

# Statement of Business Ethics



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## Foreword

Endeavour Energy values its strong business relationships with its many business partners. Underpinning our approach to the way we do business is a deep appreciation of the essential services we provide, and the essential assets we manage for our communities.

With this in mind we seek to foster business relationships with organisations that are committed to delivering the highest ethical standards of safety, respect for people, performance and integrity.

All Endeavour Energy directors, managers, employees, contractors and suppliers are expected to observe the law and abide by an ethical framework, as set out in our *Code of Conduct*, and in our policies and procedures.

This *Statement of Business Ethics* sets out the key business principles we apply in our dealings with our business partners. We expect our business partners to also apply these principles in their dealings with us.

Each principle is designed to form relationships that are fair, transparent and generate good value.

Endeavour Energy welcomes your contribution to our business success and in turn, looks forward to playing a part in yours.



**Guy Chalkley**

Chief Executive Officer



## About us

Endeavour Energy is responsible for the safe and reliable supply of electricity to homes and businesses across Sydney's Greater West, Blue Mountains, Southern Highlands and the Illawarra Region.

With an estimated value of \$6.7 billion, our network supplies 1,034,215 customers spanning over 25,000 square kilometres. It is made up of more than 430,000 power poles and streetlight columns, 202 major substations and 32,600 distribution substations connected by nearly 60,600 kilometres of underground and overhead cables.

Procurement decisions are based on guiding principles so that we continue to deliver value for money solutions and remain accountable to our customers and shareholders. These principles are further explained in the Guiding Principles section of this *Statement of Business Ethics*.

## Our code of conduct

Our employees are expected to abide by our *Code of Conduct*. Our Code of Conduct booklet is available at: [www.endeavourenergy.com.au](http://www.endeavourenergy.com.au)

## Our values

Working at Endeavour Energy requires our employees to understand and support our corporate values. These five refreshed values and their associated behaviours are the basis for everything we do.

We expect that our business partners, suppliers and contractors will act according to these same values.



# The Energy Charter

The purpose of The Energy Charter is to progress the culture and solutions required to deliver a more affordable, sustainable and reliable energy system for all Australians. It is focused on embedding a customer-centric culture and conduct in energy businesses across the energy supply chain to create tangible improvements in affordability and service delivery.

Ensuring that the community has confidence in energy businesses is critical to delivering the energy system that Australia needs for the future. With this in mind, Endeavour Energy was one of the 18 founding businesses to adopt the Energy Charter principles and committed to report our progress in putting them into action.

The Charter sets out how each principle can be translated into practical action – see [www.theenergycharter.com.au](http://www.theenergycharter.com.au).



## Principle One:

We will put customers at the centre of our business and the energy system



## Principle Two:

We will improve energy affordability for customers



## Principle Three:

We will provide energy safely, sustainably and reliably



## Principle Four:

We will improve the customer experience



## Principle Five:

We will support customers facing vulnerable circumstances

# Guiding principles

In addition to reviewing supplier business practices in line with our corporate values, Endeavour Energy uses the following guiding principles when assessing suppliers' proposals before awarding contracts:

## Safety

Safety is Endeavour Energy's number one priority. Working in a high-risk industry means we must be vigilant about helping our employees, communities, contractors and suppliers remain safe during their work and dealings with us. We require our contractors and suppliers to have a similar commitment to health and safety.

## Value for money

Value for money does not always mean selecting the lowest price. Endeavour Energy will balance all relevant factors including ethical business practice, compliance with specifications, quality, whole-of-life costs (including disposal), reliability and timeliness when selecting suppliers.

## Open, fair and honest

Endeavour Energy operates as an open, fair and honest business partner. In this spirit, this booklet sets out what you can expect from us, what we expect of you, and the avenues for resolving any issues that may arise.



# Endeavour Energy procurement process

All procurement activities are conducted under strict policies and procedures.

We expect transparency by all stakeholders in the procurement cycle including:

- Obtaining sources of supply;
- Obtaining quotations or proposals covering price, availability and capability from suppliers;
- Placing orders for goods and services;
- Receiving and accepting the goods and services; and
- Authorising payments to suppliers.

