

Our ethics,
principles and
standards in practice

Code of Business Conduct





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1. **A message from Niall Gleeson, Chief Executive Officer**

“At Uisce Éireann, our Code of Business Conduct (the “Code”) is the cornerstone of our company and should be considered in our daily working life. This is more than just a set of rules; it’s a reflection of our collective commitment to our values. The Code is designed to be a guiding light in our daily work, helping us navigate the complexities of our roles with confidence and pride.

Whether you are a new joiner or you're a seasoned member of our team, it's crucial that you familiarise yourself with the Code. The Code is a dynamic tool that embodies our values and leadership behaviours, steering us toward not just what is legal, but what is right.

Every day, we are presented with decisions that impact our colleagues, our customers and Uisce Éireann's standing. By aligning our actions with the Code, we ensure that we're not only upholding the law and adhering to our internal policies, but also honouring the spirit of our shared values: doing the right thing. This alignment is what sets us apart and cements our reputation as a trustworthy and responsible company.

Take pride in what you do and the difference you make. By living up to the Code, each one of us contributes to building a stronger, more resilient company."



Niall Gleeson
Chief Executive Officer



2. The Code: A Quick Guide

The purpose of this Code is to:

- establish an agreed set of ethical principles for Staff;
- offer guidance on expected behaviours and what actions are acceptable/unacceptable;
- promote and maintain confidence and trust in Uisce Éireann, including the protection of our good name; and
- prevent the development or acceptance of unethical practices.

At the heart of our company lies a set of core values that guide our actions and define who we are. These values, as set out below, are accompanied by a set of behaviours that demonstrate how we can identify and ensure the values are being lived in our everyday.

Our Values



We deliver for customers and communities

The work we do impacts people’s everyday lives, enabling communities across Ireland to thrive. We take pride in our local knowledge and expertise – always providing an excellent service customers can trust and rely on.



We work better together

We combine our individual strengths to achieve what would be impossible alone. We listen. We share knowledge and learn from each other. We embrace our differences, so people feel supported to grow and be their best. We recognise and celebrate success.

Ethical standards must underpin how we conduct our business on a daily basis. Our values shape our daily interactions and decisions and help us build strong relationships with our colleagues, our customers, suppliers, contractors and third parties. Our reputation, built on trust and confidence, is a cornerstone of how we operate. The protection of this resource is of fundamental importance to us and is a key ingredient to our success.

Given our public profile and the visibility in everything that we do, our Staff are always expected to be the best versions of themselves — honest, fair, and responsible in their conduct.

We comply with the [Code of Practice for the Governance of State Bodies](#) and associated guidance issued by the Department of Public Expenditure and Reform (the “Code of Practice for the Governance of State Bodies”), which applies to all our Staff as appropriate.

The Code should be read in conjunction with contracts of employment where relevant, ethical standards as required by professional bodies to which you are affiliated, and the linked policies within this Code.



We do the right thing

We treat each other with respect and kindness. For the benefit of our colleagues, communities and the environment, we stand up for what we believe is right, not what is easy. We’re open, we speak up and know when to say no. And we trust that everyone does these things regardless of who’s there to see it.



We aim high

We never stop learning, growing and looking for ways to be better. We challenge the accepted to improve how we do things. We deliver on promises. We set a positive example. We understand that our actions today shape a sustainable future for all.



We keep each other safe

We own our work and know what needs to be done to make it happen safely. We’re thorough and put the time in. We follow process. We think before we act. We put people and their well-being above all else. And we go home safe at the end of every day.



3. Practical Application of the Code

This Code applies to all Uisce Éireann personnel, which includes Employees (as defined below), consultants, service providers, contractors, volunteers, work experience students and agency workers ("**Staff**").

Certain sections of the Code are tailored specifically to employees, namely a person who has entered into or works under a contract of employment (which includes permanent full-time and part-time workers, trainees and casual workers) ("**Employees**"). This is due to the nature of the employment relationship and the specific responsibilities and obligations that it entails. These sections are clearly marked to distinguish them from the broader provisions that apply to all Staff.

The Code is structured to provide clarity on which sections are universally applicable to all Staff, ensuring that everyone acts in a manner that aligns with the values and legal obligations of Uisce Éireann.

We recognise that it's not possible to anticipate every situation you might encounter. That's why it's important to not only follow the letter of the Code but also its spirit. Think of the Code as a compass that guides you in making decisions that align with our values, especially when faced with ethical dilemmas or conflicts of interest.



