1. PURPOSE AND SCOPE
To support EP07 Code of Conduct Policy and provide additional information and guidelines on appropriate standards of behaviour.

This information applies to Ergon Energy, its wholly owned subsidiaries, officers and employees.

2. RESPONSIBILITIES
The Chief Financial Officer is the Process Owner.
The General Counsel/Company Secretary is the sub process owner and is responsible for maintaining and approving this Reference document.
The Corporate Governance Manager is the Subject Matter Expert (SME) for the content this Reference document.

3. DEFINITIONS, ABBREVIATIONS AND ACRONYMS
Associate includes your spouse, partner, parent, child, parent-in-law, child-in-law or other relative, friend, co-worker, entity in which you or an Associate has a material interest, whether direct or indirect and whether legal or beneficial, and an entity in which you are a director or officer.

Confidential Information means information relating to the business or internal affairs of Ergon Energy obtained by employees in the course of their work with Ergon Energy, and includes but is not limited to any of the following types of information:

- information which Ergon Energy indicates is confidential;
- information which by its very nature might reasonably be presumed to be confidential or to have been disclosed to you in confidence;
- information which would be of commercial value to a competitor, customer, client or supplier of Ergon Energy;
- information about Ergon Energy’s financial affairs, including performance or profitability reports and margins;
- information relating to trade secrets, know-how, manufacturing or development processes, formulae, processes, applications, unique features or techniques in relation to or connected or associated with any of Ergon Energy’s products or services;
- information relating to Ergon Energy’s business affairs or pricing structure, and includes but is not limited to any of the following documents and records:
  - documents which are prepared for internal use, no matter how generated, formal or informal and whether stored in printed form or electronically;
  - commercially sensitive documents relating to sales, products or merchandising;
  - personal records including tax file numbers, credit histories, customer details and other material;
  - personnel records and other information regarding internal procedures, processes and systems; or
  - information obtained verbally whether in formal meetings, during discussions or in any other way,
  except for information that is freely available in the public domain (other than where it has become public because of a breach, by you or someone else, of an obligation of confidence).

Conflict of Interest exists where loyalties are divided. Employees have a potential conflict of interest if, in the course of their work with Ergon Energy any decision they make could provide any gain or benefit to themselves or an Associate.
Level 1 Manager means a person who is a direct report to the Chief Executive of Ergon Energy. Note that these positions may also be known as a Level 1 report.

Level 2 Manager means a person who is a direct report to a Level 1 Manager.

Approved delegate is a manager to whom a Level 1 Manager has formally delegated specific roles and responsibilities.

You means the relevant person working with Ergon Energy.

Corrupt conduct (in summary): is a category of reportable conduct that requires notification to the Crime and Corruption Commission and includes obligations under the Public Interest Disclosure Act 2010 and may include:

- conduct by any person that could adversely affect the honest and impartial performance of functions of Ergon Energy;
- conduct by an officer or employee relating to the performance of their functions that involves:
  - the performance of their functions or exercise of their powers in a way that is dishonest or lacks impartiality; or
  - a breach of the trust placed in a person by virtue of their position; or
  - a misuse of information or material acquired in connection with the performance of the person’s functions, whether for their or someone else’s benefit.

Significant Relationship exists when an employee’s associate is actively involved, or has a material interest, in the business of a competitor or supplier and stands to benefit from the business transacting with Ergon Energy.

Social Media is the collective name given to a wide range of self-publishing and engagement activities using online and related technologies. These can include, but are not restricted to, blogs, social networking sites such as Facebook, messaging services/sites such as Twitter, image and video sharing sites such as YouTube and instant messaging.