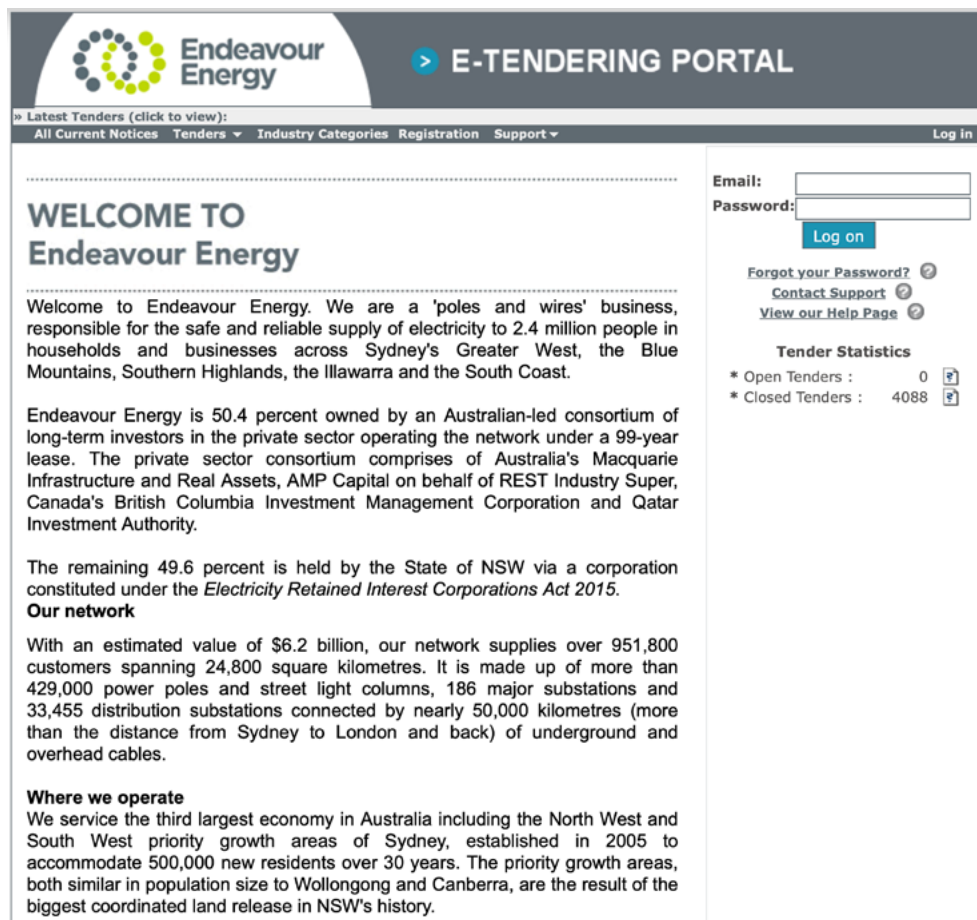
In the interest of a fair and competitive marketplace we apply the same evaluation and selection process to all prospective suppliers.

Tenderlink is our electronic tendering solution. Endeavour Energy tenders are posted on:

[www.tenderlink.com/endeavourenergy](http://www.tenderlink.com/endeavourenergy)

Further information on the Endeavour Energy procurement process can be found on:

[www.endeavourenergy.com.au](http://www.endeavourenergy.com.au)



The screenshot shows the Endeavour Energy E-Tendering Portal. The header includes the Endeavour Energy logo and the text "E-TENDERING PORTAL". Below the header is a navigation bar with links: "All Current Notices", "Tenders", "Industry Categories", "Registration", "Support", and "Log in". The main content area is titled "WELCOME TO Endeavour Energy" and contains a welcome message, company information, and tender statistics.

**WELCOME TO Endeavour Energy**

Welcome to Endeavour Energy. We are a 'poles and wires' business, responsible for the safe and reliable supply of electricity to 2.4 million people in households and businesses across Sydney's Greater West, the Blue Mountains, Southern Highlands, the Illawarra and the South Coast.

Endeavour Energy is 50.4 percent owned by an Australian-led consortium of long-term investors in the private sector operating the network under a 99-year lease. The private sector consortium comprises of Australia's Macquarie Infrastructure and Real Assets, AMP Capital on behalf of REST Industry Super, Canada's British Columbia Investment Management Corporation and Qatar Investment Authority.

