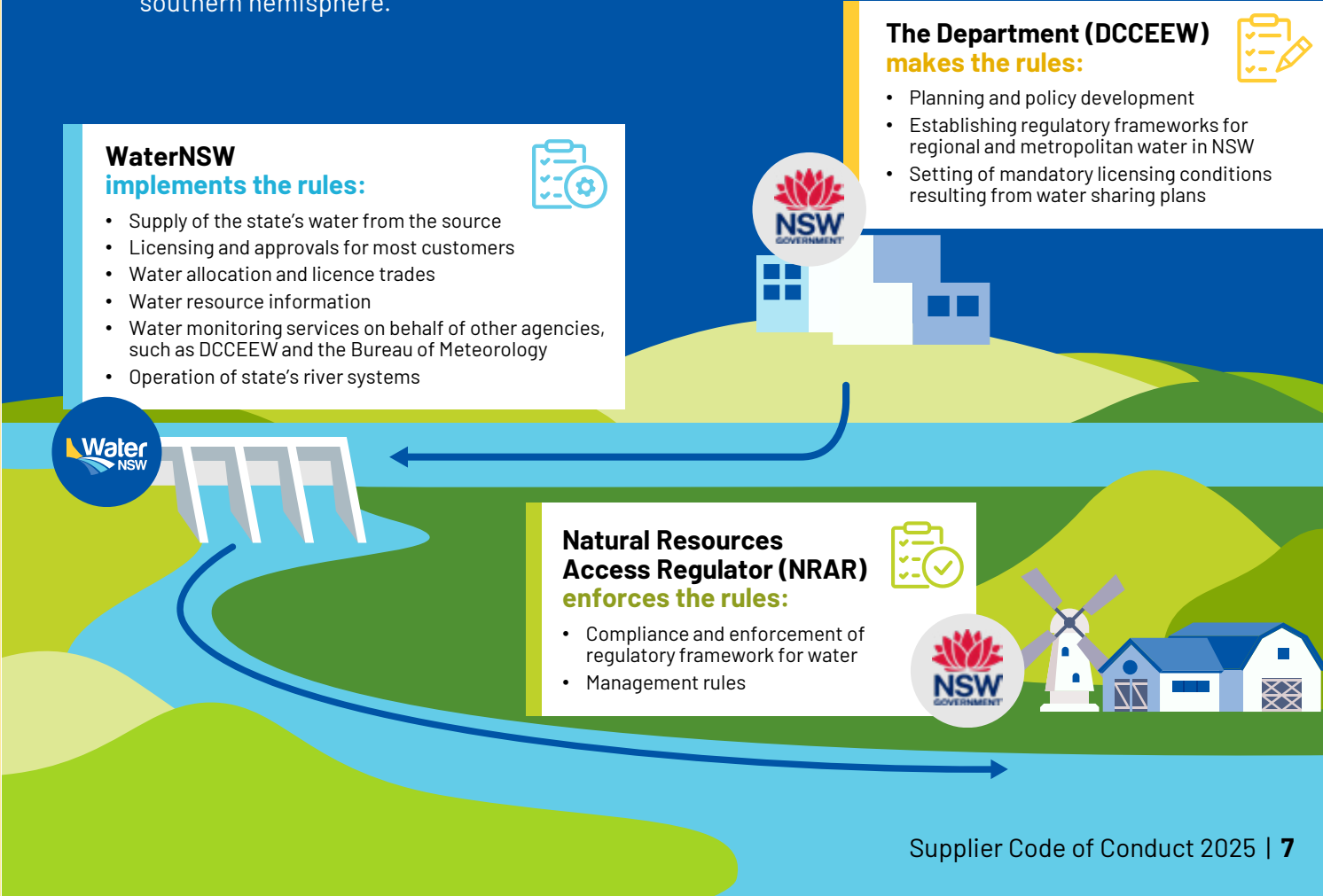
WaterNSW is a State-Owned Corporation and one of the main government agencies tasked with managing water in NSW.

