



Supplier Code of Conduct



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A message from our CEO

Dear valued partners,

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.

With operations across the state of NSW, annual procurement in the hundreds of millions of dollars, and over one thousand suppliers, WaterNSW is a major purchaser of goods and services, including construction.

This Supplier Code of Conduct sets out the key business principles we apply in our dealings with you, our suppliers and contractors. We expect you, and your supply chains to also apply these principles in all your dealings with us.

A handwritten signature in blue ink, consisting of several overlapping loops and lines, representing the name Andrew George.

Andrew George
Chief Executive Officer

About WaterNSW

Who we are

WaterNSW is a State Owned Corporation established under the Water NSW Act 2014 and operates under an Operating Licence issued and monitored by the Independent Pricing and Regulatory Tribunal (IPART). WaterNSW is also the 100% shareholder and parent of WaterNSW Infrastructure Pty Ltd.

Our purpose

Water, delivered when and where it matters.

Our vision

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

What we do

- **Source water protection:** protection of the Greater Sydney drinking water catchment to ensure safe water is supplied to Sydney Water, local councils and other distributors for treatment and distribution to their customers.
- **Bulk water supply:** supply water from our storages to customers in the Greater Sydney drinking water catchment, and in the state's regulated surface water systems.
- **System operator:** efficient management of the state's surface and groundwater resources to maximise reliability for users through operation of the state's river systems and bulk water supply systems, in collaboration with the Murray-Darling Basin Authority which directs operations of the River Murray system.
- **Infrastructure planning, delivery and operation:** meet customer-defined levels of service consistent with NSW Government policy and priorities to increase the security and reliability of water supplies to our customers and communities of NSW.
- **Customer water transaction and information services:** provide efficient and timely services to our customers for water licencing and approvals, water trades, billing and meet their water resource information needs for surface and groundwater quantity and quality.



Our Procurement Guiding Principles

WaterNSW Procurement Guiding Principles

Guide Our Procurement Actions

Safe and Fit for Purpose

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**.

We look to collaborate and share **useful insights** to leverage expertise within WaterNSW and with our external partners.



Value for Money

We encourage **competition** and **innovation** amongst suppliers. We look for the best value for money on a **lowest life-cycle cost** basis.

We consider risk management and risk allocation as part of our value for money analysis and the degree of procurement process complexity.



Fair and Ethical

We treat the supply market **fairly** and ensure 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.

We undertake procurement with integrity, ensuring **probity**, **accountability** for outcomes, and that sustainable and **social objectives** are included.



Make it Easy

We aim to make our procurement processes **clear, consistent** and **easy to follow**.



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.

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 devriefings, and
- invesgigate complains



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 business.
- comply with all applicable laws and regulations relating to workplace, health and safety.
- minimise the environmental impact of operations and maintain environmentally responsible policies and practices.

Adhere to our Corporate Values, 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 and prevent the release of commercial-in-confidence 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 reports of possible breaches 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: **1800 751 298** (9am and 12am, business days, AEST)

Reports must be made with a genuine and 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 1800 751 298
- If you have difficulty speaking or understanding English, contact us through [Translating and Interpreting Service](#) (TIS) [131 450](tel:131450) and ask for Your Call on 1800 751 298

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](#).

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 be 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.

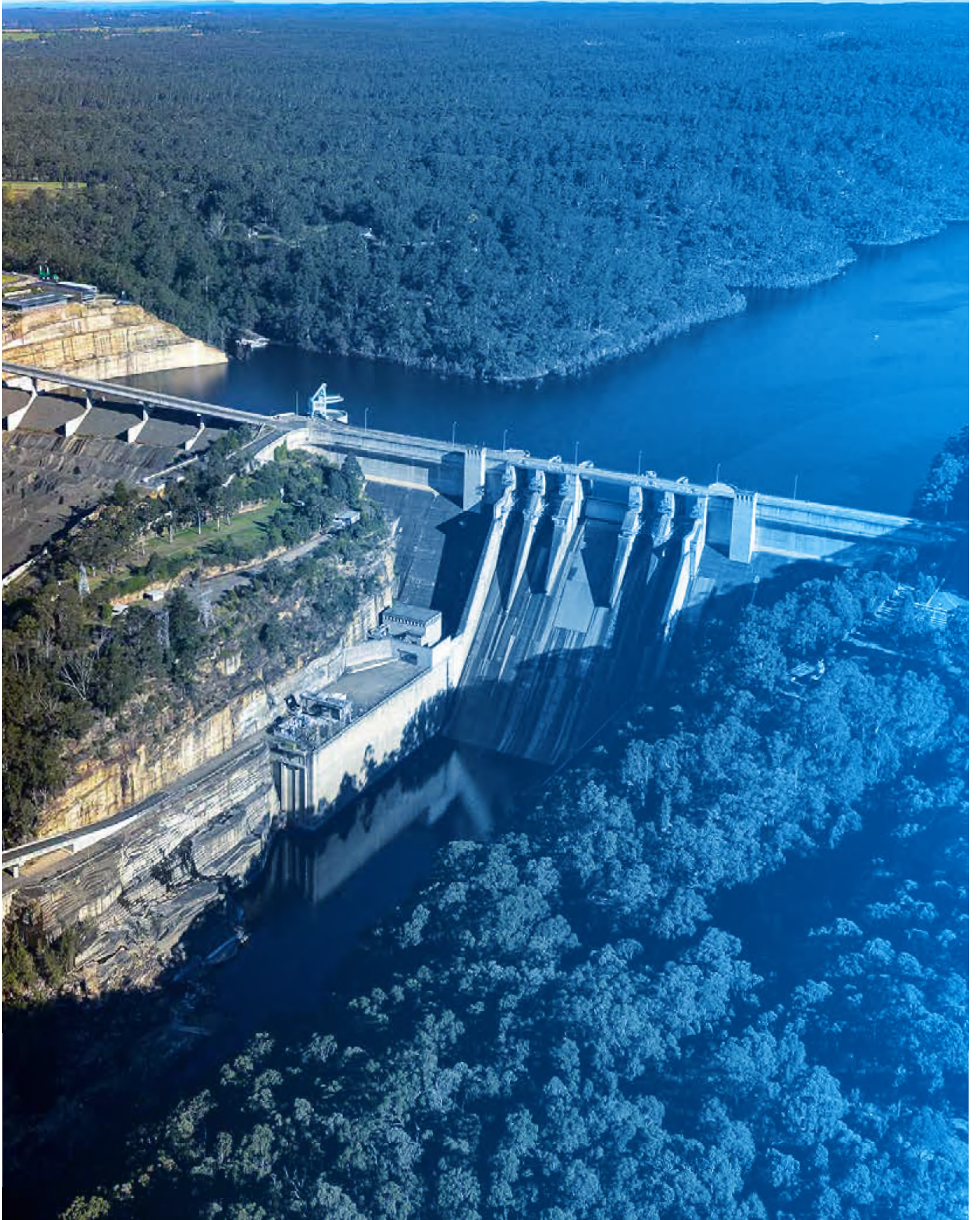
WaterNSW and our suppliers will respect and honour each other's confidentiality and intellectual property rights.

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.





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