The remaining 49.6 percent is held by the State of NSW via a corporation constituted under the *Electricity Retained Interest Corporations Act 2015*.

**Our network**




With an estimated value of \$6.2 billion, our network supplies over 951,800 customers spanning 24,800 square kilometres. It is made up of more than 429,000 power poles and street light columns, 186 major substations and 33,455 distribution substations connected by nearly 50,000 kilometres (more than the distance from Sydney to London and back) of underground and overhead cables.

**Where we operate**



We service the third largest economy in Australia including the North West and South West priority growth areas of Sydney, established in 2005 to accommodate 500,000 new residents over 30 years. The priority growth areas, both similar in population size to Wollongong and Canberra, are the result of the biggest coordinated land release in NSW's history.

**Log in**

Email:   
 Password:   
 Log on

[Forgot your Password?](#)   
[Contact Support](#)   
[View our Help Page](#) 

**Tender Statistics**

* Open Tenders :	0	
* Closed Tenders :	4088	

## What you can expect from us

Endeavour Energy requires its tendering, contracting and purchasing policies, procedures and practices to reflect high standards of ethical conduct. Tendering includes requests for quotes/proposals/tenders, expressions of interest and requests for information.

## How we will engage you

- Goods and services are ordered using an approved method such as a purchase order
- If a contract is awarded, we will include information on the preferred ordering method. You should question any order that does not refer to a purchase order
- You may receive confidential or proprietary information in your dealings with us. This should not be released to other parties unless specifically authorised by Endeavour Energy. In addition, some information you receive from us may be subject to strict requirements under Endeavour Energy's Distributor Licence Conditions that the information is held solely in Australia. If this is the case, it will be clearly identified in your contractual commitments with us.

## What we expect of you

### Be committed to safety

Being an Endeavour Energy supplier means that you are required to maintain compliance with the *Work Health and Safety Act 2011*, the *Work Health and Safety Regulations 2011* and any other relevant laws, regulations, codes or standards, as they relate to Endeavour Energy's Network operation.

This means you must:

- Demonstrate and maintain an outstanding and measurable safety record;
- Provide evidence of your safety excellence and a Health and Safety (H&S) management system;
- Advise us of H&S risks for activities undertaken for Endeavour Energy, and your methods for effectively managing them;
- Notify Endeavour Energy of any incidents and H&S performance issues associated with activities undertaken for Endeavour Energy;
- Adhere to Endeavour Energy's alcohol and drugs policy which applies to all workers<sup>1</sup> on our sites. No worker is permitted to be impaired by the use of alcohol or illicit drugs while working on Endeavour Energy sites and all workers are subject to our drug and alcohol testing regime while on our sites; and
- Maintain adequate insurance coverage including workers' compensation, public liability, professional indemnity and motor vehicle as applicable.

<sup>1</sup> A worker is an employee, contractor, supplier, trainee or volunteer.

## Adhere to our corporate values

When doing business with or responding to a tender from Endeavour Energy we expect all suppliers, potential suppliers, contractors and potential contractors to operate in a manner that is in line with our corporate values.

This means that you must:

- Follow our stated policies and procedures;
- Provide accurate and reliable information when required/requested;
- Declare conflicts of interest (actual, potential or perceived) as soon as you become aware of them;
- Act ethically, fairly and honestly in all dealings with Endeavour Energy;
- Take all reasonable measures to prevent the disclosure of confidential Endeavour Energy information; and if applicable to the information you receive, ensure you comply with the requirements to hold and access Endeavour Energy information only from within Australia;
- Help us prevent unethical practices in our business dealings; and
- Treat Endeavour Energy employees and customers with respect.

## Comply with the Competition and Consumer Act 2010

The *Competition and Consumer Act 2010* is in place to promote fair trading and competition.

In particular, you must:

- Never discuss or reach an understanding or arrangement with a competitor about supplies, prices, terms, tenders, other competitors or other competitive factors;
- Never try to influence another supplier's or competitor's dealings with Endeavour Energy;
- Never offer gifts, inducements or incentives to Endeavour Energy;
- Not take advantage of others' disadvantage by acting unfairly or unconscionably;

- Not supply goods and services in a manner that contravenes the Competition and Consumer Act 2010 or other legislation; and
- Not mislead or deceive through your advertising, predictions, opinions or other material that you either supply, or omit to supply us.