4. REFERENCES

GC000100R100 Declaration of Interests (Reference)
GC000400R100 Fraud and Corruption Prevention Strategy Guideline (Reference)
GC000100R102 Reportable Conduct Guidelines (Reference)
EP06. Employees’ Out of Hours Conduct (Policy)
EP07. Employees’ Code of Conduct (Policy)
EP36. Fraud and Corrupt Conduct (Policy)
EP45. Gifts (including Entertainment & Hospitality) (Policy)
EP86. Diversity (Policy)
EP101. Drug and Alcohol (Policy)
EP104. Dealing With Complaints about the Chief Executive (Policy)
GC000100R105 Social Media Guideline (Reference)
GC000100R106 Use of Company Equipment for Private Purposes Guideline (Reference)
HR000604R100 Discipline and Performance Counselling Guidelines (Reference)
MI000501F105 Use of Systems Agreement Form (Form)
GC000300F101 Authority to Release Information to Third Parties (Form)
Crime and Corruption Act 2001 (Qld)
5. OVERVIEW
Ergon Energy has adopted the following Values.

- Safety
- Professionalism
- Integrity
- Respect
- Innovation
- Teamwork

At all times employees should conduct themselves in a manner that is aligned with and will support these values.

In carrying out their duties, employees must follow established procedures and carry out any lawful instruction from their supervisor.

6. WORKING ENVIRONMENT
Ergon Energy will provide a safe, healthy and productive working environment and all employees have a duty of care to present fit for work and take all reasonable steps to ensure their own safety and well-being in the workplace, as well as that of co-workers and customers. To this end, the abuse of prescription drugs or the use or possession of illicit drugs either at work, or in a manner that detrimentally affects performance at work, will not be tolerated and neither will the consumption of alcohol, or anything-else which detrimentally affects customer service, other employees, work performance, safety or where it violates the law.

Ergon Energy has a Drug and Alcohol Policy (EP101) which establishes clear directions and responsibilities for employees to ensure that alcohol and/or drugs do not affect their own, or others' health and safety in the workplace. In accordance with Ergon Energy's Drug and Alcohol Policy, confidential support will be provided to employees who seek assistance in dealing with substance abuse.

Smoking on the premises is only permitted in designated areas outside the building. Smoking restrictions apply with regard to vehicles in accordance with agreed procedures.

Employees should dress in keeping with either, the Corporate Wardrobe or generally accepted business or safety standards and/or standards which match customers' working environments.

Employees in specific areas are required to wear protective footwear meeting PPE standards, however appropriate footwear should be worn at all times for employees own safety in all areas. Accepted business standards may vary depending on the place of work and the type of role performed. The relevant line manager is responsible for advising employees of specific requirements where a particular standard applies.

Any conduct, which is intimidating or offensive to others cannot be condoned. An example of conduct that will not be condoned is the inappropriate use of mobile phones fitted with cameras, particularly in locations where employees expect a higher level of privacy such as the amenities areas.
7. ERGON ENERGY PROPERTY, INFORMATION TECHNOLOGY, SYSTEMS AND RECORDS

Ergon Energy assets, including motor vehicles, goods, money, intellectual property or the services of others (including employees and contractors) must not be used for personal gain. This includes, but is not limited to:

- transcription of computer software programs regardless of whether or not the programs are protected by copyright;
- falsification or improper use of Ergon Energy credit cards, expense accounts or other similar accounts.

Ergon Energy property and merchandise are not to be removed from the premises without authorisation except where the items are necessary for the performance of duties (e.g. laptop computers, mobile phones and other items of mobile equipment). This includes any samples of merchandise received. If for business reasons, removal of other items is necessary, then appropriate approval must be obtained from the Level 1 Manager or approved delegate.

Every employee while in control of any Ergon Energy property, including cash, laptop computers and other valuables, is accountable to maintain reasonable care and custody of them.

7.1. Use of Information and Telecommunications Systems and Technology

Employees are provided with computers for Ergon Energy use only and these may be removed from the premises only if they are being used for business activities. Software should only be used in accordance with relevant licence agreements and copyright which must be strictly adhered to. Ergon Energy security measures covering system access and virus protection must be adhered to at all times.

E-mail and Internet/Intranet systems are company resources intended for business purposes only and users should not abuse these privileges by knowingly transmitting, receiving or visiting sites containing material that could be perceived by others as offensive, sexually explicit, annoying, insulting, harassing or intimidating. Distribution of messages via these and other systems is subject to scrutiny as inappropriate use could result in Ergon Energy attracting criticism or even legal action and will not be condoned.

Form MI000501F105, Use of Systems Agreement has been developed to reinforce these requirements and any breaches could result in disciplinary action.