When in doubt, consider whether your actions would uphold the reputation and behaviours of Uisce Éireann.

Adhering to the Code is essential and any violation of the Code may result in disciplinary action, up to and including termination of employment for Uisce Éireann Employees, and in the case of Staff, may result in legal action or liability.

All Employees have a primary duty to be loyal to Uisce Éireann as their employer.

Uisce Éireann requires all Staff to conform to the highest standards of personal and business ethics in all of their dealings which may impact on the business activities of Uisce Éireann.

4. Conflicts of Interests

Understanding Conflicts of Interest

A conflict of interest can arise when someone has personal interests or loyalties which could be, or could be seen to be, at odds with the interests of Uisce Éireann and cause a risk of interfering with an Employee's ability to make unbiased decisions on behalf of the company. This personal interest can be direct or indirect, and it can include the interests of parties connected to them. It also applies to the interests and loyalties of people or companies in close relationship with Employees, for example, if an Employee or a family member has interests in a company that provides services to Uisce Éireann. Staff should equally be conscious of conflicts of interests and avoid such conflicts. Reports of any such conflicts of interests should be made to your Uisce Éireann contact.

Consequences of Poor Conflict Management

Ineffective management of a conflict of interest could negatively impact Uisce Éireann in terms of legal or reputational risk and poor governance practices.

Disclosure Requirements for Employees

Employees are required to disclose in writing to their line manager/Uisce Éireann contact, details of any actual, potential or perceived conflict of interest which might affect their impartiality in carrying out their duties as soon as they become aware of it including:



any interest, shareholding or possible conflict of interest an Employee has with any firm or company from which Uisce Éireann purchases supplies, works or services, or to whom Uisce Éireann proposes to sell property or services.



any interest of a person connected to an Employee (spouse, civil partner, parent, sibling, child or step-child) that could involve such a conflict of interest.

Procedures for Managing Conflicts of Interest

Where a conflict of interest situation could arise for an Employee, they must abstain from dealing with the matter giving rise to that situation and may not attempt in any way to influence Uisce Éireann's decision on the matter.

Consultation for Ethical Concerns

Conflicts of interest are unique to the people involved and the particular circumstances of the situation and can be challenging to detect. Accordingly, Employees who have a concern or query into their particular circumstances which may give rise to a situation where there is an actual, potential or perceived conflict of interest or other ethical issue should consult with the Chief Legal Officer.

Restrictions on Outside Employment and Business Interests

Involvement by Employees in outside employment/business interests in conflict, or potential conflict, with the business of Uisce Éireann is prohibited.

Disclosure of External Engagements

Employees who are at any time involved in any gainful employment and/or the running of any business or company outside of Uisce Éireann must inform their line manager in writing at the earliest possible opportunity. This also applies to consultancy and contract work undertaken by Employees outside of their employment. Any activity which has the potential to impair an Employee's ability to execute their duties, or to fulfil their primary role in Uisce Éireann, is prohibited.

Post-Employment Conflict of Interest

It is recommended that the acceptance by Employees of an engagement and/or employment where the potential for conflict of interest arises should be avoided for a reasonable period of time after the exercise of a function in Uisce Éireann has ceased. Prior to taking up an engagement and/or employment which will or might involve a conflict of interest, a former Employee should consult with the Chief Legal Officer.¹

Board Membership Approval Process

Employees are required to seek approval for holding membership on the boards of state funded bodies which are not associated with Uisce Éireann. The Chief Executive Officer and their direct reports, and their direct reports, are required to seek the approval of the Uisce Éireann Board while all other Employees are required to seek the approval of the Chief Executive Officer.

One Person One Salary Rule

In accordance with the One Person One Salary (OPOS) rule², an Employee may not be paid board fees for sitting on the boards of any other state funded bodies or receive any additional payment for carrying out other work of any kind for another public body.

1 These provisions are in addition and without prejudice to any relevant terms of a contract between the employee and Uisce Éireann.

2 The objective of the One Person One Salary rule is to restrict payment of extra remuneration from additional public service sources to employees of State Bodies.



5. Integrity and Business Ethics

Corporate Ethical Policy and Conduct

We conduct all of our business in an honest and ethical manner. All Staff should not only hold themselves to the highest ethical standards, but also be clearly seen to be doing so. We value transparency and honesty and Staff should be open, truthful and honest in all their dealings, both internally and external to Uisce Éireann.