## Comply with applicable Modern Slavery Laws

Modern Slavery Laws means any Law, statute and regulation which prohibits exploitation of a worker, human trafficking, slavery, servitude, forced labour, debt bondage or deceptive recruiting for labour or services, or similar types of conduct, and applicable or otherwise in force in the jurisdiction in which Endeavour Energy or the Supplier is registered or conducts business.

The supplier must:

- Ensure that, in performing its obligations for Endeavour, it, and each of its representatives:
  - Do not engage in any conduct or omission which may contravene any Modern Slavery Laws; and
  - Comply with any Endeavour Energy policy relating to modern slavery or the Modern Slavery Laws;
- Ensure that its representatives do all things required or necessary to mitigate or reduce modern slavery risks in its operations and supply chains and remain compliant with all applicable Modern Slavery Laws;
- Implement due diligence procedures for its own suppliers to ensure that there is no, or there is no risk of, slavery or human trafficking or similar types of conduct in its supply chains;
- Promptly notify Endeavour Energy as soon as it becomes aware of a potential, suspected or actual breach by it or its representatives of any Modern Slavery Laws in connection with their engagements with Endeavour Energy; and
- Cooperate in good faith with Endeavour Energy in investigating circumstances relevant to any potential, suspected or actual breach of any Modern Slavery Laws, whether or not notification has been given under paragraph above.



## Comply with requirements under Endeavour Energy's Distributor Licence Conditions

**Distributor Licence** means the distributor's licence granted by the Minister for Resources, Energy and Utilities to Endeavour Energy under section 14 of the *Electricity Supply Act 1995 (NSW)* on 14 June 2017 and varied on 5 February 2019.

The supplier must ensure its compliance with relevant clauses of the Distributor Licence as applicable to the services that are provided by the supplier and as required by the supplier's contractual engagement with Endeavour Energy, in particular the supplier must

- Ensure it maintains Endeavour Energy's distribution system solely within Australia, or as otherwise approved by Endeavour Energy;
- Operate and control the distribution system, including all associated ICT infrastructure, only from within Australia, and ensure these systems are not connected to any other infrastructure or network which could enable the system to be controlled or operated by persons outside of Australia; and
- Ensure that all relevant information that has been identified to you through the contractual process is held and accessed solely from within Australia and is only accessed by a relevant person who has been authorised by Endeavour Energy. Examples of the type of data falling into this category include:
  - Operational technology information (such as the SCADA system) and associated ICT infrastructure of the operational network;
  - Load Data (i.e. data as to the quantum of electricity delivered (both historical and current load demand) from or to any one of more sites (or their connection points) which satisfies the criteria set out in the Distributor Licence; and
  - Bulk Personal Data Records (i.e. personal information within the meaning of the *Privacy Act 1988 (Cth)* about multiple individuals which contain fields or categories), relating to or obtained in connection with the operation of the distribution system.

## Consequences for not complying

You should be aware of the consequences of not complying with Endeavour Energy's ethical requirements when doing business with us.

Demonstrated wrongful conduct could lead to:

- Termination of contracts;
- Loss of future work;
- Loss of reputation;
- Investigation for wrongful conduct; and
- Matters being referred for criminal investigation.

# Guidance notes

## Gifts and benefits

Endeavour Energy encourages high levels of integrity in all its business operations. For this reason, it does not accept gifts or benefits (including invitations to events or hospitality) that could be seen to influence business decisions or obtain preferential treatment.

This means our employees are unable to accept any gift or benefit that they feel could influence the way they do their job. If a gift or benefit is accepted, it will be registered.

However, to ensure the integrity of our procurement processes, employees involved in a procurement evaluation or decision, or who work in the Procurement function cannot accept gifts.

You must never offer gifts of cash (including gift cards), bribes, inducements, commissions or incentives to Endeavour Energy employees; if you do, employees are required to immediately report this as a breach of the Statement of Business Ethics or our employee Code of Conduct.

