



Code of Conduct

Enhancing
Life and
Liveability

Table of contents

1 About our Code of Conduct	03
1.1 Introduction	
1.2 Our Code of Conduct	
1.3 Who has to comply with our Code?	
1.4 When does our Code apply?	
1.5 Breaching our Code	
1.6 Reporting a breach – where to seek help	
2 Our responsibilities	09
2.1 Everyone	
2.2 Managers	
3 Our working environment – safety, equal opportunity and diversity	11
3.1 Safety in the workplace – your work environment	
3.2 Security	
3.3 Diversity and inclusion	
3.4 Equal Employment Opportunity	
4 Our conduct – ethical behaviour and conduct	14
4.1 Conflicts of interest and disclosure of interests	
4.2 Reporting, accepting and providing gifts, benefits and hospitality	
4.3 Financial management (public funds)	
4.4 Fraud and corruption	
5 Use of information assets, intellectual property and company resources	19
5.1 Information and sharing knowledge (use of information)	
5.2 Intellectual property during and after employment	
5.3 Property, assets and equipment	
6 Media and external stakeholders	22
6.1 Public statements and public speaking engagements	
6.2 Using social media – what you need to know	
7 Appendices	25



Melbourne Water delivers essential services to enhance life and liveability for the greater Melbourne region.

In delivering these services to the community we have a responsibility to conduct ourselves with the highest level of integrity.

Our Code of Conduct provides clarity and allows us to understand what is expected of us as we go about our day and offers assistance for the situations that we will encounter.

It is required that you read this document and I encourage you to make use of it to exercise good judgement. If you are unsure of a situation speak to your Manager.

Together, we are focused on delivering on our strategy today, tomorrow and for generations to come. We do this in a culture underpinned by our values of Make it count, Dive in, and Do what's right.

Regards,

Nerina Di Lorenzo
Managing Director



About our Code of Conduct

1.1 Introduction

Our Code of Conduct (our Code) underpins everything we do.

Our Code provides an ethical framework which guides our decisions, conduct and behaviour. At all times we act in the best interests of Melbourne Water, our customers and the community.

In simple terms, our Code helps us understand what our collective responsibilities and obligations are to:

- ourselves
- our colleagues
- our customers
- our stakeholders
- our community



1.2 Our Code of Conduct

Our Code supports our Strategic Direction, which recognises the important role we can play in *Enhancing Life and Liveability*.

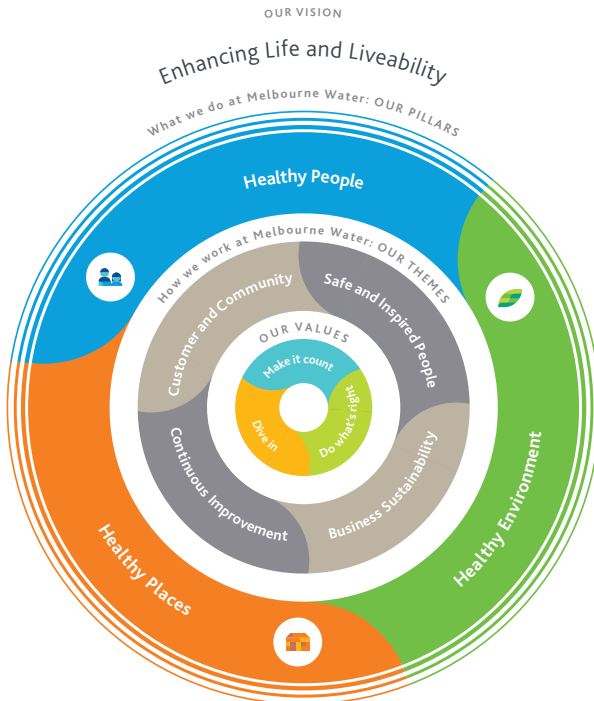
We can only fulfil this role if our business is operating effectively. This requires us to have a clear understanding of our unique contribution to the Greater Melbourne region, a focus on organisational themes that enable our success and a culture to help guide our actions.

