



Code of Conduct

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Background

The Code of Conduct contains standards of behaviour that are expected at **nbn** and is underpinned by the **nbn** values.

The Code of Conduct is based on **nbn**'s values (We Deliver, We are One Team, We are Fearless and We Care) and the principle of respect:

- Respect for each other
- Respect for **nbn**
- Respect for the broader **nbn** reputation and environment

At **nbn** we value the contribution of all our people and recognise that diverse experiences and backgrounds enable us to provide an environment where our people can reach their full potential and where we can also achieve a positive outcome for our stakeholders.

Non-Executive Directors (NEDs), Employees, Temporary Staff Augmentation (**TSA**) and Extended Workers (**EWs**) (as defined under the **nbn** Resource Engagement Policy) must be aware of and comply with this Code of Conduct as well as obligations set out in relevant laws. They must also undertake **nbn** training in relation to this Code of Conduct, as applicable.

This Code of Conduct does not form a part of an employee's contract of employment and/or a **TSA** or **EW**'s terms of engagement, however, a breach of the Code of Conduct may result in disciplinary action being taken by **nbn** which may result in a person's termination of employment or engagement with **nbn**.

Purpose

The purpose of this Code of Conduct is to promote a safe, healthy and productive workplace wherever **nbn** operates. A workplace that we are proud to be a part of and where we are held in high regard.

In this Code of Conduct a number of fundamental standards are provided to inform and educate about **nbn**'s expectations of persons covered by this Code of Conduct, and the consequences of engaging in behaviour that is not acceptable.

Scope

This Code of Conduct applies to all **nbn** NEDs, employees, TSAs and EWs and their relationships with each other. For the purposes of this Code of Conduct only, a reference in this Code to **nbn** staff is a reference to **nbn** NEDs, employees, TSAs and EWs.

Persons covered by the Code of Conduct must be aware of these standards and the conduct required as an individual and as a member of work teams.

In addition to complying with this Code of Conduct, TSAs and EWs are required to adhere to any other specific requirements provided for in **nbn** supplier contracts.



The standards of behaviour set out in the Code of Conduct are expected of **nbn** staff during work hours and whenever behaviour has the potential to impact **nbn** or relationships with other **nbn** staff (including outside normal working hours). This may include, and is not limited to:

- in the workplace, such as on-site meal breaks
- during work activities, such as a work trip conducted outside normal working hours
- at work-related events, such as conferences and social functions with fellow workers (for example, Christmas parties)
- at other times when work is carried out, such as working from home
- at other times that have the potential to impact **nbn** or relationships with other **nbn** staff, such as activities on social media.

Standards of Behaviour

nbn is committed to maintaining the highest standards of professionalism, honesty, integrity and fairness. **nbn** staff are required to act in a manner consistent with this commitment by:

- being beyond reproach in matters of trust, honesty and confidentiality
- respecting differences amongst colleagues, including but not limited to personal characteristics such as disability, impairment, sex, gender identity, sexual orientation, intersex status, transgender status, marital or relationship status, pregnancy, breastfeeding, family responsibilities, age, race, colour, nationality or ethnicity, political opinion, religion and trade union activity
- being courteous, sensitive, and honest in communications, and being considerate to the needs of others
- working cooperatively and collaboratively with others to achieve common goals and a harmonious work environment and culture
- behaving in a fair and consistent manner in all dealings with stakeholders, including customers and suppliers
- not taking advantage of any property or information belonging to **nbn** or opportunities arising from those, for personal benefit independent from the business of **nbn** or to benefit any other business or person
- taking all steps to ensure the protection and appropriate use of **nbn** assets, premises and resources
- abiding by all applicable laws and regulations.

Values

Our values underpin the way in which we act and behave at **nbn**. They describe what is important to us, and guide our thinking and interactions with each other, our customers, and the community. Our values and key behaviours are:

We are one team that:

- Actively engages and values input from others
- Focuses on and prioritises the common goal
- Actively supports team decisions

We are fearless because we:

- Are transparent and speak up to improve the outcome



- Seek new and better ways and take informed risks
- Are decisive and act with a sense of urgency

We deliver so we:

- Set clear goals, plans and measure progress
- Take accountability and prioritise the right things
- Own our actions and ensure we are financially responsible

We care so we:

- Foster the wellbeing and growth of our people
- We listen to and delight our customers
- Work together to make the nation a better place.

