

Code of Conduct

Who does the Code of Conduct apply to?

Simply put; everyone.

But more specifically; Aurora Energy's (Aurora) 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 working/meeting remotely including via Microsoft Teams etc. It also applies when you are at work events or out in our community on behalf of Aurora. It applies whenever there's risk surrounding Aurora's interests or reputation or an impact on effective working relationships.

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 achieving our vision and meeting the needs of our customers, stakeholders and the community, by aligning to the highest standard of conduct and integrity.

Under The Code we'll all commit to:

1. Being sensible and safe in the workplace in a way that aligns to current legislation;
2. Role modelling our Aurora Way 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. Being diligent in completing all compliance related training specifically when relative to heightened organisational risks such as cyber security related matters;
8. Demonstrating our care for the environment in the way we work;
9. Recognising, valuing, including and effectively utilising the diversity among our people.

1. Being sensible and safe in the workplace in a way that aligns to current legislation

We all need to meet the requirements under State and Federal laws.

We know we shouldn'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 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 including working remotely;
- making sure that we have the right amount of people and resources available;
- upskilling and keeping training up-to-date for everyone;
- 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, investigated, followed up and ensuring actions are completed; and
- ensuring the Work Health and Safety policy is available and communicated across Aurora.

Let's work together by looking after ourselves, each other, our customers, and members of the community to ensure our actions have a positive impact to their health, safety and wellbeing.

2. Role Modelling our Aurora Way values and behaviours

We've all in some way helped to 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 interact with 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

Our actions and the perception created by the things we say and do can have a direct impact on Aurora's brand and reputation in the Tasmanian community. Let's support a positive image of Aurora and be mindful of how we can influence the perception of our organisation.

3.1 Conflicts of Duty or Interest

When we commence with Aurora we 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's interests or our duty to Aurora.

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. They will consider how best to manage the situation in accordance with the Conflict of Interest Policy and Gifts and Benefits Procedure. Where necessary, you may be asked to make a written declaration relating to the conflict. During this process we would appreciate your co-operation 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.

For more information, please read our [Conflict of Interest, Gifts and Benefits Procedure](#).

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 the workplace. Here are some guidelines to help you stay out of the danger zone;

- Don't accept 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.

For more information, please read our [Social Media policy](#).

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 a conflict of interest, or a work health and safety concern identified. If it is

determined that the outside work conflicts with Aurora or your capacity to work at Aurora, unfortunately you won't be able to do it.

Again, the Conflict of Interest, Gifts and Benefits Procedure answers a lot of these questions – jump in and have a look.

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 business information that is shared with us every day. We must treat any information in relation to Aurora'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 people working for Aurora.

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.

Have a read: [Information Management Policy & Privacy Policy](#)

[Working from Home Policy & Cyber Security Policy](#)

5. Ensure we do not misuse our position

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

We won't misuse Aurora'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 and not for personal use or benefit.

If you think that an "asset" is a bit worse for wear, speak with your leader and they can ensure the asset is managed within 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:

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

- Following environmental legislation.

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 impact this vision and act contrary to this. We have a zero tolerance view on anyone that isn't in line with this. Discrimination, harassment, bullying, sexual harassment, victimisation and vilification are unlawful behaviours that will not be tolerated.

See our [Workplace Behaviour Policy](#) for more information.

Non-compliance with this Policy

All non-compliances with this Policy will be recorded in accordance with the [Compliance Policy](#).

Any non-compliances that are risk-rated as Severe or Major will be escalated to the Board or a relevant Board Committee through our non-compliance reporting processes. Non-compliances that are risk-rated as Moderate or Minor will be reported to the Chief Executive Officer.

Incidents of wilful non-compliance with this Code or any Aurora policy or procedure are considered to be serious and will be dealt with in accordance with our normal performance management process, which may include dismissal.

Where breaches amount to breaches of the law the breach could lead to legal proceedings or reports to the Police.

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 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 or someone is in breach of The Code speak up.

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 contributor, 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; 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 Aurora Way values and 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.

Who can support me in complying with The Code?

Let's go over it one more time. If you need more information or are unsure about Aurora's expectations of you under The Code we encourage you to speak with:

- Your Leader
- An ALT member
- Anyone from the People Experience Team

We're all in this together, so no harm in asking.

How does Aurora Energy ensure The Code is applied across the workforce?

Initially, when anyone starts working with us they are taken through an online induction which will cover The Code. Then, every year, we'll be asked to complete a "Code of Conduct Declaration" which is to confirm that we're across the expectations of The Code, have been sticking to it in the previous 12 months and will continue to do so. Failure to read or sign up to The Code does not excuse you from compliance with The Code.

The Chief People Officer is responsible for the ongoing review and development of The Code – so feel free to offer feedback if you've got some.