Our Strategic Direction has three pillars that describe our unique contribution to enhancing life and liveability:

Healthy People – Strengthening the wellbeing of the community

Healthy Places – Co-creating the world’s most desirable places to live

Healthy Environment – Enhancing the natural environment



Our Melbourne Water culture guides our decisions about our work and how we treat others. It helps us hold ourselves, and each other to account. It's the way we behave – even when no one is watching.

Our culture is underpinned by our values and by conducting yourself according to our Code of Conduct, you will be putting our values into action every day you come to work.



Our Melbourne Water values

Our themes guide the activities that will help us achieve our pillars and our vision.

- **Customer and Community Focus** – Customers are at the centre of everything we do and we will strive to always provide valued services to customers and the community.
We are easy to do business with and work with our customers and partners to co-design solutions for the community.
- **Safe and Inspired People** – With safety foremost, we are an organisation that is seen as a leader, with diverse, capable, collaborative and resilient people that are reflective of the community.
We have the courage to go above and beyond to deliver service excellence.
- **Continuous Improvement** – We embrace an agile and innovative approach to new ideas and we encourage improvements to how we do business so that we always exceed customer and community expectations.
- **Business Sustainability** – When delivering services we always consider our social responsibility, the natural environment and our financial accountability.





Our Code is
designed to help
us make the right
choices.

1.3 Who has to comply with our Code?

There are a range of people and organisations which, due to their relationship with us, must comply with our Code.

This Code applies to:

- all employees, whether employed on a permanent, temporary or casual basis
- contractors, consultants, volunteers and other bodies (service providers and delivery partners), which undertake work for and on behalf of Melbourne Water.

1.4 When does our Code apply?

Our Code applies whenever and wherever we are working and representing Melbourne Water.


For example, this includes:

- social activities
- sporting events
- seminars, training courses and conferences
- work functions, events or activities
- out-of-hours work activities
- community events

Your behaviour and conduct outside of working hours must not bring our reputation into disrepute or diminish public confidence in Melbourne Water.

Our Code is designed to help us make the right choices. If you are ever in doubt about whether your conduct is consistent with this Code, seek guidance from your Manager, the people you work with or a member of the People and Transformation portfolio. It may also help to ask yourself the following questions:

- Does this feel like the right thing to do?
- What would a customer or stakeholder expect or want me to do in this situation?
- What would the reaction be if this was reported in the media or public domain?
- Would my colleagues or Manager consider my behaviour appropriate?
- What impact might this have on Melbourne Water's reputation or my own reputation?
- Will this impact myself, my colleagues or the community safety or wellbeing?



Our Code of Conduct applies during your normal day-to-day work and whenever you are representing Melbourne Water.

1.5 Breaching our Code

Melbourne Water treats breaches of our Code seriously.

If you are suspected of breaching this Code, or helping someone else to breach our Code, the suspected breach will be investigated. If, following a thorough investigation a breach is confirmed, we will address the behaviour or conduct in line with the particular circumstances and in accordance with our Fair and Just Framework, policies and procedures. This could result in disciplinary action.

Breaches of this Code may result in termination of employment.

Examples are:

- serious safety breaches, including physical or psychological violence
- harassment, sexual harassment, discrimination or bullying
- misleading or defrauding Melbourne Water
- theft
- reckless or intentional actions causing serious damage to Melbourne Water property
- using social media to bully or harass another person
- a serious breach of the law or Melbourne Water's policies and procedures.

1.6 Reporting a breach – where to seek help

At Melbourne Water, we do what's right, holding ourselves to the highest standards of scrutiny to always act in the interests of the Victorian public.