Unacceptable behaviour and misconduct

nbn will not tolerate unacceptable or disrespectful behaviour that impacts adversely on other **nbn** staff, customers or suppliers, and it will not tolerate misconduct.

Unacceptable personal behaviour (and in some cases, misconduct or serious misconduct) includes but is not limited to

- verbal or written abuse, physical abuse or assault
- discrimination, vilification, harassment, bullying or victimisation
- threatening or intimidating behaviour towards others
- smoking in the workplace
- careless behaviour that could endanger the safety of yourself or others, such as:
 - tampering with, ignoring or failing to use any safety/lockout device
 - tampering with any emergency or safety signage/equipment
 - participating in skylarking or practical jokes
- breach of **nbn**'s policies and procedures (for example, this Code of Conduct or the IT Equipment Policy)
- engaging in conduct that breaches or has the potential to breach relevant modern slavery legislation (for example, the use of child labour, human trafficking and engaging in corrupt behaviour, including extortion, fraud or bribery)
- breach of relevant laws.

Misconduct

- fighting, assault or attempted assault
- gross negligence or incompetence
- in the case of employees, TSAs and EWs (and in addition to the above):
 - making false statements when applying for employment that had a direct bearing on whether or not the applicant would be employed
 - neglecting your duty as an employee, such as unauthorised absence without reasonable explanation from the workplace whilst on duty (which may have various adverse impacts depending on the nature of the job, e.g. an employee whose absence could hold up the work of other employees and/or cause a safety



risk, or seriously prejudice **nbn**'s business)

- persistent absenteeism (failure to attend work) without due cause or authorisation
- refusal to obey a lawful and reasonable direction issued by **nbn**
- failing without reasonable cause to complete tasks set
- poor work quality/inefficiency: failing to carry out work to the required standard without reasonable cause and/or concealing defective work
- repeated poor timekeeping, e.g. arriving late or leaving early from scheduled work periods.

In addition **nbn** will not tolerate any behaviour or activities that negatively impacts on **nbn** and its reputation (or has the potential to).

These behaviours and activities may include but are not limited to:

- inappropriate use of **nbn** assets or property
- damage to **nbn** assets, or property
- theft or attempted theft
- fraud or attempted fraud
- engaging in any criminal activity
- failure to disclose a conflict of interest, or potential conflict of interest
- seeking gifts or benefits in connection with your role at **nbn**
- receiving a gift or benefit that influences and/or alters your decision-making process or objectivity
- activities adversely affecting **nbn** or its reputation (e.g. making unauthorised public statements about **nbn** or its position in respect of any matter)
- directly or indirectly engaging in any activity which could by association cause **nbn** public embarrassment or bring **nbn** into disrepute (including any activities on social media)
- unauthorised passing of sensitive or confidential information relating to **nbn** and its operations to a third party or to an unauthorised external location, or posting such information in a public domain. This includes **nbn** systems identity or login credentials and posting or saving these details on any server inside or outside of **nbn**.
- unauthorised use of **nbn**'s name or logo
- failing to comply with the **nbn** values.

Acceptable IT Use

- inappropriate use of **nbn** electronic communication facilities and internet:
 - for personal benefit or private purposes
 - for any illegal purpose or in a way that causes interference or disruption to other users, services, equipment and information assets:
 - to publish, send/transmit or copy content or messages that discloses **nbn** confidential information (such as confidential, commercial, personal, sensitive or financial information, or intellectual property) without authorisation
 - to send or release **nbn** confidential, commercial or sensitive information into the public domain via Freemail accounts (such as Gmail, Yahoo, Hotmail etc) without authorisation
 - to access or download unauthorised copyrighted material
 - to send/transmit, store or participate in spam, chain or hoax email
- unreasonable or excessive personal use of any **nbn** device, including use for non-business activities, such as cryptocurrency mining and trading