Adherence to Ethical Standards in Business Activities

Those ethical standards should be adhered to when conducting any business of Uisce Éireann. An established [governance framework](#) is in place with procedures, regulations and authority levels established to govern the conduct of much of our business. This Code is intended to be complementary to the framework.

Prohibition of Unfair Advantages in Promotions

Staff and/or their families should not participate in promotional offers, campaigns or competitions where the benefits of these are not available to Staff in general or to the general public.

Restrictions on Personal Use of Uisce Éireann Resources

Staff must not use the resources or time of Uisce Éireann for personal gain, for the benefit of persons/companies unconnected with Uisce Éireann. Staff must not use their position within the company to gain personal advantages e.g. discounted personal services from one of our suppliers.

Expense Claims and Financial Integrity

Employees must ensure that Uisce Éireann promotes a culture of claiming vouched expenses only as appropriate to business needs and in accordance with good practice in the public sector generally, and our [Expenses Policy](#). Employees must ensure that Uisce Éireann's financial statements, accounts and reports are accurate and not misleading.

Prohibition of Improper Acquisition of Information

Staff must not acquire information or business secrets by improper means.

Ethical Interactions with Public Officials and Anti-Corruption Measures

All Staff must conduct themselves with integrity and legality in their interactions with public officials, both within Ireland and internationally. Equal care should be taken in dealings with public officials abroad and in Ireland to ensure that every interaction, at every level of Uisce Éireann is ethical, honest and lawful. Staff should be familiar with the policies and procedures we have in place to prevent bribery and corruption. You must never offer or accept a bribe and must not participate or facilitate corrupt or illegal activities. Refer to the [Anti-Bribery and Anti-Corruption Policy](#) for further guidance.

6. Information Sharing, Retention and Confidentiality

All Staff should follow the rules below in respect of information sharing, retention and confidentiality (as applicable).

Responsible Use of Company Resources

Follow the [Acceptable Usage Policy](#) when using company information, devices and networks.

Remember that all company data and equipment is owned by the company and can be monitored to ensure policy compliance and for other legitimate business interests.

Confidentiality and Information Disclosure

Keeping company affairs confidential is paramount. Unauthorised sharing, loss or misuse of confidential or proprietary information (whether directly or indirectly) is a serious violation and is strictly prohibited.

Only share confidential information if you have explicit authorisation, especially when it pertains to competitive matters, new services, contracts, personal data, or information received in confidence.

Legal Compliance

Be aware of legal requirements, such as Section 11 of the [Water Services Act 2013](#), which restricts the disclosure of confidential information obtained whilst performing as a member of Staff or providing services, unless authorised by Uisce Éireann.

In relation to the disclosure of information, the Chief Executive Officer or their nominee can discuss operational matters, clarify company policy and respond to queries at legal proceedings, public enquiries and Oireachtas Committees.

Tender Processes

Treat all supplier and tender information with the utmost confidentiality. Do not disclose this information, especially to competitors.

Public Interest and Data Protection

Staff are obliged to comply with Data Protection Law³ and our [Data Protection Policy](#) when processing, handling or sharing information both within the business and externally. Stay informed and trained on information security and ethical behaviour.

Consult with your line manager and the FOI/AIE Officer if required to release records/information in the public interest. If the records/information belong to a third party, a third-party consultation must be carried out.

Commercial Sensitivity

Only share commercially sensitive information with authorised individuals within the Business.

If in doubt about the sensitivity of information or the authorisation of the requester, consult your line manager.

Consultant Engagement

Ensure consultants are bound by confidentiality agreements.

Personal and Professional Conduct

Your actions can affect our reputation.

Act responsibly and avoid bringing the company into disrepute.

Do not compromise our reputation through inappropriate online interactions, including through the use of social media or any online media channels. Employees should familiarise themselves with the [Social Media Advocacy Guidelines](#).

Do not comment or provide feedback on any media-related queries. These should be referred to the Corporate Affairs Director.

Lobbying

Follow the [Regulation of Lobbying Policy](#) and conduct lobbying activities ethically and transparently with regard to the [Code of Conduct for Persons carrying on Lobbying Activities as published by the Standards in Public Office Commission in 2018](#). All lobbying activities must be reported to the Uisce Éireann Lobbying Compliance Committee by emailing lobbying@water.ie.