7.2. Social Media

In relation to the private use by employees of Ergon Energy's Information and Telecommunications systems and equipment to post and receive messages on the social media, the fundamental principle is that it should not be done in Ergon Energy's time and using Ergon Energy's resources.

Employees who blog in their own time using their own resources are covered by the same broad principles as other employees who comment in a private capacity on public issues. Employees are entitled to do so but they must avoid comment that might be interpreted as an official statement on behalf of Ergon Energy or that compromises perceptions of the employees' ability to do his/her job in an unbiased or professional manner.

One issue that needs to be borne in mind with online communication forums, especially in relation to blogs and social network sites, is that they are often unmoderated, and so the potential for offensive remarks and opinions is therefore greater than many other forms of public expression.

A person who could be identified as an Ergon Energy employee and who posted offensive, racist or obscene material even in their own time and using their own resources could be in breach of the Employees' Out of Hours Conduct Policy. This issue would need to be considered on a case by case basis and the employee may face disciplinary action under the...
Employees’ Code of Conduct Standards

Discipline and Performance Counselling Guidelines. Ergon Energy’s Social Media Guideline (GC000100R105) sets out parameters for professional and personal social media use.

7.3. Business Records

Employees must not destroy business documents and records that are required by the business or required by law to be maintained for a statutory period, nor must any records be falsified or manipulated.

7.4 Private Use of Plant & Equipment (including heavy vehicles)

Under no circumstances shall Ergon Energy plant or equipment be used for private purposes except as detailed below:

1. If the equipment is a tool-of-trade vehicle where formal, written authorisation has been provided to the operator outlining the specific conditions of private use.

2. If plant or equipment is operated by authorised Ergon Energy employees for non-profit community based works, where prior written approval has been granted by a Level 2 Manager.

3. If the equipment is hand-held and valued less than $5000 (see below).

Allowing any member of the public (regardless of their licences or technical experience) to borrow/operate Ergon Energy equipment or plant (including heavy vehicles) is illegal and considered a serious breach of policy.

Private use of hand-held equipment valued less than $5000

Hand-held equipment valued less than $5000 may be used for private use where:

1. All of the conditions outlined in the GC000100R106 Use of Company Equipment for Private Purposes Guideline are met.

2. The employee has signed a GC000200F103 Ergon Energy Use of Company Equipment for Private Purposes Borrowing Acknowledgement Form.

3. The employee’s manager has approved the use of the equipment and it is logged in and out in the depot register.

Consequences of unauthorised use

Disciplinary action in accordance with Ergon Energy’s Performance Management Guidelines will be taken in the event of unauthorised private use of Ergon Energy equipment and plant by an employee.

Consequences may include: the employee may be issued with a bill for the full cost of repairs (if the equipment is damaged), legal action, and/or dismissal.

8. CONFIDENTIALITY OF INFORMATION

The expression, “Confidential Information” is defined in the References section. As a guide, generally, all information of Ergon Energy is confidential. Any employee who is uncertain whether something is confidential should presume that it is.

You agree that you will not use or disclose any Confidential Information otherwise than in accordance with this Standard or other approved policy, procedure, work instruction or where it is within the specific scope and duties of your role without written permission from a Level 1 Manager or approved delegate at any time during your work with Ergon Energy or subsequent to that.
Employees’ Code of Conduct Standards

Further, you will not, except as reasonably necessary in order to perform your accountabilities:

- seek to obtain Confidential Information to which you have not been granted access;
- remove any Confidential Information from Ergon Energy's premises; or
- make any copies of Confidential Information;

unless you have been granted written permission from a Level 1 Manager or approved delegate.

Unauthorised disclosure of Ergon Energy information, including the misuse of intellectual property belonging to Ergon Energy is prohibited.

Such disclosure / misuse will be dealt with in accordance with the provisions of the Discipline and Performance Counselling Guidelines and Ergon Energy may seek legal redress.

This applies both during your work with Ergon Energy and for a reasonable time after your work ceases. It is accepted that use of background knowledge and experience gained during work is not restricted.