You must immediately report any instance in which our employees seek a gift or benefit from you. See how to disclose possible wrongful conduct on page 11.

## Communication between parties

To minimise the risk of a perceived inappropriate influence being brought to bear on the business relationship, all communication should be clear, direct and accountable.

You are not permitted to discuss Endeavour Energy's business or information publicly in the media, online or in any other publication or at any event without prior approval.

## Endeavour Energy's employees and assets

Endeavour Energy's Code of Conduct addresses secondary employment. You must never try to engage Endeavour Energy's employees to provide services to your organisation that would not normally be provided under the agreement by which you are operating.

The same is true for Endeavour Energy's assets. Inappropriate or unapproved use of any of Endeavour Energy's equipment may result in the termination of your services.

## Conflicts of interest

Customers, suppliers and Endeavour Energy employees need to be confident that all decisions made by Endeavour Energy are impartial.

All Endeavour Energy employees are required to avoid conflicts of interest and to disclose any actual, perceived or potential conflicts of interest. Endeavour Energy extends this requirement to its suppliers. Some examples of conflicts of interest are:

- Knowing that an Endeavour Energy employee (or their friends or relatives) stand to benefit from a matter in which you are involved;
- Having a personal relationship with an Endeavour Energy employee that goes beyond a normal professional working relationship;
- Using business information that you have acquired through your work with Endeavour Energy for personal gain; and
- Engaging in party political activities or making adverse political comments that relate to Endeavour Energy's business.

## Confidentiality

Endeavour Energy expects each of its suppliers to take all reasonable steps to protect any confidential information received, unless required to disclose it by law.

## Contractors

All contractors and subcontractors are required to comply with this Statement of Business Ethics. If you engage subcontractors in your work for Endeavour Energy, you must make them aware of this Statement of Business Ethics.

## Intellectual property rights

In business relationships with or for Endeavour Energy, parties will respect each other's intellectual property rights and will formally negotiate any access, licence or use of intellectual property.

## Who to contact

### Questions about this Statement of Business Ethics

For additional information about this Statement of Business Ethics or Endeavour Energy's procurement process, please call 131 081 or (02) 9853 6666 and ask to speak with the Manager Supply Chain.

## Reporting possible wrongful conduct

If you wish to provide information about suspected wrongful conduct please contact Endeavour Energy directly, as set out below.

Instances of wrongful conduct includes, but is not limited to, corrupt activities, fraud, discrimination, breaches of Endeavour Energy's Code of Conduct, and breaches of the Corporations Act 2001 (Cth) If you honestly believe on reasonable grounds wrongful conduct has occurred, it can be reported in any of the following ways:

- By phone: Ethics Hotline 1800 384 427
- By e-mail: [ethics@endeavourenergy.com.au](mailto:ethics@endeavourenergy.com.au)
- Via Your Call (external and independent service provider):
  - Telephone Hotline: 1300 790 228
  - Online: [www.yourcall.com.au/report](http://www.yourcall.com.au/report) (provide unique identifier code ENDNRG)
  - Email: [endnrg@yourcall.com.au](mailto:endnrg@yourcall.com.au)
  - Locked Mail Bag: Mail Bag 7777, Malvern VIC 3144 Australia
  - If you have a hearing or speech impairment, visit [www.relayservice.gov.au](http://www.relayservice.gov.au) and request Your Call's hotline.
- By letter:      Manager of Internal Audit  
                         Endeavour Energy  
                         PO Box 811  
                         Seven Hills NSW 1730

If you voluntarily make a report about wrongful conduct, you will not be at risk of suffering any form of reprisal or retaliation, provided that you act in good faith and are not engaged in serious misconduct or illegal conduct yourself. Under the *Corporations Act 2001 (Cth)*, the disclosure of information relating to wrongful conduct qualifies for certain protections where the prescribed reporting criteria have been met.

Anyone who knowingly makes a false report/disclosure of wrongful conduct, or who otherwise fails to act in good faith in respect of the report may not be afforded the protections under the *Corporations Act 2001 (Cth)*.

Additional copies of this Statement of Business  
Ethics booklet may be obtained via our website or  
by phoning (02) 9853 4319

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