³ “Data Protection Law” means all applicable data protection law, including the General Data Protection Regulation (Regulation (EU) 2016/679), the Data Protection Acts 1988 to 2018 and any legislation which amends, extends, consolidates, re-enacts or replaces same, including any statutory instruments and regulations that may be made pursuant thereto from time to time.

Transparency

We are committed to transparency and accountability in our operations and manage our responsibilities with these principles in mind.

The [Freedom of Information Act 2014](#) (“FOI Act”) allows public access to information held by public bodies. It aims to balance public interest and privacy rights.

We adhere to the FOI Act’s provisions and a [Model Publication Scheme](#) is available on our website here, per Section 8 of the FOI Act.

The [European Communities \(Access to Information on the Environment\) Regulations 2007–2018](#) (the “Regulations”) allows members of the public access to environmental information. We adhere to its provisions.

Information/records provided by us to public bodies and third parties may be requested under the FOI Act and the Regulations.

Staff should consider publication obligations when forming commercial agreements.

Staff must protect confidential information and commercially sensitive information submitted to public bodies. Inserting specific wording into documents may exclude them from disclosure, if the documents fall within a relevant exemption, under the FOI Act and the Regulations.

Queries about the FOI Act and the Regulations should be directed to Uisce Éireann’s Freedom of Information and AIE Officer. Contact can be made via email at foi@water.ie.



Final Reminders

- Always act in a manner that upholds our reputation and values.
- Be vigilant about the information you share and who you share it with, both inside and outside the company.
- Regularly review and understand the policies that govern your conduct and the use of company information.



7. Respect for Human Rights

Commitment to Human Rights and Legal Compliance

We are committed to ensuring that fundamental human rights are respected and protected within our company and our operations. It is our intention to conduct our business operations and activities in a manner that complies with all applicable laws and regulations and is consistent with respecting human rights and avoiding any infringement on them. We endeavour to uphold the principles of globally acknowledged human rights, even in situations where this may pose challenging, and occasionally conflicting, situations.

Diversity and Inclusion

We value the diversity of the people we work and collaborate with and the contributions they make. We have a long-standing commitment to equal opportunity and intolerance of discrimination and harassment (including sexual harassment). We deeply value the diverse backgrounds and contributions of all our team members. We are firmly committed to creating an inclusive environment where everyone is treated with fairness and respect. We believe that our workforce should reflect a wide range of talents, experiences and perspectives and we stand against any form of discrimination or harassment.

Definitions of Harassment and Discrimination

Harassment is unwanted physical, verbal or non-verbal conduct or behaviour which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. It can be physical, spoken, visual or written, and in-person or through other means, such as email.

Sexual harassment is any unwelcome conduct of a sexual nature which may cause humiliation, offence or intimidation to another person. It can be physical, spoken, visual or written, and in-person or through other means. Examples include but are not limited to: intrusive enquiries into a colleague's private life; reference to sexuality or physical appearance; unwanted physical touching including standing too close and brushing against another's body; obscene, suggestive or offensive communications; sexual jokes, anecdotes, images; leering or staring; and unwanted sexual compliments or excessive flirting.

Discrimination is treating someone less favourably because of an individual's characteristics.

We are dedicated to maintaining a workplace that is free from discrimination or harassment on the basis of race, gender, colour, nationality, ethnic or social origin, creed, age, disability, sexual orientation, political opinion or any other status protected by applicable law.

Equal Opportunities

The basis for recruitment, hiring, placement, training, compensation and advancement in Uisce Éireann is qualifications, performance, skills and experience. Regardless of personal characteristics or status, we do not tolerate disrespectful or inappropriate behaviour, unfair treatment or retaliation of any kind. The high standard of behaviour that we expect in the workplace also applies to all events that are attended by Staff by virtue of their relationship with the company i.e. in any work-related circumstance outside the workplace. These include social events the company organises/attends and events which are informally organised between colleagues as a result of working together.



Examples of these events include but are not limited to social events, conferences/corporate functions, away days, downtime at training events, client/networking events, promotion and leaving parties, group holidays, and dinner/drinks after work.

Behavioural Standards

These principles apply to all Staff and third parties with whom we work. Please refer to our [Dignity at Work policy](#), [Human Rights policy](#) and [Equal Opportunities policy](#) for further details.