Compliance with this section requires that all employees exercise care in relation to unauthorised disclosure of information eg:

- employees shall exercise care in discussing work matters with family, friends or business associates and particularly strangers;
- documents shall be properly safeguarded at all times, whether on Ergon Energy premises or otherwise. Internal procedures for protecting information shall be implemented and confidential information should be appropriately designated and records maintained as to whom such information has been given.

9. DISCLOSURE OF INFORMATION

You may use or disclose confidential information if it is necessary in order to perform your accountabilities in Ergon Energy, or if required to make disclosure by law.

If you use or disclose confidential information you must ensure that any person to whom the information is disclosed is made aware of its confidential nature and the obligations restricting its use and disclosure, and does not use or disclose that information.

Information may be disclosed to employees or agents of Ergon Energy who need to know such information to perform their work duties, provided the disclosure does not breach any laws, regulations or policies. There may be different delegations for dealing with various groups, including the public, suppliers, customers, regulatory agencies, analysts and the total employee population amongst others. Responsibility for ensuring that any disclosure is appropriate remains with the Level 1 Manager or approved delegate.

Disclosure of personal information to third parties should only be made with specific consent of the person to whom the information relates (such as an employee or customer), or if authorised or required by law in accordance with the Privacy Act 1988 (Cth). Procedures governing third party requests for disclosures of customer personal information is documented in Reference GC000300F101, Authority to Release Information to Third Parties (Form). Consultation should be made with the Right to Information and Privacy Officer in relation to the use and disclosure of personal information.

10. COMMUNICATIONS WITH MEDIA, GOVERNMENT, PUBLIC AND OTHER KEY STAKEHOLDERS

As a Government-Owned Corporation, Ergon Energy operates in a commercially and politically sensitive environment. To protect and enhance Ergon Energy’s reputation and brand, and to protect its commercial interests, it is important to ensure that only authorised material is communicated to the public, the media and other key stakeholders.
Employees’ Code of Conduct Standards

To ensure that consistent and accurate messages are publicly communicated only a limited number of people are authorised to speak on Ergon Energy’s behalf. These are principally the Company Chairman, Chief Executive, Executive General Managers (on matters relative to their areas of responsibility), the General Managers Service Delivery, Managers Regional Services, the Corporate Communications Managers, External Stakeholder Manager, and the Community Engagement Manager, and others as authorised by a Level 1 Manager or approved delegate where it is within the specific scope and duties of the employee’s role.

11. CORRUPTCONDUCT
Ergon Energy is committed to the prevention of corrupt conduct and promoting a strong culture of corporate governance and to detect and report suspicions of corrupt conduct as required by the Crime and Corruption Act 2001(Qld).

Employees must not engage in corrupt conduct and are encouraged to promptly and accurately notify all complaints, information or matter within their knowledge that may involve corrupt conduct.

Where suspected or actual instances of ‘corrupt conduct’ are identified, under the Crime and Corruption Act 2001(Qld), Ergon Energy must notify these matters to the Crime and Corruption Commission.

For further guidance refer to Fraud and Corrupt Conduct Policy (EP36), the Policy on Dealing with Complaints about the Chief Executive (EP104) and the Reportable Conduct Guidelines (GC000100R102).

12. FRAUD AND CORRUPTION
Employees must not engage in any fraud, corruption, unethical or improper practices or irregular transactions. To assist in understanding these concepts:

Fraud, generally, is the intentional use of false representations or deception to avoid an obligation or obtain an unjust advantage.

Corruption, generally, is behaviour that may involve fraud, theft, misuse of position or authority, or other acts that are unacceptable to Ergon Energy and which would be likely to cause loss to Ergon Energy, its customers, suppliers or the community.

Specific examples of this would include:

- participating in commercial bribery;
- being party to the bribery of public officials; and
- establishing so-called “slush funds” to facilitate bribery or improper or questionable practices.

Employees will not be criticised for the loss of business resulting from not making or receiving a bribe or inducement to or from a third party.

Employees may be dismissed if they knowingly make or receive a bribe or inducement to or from a third party even if such a transaction is to further the interests of Ergon Energy. Under no circumstances will a situation be tolerated where a person benefits personally from such a transaction.