WaterNSW has a number of main functions:

- We manage dams like Warragamba, Burrendong and Chaffey, and protect the Greater Sydney drinking water catchment.
- We supply water to customers, communities and the environment.
- We build, maintain and operate essential infrastructure.
- We service customers – from farmers to local councils – providing support for water licensing and approvals, trades and billing, to meet our customers’ water needs.
- We own and operate the largest surface and groundwater monitoring network in the southern hemisphere.

WaterNSW, works closely with the NSW Department of Climate Change, Energy, the Environment and Water (NSW DCCEEW), and the Natural Resources Access Regulator (NRAR) through a Roles and Responsibilities Agreement that came into effect on 30 June 2021.

The agreement, required under WaterNSW’s operating licence, sets out how the three agencies work together to deliver key water management functions under the WAMC. It also provides a framework for resolving any interagency issues, along with the identification of improvement opportunities.



Our procurement guiding principles

WaterNSW is committed to ensuring that its procurement practices are fair, ethical and transparent, and reflect the highest standards of integrity and honesty at all times.

We expect the same from you, our suppliers and contractors.

WaterNSW procurement guiding principles	Guide our procurement actions
Safe and fit for purpose	<p>We put safety first, procuring safe, fit-for-purpose goods and services with the right specifications, at the right quantity to achieve our desired outcomes with zero harm.</p> <p>We look to collaborate and share useful insights to leverage expertise within WaterNSW and with our external partners.</p>
Value for money	<p>We encourage competition and innovation amongst suppliers. We look for the best value for money including on a lowest lifecycle cost basis.</p> <p>We consider risk management and risk allocation as part of our value for money analysis and also the degree of procurement process complexity.</p>
Fair and ethical	<p>We treat the supply market fairly and ensuring our decisions are transparent and defensible, including declaring any actual or perceived conflicts of interest which could be seen by the market and our customers as not achieving this objective.</p> <p>We undertake procurement with integrity, ensuring probity, accountability for outcomes, and that social objectives are included (including sustainability, aboriginal, disability and regional employment, and eradication of modern slavery)</p>
Make it easy	<p>We aim to make our procurement processes clear, consistent and easy to follow.</p>



What you can expect from us

When conducting business with us, you can expect that we will:

- comply with applicable laws, regulations and policies
- act with integrity and openness, and in accordance with the WaterNSW Code of Conduct
- conduct business in an ethical and safe manner
- demonstrate fairness and transparency in our dealings with individuals and organisations
- disclose any perceived or real conflicts of interest
- encourage fair and open competition while seeking value for money and innovative solutions
- adopt procurement processes to make it easy to do business
- publish details of contracts awarded as required by law
- respond to reasonable requests for advice and information, including tender debriefings, and
- investigate complaints.

What we expect of you

When conducting business with WaterNSW we expect that you will:

Share our commitment to safety and the environment

- provide a safe work environment and integrate sound health and safety management practices into their business.
- minimise the environmental impact of their operations and maintain environmentally responsible policies and practices.
- comply with all applicable laws and regulations relating to workplace, health and safety.

Adhere to our corporate values and ethical principles and practices

- act with integrity and openness
- conduct business in an ethical and safe manner
- comply with applicable laws, regulations, policies, procedures and good business practices, including the Modern Slavery Act 2018 (Cth)
- disclose any perceived or real conflicts of interest
- not offer WaterNSW employees/contractors any non-token gifts or benefits
- ensure individuals engaged by you and third parties acting on your behalf comply with this Code
- protect the privacy and prevent the release of commercial-in-confidence and personal information
- ensure the security and proper use of WaterNSW information, assets and materials
- respond to reasonable requests for advice and information, and
- report breaches of this Code to WaterNSW.

Adhere to sound and proper business practices

- not undertake work on behalf of WaterNSW until you have received a valid WaterNSW purchase order
- pay your suppliers / contractors on time
- not discuss or disclose dealings with WaterNSW to the media without our approval.



Consequences of not complying

Suppliers should be aware that non-compliance with this code when doing business with WaterNSW, or demonstrated corrupt or unethical conduct, could lead to:

- termination of contracts
- loss of future work
- loss of reputation
- investigation for corruption
- matters being referred for criminal investigation.

You should report possible breaches of this Code

We have contracted Your Call Whistleblowing Solutions ("Your Call") to receive and manage your report with impartiality and confidentiality. This option allows you to remain completely anonymous, identify yourself to Your Call only, or identify yourself to both Your Call and WaterNSW.

