



# Code of Conduct – Standard



## Table of contents

<b>1. INTRODUCTION .....</b>	<b>3</b>
1.1 Scope.....	3
1.2 References.....	4
1.3 Defined terms .....	5
1.4 Roles and responsibilities .....	7
1.5 Monitoring and compliance.....	7
1.6 Risk management.....	7
<b>2. GUIDING PRINCIPLES .....</b>	<b>8</b>
<b>3. MAINTAINING A SAFE AND PRODUCTIVE WORK ENVIRONMENT .....</b>	<b>9</b>
3.1 Workplace Bullying .....	9
3.2 Sexual Harassment.....	9
3.3 Unlawful Discrimination.....	10
<b>4. HEALTH, SAFETY AND ENVIRONMENT AT POWERLINK .....</b>	<b>11</b>
4.1 Safe for Life.....	11
4.2 Fitness for Work.....	12
4.3 Environmental Management Obligations.....	12
<b>5. REPRESENTING POWERLINK .....</b>	<b>13</b>
5.1 Public Comment.....	13
5.2 Social Media .....	13
<b>6. CONFLICTS OF INTEREST.....</b>	<b>14</b>
6.1 Identifying and Managing Conflicts of Interest.....	14
6.2 Engaging in Secondary/Outside Employment.....	15
<b>7. CONFIDENTIALITY AND USE OF POWERLINK INFORMATION.....</b>	<b>16</b>
7.1 Worker Obligations .....	16
<b>8. PRIVACY.....</b>	<b>17</b>
<b>9. GIFTS, BENEFITS AND ENTERTAINMENT.....</b>	<b>17</b>
9.1 Business Entertainment.....	17
9.2 Receiving and Giving of Gifts and Donations .....	18
<b>10. USE OF COMPANY RESOURCES .....</b>	<b>19</b>
<b>11. MAKING A COMPLAINT .....</b>	<b>20</b>
<b>12. CONSEQUENCES OF A BREACH .....</b>	<b>20</b>



## 1. INTRODUCTION

This Code of Conduct (the Code) brings to life our Values, culture, commitment to our customers and to the community. It sets out the standard of behaviour which is expected at Powerlink, to enable workers to deliver against Powerlink's Mission and Vision.

The guiding principles and requirements of the Code need to be applied to each worker's daily tasks and duties at Powerlink. Where a worker has any questions or concerns about understanding or applying this Code, they should speak with a Powerlink Leader.

Likewise, if a worker is aware of something that might be a breach of the Code, it should be raised with a Powerlink Leader so it can be addressed. Raising concerns plays an important role in improving Powerlink's culture, and is part of applying Powerlink's Values.

### 1.1 Scope

This Code applies to every person working for Powerlink.

For the purposes of this document only, a worker is:

- any Powerlink employee whether permanent, temporary, full-time, part-time, casual or a Powerlink Leader
- any volunteer, student, contractor, consultant, labour hire worker, or anyone who works in any other capacity for Powerlink.

This Code applies in the workplace, at places where there is a connection with work, or where the worker's behaviour impacts, or has the potential to impact Powerlink, including (without limitation) when:

- at work/on duty for Powerlink
- attending and representing Powerlink at a work-related event or function. This includes but is not limited to conferences, award events, media briefings, meetings.
- wearing Powerlink branded clothing including personal protective equipment, lanyards, photo IDs or identification cards that show the Powerlink brand
- they can be identified as working for Powerlink (including when away from work, driving a Powerlink vehicle)
- on Powerlink property or premises under the control of Powerlink.

Expectations of appropriate behaviour also extend to our Suppliers who are bound by the *Supplier Code of Conduct*.

Current version: 24/06/2019	<b>EXTERNAL USE</b>	Page 3 of 20
Next revision due: 24/06/2021	<b>HARDCOPY IS UNCONTROLLED</b>	© Powerlink Queensland

## 1.2 References

There are a number of key pieces of legislation and national guides which underpin the Code of Conduct, which include but are not limited to:

Document Title
Age Discrimination Act 2004 (Cth)
Anti-discrimination Act 1991 (Qld)
Australian Human Rights Commission Act 1986 (Cth)
Disability Discrimination Act 1992 (Cth)
Fair Work Act 2009 (Cth)
Guide for Preventing and Responding to Workplace Bullying - May 2016 (Safe Work Australia)
Privacy Act 1988 (Cth)
Racial Discrimination Act 1975 (Cth)
Sex Discrimination Act 1984 (Cth)
Work Health and Safety Act 2011 (Qld)