Employees are encouraged to report suspected fraud or corruption. For more information, refer to the Fraud and Corrupt Conduct Policy (EP36).

As part of its obligations under the law, Ergon Energy will fully co-operate with any investigation by law enforcement or regulatory authorities. It will also require that employees:

- do not make any disbursement of Ergon Energy funds or property without adequate supporting documentation. This includes ensuring that all appropriate payment authorisations are obtained in accordance with delegated authorities. There shall be no disbursement for any purpose other than as described in the documents.
Employees’ Code of Conduct Standards

- do not in relation to Ergon Energy business; make any direct or indirect personal payments to officials or employees of any government at any level, from either Ergon Energy funds or private funds.
- do not make any personal payments through Ergon Energy accounts, excluding payments of expenses, which are later reimbursed to Ergon Energy.
- do not take any action or authorise any action, which involves illegal, unethical or otherwise improper payment of money or anything else of value.

Further reference should be made to the Ergon Energy Fraud and Corruption Prevention Strategy Guideline (GC000400R100) developed by Internal Audit.

13. CONFLICT OF INTEREST

The expressions “Conflict of Interest” and “Associates” are defined in the reference of this Procedure. As a guide, generally, a conflict of interest will exist where the person’s loyalties are or may be divided. Any situation potentially involving direct or indirect conflict of interest between an employee and Ergon Energy should be avoided unless specifically consented to in writing by the relevant Level 1 Manager or approved delegate, or in the case of Level 1 Manager, by the Chief Executive. Any situation potentially involving direct or indirect conflict of interest involving the Chief Executive must be specifically consented to by the Board of Directors.

Managers at levels 1, 2 and 3 should complete an Employees Declaration of Interests Form (GC000100F100) to declare their or their Associates’ interests.

Employees who believe they know of a potential or actual conflict of interest should raise that matter with their Level 1 Manager or communicate their concerns to the Chief Executive.

It is impossible to formulate an all-embracing set of guidelines regarding potential conflicts of interest. Specific questions regarding situations not clearly covered must be determined on a case-by-case basis. A conflict of interest may arise not only where:

- a person has the capacity to influence dealings that Ergon Energy may have with a third party, but also where there might be the perception of such influence or where your involvement is less direct.
- it involves an interest of the employee, but also where it involves an interest of an Associate of the employee or a third party where it involves some improper benefits.

13.1. Examples

The following activities may potentially involve a conflict of interest:

13.1.1 Competitors

Employees having knowledge of commercially sensitive information and having a material interest in a competitor of Ergon Energy must disclose that interest to their Level 1 Manager or approved delegate. Where, in the opinion of the Level 1 Manager or approved delegate, the interest constitutes a conflict of interest, those employees shall divest themselves of that interest.

It is not appropriate to make any misleading or untruthful remarks about any of our competitors, their products or services.

13.1.2 Family & Friends’ Business Activities

A potential conflict of interest may arise due to the business activities of an employee’s Associates.
An employee has a potential conflict of interest whenever an Associate has a significant interest in a transaction with Ergon Energy or a significant relationship with any competitors or suppliers.

Employees should not make or influence any decision in relation to Ergon Energy’s business that could directly or indirectly benefit an Associate including employment as an Ergon Energy employee or as a contractor.

However, Ergon Energy acknowledges that in regional areas there is the potential for there to be some connection between employees and contractors/suppliers.

These conflict of interest provisions do not prohibit arrangements where there is a family connection for example, however, it is important that the overriding principles of transparency and doing what is in the best interests of Ergon Energy are paramount.

In order to protect all parties from the potential for, or appearance of, a conflict of interest, appropriate disclosures of the relationship shall be made to the relevant Level 1 Manager or approved delegate.

13.1.3 Investments

Employees may own shares or other interests in any public or private company.

In most cases these interests will not present a problem. However, employees should carefully assess the potential for a conflict of interest where they or their Associates own shares or other interests in a company or firm that is a trade customer of, supplier to, or competitor of Ergon Energy. If a potential conflict of interest appears to exist, then the facts of the matter should be disclosed in the following manner;

- Employees to Level 1 Managers;
- Level 1 Managers to Chief Executive; and
- Chief Executive to Board of Directors

Where doubts exist in relation to the materiality of the investments these should be referred to the General Counsel/Company Secretary for an independent opinion on the matter.