The Your Call reporting options include:

- Website: <https://www.yourcall.com.au/report> (use unique identifier "WaterNSW")
- Telephone: **1300 790 228** (9am and 12am, business days, AEST)

reasonable belief regarding the conduct reported and should provide as much information as possible about the event including:

- Date, time, location, name of person(s) involved including possible witnesses
- Any evidence of the event (e.g documents, emails)
- Steps already taken to report the matter elsewhere or attempts made to resolve the concern.

National Relay Service

If you are deaf, or have a hearing or speech impairment, you can contact Your Call online or through the National Relay Service. Simply choose your contact method at www.relayservice.gov.au and request Your Call's hotline 1300 790 228.

If you have difficulty speaking or understanding English, contact us through the [Translating and Interpreting Service](#) (TIS) [131 450](tel:131450) and ask for Your Call on 1300 790 228.

Additional reporting channels

In addition, if you are concerned about any conduct that could involve fraud, corrupt conduct, maladministration, or serious and substantial waste of public funds, this can be reported to either WaterNSW or via one of these external channels:

- corrupt conduct – [Independent Commission Against Corruption \(ICAC\)](#)
- maladministration – [NSW Ombudsman](#)

- serious and substantial waste – [NSW Audit Office](#)
- access to government information (GIPA) – [Information and Privacy Commission NSW](#)
- privacy contravention – [Information and Privacy Commission New South Wales](#).

Further Information on making disclosures is available on the WaterNSW [website](#).

Other information

Conflicts of interest

WaterNSW expects all of its decisions to be made impartially. All WaterNSW employees are required to avoid conflicts of interest and to disclose any real or perceived conflicts of interest. We likewise expect our suppliers to avoid all conflicts of interests and to disclose to us any real or perceived conflicts of interest as they arise.

Conflict of interests can arise when a person's business and private interests intersect. Some examples of conflicts of interest are:

- Knowing that a WaterNSW employee (or their friends or relatives) stand to benefit from a matter in which you are involved
- Having a personal relationship with a WaterNSW employee that goes beyond a normal professional working relationship
- Using business information that you have acquired through your work with WaterNSW for personal gain.

Gifts, benefits and hospitality

WaterNSW expects high levels of integrity in all of its business operations. For this reason, we do not accept gifts, benefits or hospitality (including invitations to events) that could be seen to influence our business decisions or obtain preferential treatment.

To ensure the integrity of our procurement processes, employees involved in a procurement evaluation or decision cannot accept gifts.

A supplier must never offer inducements or incentives to WaterNSW employees.

You must immediately report to us any instance in which our employees see or induce a gift, benefit or hospitality from you.

For the avoidance of doubt, token gifts or hospitality where the hospitality is incidental to an official business-related function are permitted.

WaterNSW's employees and assets

You must never try to engage WaterNSW's employees to provide services to your organisation that would not normally be provided under the agreement by which you are operating.

The same is true for WaterNSW's assets. Inappropriate or unapproved use of any of WaterNSW's equipment may result in the termination of your services.

Confidentiality and intellectual property

WaterNSW expects each of its suppliers to take all reasonable steps to protect any confidential information received, unless required to disclose it by law.

Information provided by or collected from WaterNSW is provided on a confidential basis, unless otherwise explicitly indicated, or the information is already in the public domain.

WaterNSW and our suppliers will respect and honour each other's confidentiality and intellectual property rights.

Labour and human rights

We expect our suppliers to provide a fair and ethical workplace free from workplace bullying, harassment, victimisation and abuse.

WaterNSW recognises the importance of the protection of human rights and is committed to protecting the rights of our employees and suppliers, and those within our supply chain. We support the objective of the Modern Slavery Act to eradicate modern slavery and will work with our suppliers to comply with the Modern Slavery Act.

Our suppliers are expected to make all reasonable efforts to ensure that businesses within their supply chain are not engaged in, or complicit with, human rights abuses, such as forced or child labour. We expect you to assist and comply with any assurance activities we undertake with our suppliers as part of our efforts to increase transparency of our supply chain and comply with the Modern Slavery Act.



For more information

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