If you believe a breach of the Code has occurred, we expect you to raise your concerns. You can speak with your Manager, contact People Hub or a member of the People & Transformation team, or our General Counsel. If you wish to contact an independent third party, you can contact STOPline (1300 304 550, www.melbournewater.stoplينerreport.com) or the Independent Broad-based Anti-corruption Commission ([IBAC], 1300 735 135, www.ibac.vic.gov.au).

Any reports of suspected breaches of our Code will be taken seriously and investigated appropriately. If you make a report you will not be disadvantaged, even if the conduct reported is later found to not be a breach.

Different avenues are available for reporting a breach.

In most cases, you should speak to your Manager, contact People Hub or a member of the People and Transformation portfolio, or our General Counsel about suspected breaches of the Code.

If the breach relates to discrimination, harassment or bullying you could also speak with a Contact Officer (see the intranet).

To make a report about suspected fraud or corruption, please speak with your Manager, contact People Hub or a member of the People and Transformation portfolio, or our General Counsel, or you may contact IBAC directly.

If you suspect a failure to comply with the law, policies or procedures, please contact your Manager, People Hub, our General Counsel, or STOPline. Reports may be made anonymously to STOPline.

For more information, see the intranet.



Our responsibilities

We are responsible for acting in accordance with our Code and helping others to do the same.

2.1 Everyone

You are covered and bound by our Code when at work-related functions, events or social situations, including any situation where you are representing Melbourne Water.

We:


- Are accountable for our behaviour and actions and responsible for ensuring they reflect the standards set out in our Code and policies
- Behave in a way that upholds the integrity and reputation of Melbourne Water
- Report situations we think could be in breach of our Code through the appropriate channels (see 'Reporting a Breach')
- Live our values and behaviours and speak out when we feel our culture is threatened or compromised
- Exhibit fairness, impartiality, honesty and equity in decision making, and act with care and diligence
- Treat others (including customers and stakeholders) with respect, professionalism, courtesy and provide an inclusive and safe environment where diversity is valued
- We do not discriminate, harass or bully colleagues, customers, stakeholders, visitors or anyone else in our business activities
- Perform the requirements of our role efficiently and effectively, striving to achieve consistent high standards of performance
- Make truthful statements, promises and commitments that we and Melbourne Water are able to meet
- Fulfil our contract of employment and comply with all lawful and reasonable directions given
- Agree to read, familiarise ourselves and comply with Melbourne Water's Code of Conduct, policies and procedures (as amended from time to time), and all relevant laws.

2.2 Managers

In addition to everyone's responsibilities, as Managers,

We:

- Lead by example and comply with this Code, our policies and procedures and all applicable laws
- Have a responsibility to ensure employees are familiar with our Code
- Create a positive, inclusive and safe working environment where our employees can raise their concerns and discuss them openly without fearing or experiencing negative consequences
- Manage behaviour that is inconsistent with our Code
- Provide constructive feedback to, and welcome feedback from, employees – including taking concerns seriously and responding where reasonable
- Lead and manage our team in accordance with our values and behaviours.



We behave in a way that upholds the integrity and reputation of Melbourne Water.



Our working environment – safety, equal opportunity and diversity

We put safety first, and value equity and diversity in the workplace.

3.1 Safety in the workplace – your work environment

Safety for our people, assets and community is of the greatest importance at Melbourne Water. Our objective is to ensure we create the safest possible environment where people can be their best.

When talking about our people, we mean everyone we come into contact with – we have one standard of safety for everyone regardless of whether they are an employee, contractor, subcontractor, volunteer, visitor or member of the community.

Our assets include our sites, facilities, plants, equipment and vehicles – nothing is exempt. They must be safe to occupy, operate and be around.

If we cannot do it in a way that ensures everyone's safety – then we will not do it at all.

We:

- Care for your own Health, Safety and Wellbeing and that of the people you interact with
- Contribute actively to a working environment and culture which promotes Health, Safety and Wellbeing
- Stop any unsafe activity, ensuring your own Health, Safety and Wellbeing and that of others
- Support and promote programs and activities that reduce and manage risk
- Follow all work instructions and safety requirements applicable to work undertaken
- Adhere to the Drug and Alcohol procedure for the protection of yourself and colleagues
- Report immediately any incident or hazardous condition, taking immediate action where possible to prevent anyone from being harmed
- Participate positively in treatment and rehabilitation programs, as required
- Be vigilant for any hazard that may pose a risk to public safety.