- We conduct business in a manner that respects the human rights and dignity of all people, endeavouring to comply with all applicable laws and regulations.
- All Staff are expected to value their fellow Staff members and to treat others with fairness, equality, dignity and respect.
- Staff are expected never to infringe on the human rights of anyone we deal with.
- Staff are expected to be alert to any evidence of human rights infringements in our direct operations or in the operations of third parties and to report any situation in which a human rights infringement is suspected to your line manager or the Chief Legal Officer.

Fairness

As part of our team, it's crucial that we all embrace the following principles. By doing these things, we not only create a positive environment for our customers and colleagues but also uphold the values that our company stands for.

Valuing and Treating Customers Equally

It's important for all Staff to remember that our customers are the heart of our business. We should always treat every customer with respect and provide them with the best service possible, no matter who they are. This means that we don't make distinctions between different types of customers – everyone deserves our full attention and the highest standard of service.

Compliance with Equality and Equal Status Legislation

There are laws in place that make sure workplaces are fair and that they give equal opportunities to everyone. These laws are there to prevent discrimination and to promote equality. It's not just a good practice; it's a legal requirement for us to follow these laws. This means that in our day-to-day tasks and in the bigger picture of our roles, we must always act in ways that are in line with employment equality and equal status legislation.



Uisce Éireann is a public utility provider for water and wastewater services in Ireland. We are committed to providing a high quality service to our customers and to ensuring that our operations are safe and secure.

This card is not intended to provide financial services.

To obtain the services of the company, you must be authorised by the relevant authority.

For more information, please contact our Customer Care Centre on 1800 20 20 20.

8. Gifts and Hospitality / Sponsorship

Gifts and Hospitality

Employees should avoid giving or receiving corporate gifts, hospitality, preferential treatment, or benefits that could influence or appear to influence objective business decision-making. High standards and avoidance of conflicts of interest are paramount.

Ethics in Public Office

Employees who have designated positions⁴ must adhere to disclosure requirements under the Ethics in Public Office Acts 1995 and 2001.

Prohibition of Personal Advantage

Employees must not seek personal services from suppliers or contractors that could compromise objective judgement.

Requesting discounts for personal services from suppliers or contractors is not permitted.

Legal Implications

Under the [Criminal Justice \(Corruption Offences\) Act 2018](#), it's illegal for Employees to accept inducements for actions related to their position or our business.

The [UK Bribery Act 2010](#) criminalises improper performance inducements in UK dealings and similar laws apply in other countries e.g. the US.

4 As defined by the Ethics in Public Office Acts 1995 to 2001: **Designated Directorships:** Member of the Board; and **Designated Positions of Employment** Chief Executive; Company Secretary; Executive Directors; Band 1 Employees; Band 2 Employees; Band 3 Employees ; Purchasing Administrators Leads/Officers/ Specialists/ Managers; Procurement Administrators/ Leads/Officers/Specialists Managers ; and Every position of employment in respect of which the maximum salary is not less than the maximum salary for a Principal Officer



Remember

There are instances where reasonable and/or modest gifts, hospitality or entertainment from third parties is acceptable, such as customary small gifts, like those at Christmas. Travel or overnight accommodation is excluded.



Gifts/hospitality must be unsolicited and appropriate in context.



Gifts/hospitality should be transparent and not secretive.



No unethical influence on decision-making should be intended.



Cash or cash equivalents are prohibited.



Hospitality should be reciprocal and limited in frequency and scale.



Minimal employees should partake in hospitality.



Acceptance of gifts/hospitality should not publicly associate Uisce Éireann with any supplier or contractor.



Written manager approval is required when accepting gifts/hospitality.



Disclosure of gifts/hospitality is required in the gifts and hospitality notification process.



Particular care should be exercised when tender processes are being conducted. Consider whether the gift or hospitality is reasonable and justifiable. The intention behind the gift/hospitality should always be considered.

Return of Inappropriate Gifts

Gifts that do not meet the outlined criteria should be returned with an explanatory note.

Cash or cash vouchers are never acceptable.

Uncertainty

Employees uncertain about whether they can accept a gift should consult their line manager and refer to the [Gifts and Hospitality Acceptance Guidelines](#).

Notification Procedure for Employees of Gifts / Hospitality

Quarterly reporting of gifts/hospitality extended/accepted/declined is mandatory.

