

# Code of Conduct

This Code of Conduct for Port Authority of New South Wales (Port Authority) sets out the standards of behaviour expected from all workers to ensure that Port Authority not only complies with its legal obligations but is also acting ethically and responsibly in relation to all interactions in the workplace and with the community.

This policy reinforces the Port Authority values;

**Care:** *We care for each other, our customers, stakeholders and communities  
We care about what we do and about getting the right outcomes.*

**Accountability:** *We take responsibility for our actions and are accountable to deliver.*

**Integrity:** *We are open, honest and act with integrity.*

**Collaboration:** *We actively exchange ideas and collaborate with other internally and externally to achieve the best outcomes.*

## Scope

This Policy applies to all employees and contractors of Port Authority (**Workers**) whenever they are acting as a representative of Port Authority. This may include occasions when you are outside your normal workplace or working hours, such as work functions, out of hours work activities, or when you are traveling or elsewhere in the community representing Port Authority.

This Code of Conduct exists for the benefit of Port Authority and does not form part of any contract of employment, however it is a condition of employment that employees comply with it.

The Code of Conduct cannot be drafted to give guidance for all potential situations, and therefore common sense, honesty, integrity and fairness should be applied in all circumstances.

To the extent that anything in this Policy contradicts any provisions of a Port Authority enterprise agreement, the provisions of the relevant enterprise agreement will apply.

## Principles

- We conduct ourselves professionally and consistently with our organisational values;
- We share the responsibility of creating a safe and healthy workplace;
- We will not engage in, or be a party to, fraud or corruption;
- We identify and report any conflicts of interest; and
- We do not accept or provide gifts or entertainment for personal gain.

## Worker's obligations

### We conduct ourselves professionally and consistently with our organisational values

All Workers are expected to adhere to and uphold the following conduct requirements in the performance of their duties or services to Port Authority:

- treat people fairly, courteously and with respect and dignity;
- behave ethically and with integrity and report any observed behaviour considered to be unethical or inappropriate;
- perform their duties conscientiously, to the best of their ability and maintaining a high standard of professionalism;
- collaborate with our colleagues and where appropriate, our customers and stakeholders;
- observe safe work practices and report any injuries, incidents or hazards, injuries as soon as practically possible;
- comply with relevant legislation, policies, procedures and any reasonable direction;
- create, manage and maintain information and records to the standards required;
- manage the confidentiality of information as required by legislation and Port Authority policy;
- use and access personal information only as authorised and only for a legitimate Port Authority purpose; and
- be accountable and diligent in the appropriate use of company information, funds, equipment, property and facilities.

### Dress code

Port Authority expects Workers to always maintain a neat and tidy appearance and an appropriate standard of personal hygiene.

Where you wear a uniform or any Port Authority branded clothing, either as a requirement of your position or by choice, you are expected to always maintain the uniform in a clean and presentable condition.

Examples of inappropriate dress include:

- clothing which is soiled or in a state of disrepair;
- slogans or offensive language/motifs/pictures on clothing of a suggestive or political nature;
- track suits, sportswear or active wear; and
- any footwear that would constitute a health or safety risk (e.g. high-heeled or non-enclosed shoes in areas where machinery is operated).

Please speak with your manager if you have any questions about appropriate dress standards.

### We share the responsibility of creating a safe workplace

The Workplace Health and Safety Policy sets out the safety obligations with which Port Authority and its Workers must comply.

### No smoking

Port Authority has a policy of no smoking in the workplace which includes smoking or vaping of e-cigarettes. Workers are not permitted to smoke in any indoor locations (including toilets, change rooms and shower areas), vessels or vehicles owned or used by Port Authority.

Smoking at any outdoor location must be at a distance from any indoor Port Authority locations, vessels or vehicles to ensure that smoke or fumes are not detectable in those places. Cigarette butts and any other associated rubbish must be disposed of in waste bins.

## We provide exceptional customer service

All Workers have an obligation to provide exceptional customer service delivery in line with Port Authority's Customer Service Charter and Promise.

When dealing with customers, this includes an obligation to:

- provide our customers with accurate and consistent information and options;
- provide timely responses to customer requests;
- make clear records of work decisions; and
- provide customers with detailed rationale regarding Port Authority decisions and responses to customer requests subject to confidentiality requirements.