For more information on your obligations please refer to Appendix A – Health and Safety Procedures

3.2 Security

Melbourne Water is operating in an environment where both the volume and nature of security threats is constantly changing and continues to challenge our required levels of security. This places greater requirements on the need to ensure effective implementation of enterprise wide security measures.

The application of security at Melbourne Water covers three key areas:

Personnel security – ensuring our personnel (including employees, contractors, volunteers) are suitable to access our assets and information through employment checking and vetting processes ('on-boarding'), ongoing suitability assessment and management, performance management and separation activities ('off-boarding');

Physical security – ensuring that Melbourne Water maintains a safe and secure physical environment for the protection of our workers and assets. This includes measures designed to prevent, detect and respond to unauthorised access; and

Information security – ensuring measures are in place to protect official information from compromise, loss of integrity or unavailability, including maintaining security of our cyber environment, our operational technology and our information.

We:

- Comply with our security policies and procedures
- Report suspicious activities and behaviours of security concern
- Only access assets and information which we have been approved to
- Support and promote initiatives that enhance and improve security arrangements.

For more information on your obligations please refer to Appendix B – Security Management Policy



We are committed to and responsible for following all health and safety policies, guidelines, rules and legislation.

3.3 Diversity and inclusion

Our approach to diversity aims to strengthen our organisational capability and deliver an inclusive, flexible and high-performing environment through a diverse and representative workforce. Valuing and promoting inclusion and diversity is an important element of demonstrating respect.

We recognise and appreciate the value of our differences, both within our organisation and externally among those we interact with such as our customers, stakeholders, suppliers and contractors. We will provide safe, and inclusive workplaces.

For more information on your obligations please refer to Appendix C – Diversity and Inclusion Policy

3.4 Equal Employment Opportunity

Melbourne Water employees create an environment that is free of discrimination, harassment and bullying. It is a work environment that is free of inappropriate or unprofessional behaviour and consistent with Melbourne Water's values.

We will not tolerate bullying, unlawful discrimination, harassment, victimisation or other unlawful, inappropriate or offensive conduct of any sort, including cyber-bullying (defined as bullying via digital devices and/or technologies such as messaging apps, email, Teams chat, social media, text messages, etc.).

We:

- Are polite and respectful, treat people with dignity in all our dealings
- Provide Equal Employment Opportunity by making employment decisions based on merit and not on attributes irrelevant to employment or performance
- Do not unlawfully discriminate, harass or bully colleagues, customers, stakeholders, visitors or anyone else in our business activities
- Respect others' opinions, differences, perspectives and expertise.

For more information on your obligations please refer to Appendix D – Respectful Workplace Policy



Our conduct – ethical behaviour and conduct

We act with integrity and in the best interests of Melbourne Water in all that we do.

Honesty and integrity is essential to everything we do, and equally important in how we manage conflicts of interest. Our behaviour adheres to all relevant legislation, standards, codes, policies and procedures.

In particular, our Code promotes high standards of integrity and conduct consistent with the principles outlined in the *Public Administration Act 2004 (Vic)*.

4.1 Conflicts of interest and disclosure of interests

Melbourne Water is committed to ensuring conflicts of interest are proactively identified and managed, or avoided where appropriate and possible.

Conflicts of interest

Conflicts of interest arise where your Melbourne Water duties could be influenced, or reasonably seen to be influenced, by a private interest.

Conflicts of interest can include actual, potential or perceived conflicts, and may or may not involve financial gain.

Disclosure of interests

Having a conflict of interest does not automatically mean you must avoid or give up your private interests, however, you have a duty to place the public interest above your private interests when carrying out official functions on behalf of Melbourne Water.