13.1.4 Outside Business Activities

Extreme care should be taken to ensure that active participation, on a part time or freelance basis, in any outside business, whether or not such business is a supplier, customer or competitor, does not create a potential conflict of interest.

Employees who propose to engage in outside business activities should assess those activities in terms of the following guidelines to determine whether a conflict exists with Ergon Energy business commitments:

- where an employee’s participation in outside business activities interferes with their ability to satisfactorily perform assigned work for Ergon Energy, a conflict of interest will exist.
- where an employee, having knowledge of commercially sensitive information, actively participates in outside business activities for a competitor of Ergon Energy, a potential conflict of interest will exist.
- no employee who has knowledge of commercially sensitive information shall engage in any outside business activity to Ergon Energy without first obtaining written approval from the relevant Level 1 Manager or approved delegate.
- Ergon Energy will not accept any bid submitted by an employee to supply any goods, or perform any contract work for which tenders are sought, or negotiate
13.1.5 Suppliers and Customers

All dealings with suppliers and potential suppliers and customers and potential customers should be conducted in an open and transparent manner.

Employees should ensure that they operate and are seen to be operating in a fair and proper manner and that their actions do not give rise to perceptions that they are gaining an unfair advantage for themselves through their relationship with the supplier or customer.

It would be a potential conflict of interest for an employee to:

- own any shareholding in;
- have any other financial interest in;
- participate in the business of an actual or potential supplier to or customer of Ergon Energy, if that employee’s work with Ergon Energy involves dealing with that business or others in the same industry; or
- accept a gift of shares or the opportunity to acquire discounted shares in such a supplier or customer.

Where an employee has a material interest in an actual or potential supplier to Ergon Energy, that interest must be declared in the following manner:

- Employees to Level 1 Managers;
- Level 1 Managers to Chief Executive; and
- Chief Executive to Board of Directors.

The employee should take no part in any deliberations or decisions on behalf of Ergon Energy affecting that supplier or customer.

14. AGENTS COMMISSIONS AND FEES

Commission or fee arrangements should only be made with companies, firms or individuals serving as bona fide commercial representatives, agents or consultants. Enquiries should be made to ensure that such arrangements are not entered into with any company or firm in which a government official or employee is known to have an interest unless the arrangement is permitted by law and has been specifically approved by the Chief Executive.

All commission and fee arrangements should be established by written contract. Fees are to be reasonable and consistent with normal practice for the industry, the merchandise involved and the services rendered. Payments should not be made in cash and all monies received are to be paid to Ergon Energy.

15. PERSONAL CONDUCT OUT OF HOURS

Personal conduct should be fully consistent with the Employees’ Code of Conduct Policy (EP07) and the Employees’ Out of Hours Conduct Policy (EP06). Employees should deal fairly and honestly with each other, our customers, suppliers and competitors.

All customer contacts should be handled professionally and courteously.

Employees should report to work as required and, when an absence is unavoidable, promptly notify the appropriate person of the reason.
Employees' Code of Conduct Standards

Employees attending meetings, training sessions, social functions or out of hours functions must ensure that personal behaviour in no way detracts from the image or reputation of Ergon Energy or brings Ergon Energy into disrepute. Severe breach of this requirement may lead to disciplinary action.

16. GIFTS, ENTERTAINMENT AND SERVICES

Employees should not accept gifts from a competitor or from anyone having or seeking business with Ergon Energy other than as a measure of hospitality or those offered as a means of establishing and maintaining effective business relationships and industry networking aimed at enhancing the administration and effectiveness of Ergon Energy’s objectives.

Specific standards for receiving and declaring reportable gifts are set out in the Gifts (Including Entertainment & Hospitality) Policy (EP45)

Employees should not enter into any loans or receive or purchase any goods or services from any supplier on terms that are more favourable than available in the normal course of private business.

Examples of such transactions include:

- Purchasing goods or services at discounts not available to the general public; and
- Selling property to employees of customers and suppliers on a non-commercial basis.