- any attempts to break into, or illegally access or damage, **nbn** or any other computer systems or data
- disabling or bypassing controls to circumvent or avoid detection
- publishing or sharing **nbn** systems identity or login credentials – **nbn** system passwords should be kept secure
- using image-recording devices (such as photocopiers, scanners and cameras) to capture and/or distribute images of:
 - private, classified or copyrighted documents or other material
 - **nbn** property or facilities that are not accessible to the general public
 - any person without their express permission
 - any person, object, act or incident where the image would be considered inappropriate or offensive
- using voice recording devices (such as mobile phones) to record any person without their permission
- accessing, storing, processing or transmitting any information of a threatening, obscene, pornographic, discriminatory or harassing nature
- using your own device (BYOD) in a manner that is inconsistent with relevant **nbn** policies or this Code of Conduct.

Secondary employment

Employees of **nbn** must not be engaged in any other employment, occupation, trade or business without prior written approval of an authorised Leader.

To grant approval **nbn** will require that any secondary employment does **not**:

- interfere with your employment with **nbn** in any way
- result in a real or perceived conflict of interest
- reflect unfavourably on **nbn**.

In addition to obtaining the written approval of an authorised Leader, any other employment, occupation, trade or business which may give rise to a conflict of interest with **nbn** must be notified to and will be assessed by **nbn** in accordance with the **nbn** Conflicts of Interest (Employees and Contractors) Policy.

An employee who is unsure about whether additional employment may involve a conflict of interest should refer to and follow the procedure in the **nbn** Conflicts of Interest (Employees and Contractors) Policy.

Discrimination, harassment and bullying

nbn, as an Equal Employment Opportunity employer, aims to provide a working environment free from discrimination, vilification, harassment or bullying.

All complaints of harassment, vilification, bullying and discrimination will be treated seriously and, if necessary, investigated promptly and impartially.

Any conduct which constitutes discrimination, vilification, harassment or bullying may be considered an act of unacceptable behaviour, misconduct or serious misconduct. Where investigation of a complaint establishes inappropriate conduct, appropriate disciplinary action may be taken which may result in termination of employment or engagement with **nbn**.

nbn also encourages **nbn** staff to support other workers who may be subjected to any conduct which constitutes discrimination, vilification, harassment or bullying. For more information, refer to the 'Bystander' section of this



Code of Conduct below.

To assist in determining whether conduct constitutes discrimination, vilification, harassment or bullying, the following outline may be utilised in conjunction with applicable laws, which are outlined at the 'More Information' section below.

Discrimination

Discrimination may be direct or indirect and the legal definition differs in different states.

Direct discrimination occurs when somebody is treated (or is proposed to be treated) less favourably than another person in the same or similar circumstances because they have a certain protected personal characteristic or they belong to a group of persons with that protected characteristic.

Indirect discrimination occurs when there is an unreasonable rule, requirement or practice which appears to apply to everybody equally but which has (or is likely to have) the effect of disadvantaging people with a protected personal characteristic or a high proportion of people with that particular characteristic.

Protected Personal Characteristics

In Australia it is unlawful to discriminate against a person on the basis of particular protected personal characteristics (**Protected Personal Characteristics**), which may include, but are not limited to:

- sex, sexuality, gender identity, gender expression or intersex status
- sexual preference or orientation
- religious or political beliefs
- race, colour or national/ethnic origin
- age
- marital or relationship status
- physical, mental, intellectual or psychiatric disability or impairment
- pregnancy, potential pregnancy or breastfeeding
- family responsibilities and/or parental/carer status
- trade union membership or union/industrial activity.

For example, discriminatory behaviour may include:

- offensive 'jokes' or comments about another person's racial or ethnic background, sex or sexual preference, age, disability, or other Protected Personal Characteristics
- display of pictures, posters, computer images (for example, in electronic mail message or posts on social networking sites which colleagues have access to) which are offensive or derogatory.