In addition to key pieces of legislation, there are also a number of key Powerlink agreements, policies, procedures, guidelines, charters and protocols which underpin the Code of Conduct, and include but are not limited to:

Document Code	Document Title
GOV-STD-A3271	Compliance Manual
STM-FRM-A2488059	Complaints Management Framework
GOV-POL-A1344502	Corporate Entertainment & Hospitality - Policy
PEO-P&C-A1498119	Counselling and Discipline Procedure
A2866914	Customer Service Charter
AM-POL-0450	Digital Technology Usage Standard
PEO-PRO-A714486	Employee Complaints Procedure
HSE-PRO-A2948327	Fatigue Management Procedure
INF-SR&CS-STD-A2453617	Information Classification –Standard
A2022885	Land Access Protocol
WHS-P&C-PRO-A2151244	Managing Alcohol and Other Drugs Procedure



STM-STD-A3039690	Media Management Standard
INF-STD-A2848512	Privacy– Standard
A1499954	Purchasing Card Procedure
A2853315	Powerlink Managers Enterprise Agreement 2018
STM-GDL-A2993922	Social Media Conduct Guideline
A3116641	Supplier Code of Conduct
A2853314	Working at Powerlink 2018 Union Collective Agreement

**1.3 Defined terms**

Terms	Definition
<b>Conflict of Interest</b>	<p>Where a worker has competing interests or loyalties and these competing interests could interfere with the proper and impartial performance of the worker’s duties at Powerlink, or could have the appearance of affecting the worker’s judgement, objectivity or independence.</p> <p>Conflicts of interest can be actual, perceived, or potential.</p> <ul style="list-style-type: none"> <li>• An <u>actual</u> conflict of interest involves a current issue that results in a direct conflict between the worker’s Powerlink responsibilities and a competing interest or obligation.</li> <li>• A <u>perceived</u> conflict of interest involves a current issue where it could reasonably be perceived that a competing interest could give rise to a conflict between the worker’s Powerlink responsibilities and a competing interest or obligation.</li> <li>• A <u>potential</u> conflict of interest arises where an existing interest or obligation could give rise to a future conflict between the worker’s Powerlink responsibilities and a competing interest or obligation.</li> </ul>
<b>Powerlink Leaders</b>	Includes all Team Leaders, Managers, General Managers, Executive General Managers and the Chief Executive.
<b>Sexual Harassment</b>	Sexual harassment is any unwelcome conduct of a sexual nature which is done either to offend, humiliate or intimidate another person, or where it is reasonable to expect the person might feel that way.
<b>Social Media</b>	The range of web-based communication tools that enable people to interact and share information and ideas online.

Terms	Definition
<p><b>Unlawful Discrimination</b></p>	<p>Unlawful discrimination can be direct or indirect.</p> <p>Direct discrimination occurs when a person is treated less favourably because of a certain attribute, or due to an association with a person identified as having a certain attribute.</p> <p>Indirect discrimination is when a person/s imposes, or proposes to impose a term:</p> <ul style="list-style-type: none"> <li>a) which a person with an attribute does not or is notable to comply; and</li> <li>b) a higher proportion of people without the attribute comply or are able to comply; and</li> <li>c) is not reasonable.</li> </ul> <p>Grounds for discrimination include gender, relationship status, pregnancy, parental status, breastfeeding, age, race, impairment, religious belief or religious activity, political belief or political activity, trade union activity, lawful sexual activity, gender identity, sexuality, family responsibilities or association with a person identified as having one of these attributes.</p>
<p><b>Worker</b></p>	<p>Any Powerlink employee whether permanent, temporary, full-time, part-time or casual, or any volunteer, student, contractor, consultant, labour hire worker, or anyone who works in any other capacity for Powerlink.</p>
<p><b>Workplace Bullying</b></p>	<p>Repeated and unreasonable behaviour directed towards a worker, or a group of workers that creates a risk to health and safety.</p> <p>Unreasonable behaviour includes behaviour that a reasonable person, having considered the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating or threatening.</p>

### 1.4 Roles and responsibilities

Who	What
General Manager People and Culture	Responsible for ensuring that the Code of Conduct is maintained and reviewed regularly to ensure currency.
Manager Employee Relations	Responsible for developing the training materials and providing specialist input to training delivery on the Code of Conduct.
Powerlink Leaders	Responsible for modelling and promoting this Code. Leaders have the ability to influence others by fostering an ethical environment and demonstrate this awareness in performing their duties, and in making decisions.  Responsible for ensuring that their team/s understand and comply with the requirements of the Code of Conduct. Leaders have an obligation to manage any non-compliance in accordance with the <i>Counselling and Discipline Procedure</i> .
Workers	Have an obligation to comply with the requirements of this Code. Take personal responsibility to uphold this Code and demonstrate the principles and values in the performance of their duties.  Attend initial and refresher training on their Code of Conduct obligations.