Where any doubt exists regarding the acceptance of any gift, entertainment, goods or service, advice should be obtained from the employee’s direct supervisor.

17. COMMUNITY ACTIVITIES

As a responsible and caring corporate citizen, Ergon Energy encourages employees to participate in professional associations, trade associations, charitable or service organisations and other community activities. Ergon Energy also recognises that employees may from time to time wish to participate in political activity and/or service in public office. Such activities will not generally create difficulties, but the following points should be considered:

- employees shall ensure that where any non-business activity is likely to involve a substantial commitment of time, it does not impact on their ability to satisfactorily perform their assigned work for Ergon Energy;
- If outside activity adversely affects an employee's work performance, he or she may be requested to modify the activity;
- where the outside activity involves service as a member of local government or other political activity, there shall be no specific or implied Ergon Energy endorsement of such activity. Where employees wish to speak at a public function, or write an article in their own right, but not as a representative of Ergon Energy, such activity is permissible provided that:
  - Ergon Energy information is not divulged (other than information that is a matter of public record or officially published by Ergon Energy);
  - names or logo do not appear (unless permission has been obtained from the relevant Level 1 Manager or approved delegate); and
  - where necessary, employees clearly indicate that they are not speaking or writing as representatives of Ergon Energy.

18. CUSTOMER SERVICE

Employees will deliver exceptional value and service to customers by conducting themselves with integrity and in a manner that ensures:

- internal and external customers are provided with the products and services they request at the highest possible standard;
Employees’ Code of Conduct Standards

- all customers of the network are treated appropriately, irrespective of their choice of retailer;
- all decisions and actions are evaluated in terms of their impact on customers;
- there is a safe and friendly environment at all times for all employees and customers.

19. DISCRIMINATION
Under the Diversity Policy (EP86), Ergon Energy is committed to providing equal employment opportunity. Discrimination or harassment based on race, colour, religion, gender, age, marital status, disability, powers or functions of a person’s role, or other factors unrelated to a person’s merit or Ergon Energy’s legitimate business interests, will not be tolerated.

All persons are entitled to their personal preferences in private or political matters. No pressure should be placed on anyone to influence those preferences and no approval or disapproval should be shown by anyone in their Ergon Energy role, of anybody’s private or political preferences or activities.

Organising or threatening to organise or take any action against another person with intent to coerce or mislead the other person, will not be tolerated.

20. ENVIRONMENT
All employees, when carrying out their duties, are responsible for maintaining and protecting the environment. Employees should, therefore, always consider the impact of their activities on the environment and the local community, including the way in which waste is disposed of, chemicals are used and stored, and natural resources are utilised. Environment and Cultural Heritage Policy (EP12) supports this commitment.

21. LEAVING THE CORPORATION
On leaving Ergon Energy, each employee must surrender all Ergon Energy property and items containing business information. This includes intellectual property that may have been created while working for Ergon Energy.

22. CONTRACTORS AND LABOUR HIRE EMPLOYEES
So far as relevant, this Standard applies also to contractors and the employees of contractors and labour hire employees working in an Ergon Energy workplace as if reference in this Standard to an employee were instead a reference to the contractor or employee of the contractor or a labour hire employee and with any other necessary changes.

23. REPORTING BREACHES OF THESE STANDARDS
Employees are encouraged to report breaches of these Standards.

Reports can be made in many ways - via the dedicated phone number or email (FairCall Service - telephone: 1800 500 965), direct to line management ie. Direct Supervisor, Workgroup Manager or Level 1 Manager, Chief Executive, or direct to Human Resources or Internal Audit. Callers to the FairCall Service may remain totally anonymous if they wish.

Once notified, all matters must be kept confidential by the employees involved, including any complainant, except as authorised by law or to enforce legal rights.
Ergon Energy does not tolerate victimisation or reprisals against employees who report a suspected breach.

There are also serious penalties under the Crime and Corruption Act 2001 (Qld) for any person who threatens, intimidates or harasses (or attempts to do so) any person who gives evidence to or helps the Crime and Corruption Commission in the performance of its functions.
Further guidance can be obtained from the Reportable Conduct Guidelines (GC000100R102).