Discrimination on any of the above Protected Personal Characteristics is not only against this Code of Conduct but may breach federal and/or state legislation (as listed further below). Legal action can be taken against individuals who breach these laws, as well as against **nbn**.

In some situations, laws may provide exceptions to discrimination or permit what would otherwise be unlawful discrimination. In these circumstances, discrimination will be permissible. For example, while it is unacceptable to discriminate against a person with a disability, what would otherwise be unlawful discrimination may be justified if the person cannot perform the inherent requirements of their position.



Vilification

Vilification is a public act which incites hatred towards, serious contempt for, or severe ridicule of, a person or group on the ground of:

- race
- religion
- homosexuality or sexual orientation
- HIV/AIDS status
- transgender and / or intersex status
- disability.

Vilification breaches this Code of Conduct and may also breach federal and/or state legislation (as listed further below). Legal action can be taken against individuals who breach this legislation, as well as against **nbn**. Vilification may also amount to a criminal offence reportable to the police if physical harm is threatened towards a person or their property.

Vilification can take many forms, including hate-speech, graffiti, websites and other types of written material. It is an act which happens publicly, as opposed to privately. For example, vilification may include a person urging other workers to abuse a Muslim employee and remove her Hijab (veil).

Harassment

Harassment is a form of discrimination and may also be unlawful if it is based on particular Protected Personal Characteristics. Harassment can take many forms. It may be verbal, physical, written or pictorial. A one-off incident can constitute harassment.

Harassment based on the Protected Personal Characteristics set out above, such as sex, gender identity, race or disability, is unlawful under discrimination legislation. The potential consequences of harassment can also create a work health and safety risk to **nbn** staff.

Conduct towards a person or group that may be considered harassment includes, but is not limited to:

- verbal or written abuse, or comments that degrade or stereotype a person or group
- inappropriate jokes
- mimicking someone, or their habits
- offensive gestures
- ignoring or isolating a person or group,

because of, or based on, one or a number of the Protected Personal Characteristics, including but not limited to the examples set out in the Discrimination section above.

For example, harassment may include:

- display or circulation (e.g. by email, text message or via social media) of racist, homophobic, biphobic, transphobic, pornographic or other offensive material
- using the internet or email to receive, access, store, process or distribute information considered to be of a threatening, obscene, pornographic, or harassing nature
- initiating or joining in on jokes which make fun of or degrade someone based on their age or trans gender status, sexual orientation, gender identity/expression, or intersex status



Examples of behaviour which is not harassment include:

- standard performance and/or behavioural counselling, where feedback is appropriate, reasonable and focussed on the work or behavioural improvement required
- reasonable managerial decisions about employment related issues such as reasonable allocation of work or implementation of organisational change.

Sexual Harassment

Sexual harassment is a particular type of harassment. A person sexually harasses another person if they engage in conduct of a sexual nature that:

- is unwelcome or unwanted
- causes offence, intimidation or humiliation. The perception of whether or not the behaviour is threatening or harassing lies with the receiver
- occurs in circumstances where a reasonable person would have anticipated the possibility that the person harassed would be offended, humiliated or intimidated.

For example, sexual harassment may include:

- pressure or demands for dates or sexual favours
- unnecessary familiarity – for example, deliberately brushing against a person, constant staring at a person, or giving a gift perceived to be sexual in nature
- unwanted physical contact – for example, touching or fondling
- sexual jokes or innuendo – including where verbal or transmitted via electronic or any other media
- offensive telephone calls and/or text messages or other messages via email or social media
- unwelcome comments, propositioning or questions about a person's sexual orientation or sex life – in person, by phone, email, text message or otherwise
- display or circulation – by email, text message, social media or otherwise – of sexual material, including magazines, posters or pictures and messages
- sexual assault or stalking.

Sexual harassment is not only against this Code of Conduct but can also breach federal and/or state legislation (as listed further below). Legal action can be taken against individuals who breach this legislation, as well as **nbn**. It does not matter whether a person meant or intended to sexually harass the other person – in other words, a person's 'innocent intent' is irrelevant.