### 1.5 Monitoring and compliance

All Powerlink workers will be required to undertake Code of Conduct awareness training at least every two years. Powerlink leaders are responsible for ensuring that their teams understand and meet Code of Conduct requirements.

### 1.6 Risk management

The Code enables workers to perform their duties in a safe and productive environment where diversity is valued.

The Code operates in conjunction with Powerlink’s Enterprise Agreements, other standards and procedures to ensure that risks associated with inappropriate behaviour are identified early and managed effectively.

## 2. GUIDING PRINCIPLES

Workers are required to act in accordance with the following guiding principles in the performance of their duties, and at all times when representing Powerlink:

- a) Behave in accordance with Powerlink's Values which are:
  - *Accountability*
    - *I own outcomes and get results*
    - *We focus on achieving the best results for our customers and Powerlink*
    - *I speak up and am empowered to make a difference*
  - *Customer*
    - *We engage with our customers to inform our decisions*
    - *I seek innovative solutions to improve customer outcomes*
    - *We spend our dollars wisely to drive value for Queenslanders*
  - *Teamwork*
    - *We work as one team across Powerlink to achieve more*
    - *We build trust through working together*
    - *I am open to new ideas and share my knowledge and experience*
  - *Safety*
    - *We stop for safety, safety is essential*
    - *I care for my wellbeing and others*
    - *We plan for safety and seek improvements in our performance*
- b) Treat colleagues, customers, landholders and others with courtesy and respect, consistent with Powerlink's standards and procedures
- c) Be honest, professional and conscientious in the performance of duties
- d) Work collaboratively to resolve problems and overcome challenges
- e) Resolve conflicts constructively through communication and discussion
- f) Actively work to promote the performance and reputation of Powerlink
- g) Dedicate working hours to the performance of Powerlink duties
- h) Exercise a high degree of care and due diligence in the performance of Powerlink duties
- i) Ensure our conduct reflects our commitment to a workplace that is inclusive and free from harassment
- j) Meet our obligations to report suspected wrongdoing, including conduct not consistent with this Code.

Current version: 24/06/2019	<b>EXTERNAL USE</b>	Page 8 of 20
Next revision due: 24/06/2021	<b>HARDCOPY IS UNCONTROLLED</b>	© Powerlink Queensland



In addition to the guiding principles outlined above, Powerlink Leaders will lead by example, manage any breaches, ensure workers have access to this Code and communicate position requirements and expectations.

### 3. MAINTAINING A SAFE AND PRODUCTIVE WORK ENVIRONMENT

Powerlink is committed to providing a work environment where people are treated fairly, respectfully, and with dignity, free from harassment and bullying and any other inappropriate conduct.

#### 3.1 Workplace Bullying

Workplace bullying is repeated and unreasonable behaviour directed towards a worker, or a group of workers, that creates a risk to health and safety.

Unreasonable behaviour includes behaviour that a reasonable person, having considered the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating or threatening.

Workplace bullying can include behaviours such as practical jokes, belittling and humiliating comments, sabotaging a person's work, unjustified criticism, setting unreasonable deadlines, denying access to information, hiding documents or equipment, deliberately excluding someone from work-related activities, spreading malicious rumours, abusive and offensive language.

Workplace bullying can have significant and adverse impact on people and Powerlink.

Workers must not engage in actions or behaviours that involve Workplace Bullying. It is important that workers consider the implications of their behaviours.

Anyone experiencing or witnessing such behaviour should discuss this with their Powerlink Leader (or one up manager where appropriate), or People & Culture Business Partner. Workers may also choose to seek additional support from Powerlink's Employee Assistance Program (EAP). The process for making a complaint is detailed in the *Employee Complaints Procedure*.

**Note:** *Workplace bullying should not be confused with reasonable management action taken in a reasonable way such as constructive feedback, performance management, or individual or group development.*

#### 3.2 Sexual Harassment

Sexual harassment is any unwelcome conduct of a sexual nature which is done either to offend, humiliate or intimidate another person, or where it is reasonable to expect the person might feel that way. It includes uninvited physical intimacy such as touching in a sexual way, uninvited sexual propositions, and remarks with sexual connotations. Sexual harassment does not have to be deliberate, or repeated to be unlawful.