What is fundamentally important is that we clearly identify, understand and document any conflict of interest, and take action to manage it. Failure to disclose, register or actively manage a conflict of interest may lead to disciplinary action, action by the Independent Broad-based Anti- corruption Commission (IBAC), Victorian Ombudsman, or legal action against Melbourne Water or the individual concerned.


To help you identify if a situation or relationship is potentially a conflict of interest, ask yourself:

- Do I have personal or private interests that may conflict, or be perceived to conflict, with my public duty?
- Would I or anyone associated with me benefit from or be detrimentally affected by my decision or action?
- Could there be benefits for me now, or in the future, that could cast doubt over my objectivity?
- Have I received a benefit or hospitality from someone who stands to gain or lose from my decision or action?
- How will my involvement in the decision or action be viewed by others?
- Does my involvement appear fair and reasonable in all the circumstances?
- Do I hold personal or professional views or biases that may lead others to reasonably conclude I am not an appropriate person to deal with the matter?

We:

- Proactively avoid any actual, perceived or potential conflicts of interest
- Ensure that any personal or financial interests do not conflict with our ability to perform our duties
- Register any actual, perceived or potential conflict of interest
- Do not engage in any outside employment which may present a conflict of interest, and gain the approval of management to undertake any outside employment to ensure no such conflict exists
- Disclose to the relevant Executive General Manager or to People & Transformation portfolio, any financial interests or otherwise which may influence or be seen to influence your decision making abilities and gain approval prior to proceeding
- Acknowledge and disclose any outside influences or interests which may impact or potentially impact our ability to perform our role
- Gain Manager written approval for any outside interests which may be seen or perceived to be seen as conflicting with our role at Melbourne Water.

For more information on your obligations please refer to Appendix E – Conflicts of Interest Policy



We act with integrity and in the best interests of Melbourne Water in all that we do.

4.2 Reporting, accepting and providing gifts, benefits and hospitality

Accepting and providing gifts, benefits and hospitality can potentially compromise our role at Melbourne Water. Others may perceive that we are unable to make an unbiased decision about a person or organisation because we have accepted or provided gifts, benefits or hospitality.

This may not be the intention of either party, but impressions are important.

We:

- Do not seek gifts, benefits or hospitality
- We do not accept gifts
- We work through the decision tree to determine whether it is appropriate to accept a benefit or hospitality offer
- Report, Register and Obtain approval for any benefits or hospitality offers via the Gift Register on the intranet, in line with our policies
- Only offer gifts, benefits or hospitality for business purposes, and only if community expectations would consider it reasonable
- Refuse all offers of gifts, benefits or hospitality that:
 - Could be reasonably perceived as undermining our integrity or that of the organisation
 - create an obligation or expectation, which may be in conflict with our work
 - are from people or organisations about whom we are likely to make decisions involving tender processes, procurement, enforcement, licensing or regulation.

For more information on your obligations please refer to Appendix F – Gifts, Benefits and Hospitality Policy

4.3 Financial management (public funds)

Melbourne Water acknowledges our responsibility to effectively, efficiently and responsibly manage public funds and maintain the highest standards of financial controls and administration.

We:

- Prepare and comply with financial disclosures in line with best practice, policies and applicable legal and regulatory requirements
- Agree to comply with the *Financial Management Act 1994*, Australian Accounting Standards and Standing Directions and Financial Reporting Directions of the Minister for Finance in the financial management of public funds.
- Strive to achieve best commercial solutions and value for money customer outcomes, taking into account social and economic benefits during any purchasing or contract management activity.

4.4 Fraud and corruption

Melbourne Water has zero tolerance for fraud and corruption. Every one of us has a responsibility to act honestly and ethically, and to report and prevent any fraudulent or corrupt conduct – perceived or otherwise.