Sexual harassment is not behaviour which is based on mutual attraction, friendship and respect. If the interaction is consensual, welcome and appreciated, it is not sexual harassment.

nbn may decide that behaviour breaches this Code of Conduct even if a complaint has not been raised. For example, storing and viewing sexually explicit images on a computer at work (whether remotely or otherwise) may constitute sexual harassment under this policy, even if a complaint has not been made against the offender. This behaviour is still unacceptable at work and may result in disciplinary action being taken.

If you bring a complaint of sexual harassment the complaint will be treated seriously, and you will be protected by the victimisation provisions of the Code of Conduct.

Harassment on the Ground of Sex

Like sexual harassment, harassment on the ground of sex is a particular type of harassment. However, it is not necessary for the harassment to be sexual in nature. A person harasses another person on the ground of sex if they



engage in conduct that:

- is unwelcome and seriously demeaning
- is by reason of that person's sex, or a characteristic that appertains generally to or is generally imputed to persons of their sex
- occurs in circumstances where a reasonable person would have anticipated the possibility that the person harassed would be offended, humiliated or intimidated.

For example, harassment on the ground of sex may include:

- asking intrusive personal questions based on a person's sex
- making inappropriate comments and jokes to a person based on their sex – for example, making a comment about menstrual cycles
- displaying images or materials that are sexist, misogynistic or misandrist
- making sexist, misogynistic or misandrist remarks – for example, applying gendered stereotypes to how a person should behave
- requesting a person to engage in degrading conduct based on their sex

Sex based harassment can also overlap with sexual harassment. However, to be harassment on the ground of sex, the conduct must be of a sufficiently serious nature to be offensive, humiliating or intimidating, as well as seriously demeaning. Conduct that is merely irritating in nature will not be harassment on the ground of sex.

Harassment on the ground of sex is not only against this Code of Conduct but can also breach federal and/or state legislation (as listed further below). Legal action can be taken against individuals who breach this legislation, as well as **nbn**. **nbn** may decide that behaviour breaches this Code of Conduct even if a complaint has not been raised. This behaviour is still unacceptable at work and may result in disciplinary action being taken.

If you bring a complaint of harassment on the ground of sex the complaint will be treated seriously, and you will be protected by the victimisation provisions of the Code of Conduct.

Bullying

Workplace bullying occurs when a person or a group of people engage in repeated, unreasonable behaviour towards a worker or a group of workers at work and that behaviour creates a risk to health and safety.

All **nbn** staff must take reasonable care for the health and safety of their co-workers at **nbn**. Bullying is a breach of this Code of Conduct.

Examples of behaviour that may amount to workplace bullying include:

- Verbal or written abuse
- Aggressive or intimidating conduct
- Belittling or humiliating comments
- Spreading malicious rumours
- Exclusion from work-related events
- Teasing, practical jokes or 'initiation ceremonies'
- Threatening body language
- Unreasonably undermining work performance, deliberately withholding work related information or resources, or deliberately supplying incorrect information
- Unreasonable work expectations, including too much or too little work, or work below or beyond a worker's skill level
- Refusing to engage with or excluding someone because of their sexual orientation, gender identity/expression or



intersex status (e.g. ignoring someone who may present as non-binary, or refusing to address a transgender colleague by their affirmed gender pronouns)

- Displaying offensive material
- Victimisation
- Violence, including physical assault or harassment.

Bullying is not:

- Reasonable management action conducted in a lawful and reasonable manner
- A single incident of unreasonable behaviour, however this may be classified under the policy as inappropriate behaviour and possibly harassment
- Low level personality conflicts.

Examples of reasonable management action include but are not limited to:

- Performance management processes
- Counselling or disciplinary action for behaviour or performance
- Ongoing meetings with a person to inform and address with them unsatisfactory work performance or unreasonable behaviour
- Directing a person to perform duties in keeping with their job
- Setting realistic and achievable performance goals, standards or deadlines
- Implementing organisational changes or restructuring
- Investigations into allegations of misconduct
- Appropriate rostering and allocation of working hours
- Transferring a worker to another area or role for operational reasons
- Deciding not to select a worker for a promotion where an appropriate and transparent process is followed.

