



# LOWER MURRAY WATER

## CUSTOMER COMMITTEE PROTOCOL

## 1.0 Purpose

The purpose of these Protocols is to provide guidance and the expected behaviours in relation to the conduct of Customer Committee Members.

## 2.0 Scope

These Protocols apply to all members of Customer Committees appointed by the Board pursuant to Section 122C of the Water Act 1989.

## 3.0 References

Water Act 1989

Terms of Reference for the relevant Customer Committees

## 4.0 Definitions

Not applicable

## 5.0 Introduction

Lower Murray Water (LMW) values comment, feedback, ideas and suggestions from customers in relation to all aspects of our business.

The Corporation seeks to foster a mutually productive and co-operative relationship with customers through customer committees. Each committee member is an important part of the Corporation's customer consultation process. Members are encouraged to offer constructive advice in various contexts which may be:

- as an individual; or
- as a conduit for the views of other customers

The Board recognises that this advice may be constructively critical in nature.

Ultimately, LMW retains some responsibility for the activities of Committee Members appointed by it under the Water Act. This protocol sets out the expectations of the conduct of Committee Members.

## 6.0 Protocols

### 6.1 Code of Conduct

As a member of a Customer Committee you are required to:

- Act with **honesty and integrity**. Be open and transparent in your dealings; do not place yourself in a position of conflict of interest; strive to earn and sustain public trust;
- Act in **good faith in the best interests of LMW**. Demonstrate accountability for your actions; accept responsibility for your decisions; do not engage in activities that may bring you or LMW into disrepute;

- **Act fairly and impartially.** Avoid bias, discrimination, or self-interest; demonstrate respect for others by acting in a professional and courteous manner;
- **Use information appropriately.** Ensure information gained as a committee member is only applied for proper purposes and keep it confidential where required to do so;
- **Use your position appropriately.** Do not use your position as a committee member to seek an advantage which accrues only to yourself, family members or associates, or to cause detriment to LMW; ensure that you decline gifts or favours that may cast doubt on your ability to apply independent judgement as a committee member;
- **Act in a financially responsible manner.** Read and if in doubt seek clarification in relation to financial reports, audit reports and other financial material that comes before the committee; and
- **Exercise due care, diligence and skill.** Ascertain all relevant information; make reasonable enquiries; understand the financial, strategic and other implications of the information provided when forming decisions in relation to the work of the Committee.

## 6.2 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.

## 6.3 Communication

- 6.3.1 Day to day communication with the Corporation will be via the Senior Manager Customer and Stakeholder;
- 6.3.2 A Committee Member must obtain the prior consent of the Managing Director before contacting or requesting information from a LMW employee, except as a customer or from the Senior Manager Customer and Stakeholder;
- 6.3.3 Committee Members are encouraged to discuss the work of the Committee with fellow customers. Committee Members must not disclose information to third parties or the general public which has been identified by LMW as confidential;
- 6.3.4 The Chair or spokesperson appointed by the Committee may, subject to receiving prior written approval from the Managing Director, issue a statement or media release relevant to the activities of the Committee. Such approval shall not be unreasonably withheld.
- 6.3.5 Except as specified in Clause 6.3.4 a person filling a position of Committee Member may not make any public comment or public communication about the activities of the Committee or of LMW.

## **7.0 Conflict of Interest Obligations**

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 Managing Director.

A Committee Member should not enter into a business arrangement that may give rise to an actual or perceived conflict of interest. In the event a conflict of issue does arise, that member should not participate in the discussion or decision making in relation to that matter.

Where conflicts of interest may be an issue, committee members must consult with the Senior Manager Customer and Stakeholder in the first instance.

Committee Members should be familiar with the Pecuniary Interest Requirements in the Water Act 1989 - refer Sections 109, 110, 111 and 112.

## **8.0 Confidentiality Obligations**

Where information is provided to Customer Committee members, which is deemed and noted as confidential in nature, it is a requirement of the committee member to:

- a) keep the Confidential Information confidential and preserve its confidential nature; and
- b) not use or disclose or permit the use or disclosure of Confidential Information for any purpose; and
- c) promptly, upon request from Lower Murray Water, return or destroy all material containing Confidential Information in its possession, power or control, which was received from LMW.

## **9.0 Process Flow Chart**

Not applicable

## **10.0 Documents / Forms**

Not applicable

## **11.0 Review**

It is the responsibility of the Custodian of this document to ensure it is reviewed as per the review due date listed in the record table (if there is one) or per the metadata of the master controlled document within the Records Management System.

The people listed as "to be advised of amendments" must alert the Custodian to the need for procedure review if any amendments are required to the document before the review due date.