Current version: 24/06/2019	EXTERNAL USE	Page 9 of 20
Next revision due: 24/06/2021	HARDCOPY IS UNCONTROLLED	© Powerlink Queensland



Workers must not engage in actions or behaviours that involve sexual harassment. It is important that workers consider the implications of their behaviours.

Anyone experiencing or witnessing such behaviour should discuss this with their Powerlink Leader (or one up manager where appropriate), or People & Culture Business Partner. Workers may also choose to seek additional support from Powerlink's Employee Assistance Program (EAP). The process for making a complaint is detailed in the *Employee Complaints Procedure*.

### 3.3 Unlawful Discrimination

Powerlink is committed to developing and maintaining a diverse and inclusive workplace where workers treat others fairly and with respect. Unlawful discrimination within the workplace will not be tolerated.

Discrimination occurs when a person is treated less favourably (either directly or indirectly) because of a certain attribute, or due to an association with a person identified as having a certain attribute.

Grounds for discrimination include gender, relationship status, pregnancy, parental status, breastfeeding, age, race, impairment, religious belief or religious activity, political belief or political activity, trade union activity, lawful sexual activity, gender identity, sexuality, family responsibilities or association with a person identified as having one of these attributes.

Anyone experiencing or witnessing such behaviour should discuss this with their Powerlink Leader (or one up manager where appropriate), or People & Culture Business Partner. Workers may also choose to seek additional support from Powerlink's Employee Assistance Program (EAP). The process for making a complaint is detailed in the *Employee Complaints Procedure*.

#### Workers will:

- treat others with respect and dignity
- encourage and insist on a workplace free of harassment and bullying
- demonstrate fairness and respect for diversity
- ensure employment-related decisions, including recruitment, promotion, training and development, compensation and termination of employment are based on merit and business considerations.

#### Workers will not:

- behave in a way that is offensive, insulting, intimidating, malicious or humiliating
- engage in sexual harassment
- make decisions based on attributes unrelated to job capabilities or performance
- make jokes or comments about a person's race, gender, ethnicity, religion, sexual preference, age, physical appearance or disability etc.

Current version: 24/06/2019	<b>EXTERNAL USE</b>	Page 10 of 20
Next revision due: 24/06/2021	<b>HARDCOPY IS UNCONTROLLED</b>	© Powerlink Queensland

## 4. HEALTH, SAFETY AND ENVIRONMENT AT POWERLINK

The health and safety of Powerlink's workers, contractors, and the communities in which Powerlink operates, is essential and forms part of Powerlink's guiding principles and values.

Powerlink is committed to the protection of the environment and management of adverse environmental impacts as a result of Powerlink activities.

Every individual is responsible and accountable for health, safety and environmental management, and Powerlink Leaders are required to be active role models of this commitment.

### 4.1 Safe for Life

Safe for Life is about everyone, everywhere, every day.

Safety is essential for all Powerlink workers, contractors and members of the community.

Powerlink will continue working towards improving its safety performance and safety culture.

Safe for Life means demonstrating safe behaviours at all times, being a 'safety leader' who openly reports, discusses and resolves incidents and events in a timely manner, and proactively managing health, safety and environmental risks.

No matter where or what work is performed for Powerlink, workers must stop for safety if they believe there is an issue.

#### Workers will:

- stop for safety, safety is essential
- demonstrate safe behaviours at all times
- care for their wellbeing, and the wellbeing of others
- proactively manage health, safety and environmental risks
- plan for safety, and seek improvements in Powerlink's safety performance
- comply with Powerlink's health, safety and environment policies and procedures set out in Powerlink's *Health Safety Environment Management System* and assist others to do the same
- identify, assess and take steps to control and escalate health, safety and environmental hazards associated with Powerlink work and duties
- report any accident, injury, illness or incident to the appropriate Powerlink Leader so that appropriate action can be taken
- use the Personal Protective Equipment required for the task being performed, and encourage others to do the same
- know what to do in the case of an emergency and ensure that visitors are familiar with Powerlink's emergency procedures.

Current version: 24/06/2019	<b>EXTERNAL USE</b>	Page 11 of 20
Next revision due: 24/06/2021	<b>HARDCOPY IS UNCONTROLLED</b>	© Powerlink Queensland

**Workers will not:**

- undertake work unless they are trained, competent, medically fit and sufficiently rested and alert to do so
- assume that someone else will report a risk or concern, and that as a result it does not need to be raised.