Victimisation

It is also the intent of this policy to ensure no **nbn** staff is subject to victimisation. Victimisation occurs when a **nbn** staff member subjects (or threatens to subject) another **nbn** staff member to a detriment because they propose to, have, or are believed to have, made a complaint or an allegation, or have given evidence or information in connection with a complaint or allegation. A detriment in employment can include demotion, dismissal, transfer, suspension, loss of a benefit, being ostracised from work or work-related social functions, or being the subject of gossip and innuendo.

Victimisation is unlawful and will not be tolerated. Anyone who victimises another may be subject to disciplinary action and legal action can be taken against individuals who breach applicable laws, as well as against **nbn**.

nbn staff should also be aware it is possible under Federal and State anti-discrimination laws, the relevant criminal laws, the Fair Work Act and Work Health and Safety Legislation, for an individual to be personally liable for complaints of harassment, bullying or discrimination in the workplace.

Further, bullying which constitutes workplace violence must be reported to the appropriate statutory authority under work health and safety laws.



Bystanders

nbn encourages bystanders to support **nbn** staff who may have been subjected to unacceptable behaviour. A 'bystander' is a person who has witnessed or subsequently learned about potentially unacceptable behaviour at **nbn**.

Bystanders are a vital part of **nbn**'s strategy to prevent unacceptable behaviour. This is because sometimes people affected by this behaviour may not know the behaviour is unacceptable or may feel uncomfortable about coming forward or speaking up. This can particularly be the case where:

- the person is new to the organisation
- the conduct is engaged in by someone who is a superior to the person
- the person feels vulnerable in their role, for example, because of their age or gender.

nbn encourages bystanders to provide support to **nbn** staff who may have been subjected to unacceptable behaviour, including by:

- 'calling out' unacceptable behaviour when it is seen in the workplace
- spotting offending behaviour and asking the person if they are okay
- supporting the person by providing them with information about this Code of Conduct and avenues for raising their concerns
- reporting the conduct in line with **nbn** policies and procedures.

Bystanders are protected by the victimisation provisions of this Code of Conduct.

Disclosure of criminal conduct

nbn employees must report any criminal offence or other Adverse Finding (as defined in the **nbn** Personnel Security Standard) against them, or any change in circumstance that may no longer make them 'fit and proper' to perform their role, as soon as possible to their **nbn** Manager and People and Culture Business Partner. Employee Relations will assess the impact in consultation with the **nbn** Security Group.

Personal relationships and conflicts of interest

nbn is committed to ensuring actual, potential, or perceived conflicts of interest are avoided, or in situations where they cannot be avoided, that they are appropriately managed.

Employees, TSAs and EWs should also refer to **nbn**'s Conflicts of Interest (Employees and Contractors) Policy.

NEDs should also refer to **nbn**'s Conflicts of Interest Directors' (including External Securities Declaration of Interests) Policy.

Conflicts of interest may arise in situations including:

- **nbn** staff being involved in a close personal relationship with another member of **nbn** staff
- **nbn** staff controlling or influencing the terms of a business transaction which involves a person with whom they have a close personal relationship (for example, where the person owns, controls or is employed by a company who is a customer, supplier or service provider to **nbn**).

It is expected that all **nbn** staff, in performing their role at **nbn**, will at all times:

- Follow the relevant Conflicts of Interest Policy in relation to all disclosures



- Make decisions in the best interests of **nbn** and not for personal gain or the benefit of someone else
- Ensure personal relationships do not interfere, or appear to interfere, with the interests of **nbn** and the ability of the staff member to carry out their duties or obligations to **nbn**
- In the case of 'relationships within **nbn**' (see below), disclose to Human Resources and their Manager any close personal relationships (as defined below) which may give rise to an actual, potential or perceived conflict of interest.