Fraud involves dishonest activity or deception that causes actual or potential financial loss to any person or entity. Corruption involves dishonest activity where an employee acts against the interests of the organisation or the community, and abuses their power for their own personal advantage, or that of another person or entity.

Examples of fraud include, but are not limited to:

- accounting fraud (e.g. manipulating, falsifying or altering financial information)
- theft or unauthorised use of Melbourne Water plant, equipment or inventory
- claiming to have qualifications you don't have
- claiming hours you haven't worked
- falsifying or manipulating information
- making false claims of expenses or leave entitlements
- external parties deceiving or manipulating individuals trust to obtain or alter information (social engineering).

Examples of corruption include, but are not limited to:

- conflicts of interest between public duties and private interests
- paying or receiving secret commissions (bribes) or gifts, benefits or hospitalities
- collusive tendering

All employees who suspect someone is involved in fraud and corruption have a responsibility to report it through the avenues provided by Melbourne Water. All suspected fraudulent or corrupt activities brought to Melbourne Water's attention will be investigated and dealt with appropriately, with sanctions sought where appropriate.

We:

- Do not perform any activities that are or could be perceived as fraud, corruption or improper conduct
- Act with honesty and integrity when faced with any circumstances that could constitute fraud, corruption or improper conduct
- Act in the best interests of Melbourne Water, our customers and the community
- Do not make any false or misleading claims
- Do not manipulate information or misconstrue the truth
- Report suspected fraud, corruption, or improper conduct please speak with your Manager, contact People Hub or a member of the People & Transformation portfolio, or our General Counsel. You may also contact IBAC directly.
- Report concerning conduct when we see it by speaking with your Manager, a member of the People and Transformation portfolio, or using the external disclosure service STOpline
- Provide information and fully cooperate with any investigation into fraud or corruption.

For more information on your obligations please refer to Appendix G – Fraud and Corruption Control Policy



Melbourne Water acknowledges our responsibility for administering public funds and maintains the highest standards of financial controls and administration.



Use of information assets, intellectual property and company resources

We respect and protect Melbourne Water's information assets, intellectual property and resources.

Melbourne Water respects and is committed to the protection and appropriate use of our information, physical and intellectual property assets.


5.1 Information and knowledge sharing

Information is an important Melbourne Water asset and includes our intellectual property, organisational information, personal and health information, data (including electronic communication, i.e. email) and record keeping.

We:

- Refer external information requests to the relevant Melbourne Water team or employee to advise
- Understand and comply with Information Management policies and procedures
- Apply due care when receiving, using or storing sensitive information
- Only use, disclose and share individuals' personal and health information in accordance with Victorian and Australian privacy laws and our Privacy Policy
- Ensure all representation and submissions on behalf of Melbourne Water to all external parties are approved by each portfolio's Executive General Manager, and/or Managing Director
- Encourage the release of information externally, if it:
 - Aligns with our Data Sharing process
 - Is permitted under an agreement with the external party
 - Forms part of public announcements, communications, media statements or community bulletins with appropriate internal approvals and clearance
 - Is otherwise required or authorised by law
- Do not use any information acquired through our employment for personal gain or to benefit a third party
- Maintain the security of sensitive information including commercial, customer, legal and employee information.

For more information on your obligations please refer to Appendix H – Information Management Policy



Melbourne Water is committed to appropriately managing all our assets, information and resources and ensuring they are appropriately used and protected.

5.2 Intangible assets during and after employment

Intangible assets are assets without physical substance, and include intellectual property such as trademarks, patents, copyright, data, software, confidential information and processes. These assets are just as important to our business as the tangible assets, like vehicles, equipment and machinery.

We:

- Only use intellectual property for its intended purpose, and do not seek any personal gain from information we acquire
- Recognise that Melbourne Water retains the rights to all work produced by its people during the course of their employment
- Avoid infringing the intellectual property rights of others and comply with the law
- Will not use any information gained through our employment with Melbourne Water elsewhere, unless we have gained Melbourne Water's written permission to do so
- Will treat our intellectual property with due care and diligence (just as we would for any other asset), particularly when it makes up a key component of our core services.

