

# **PROTOCOLS DOCUMENT**

**FOR**

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**LMW CUSTOMER CONSULTATIVE COMMITTEES  
(CCCs)**

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**December 2010**

## Chairman's introduction

Lower Murray Water values the contribution that Customer Consultative Committee members make to its planning, policies, pricing decisions and management practices.

The Corporation seeks to foster a mutually productive and co-operative relationship between each Committee, management and the Board. Each Committee is an important part of the Corporation's referral information gathering and advisory network. The Board expects Committees to offer advice from an independent, constructively critical perspective. Members are appointed as a representative customer not as a representative of the customers.

Ultimately, Lower Murray Water remains responsible for the activities of all members of its corporate family, including committees appointed under statute. As a result, the Board believes it is appropriate to set out, in the form of protocols the expectations it has about the conduct of Committees and their members.

## 1.0 CONDUCT OF COMMITTEE MEMBERS

### 1.1 General Duties

A committee member must:

- a) Act in good faith;
- b) Perform the duties of a committee member impartially and in the best interests of LMW and its customers;
- c) Act honestly;
- d) Exercise due care and diligence in preparing for, and participating in, meetings of the CCC; and
- e) Maintain cordial relations with customers of LMW, its employees and contractors.

### 1.2 Communication

- a) A committee member must obtain the prior consent of the Committee Chair and Managing Director, before contacting or requesting information, from a LMW employee, except as a customer.
- b) Committee members are encouraged to discuss in *general terms* the work of the committee with customers of LMW. Committee members must not divulge privileged information outside of the Corporation.
- c) Any member of a CCC may, subject to receiving prior approval from the MD of a proposed statement or media release make such public statements.
- d) Except as specified in (c) a person filling a position of committee member may not make any public comment or communication about the activities of the CCC or of LMW.

## 2.0 CONFLICTS OF INTEREST

### 2.1 General Obligations

- a) A committee member must ensure that there is no actual or perceived conflict between the committee member's activities as a committee member and the committee member's personal or political interests. If in doubt seek advice from the CCC Chair and/or MD.
- b) A committee member should exercise discretion in entering and performing any business arrangements that may give rise to an actual or perceived conflict of interest.

## 3.0 MISUSE OF INFORMATION

A committee member, or former committee member, must not make improper use of information acquired by virtue of that person's position as a committee member:

## **4.0 INAPPROPRIATE CONDUCT**

A committee member must not, in that person's capacity as a committee member, do anything for which the committee member might be prosecuted for an offence or sued for a civil wrong.

### **4.1 Improper Influence**

A committee member, or former committee member, must not take advantage of the committee member's position, to improperly influence another committee member, or LMW employee, in performing that person's functions; in order to gain any undue or improper advantage, either for the committee member, or any other person or body.

### **4.2 Improper Actions**

A committee member must not do anything that could affect the O H & S or the equality of opportunity of any current or prospective employee of LMW or its contractors.