Close personal relationships

A **close personal relationship** includes the following:

- spouse, partner, dependant or any person living in the same dwelling
- romantic, intimate or sexual relationships
- any other relationship that may give rise to a conflict (e.g., friendships or extended family).

Relationships within nbn

An **nbn** staff member involved in a close personal relationship with another **nbn** staff member must ensure the following:

- They are not in a direct or indirect supervisory or line management relationship with the other staff member
- They are not involved in the appointment, appraisal, promotion, remuneration or any other management activity, process or decision involving the other party that may result in actual, potential or perceived impaired fairness or objectivity.

Where the above interaction exists between the staff members, disclosure of the relationship to their Manager and People and Culture Business Partner is required (rather than the reporting mechanism set out in the Conflicts of Interest Policy) so that an appropriate plan to manage or avoid any conflict of interest can be developed.

Disclosures of this kind will be kept as confidential as possible. Failure to disclose a personal relationship that results in an unfair advantage or disadvantage for the staff member or other party will be considered a serious matter and may lead to disciplinary action.

nbn staff uncertain about whether a personal relationship may constitute a conflict of interest (actual, potential or perceived) are encouraged to seek guidance from Human Resources and/or as set out in the Conflicts of Interest (Employees and Contractors) Policy. NEDs may seek guidance from the Chairman or Chief People and Culture Officer. Depending on the nature of any conflict of interest, appropriate mitigations will be determined.

External reporting

In order to ensure compliance with this and other **nbn** policies and in order to assist law enforcement agencies as required, **nbn** may need to provide information and other assistance to third parties. Those third parties may include regulatory and law enforcement agencies from time to time without notice. This may include a matter raised under this Code of Conduct.



Roles and responsibilities

nbn staff are responsible for:

- their own behaviour and actions at all times
- being aware of and complying with this Code of Conduct, other **nbn** policies, procedures and relevant laws
- treating other **nbn** staff fairly and with respect
- acting in the best interests of **nbn** at all times
- promptly informing their Leader (in the case of NEDs, the Chairman or Chief People and Culture Officer) if they believe that the Code of Conduct has not been followed
- taking all reasonable steps to secure **nbn** premises and property
- seeking advice from their Leader (in the case of NEDs, the Chairman or Chief People and Culture Officer) before undertaking an action or activity that may be contrary to **nbn** policies or procedures.

Managers and Leaders are responsible for:

- providing constructive feedback if there are emerging concerns about staff adhering to the Code of Conduct or other **nbn** policies and procedures
- ensuring that their team are aware of and comply with **nbn** policies and procedures
- upholding and promoting the Code of Conduct and providing their team with a positive role model
- taking steps to ensure that all workplace processes and practices comply with relevant **nbn** policies, procedures and legislation
- taking steps to ensure that third parties who do not comply with their obligations under relevant modern slavery legislation are not engaged by **nbn** (please refer to **nbn**'s Supplier Code of Conduct for more information on this, which can be found on the Procurement page of the Hub and on **nbn**'s external website)
- taking reasonable steps to prevent their team from engaging in conduct contrary to this Code of Conduct, as well as protecting them from such conduct. If members of the LGBTI community would like to discuss their grievance with someone specifically trained in LGBTI inclusion, or an ally who has a good understanding of LGBTI sensitivities and potential areas of concern, they may also reach out to the Employee Relations team at employeerelations@nbnc.com.au who will put them in touch with an appropriate contact in People and Culture.
- dealing with complaints about unacceptable personal behaviour and misconduct promptly, effectively and confidentially.

More information

A person who observes **nbn** staff acting in breach of this Code of Conduct must report it to:

in the case of Employees, EWs and TSAs, their Leader

- Leader immediately. If it is not appropriate for a person to talk to their Leader, the Leader's Leader or the relevant People and Culture Business Partner must be contacted
- in the case of NEDs, the Chairman. If it is not appropriate for a NED to talk to the Chairman, the Chief People and Culture Officer must be contacted.

Additional information in relation to this Code of Conduct can be obtained by Employees, EWs and TSAs from



People Central or alternatively, a person's Leader and, in the case of NEDs from **nbn**'s Chief People and Culture Officer.