## We will not engage in, or be a party to, fraud or corruption

Care, accountability and integrity are three of Port Authority's values. In light of these values, all Workers must:

- not involve themselves in theft, dishonesty or falsification regarding any company affairs;
- not offer, solicit or accept bribes, payment or payments in kind that are, or could be intended to induce the Worker or anyone else to act in a particular way;
- not abuse any position of trust to achieve personal gain or advantage; and
- act appropriately and responsibly to report any known wrongdoing or unethical behaviour immediately to the appropriate level of management.

The Fraud and Corruption Policy sets out the obligations with which Port Authority and its Workers must comply.

## We identify and report any conflicts of interest

The potential for conflicts of interest arises when a Worker has private interests that could influence, or appear to influence, judgements made in the course of their professional duties. Examples of conflicts of interest include, but are not limited to:

- secondary employment that requires the Worker to do anything that is contrary to their obligations to Port Authority;
- any interest that has the potential to make a Worker compromise their confidentiality obligations to Port Authority;
- financial interests (of the Worker or that of a family member, relative, friend or associate) that may influence a Worker to do anything contrary to their obligations to Port Authority;
- a Worker's personal beliefs or attitudes that could influence, or may be perceived to influence, their impartiality;
- a personal relationship that could be seen to unduly affect a Worker's decisions, for instance, when conducting a job selection; and
- receipt of a gift or hospitality that may cast doubt on a Worker's ability to apply independent judgement..

Workers must avoid any real, potential or perceived conflicts of interest between their professional duties to Port Authority and their private interests. Workers must also avoid creating conflicts of interest for others (e.g. assigning work to another employee and unduly influencing that employee to make a particular decision or determine a particular outcome).

Where a real, potential or perceived conflict of interest arises, or there is concern that a conflict of interest may exist, the Worker should immediately report the situation to a senior manager or executive. Employees must comply with all reasonable directions issued by management relating to the management of conflicts. If an

employee is unsure about whether a particular situation gives rise to a real, potential or perceived conflict they should seek advice from their manager or People & Culture.

## Secondary employment

Written approval must be sought and obtained from the relevant divisional executive for any employee of Port Authority to engage in secondary employment being any form of paid work as a contractor or employee for any entity other than Port Authority. It is noted that secondary employment is likely to occur for part time and casual staff and approval will not be unreasonably withheld. It is the employee's obligation to ensure that this approval is sought and obtained prior to engaging in any form of secondary employment. If the nature of any approved secondary employment changes such as the hours, duties or other parties involved in the secondary employment changes, it is the employee's responsibility to notify Port Authority of those changes and approval may be revoked. Furthermore, if an employee's role with Port Authority changes (including from casual or part time to full time), they must also seek approval again for any secondary employment.

## We do not accept or provide any gift or entertainment for personal gain

All Workers have a responsibility to behave with integrity. This includes the response to offers of gifts, hospitality and, or other benefits. Workers must:

- not seek or accept gifts or money that could be reasonably perceived as inducing or influencing any decision making or potential decision making in connection with their duties or services to Port Authority;
- not abuse a position of trust or authority to achieve some form of personal gain or advantage;
- declare on the gift register by emailing the Company Secretary at [rabood@portauthoritynsw.com.au](mailto:rabood@portauthoritynsw.com.au):
  - any gift with a value of greater than \$50; and
  - any hospitality or entertainment received with a value of \$200 or greater.

## Breaches of this Code of Conduct

Any Worker who considers that they or another Worker may have breached this Code of Conduct should report the suspected breach to their manager. Port Authority will take all reasonable steps to ensure that anyone who reports any suspected breach of this Code of Conduct is not victimised or disadvantaged for doing so.

Any Worker found to be in breach of this Code of Conduct may be subject to:

- in the case of employees, in accordance with the Disciplinary Policy, or
- in the case of contractors, a contractor found engaging in unacceptable behaviour will be referred to their respective employer and a follow up meeting with Port Authority Executive or CEO regarding the corrective actions taken which may include termination of the contract for service with Port Authority.

## Further Information

This Policy should be read in conjunction with:

- Communications Policy,
- Appropriate Workplace Behaviour Policy,
- Disciplinary Policy,
- Fraud and Corruption Policy;
- Internal Reporting (whistle-blower) Policy and
- Work Health and Safety Policy.