**4.2 Fitness for Work**

All workers are required to be physically and mentally capable of performing their role, without undue risk of harm to themselves or others, and not adversely affected by drugs, alcohol or fatigue.

Workers contribute to safety by ensuring that they are fit for work and able to perform their role when signing on for work, when on duty, when rostered on call or when representing Powerlink.

Workers will advise their Powerlink Leader of any condition, medical condition and/or medication that may affect their ability to undertake their work in a safe and effective manner.

Workers should notify their Powerlink Leader if they have concerns relating to their own fitness for work, or regarding another worker thought not to be fit for work.

**Workers will:**

- come to work fit and ready to perform work
- have a discussion with their Powerlink Leader if taking prescribed medication that could affect their work performance
- comply with Powerlink's *Managing Alcohol and Other Drugs Procedure*, including the limits and testing procedures outlined within the procedure.

**Workers will not:**

- undertake work (including driving to and from work, or attending work functions) while impaired by alcohol or drugs (illegal, legal or prescribed)
- possess, use, or transfer illegal drugs or substances when performing work on behalf of Powerlink
- attend work adversely affected by fatigue, as defined under the *Fatigue Management Procedure*
- smoke at a Powerlink site except as permitted in a designated smoking area.

**4.3 Environmental Management Obligations**

Powerlink considers responsible environmental management to be an integral part of its business activities.

Powerlink demonstrates environmental responsibility by minimising environmental impacts and contributing to the long-term benefits of biodiversity, ecosystems and other environmental resources.

Workers must observe Powerlink's environmental processes and procedures when performing Powerlink duties.

Current version: 24/06/2019	<b>EXTERNAL USE</b>	Page 12 of 20
Next revision due: 24/06/2021	<b>HARDCOPY IS UNCONTROLLED</b>	© Powerlink Queensland

**Workers will:**

- comply with Powerlink's environmental processes and procedures
- identify, assess and take steps to minimise environmental impacts associated with Powerlink duties
- immediately stop any work that may contribute to an environmental incident
- report to the relevant Powerlink Leader any actual or potential impact to the environment from an accident, incident, spill or release of material so that appropriate action can be taken to prevent, correct and/or control those conditions.

**Workers will not:**

- ignore a potential or actual environmental incident, or assume that someone else will report it
- undertake work that has the potential to impact on the environment unless the worker is trained and competent to do so, and controls are in place to minimise environmental impacts.

---

**5. REPRESENTING POWERLINK**

When representing Powerlink, workers should behave courteously and professionally. A worker's conduct reflects on Powerlink and should promote Powerlink as an organisation of highly-skilled professionals.

Workers will maintain a tidy and professional appearance while on duty and wear the applicable full and current issued uniform where required.

**5.1 Public Comment**

When communicating externally, workers must not speak on behalf of Powerlink unless authorised by the Chief Executive to do so.

Before making any comment in public forums (including Social Media forums), or contributing to the analysis and debate of political party policies, or any other public debate in a private capacity, workers must ensure that they are complying with Powerlink's *Social Media Conduct Guideline*, *Digital Technology Usage Standard*, and *Media Management Standard* where there is a connection between the worker's external communications and Powerlink.

**5.2 Social Media**

Workers using social media in the course of their duties, or where the worker's use of social media is connected with Powerlink, must ensure their online behaviour remains consistent with this Code, Powerlink's *Social Media Conduct Guideline*, *Digital Technology Usage Standard*, *Media Management Standard* and relevant legislation relating to defamation, privacy and copyright.

Appropriate use of social media is a requirement where the worker's use of social media is connected to Powerlink, even when it is out of work hours, on private and restricted networks, and on personal technologies and equipment.

Current version: 24/06/2019	<b>EXTERNAL USE</b>	Page 13 of 20
Next revision due: 24/06/2021	<b>HARDCOPY IS UNCONTROLLED</b>	© Powerlink Queensland

**Workers will:**

- report media and public comment enquiries promptly to the Communications team, and not respond unless specifically authorised by the Chief Executive
- take all reasonable steps to ensure that any comments which are made as a private citizen are clearly understood to be personal viewpoints, or those of a separate organisation
- if representing a trade union or professional association, ensure that it is made clear that any view expressed publicly is on behalf of the union or association.

**Workers will not:**

- use any Powerlink trademarks, brand or the identity or images of colleagues and other individuals in external communications, including social media (and hashtags), unless specifically authorised to do so
- post photographs and/or videos of work locations, processes or activities (that would not ordinarily be accessible to the public), on social media sites without approval
- make any personal comments when representing Powerlink that may negatively impact on Powerlink's reputation.

