



CODE OF PERSONAL CONDUCT

Our Code of Personal Conduct

Aurora Energy has a commitment to the highest standards of honesty and integrity in delivering superior service both internally and externally to customers, stakeholders and the wider community.

This document is our statement of "how we do things" and is followed by everyone in Aurora.

We will:

- work safely and in accordance with the law,
- treat customers, the public and fellow employees with honesty, courtesy and respect
- perform our duties with professionalism, loyalty, integrity, and effectiveness
- understand and comply with Aurora policies and procedures
- work together to achieve our business goals
- ensure our personal business and financial interests do not conflict with our duty to Aurora
- ensure the security and privacy of all confidential information received in the course of our work
- ensure that Aurora assets and resources are only used for business purposes
- recognise, value and effectively utilise the diversity among our people
- demonstrate our care for the environment in the way we work.

Perform our work safely and in accordance with the law

Aurora is subject to both State and Federal laws. We are required to act within those laws.

No one can be directed to carry out an illegal act, and no one can justify an illegal act by claiming to be acting under the order of a manager, or to be simply complying with policy.

Aurora is committed to providing its employees with a work environment that is healthy and safe. This will only be achieved if all employees recognise that a safe workplace is everyone's responsibility. To this end we fully comply with and enforce all occupational health and safety legislation, regulations, Aurora rules and practices.

This includes;

- participating in occupational health and safety activities
- undergoing appropriate training
- carrying out our duties in a safe manner
- ensuring the safe operation and working order of plant and equipment
- using safety equipment properly
- actively reporting, monitoring and taking action in regard to health and safety issues.
 - Personal safety and the safety of others in the workplace will never be compromised. Nothing is more important.
 - All employees are responsible for safety. Full participation in Safety activities is essential and will be actively encouraged.
 - We will work safely by looking after ourselves, our workmates, customers and members of the community to ensure a lifestyle free from accidents, injury and illness.
 - You are responsible to ensure you have read and are aware of the non-negotiable for field and general and ensure you abide by them.

Understand and comply with Aurora's policies and procedures

We must always take responsibility for our actions and are accountable for the consequences.

In our daily work activities we will always apply due care and diligence.

At all times we will promote a positive image of Aurora. Aurora has policies and procedures that all employees must abide by.

These policies ensure that Aurora approaches situations in a similar way each time they arise.

As employees, it is our responsibility to be aware of these policies and how they impact upon our work.

If you are unsure about where to locate these policies, please talk to your manager or team leader.

Ensure our personal, business and financial interests do not conflict with our duty to Aurora

As employees we should ensure that our outside activities are kept separate from Aurora's work. We should not undertake outside employment without first gaining approval from our manager. We should also refuse outside work if it conflicts with the business Aurora is in or interferes with our capacity to work effectively.

Aurora has a concern for the community that it serves. If it is practicable, management will endorse and support part time involvement by employees in public or community service.

We must be seen to be acting fairly and without bias. It is therefore important that we refuse to give or accept favours or gifts that could be seen as reward for preferential treatment. We must also avoid giving or receiving favours to family or friends.

Aurora is a very large buyer of goods and services and awards its business strictly on the basis of quality, suitability and price. Each employee involved in buying goods and services on behalf of Aurora must avoid any relationship, financial or otherwise, with suppliers that could be seen as unfairly influencing judgment.

There may be occasions that, as private citizens we would wish to comment publicly about an issue. At these times we must always ensure that the comments made by us as private citizens are seen as that.

Ensure the security and privacy of all confidential information received in the course of our work

All employees must maintain the privacy of business information and protect it from disclosure. Much of our information relates to customers, who expect, on both legal and ethical grounds, that this information be protected.

Business records can only be destroyed with authorisation and in accordance with approved company policies and procedures.

We must compile and maintain all records fully and accurately and ensure they are properly secured.

This includes:

- not making false or misleading information
- using information available to us solely for our designated Aurora duties
- maintaining appropriate confidentiality by ensuring that only those authorised to use the information are given access.

Ensure that Aurora assets and resources are only used for business purposes

We all share the responsibility for looking after Aurora assets, especially if it is under our control. Aurora assets must not be removed without authorisation or used for personal benefit or any improper use.

Aurora's property, no matter how old or damaged, may only be given away, lent destroyed or otherwise disposed of, if this action is properly authorised.

Every employee who has control of Aurora funds is personally accountable for them. "Funds" can mean cash or valuables such as company purchasing cards.

Recognise, value and effectively utilise the diversity among our people

The term 'diversity' recognises that individuals within our workforce differ.

They have a wide range of skills and experiences. Having a diverse workforce means that Aurora is a more effective organisation as these different skills and experiences help us to better meet the needs of our diverse customer base.

As a result of this, Aurora is committed to equity in the workplace. Discrimination or harassment in relation to anyone we deal with will not be tolerated.

Demonstrate our care for the environment in the way we work

We are all responsible for maintaining and improving the environment.
We can do this by:

- actively complying with environmental legislation
- making full and proper use of materials, encouraging recycling and avoiding waste
- considering environmental factors in the development and implementation of new processes.

Resolving Dilemmas

Aurora's code of personal conduct is not about putting in rules that take account of every situation. If you have difficulty in applying these principles, or it is not immediately clear what you should do, it is up to you to find out the correct thing to do.

If you find yourself in a situation where you are unclear as to the correct action, it is worthwhile considering the following:

- Discuss the situation with other people in your workplace to get an objective viewpoint
- Consider what you would do if it was your money, time or equipment
- Imagine changing places and being on the receiving end of your decision
- Could you adequately defend your actions to your supervisor
- Think about who will benefit - will it be fair to Aurora, the customer and yourself

If you still have doubts about the correct thing to do, you should refer the matter to your supervisor or manager for advice.

Values & Behaviours

Aurora Energy has a set of Values & Behaviours that were developed by our people for our people. The Values and Behaviours are the set standard of how we interact with one another and within the Tasmanian Community.

In Aurora we value:

Customers- we care for our customers

Teamwork – we work together with initiative and enthusiasm

Safety & Health – we work safely and care for each other's well being

Openness & Honesty – we treat everybody with fairness, equity, integrity and respect

Community – we care for the community by recognising our social and environmental responsibility

Quality – we meet our challenges, through innovation and quality

Leadership – we are all-accountable for our actions and lead by example