For more information on your obligations please refer to Appendix G – Fraud and Corruption Control Policy

5.3 Property, assets and equipment

Melbourne Water property, assets and equipment may include:

- money
- time
- phones, tablets, unmanned aerial vehicles (UAV – drones), submersibles, cameras, Bluetooth and GPS devices
- tools, plant and equipment
- motor vehicles
- intangible assets (intellectual property, confidential information, data)
- IT systems and resources including email, files, internet downloads, computers, laptops, hardware, software, access and storage devices
- stationery, furniture, buildings, keys (manual or electronic) and all other equipment.

We must ensure we act honestly at all times in relation to company property, assets and equipment, and avoid any improper use of public money and property.

We will not accept theft, misuse or deliberate or reckless damage to our property and resources, or the resources of others we interact with. Excessive personal use of any Melbourne Water property, assets or equipment is not permitted without prior Manager approval.

Reasonable personal use of IT assets is acceptable, but must not be abused and must be in line with this Code and all existing policies and procedures.

Melbourne Water reserves the right to monitor, analyse and report on all use of Melbourne Water assets to ensure they are not being misused, and to comply with relevant laws, policies and procedures and our Code.

We:

- Use all assets, property and equipment for their intended purposes only, and do not take improper advantage of them
- Do not remove company property from the workplace without permission from the relevant Manager
- Take all reasonable steps to ensure Melbourne Water's assets, property and equipment are appropriately managed and safeguarded
- Report any instances where Melbourne Water's assets, property or equipment are not being used for their intended purposes, or where usage is not complying with best practice and policies
- Report any damage to or loss of assets, property or equipment
- Respect the assets of others and never knowingly damage or inappropriately handle them.

For more information on your obligations please refer to Appendix B - Security Management Policy and Appendix G – Fraud and Corruption Control Policy.



Media and external stakeholders

We only speak on behalf of Melbourne Water when authorised.

6.1 Public statements and speaking engagements

The way we conduct ourselves at work and the decisions we make can directly impact Melbourne Water's reputation. We strive to have a positive relationship with all our customers and stakeholders to help them better understand our organisation, how we operate and the value we deliver to the community.

To ensure we communicate effectively, it is important that external stakeholder and media enquiries are appropriately dealt with by authorised people only. As a general rule of thumb, if you are unsure whether you have the authorisation to make public statements, you don't!

All media enquiries should be referred to the Media Team. No information, written or oral, should be given to a journalist or member of the media without the appropriate authorisation.

Third party contractors are not authorised to speak to the media on behalf of Melbourne Water or to provide comment regarding Melbourne Water assets or activities without the prior agreement of the Media Team.

Melbourne Water Media Line is operated 24/7 on 03 9679 7004

Public comment includes providing information or comment to any media (electronic and print), the internet and speaking engagements. It may include:

- public speaking engagements
- comments on radio or television
- comments over the phone to a journalist or member of the media
- expressing views in letters to newspapers or in books, journals or notices, or where the comment is likely to spread to the wider community, such as through social networking websites.

We:

- Have people who are authorised to make public statement or comment on behalf of Melbourne Water
- Ensure all public communication is complete, fair, accurate, timely and comprehensible
- Obtain all relevant approvals and authorisation before publicly releasing material
- Do not initiate contact with the media or respond to media enquiries unless authorised and approved to do so (this includes verbal or written information)
- Do not use social media to sexually harass, bully, discriminate
- Direct all media enquiries to the Media team
- Don't divulge what may be confidential information – internally or externally – unless authorised. If you are unsure if information is confidential, contact the relevant Manager
- Report the loss or theft of Melbourne Water information (e.g. your computer) to your Manager immediately
- Ensure out of hours incident managers/ duty officers consult the Media Team as soon as possible in relation to incidents with potential media/community relations implications.