---

**6. CONFLICTS OF INTEREST****6.1 Identifying and Managing Conflicts of Interest**

Workers are required to avoid any activity which would conflict with their responsibilities to Powerlink, or compromise the quality of their work performance, their commitment to their work, or their ability to make appropriate decisions.

As Powerlink workers may be required to make decisions and initiate actions that will affect the lives of individuals, personal views or interests must be put aside so that the public can trust Powerlink to act professionally and in accordance with policies, procedures and guidelines. Conflicts of interest create the risk that professional integrity may be questioned.

Conflicts of interest can be actual, perceived, or potential.

- An actual conflict of interest involves a current issue that results in a direct conflict between your Powerlink responsibilities and a competing interest or obligation.
- A perceived conflict of interest involves a current issue where it could reasonably be perceived that a competing interest could give rise to a conflict between your Powerlink responsibilities and a competing interest or obligation.
- A potential conflict of interest arises where an existing interest or obligation could give rise to a future conflict between Powerlink responsibilities and a competing interest or obligation.

Current version: 24/06/2019	<b>EXTERNAL USE</b>	Page 14 of 20
Next revision due: 24/06/2021	<b>HARDCOPY IS UNCONTROLLED</b>	© Powerlink Queensland



Where an individual recognises there may be a conflict of interest they must advise their Powerlink Leader and notify Powerlink by completing a *Conflict of Interest Declaration Form* and submitting it for review.

While having a conflict of interest is not a breach of the Code of Conduct, failure to declare and manage a conflict of interest may be a breach.

Further information regarding Conflicts of Interest can be found in Powerlink's *Compliance Manual*.

**Workers will:**

- conduct all business relationships in a professional manner
- avoid business dealings and personal relationships that cause or may cause conflicts of interest, or create the appearance of a conflict
- excuse themselves from any decision making process where they have an interest that influences, or is perceived as influencing their ability to make an objective and appropriate decision.

**Workers will not:**

- hold positions or investments in organisations that have business dealings with Powerlink if the worker is in a position to influence transactions, or if the relationship itself creates an actual, potential or perceived conflict of interest
- hire, promote or directly supervise a relative, unless this has been specifically authorised by the General Manager Governance & Business Services or Chief Financial Officer, in accordance with the *Conflict of Interest Declaration Form*.
- misuse Powerlink resources or the worker's position to promote or assist an external activity or party
- personally undertake any opportunities in which Powerlink could have an interest, and that are identified through the use of Powerlink information, property or resources.

**6.2 Engaging in Secondary/Outside Employment**

Prior to engaging in secondary /outside employment, or private business interests outside of Powerlink, workers must notify their Powerlink Leader, and ensure that the activity will not:

- conflict or interfere with the worker's Powerlink duties
- adversely affect the worker's work performance
- involve information or resources obtained or available through work with Powerlink
- discredit or disadvantage Powerlink
- provide unfair advantage or benefit to the worker, or another party
- occur during Powerlink working hours.

If there is a possibility that any of the above could apply, or there could be a perceived conflict of interest the worker must:

- talk with their Powerlink Leader and obtain their written approval to engage in the outside employment/interest

Current version: 24/06/2019	<b>EXTERNAL USE</b>	Page 15 of 20
Next revision due: 24/06/2021	<b>HARDCOPY IS UNCONTROLLED</b>	© Powerlink Queensland



- have a record of how any conflict, or impact, will be managed
- declare the conflict of interest by completing a *Conflict of Interest Declaration Form* and submitting it for review.

Powerlink resources such as telephones, photocopiers and computers, must not be used for the purposes of secondary employment or private business interests. The use of Powerlink resources for personal commercial gain or profit is not permitted at any time.

---

## 7. CONFIDENTIALITY AND USE OF POWERLINK INFORMATION

### 7.1 Worker Obligations

When performing work on behalf of Powerlink, workers have an obligation to protect Powerlink's confidential information and to use it for its intended purpose. 'Information' refers to all internal and external data, held in either physical or electronic formats. During the course of their duties workers may acquire information about Powerlink, its customers, suppliers, contractors or other third parties that is confidential, competitively sensitive and/or proprietary. Workers should assume that company information is confidential or competitively sensitive and not for external distribution unless they have a clear indication that Powerlink has publically released the information.

Information must only be used in accordance with the requirements of the *Information Classification Standard*. It must not be used for personal benefit, or for the benefit of anyone outside Powerlink, and should only be accessed and used if necessary in the performance of Powerlink duties.