Applicable laws and bodies

The relevant employment and anti-discrimination legislation currently in force, which may be updated, amended or supplemented from time to time, includes:

- Federal: *Age Discrimination Act 2004* (Cth), *Disability Discrimination Act 1992* (Cth), *Racial Discrimination Act 1975* (Cth), *Sex Discrimination Act 1984* (Cth), *Australian Human Rights Commission Act 1986* (Cth), *Fair Work Act 2009* (Cth)
- NSW: *Anti-Discrimination Act 1977* (NSW)
- ACT: *Discrimination Act 1991* (ACT)
- Victoria: *Equal Opportunity Act 2010* (VIC)
- Queensland: *Anti-Discrimination Act 1991* (ACT)
- Western Australia: *Equal Opportunity Act 1984* (WA)
- Tasmania: *Anti-Discrimination Act 1998* (TAS)
- Northern Territory: *Anti-Discrimination Act 1992* (NT)

Please note that you can approach the Australian Human Rights Commission or a relevant state or territory anti-discrimination agency as follows for information and confidential advice:

- ACT Human Rights Commission
- Anti-Discrimination Board of New South Wales
- Anti-Discrimination Commission of Queensland
- Equal Opportunity Commission Western Australia
- Northern Territory Anti-Discrimination Commission
- Office of the Anti-Discrimination Commissioner (Tasmania)
- Equal Opportunity Commission (South Australia)
- Victorian Equal Opportunity and Human Rights Commission.



Related policies

- Drug and Alcohol
- Equal Employment Opportunity
- IT Equipment Policy
- Security
- Managing Performance and Behaviour
- Managing Workplace Grievances
- Health Safety and Environment
- Social Media
- Conflicts of Interest (Employees and Contractors Policy)
- Conflicts of Interest Directors' Policy (including External Securities (Declaration of Interests) Policy)
- BYOD Mobile Phone Allowance
- Supplier Code of Conduct.

Mark Wilde
Executive Manager Employee Relations
Effective as 8 November 2022



Document control

Policy owner	Mark Wilde
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Policy author	Andrei Moore
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Department or business unit	People & Culture – Employee Relations

Revision history

Revision	Description	Policy author
12.0	Updates to to sexual harassment clause on victimisation, and Respect@Work legislation changes including harassment on the ground of sex; updated Conflict of Interest process to advise manager and People & Culture, to clearly include friendships, and requiring appropriate management plan to be developed. Deletion of 'External Business Transactions' – corresponding updates to Conflicts of Interest policy. References to HRBPs changed to People and Culture Business Partners. Updates to the sharing of sensitive and confidential information.	Andrei Moore
11.0	Updates to incorporate the application of the Code of Conduct to Non-Executive Directors. Inclusion of LGBT inclusive examples, and contact person	Adele Tate
10.0	Updates to discrimination, harassment, vilification, bullying and victimisation provisions, clarifying what modern slavery is and referencing the Supplier Code of Conduct, inclusion of statements around acceptable use of IT (AUP policy has been withdrawn), and other minor typographical edits.	Adele Tate



9.0	Updates to include reference to the BYOD Mobile Allowance Policy and updated discrimination requirements Minor update made by Legal...typo fixed	Andrei Moore
8.0	Updates to include disclosure of criminal conduct, management of personal relationships and conflicts of interest, and minor updates.	Andrei Moore
7.0	Updates in line with Safe Work Australia Guide for Preventing and Responding to Workplace Bullying 2016, and minor updates.	Amanda Jung
6.1	Updated branding	Amanda Jung
6.0	Removal of outdated values, general updates	Amanda Jung
5.0	Updates to bullying provisions and other minor updates	Amanda Jung
4.0	Minor language changes and updated template	Amanda Jung
3.0	Updated logo to new NBN Co logo standard and updated classification in line with revised policy. Also changed ownership	Amanda Jung
2.1	Policy standardisation	Amanda Jung
1.0	Approval Policy	Craig Byrnes