

# Supplier code of conduct

reference number

SC 02.010

Supply Chain

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## Our vision

Trusted by our communities to deliver exceptional performance every day

Better tomorrow than we are today | [Pai ake apōpō atu i tēnei rā](#)

## Our mission

Reliable, safe and efficient water and wastewater services

## Our strategic priorities



# 1. Purpose

Watercare Services Limited (Watercare) is a Council Controlled Organisation, wholly owned by Auckland Council and the lead agency responsible for the planning, development and management of Auckland's water and wastewater systems. We provide lifeline services to Auckland, supplying around 379 million litres of water and treating around 396 million litres of wastewater each day. Our water supply and wastewater services are critical to the economic, environmental, social and cultural health and well-being of our communities. Our vision is to be *'Trusted by our communities for exceptional performance every day'*. Our mission is to provide *'Reliable, safe and efficient water and wastewater services'*. We cannot achieve this alone, our suppliers are an essential part of our company, providing the goods, services and works we need to run our business.

The object of the Supplier Code of Conduct (the Code) is to provide minimum standards and expectations applicable to all suppliers providing goods, services or works to Watercare. The scope of the Code includes Suppliers' parent companies, affiliates, subsidiaries and subcontractors.

## 1.1. Watercare's commitment

Watercare is committed to ensuring great outcomes for our customers and communities, whilst maintaining an inclusive, fair, safe, responsible and sustainable approach to business. Watercare will work with suppliers to ensure that they comply with the Code.

## 1.2. Our suppliers' commitment

Watercare expects suppliers to share our commitment to our customers and communities, whilst ensuring an inclusive, fair, safe, responsible and sustainable approach to business. Suppliers, whether directly or through their supply chain, are required to comply with all relevant legislation and to adhere to the principles detailed in the Code as a prerequisite of doing business with Watercare.

## 1.3. Application of the Code

Watercare acknowledges that achieving the principles set out in the Code will be an ongoing and collaborative process. Watercare expects suppliers at a minimum to:

- ◆ Meet the principles set out in this Code or have established a clear goal toward meeting the principles set forth in the Code.
- ◆ Actively review, monitor and modify their management processes and business operations to ensure alignment with the principles in the Code.

We reserve the right to verify compliance with the Code and require suppliers to cooperate and providing supporting evidence upon request. This may involve self-assessment by suppliers, requests for further information, site visits or audits by Watercare or our agents.

Watercare expects suppliers to monitor their business operations against the principles of the Code. Watercare expects that suppliers will notify us of any departures from the principles of the Code and that the supplier will take reasonable steps to address, remedy and prevent repetition of any actions that are inconsistent with the Code.

## 1.4. Within the supply chain

Watercare expects that its suppliers will encourage and work with their own suppliers and contractors to ensure that they meet the principles of the Code. We also expect that where appropriate suppliers will engage with Māori, Pasifika and regional business, as well as social enterprises, to increase their access to opportunities resulting from Watercare's procurement activities and deliver broader outcomes to our customers and communities.

## 1.5. Review of the Code

We will review the Code annually to ensure that the Code accurately reflects best practice.

# 2. The Code

## Principle 1: Customer and community

Watercare recognises that our suppliers are the face of Watercare. We expect suppliers to share our commitment to support and positively contribute to the lives of the customers and communities that we serve. Suppliers are expected to:

- ◆ Support the supply of reliable, safe and efficient water and wastewater services, to all customers and communities.
- ◆ Put people first. Understand, recognise and be responsive to customer needs and expectations.
- ◆ Interact with customers and communities in a way that respects and values their diversity.
- ◆ Operate in a way that supports the social and economic wellbeing and resilience to Auckland's communities now and into the future.
- ◆ Work collaboratively with suppliers, partners, customers and communities to deliver better outcomes.



## Principle 2: Health, safety and security

Watercare expects suppliers to demonstrate a strong commitment to health, safety and security of their employees and contractors. Suppliers must:

- ◆ Comply with all relevant health and safety legislative requirements.
- ◆ Maintain a Health and Safety policy that is freely available to all employees and available to Watercare upon request. All suppliers must have policies, procedures and practices in place that manage the risks of worker impairment from drug and alcohol use.
- ◆ Provide a safe and secure work environment for employees, visitors and third parties by:
  - managing and mitigating risk
  - employing safe systems of work
  - providing employees and contractors with appropriate training in safe work practices.
- ◆ Provide Watercare with evidence of compliance with their health and safety practices upon request.