Where workers are not sure what information they can share, they should speak with their Powerlink Leader and refer to the *Information Classification Standard* for further guidance.

#### Workers will:

- maintain the confidentiality of Powerlink's information
- report any leaks of Powerlink information to a Powerlink Leader
- seek advice if considering dealing in securities associated with Powerlink's operations
- carefully consider the information disclosed to those external to Powerlink.

#### Workers will not:

- disclose inside information to anyone outside Powerlink (with the exception of any disclosures made in accordance with any whistle-blower or public interest disclosure frameworks), including family and friends, unless it is appropriately authorised, documented and is necessary. This does not include disclosures made to a worker's union or legal advisors for the purposes of seeking support or advice on a personal matter related to their own employment or on behalf of a union member. In such cases information should be shared in confidence.
- store or transmit confidential information outside of Powerlink's network/system without approval
- recommend or suggest that anyone else buy, sell or deal in the securities of any company, while having inside information about the company

Current version: 24/06/2019	<b>EXTERNAL USE</b>	Page 16 of 20
Next revision due: 24/06/2021	<b>HARDCOPY IS UNCONTROLLED</b>	© Powerlink Queensland



- trade in the shares of companies when the worker has access to inside information that, if made public, could reasonably be expected to affect that company's share price.

---

## 8. PRIVACY

Powerlink remains committed to only collecting, using, disclosing and retaining personal information that is necessary to meet business requirements, in accordance with the Australian Privacy Principles (APPs) and the Commonwealth *Privacy Act 1988*.

'Personal information' is regarded as information or opinion about an identified individual, or an individual who can be readily identified from such information. Examples include name, address, date of birth, telephone number, Tax File Number and bank account details.

When performing work on behalf of Powerlink, workers must adhere to the requirements relating to the collection, storage, use and disclosure of personal information as contained within the *Powerlink Information Classification Standard and Privacy Standard*. Powerlink respects worker personal information and privacy, and expects workers to respect the personal information and privacy of others.

If a worker is aware of any actual or suspected violations or risks to personal information it must be reported as soon as possible to a Powerlink Leader.

### Workers will:

- comply with all legal requirements that apply to the collection, use, disclosure and retention of personal information
- only collect, use, disclose and retain personal information that is necessary for legitimate activities and functions
- use personal information in a way that is consistent and compatible with the purpose for which it was collected, unless otherwise approved by the relevant individual
- utilise safeguards to help protect personal information against risks such as loss or destruction or unauthorised access, or the use, modification or disclosure of personal information
- maintain the accuracy of personal information.

### Workers will not:

- access personal information unless they have appropriate approval and a clear business need to do so
- provide personal information to anyone inside or outside of Powerlink without proper approval.

---

## 9. GIFTS, BENEFITS AND ENTERTAINMENT

### 9.1 Business Entertainment

On occasions it will be appropriate for Powerlink to offer entertainment and hospitality to corporate customers, workers and key stakeholders. As a Government Owned Corporation, Powerlink and its workers need to be transparent and accountable for such expenditure.

Current version: 24/06/2019	<b>EXTERNAL USE</b>	Page 17 of 20
Next revision due: 24/06/2021	<b>HARDCOPY IS UNCONTROLLED</b>	© Powerlink Queensland



Corporate entertainment and hospitality occurs when meals and/or entertainment is provided that is more than light meals/refreshments associated with a Powerlink business related activity.

Approval for expenditure on corporate entertainment and hospitality will in most instances need to be obtained in advance. Guidance on activities which constitute entertainment can be found in Powerlink's *Corporate Entertainment and Hospitality Policy*, along with details on limits and approval requirements.

Wherever expenditure on corporate entertainment and hospitality occurs, supporting documentation must be obtained and retained for tax and reporting purposes.

## 9.2 Receiving and Giving of Gifts and Donations

Accepting gifts from contractors and suppliers may be a legitimate way of building good business relationships, however as a Government Owned Corporation Powerlink does not encourage the receiving of gifts, as this could lead to the creation of a conflict of interest. Workers must never accept a gift or benefit if it is possible that this may influence their decision making, the way in which their job is performed, or cause others to perceive that there has been improper influence.

Token gifts, such as chocolates, a bottle of wine, diaries and souvenirs are generally acceptable provided they are not accepted from the same source on a regular basis.

If offered a gift with a value greater than \$100, the worker must advise their Powerlink Leader and submit a *Reportable Gifts Declaration* to see if the gift can be accepted. 'Reportable gifts' include all valuable items or property, as well as travel, entertainment, hospitality, or any other benefit inconsistent with industry norms or which could be considered inappropriate.