6.2 Using Social Media – what you need to know

Social media channels include Facebook, X (formerly known as Twitter), Instagram, LinkedIn and YouTube, and are a great way to share information and opinions and keep in touch with friends, family and colleagues. You should understand your social media presence can have repercussions on both your personal and professional lives.

To use social media responsibly, make sure your profile and related content is consistent with our Code of Conduct and with how you wish to present yourself to friends, colleagues and the online community. Remember, what you publish online will not only reflect on you personally, but also on Melbourne Water as your employer.

If you plan to use social media channels including Workplace, our internal social network, remember a few important points to ensure you follow our Code.

Melbourne Water's official social media channels are managed by the Social Media Lead and if you have any concerns you can contact the Social Media Lead at socialmedia@melbournewater.com.au.

*If you see any online or social media content that is not in line with our Code, please speak up (see '**Reporting a breach**').*

*If you're unsure whether content on online social networks is appropriate or would like more information, refer to the questions outlined in Section 1 '**About Our Code of Conduct**' or ask your Manager or a member of the People and Transformation portfolio.*

We:

- Use sound judgement when commenting or posting on social media channels
- Make it clear that the views expressed are your own and don't reflect those of your employer
- Do not reveal any confidential information about Melbourne Water, our customers or any third party, or any material that is copyrighted
- Do not use Melbourne Water brands, logos or promotional material
- Do not comment on social media platforms in an official capacity as an employee of Melbourne Water unless authorised by the Social Media Lead
- Behave respectfully and professionally – do not make disparaging or negative remarks about Melbourne Water (directly or indirectly) to other employees, customers, stakeholders, contractors or suppliers
- Ensure all online activity is consistent with Melbourne Water's Code of Conduct and does not reflect negatively on Melbourne Water in any way
- Keep personal use of social media to a minimum during work hours, and do not let it interfere with your work.



Appendix A – Health and Safety Procedures

<https://intranet.melbournewater.com.au/safety/health-safety-processes-procedures>

Appendix B – Security Management Policy

<https://intranet.melbournewater.com.au/resources/policiesandprocedures/Pages/security-management-policy.aspx>

Appendix C – Diversity and Inclusion Policy

<https://intranet.melbournewater.com.au/resources/policiesandprocedures/Pages/Diversity-and-Inclusion-Policy.aspx>

Appendix D – Respectful Workplace Policy

<https://intranet.melbournewater.com.au/resources/policiesandprocedures/Pages/Respectful-Workplace-Policy.aspx>

Appendix E – Conflicts of Interest Policy

<https://intranet.melbournewater.com.au/resources/policiesandprocedures/Pages/Conflict-of-interest-policy.aspx>

Appendix F – Gifts Benefits and Hospitality Policy


<https://intranet.melbournewater.com.au/resources/policiesandprocedures/Pages/giftsbenefitshospitality-policyprocedure.aspx>

Appendix G – Fraud and Corruption Control Policy

<https://intranet.melbournewater.com.au/resources/policiesandprocedures/Pages/fraud-prevention-and-detection-policy.aspx>

Appendix H – Information Management Policy

<https://intranet.melbournewater.com.au/workinghere/information-management>



Melbourne Water
PO Box 4342
Melbourne Victoria 3001
Telephone 131 722

melbournewater.com.au

ISBN 978-1-921603-16-7

This publication may be of assistance to you but Melbourne Water and its employees do not guarantee that the publication is without flaw of any kind or is wholly appropriate for your particular purposes and therefore disclaims all liability for any error, loss or other consequence which may arise from you relying on any information in this publication.

© Copyright March 2017 Melbourne Water Corporation. All rights reserved. No part of this document may be reproduced, stored in a retrieval system, photocopied or otherwise dealt with without prior written permission of Melbourne Water Corporation.

Printed on FSC 100% recycled paper, manufactured as carbon neutral.

This document was last reviewed and approved in April 2024.

Designed and produced by Milo&Co.