### Principle 3: Te whai rawa

The prosperity and well-being of Māori

Watercare expects suppliers to share our recognition of the importance of the values held by Māori (mana whenua and mataawaka) and their capacity to contribute and participate in the development of Māori economic, environmental, social and cultural well-being. Suppliers are expected to:

- ◆ Contribute to Watercare's Māori Responsiveness Plan to help build strong Māori communities.
- ◆ Connect Māori communities to opportunities in support of their development needs and aspirations.
- ◆ Work with Māori on partnering/joint ventures in the delivery and supply of goods, services and works.
- ◆ Conduct business with Māori that takes a Treaty (Te Tiriti o Waitangi) based approach, grounded in a Māori world view (Te Ao Māori) to improve economic and well-being outcomes for Māori.



### Principle 4: Human rights and workplace conditions

Watercare expects suppliers to comply with international standards for human rights, to provide acceptable working conditions and to comply with relevant labour laws. Suppliers must:

- ◆ Comply with all relevant human rights legislation in respect of their employees and business operations.
- ◆ Conduct their business activities in a manner which respects the human rights as set out in the United Nations Universal Declaration of Human Rights and the fundamental conventions of the International Labour Organisation.
- ◆ Promote an inclusive and respectful workplace where diversity (ethnicity, religion, age, sexual orientation, gender, pregnancy, parenthood, and disability) is not an impediment to recruitment, promotion and ongoing employment.
- ◆ Provide a workplace that is free from all forms of direct and indirect discrimination, harassment and bullying, and ensure this commitment extends to all aspects of workplace relations.
- ◆ Not engage in practices relating to forced and compulsory labour at any stage of the manufacturing or service delivery process. All workers will be of the relevant legal age throughout the supply chain.
- ◆ Ensure that all work is undertaken without coercion.



## Principle 5: Environmental sustainability

Watercare expects suppliers to share our commitment to environmental sustainability, ensuring that the needs of the present are met without compromising the ability of the future generations to meet their own needs. Suppliers must:



- ◆ Implement and maintain environmental management systems appropriate to their business, and to make these systems available to Watercare upon request. Suppliers are expected to make ongoing efforts to improve these systems.
- ◆ Have an environmental policy that is proportionate to the environmental risk of their business operations.
- ◆ Comply with relevant regulations, legislation and environmentally responsible business practices.
- ◆ Maximise the efficient use of energy, water, resources and raw materials and minimise waste and pollution.
- ◆ Consider the greenhouse gas impacts of their business, the products that they supply and their contribution to climate change. Suppliers are expected to propose appropriate low emission solutions to Watercare's procurement requests.

## Principle 6: Business resilience

Watercare expects suppliers to commit to sound governance, management and administration, including prompt payment, to minimise the risk of business disruption. Suppliers must:



- ◆ Commit to the development and implementation of a business plan to ensure their business is viable and their workforce is sustainable for the length of the engagement with Watercare and beyond.
- ◆ Have a documented business continuity plan to minimise business disruption from unplanned events which may threaten an organisation's normal operations, as well as their associated impact on the organisation's people (employees and contractors), supply chain, facilities and IT services. This plan should be reviewed and tested on an ongoing basis and is expected to be available to Watercare upon request.
- ◆ Pay their suppliers promptly and advise suppliers in a timely manner if there is any reason why an invoice will not be paid. Suppliers should encourage prompt payment throughout their extended supply chains.
- ◆ Ensure appropriate controls are in place to protect Watercare's brand and intellectual property against unauthorised use and damage.

## Principle 7: Ethical business

Watercare expects suppliers to be ethical in their business activities and not engage in corrupt practices or anti-competitive behaviour. Suppliers are expected to be honest and transparent. Suppliers must:



- ◆ Conduct their business in full compliance with relevant competition legislation and fair-trading legislation at all times. Compliance must be demonstrated to Watercare upon request.
- ◆ Be prepared to share information about their extended supply chain with Watercare, including where products and materials are sourced.
- ◆ Not engage in fraud, bribery or corrupt conduct. Suppliers will appropriately declare conflicts of interest.
- ◆ Must not improperly use private, confidential or commercially sensitive information regarding any party in the supply chain.
- ◆ Maintain transparent and accurate financial and business records to demonstrate compliance with relevant laws and regulations as well as generally accepted accounting standards.

### 3. Further information

For more information on the Code, please contact the Watercare Supply Chain Team via [supplychain@water.co.nz](mailto:supplychain@water.co.nz).