A Powerlink Leader must be informed immediately if a substantial gift or benefit is offered in an attempt to influence the worker's decision making.

When giving gifts or donations, prior approval from the Chief Executive will be required for any donation of services, materials, or money (other than approved Powerlink gifts) to external persons, institutions, organisations or charities where the value of the gift or benefit exceeds the limits set out in Powerlink's *Compliance Manual*.

Further guidance surrounding the giving of gifts and donations can be found in Powerlink's *Compliance Manual*.

### Workers will:

- report and record any gift offered and accepted with a value greater than \$100
- clearly articulate Powerlink's requirements on accepting gifts at the beginning of new business relationships, especially where cultural norms may be different from those outlined in the code
- assess the potential for a conflict of interest when accepting gifts
- be prepared to decline politely any offer not in line with Powerlink's standards
- regard gifts received through an intermediary as being the same as those given directly.

Current version: 24/06/2019	<b>EXTERNAL USE</b>	Page 18 of 20
Next revision due: 24/06/2021	<b>HARDCOPY IS UNCONTROLLED</b>	© Powerlink Queensland

**Workers will not:**

- request a gift of any kind from a supplier, customer or other party. This includes both direct requests and giving the impression that the offer of a gift or hospitality would be appropriate or desirable.
- retain a gift over \$100 without obtaining approval
- receive gifts or favours in return for business services, or information, or a business advantage
- accept gifts, not designed to further a valid business purpose or relationship.

---

**10. USE OF COMPANY RESOURCES**

Powerlink's resources exist in various forms and include physical and non-physical resources such as facilities, equipment, information, data, and a worker's time at work. Each worker has an obligation to protect Powerlink's resources and to use them honestly, economically, efficiently and for their intended purpose.

Union delegates may use Powerlink resources in the performance of their role as delegate, as outlined within the applicable Powerlink Enterprise Agreement.

The use of Powerlink equipment, materials or other resources for private reasons is generally not permitted unless prior approval is obtained from the relevant Powerlink Leader. Within reason, a limited amount of personal use of telephones, photocopiers and computers is acceptable, provided this does not interfere with an individual's work, and is not connected with a second job, or any private business interests i.e. anything where a profit may be made via the use of Powerlink resources.

Powerlink resources are not to be used for any offensive, obscene, illegal or otherwise inappropriate purposes (e.g. online / internet gambling), and Powerlink will not be responsible for any such acts committed using Powerlink assets.

Powerlink's internet and email systems are to be used in accordance with the Powerlink *Digital Technology Usage Standard*.

In addition to the above, Powerlink Corporate Credit Cards must only be used for genuine work related expenses in accordance with the Powerlink *Purchasing Card Procedure*.

**Workers will:**

- use Powerlink resources for their intended purpose
- protect Powerlink's resources from waste, damage, misuse, loss, fraud or theft
- prevent non-authorized personnel from accessing Powerlink facilities, information, data or other assets where possible, and report immediately any use of resources where there is a suspected breach.

Current version: 24/06/2019	<b>EXTERNAL USE</b>	Page 19 of 20
Next revision due: 24/06/2021	<b>HARDCOPY IS UNCONTROLLED</b>	© Powerlink Queensland

**Workers will not:**

- use Powerlink resources for personal gain
- enter into any fraudulent or illegal transactions involving Powerlink's resources
- permit unauthorised entry to a Powerlink site or office, or access to Powerlink's information technology
- deliberately access, store, send, post or publish inappropriate material, or ignore others doing so
- use Powerlink resources for secondary employment or private business interests

---

**11. MAKING A COMPLAINT**

Workers are encouraged to discuss any concerns that they have regarding behaviour which may be in breach of the requirements of the Code of Conduct with their Powerlink Leader. They may also like to contact their People & Culture Business Partner, or seek additional support from Powerlink's Employee Assistance Program.

The process for making a complaint is set out in the *Employee Complaints Procedure* and the *Complaints Management Framework*.

---

**12. CONSEQUENCES OF A BREACH**

Powerlink is committed to the standards and principles outlined in this Code. The Code is designed to attract the highest level of confidence from colleagues, shareholders, customers and suppliers. It is also there to protect workers by providing guidelines on expected standards of behaviour.

Any breach of the Code will be managed in accordance with the *Counselling and Discipline Procedure*.

Current version: 24/06/2019	<b>EXTERNAL USE</b>	Page 20 of 20
Next revision due: 24/06/2021	<b>HARDCOPY IS UNCONTROLLED</b>	© Powerlink Queensland