Details must be recorded on the Gifts and Hospitality portal. The portal is circulated on a quarterly basis.

A confidential register is maintained by the Company Secretary and reviewed at least annually by the Head of Internal Audit.

Non-declaration may lead to disciplinary action in accordance with [Uisce Eireann's disciplinary policy](#).

Exemptions from Recording

Low-value hospitality items and small gifts need not be recorded.

Industry events for training or professional development are exempt from recording.

If you are unsure as to whether to record an item in the quarterly hospitality return discuss this matter with your line manager.

Sponsorship Rules

Employees must not solicit sponsorship.

Sponsorship can only be accepted with explicit CEO approval.



9. Raising Concerns

We all play a vital role in maintaining the integrity of our workplace. If you're ever in doubt about your actions or witness conduct that doesn't align with our standards, it's imperative to voice your concerns. You can start by discussing the matter with your line manager, who is there to support and guide you. If you prefer, you can also reach out to our Legal team for advice. Please refer to our [Protected Disclosures Policy](#) for further details.

Internal Reporting

Staff should direct concerns to their line manager, where suitable.

If inappropriate, concerns can be escalated to the Chief Legal Officer.

If neither of these options is appropriate or if a Staff member does not wish to raise a concern directly to any particular person, you can email (anonymously or otherwise) a confidential email address or leave a message on a confidential voicemail; both options will be directed to the Chief Legal Officer and the Head of Internal Audit (as Anti-Fraud Champion). Details of these confidential communication options are outlined below. In circumstances regarding possible financial improprieties, concerns can alternatively be directed to the Chairman of the Audit and Risk Committee at the email address provided below.

The following are the contact details for raising concerns under this Policy:-

Chief Legal Officer
Noeleen McHenry
T: **087-053 4438** E: **nmchenry@water.ie**

Chair of the Audit and Risk Committee
E: **auditandriskchair@water.ie**

Confidential
T: **01-8925880** E: **confidential@water.ie**



We encourage concerns to be raised internally and are committed to addressing these concerns while protecting the Staff making the disclosure. We are dedicated to looking into these issues and ensuring that the person who brings them up is safe and protected from victimisation, detriment or retaliation. In line with that commitment, if you have concerns about any aspect of our activities, you are encouraged to come forward and voice those concerns and may do so without fear of victimisation, subsequent discrimination or disadvantage as a result of the disclosure.

External Reporting Channels

Other, external, reporting channels may also be available as prescribed in the Protected Disclosures Act 2014 as amended by the [Protected Disclosures \(Amendment\) Act 2022](#).

Legal Obligations

Under the [Criminal Justice Act 2011](#):

- Individuals with information on certain crimes must report to An Garda Síochána promptly.
- A person need not comply with the obligation if they have a reasonable excuse for not doing so.
- Any concern in respect of this provision should be discussed with the Chief Legal Officer.

10. Summary of Key Obligations



Professional Behaviour and Confidentiality

All Staff should always act professionally and politely in any situation that could affect our company.

Keep our confidential and sensitive information secret, both while you're with us and after you leave.



Conflict of Interest

All Employees must be careful not to take any new jobs or roles that might conflict with our company's interests.



Information Sharing, Retention and Confidentiality

All Staff must use the company's information, devices and networks responsibly and in accordance with the [Acceptable Usage Policy](#).



Work/External Environment

All Staff must be mindful of the environmental and social impacts of their work.

They must also listen and respond to the needs and concerns of the community.

They must prioritise the health and safety of themselves and their colleagues and follow the safety protocols and procedures in place. See [Uisce Éireann's Health and Safety policy](#) for further details.

At Uisce Éireann, we believe 'no activity is so important or urgent that it cannot be done safely' – a belief which also encourages us to stop and think, and to ask, 'Am I SAFE?'. Please be conscious of and promote the '[Am I SAFE?](#)' campaign and all other safety campaigns.



Respect for Human Rights

All Staff must value the diversity and contributions of the people they work and collaborate with, and treat them with fairness, equality, dignity and respect.

All staff must treat every customer with respect and provide them with the best service possible, regardless of who they are.



Purchasing and Spending

When buying goods or services, all Staff must make sure they're following the best practices for business.

Follow the rules we have for purchasing and approving expenses.



Fraud Prevention

All Staff should help us fight fraud by sticking to the rules, especially when it comes to claiming money for travel or meals for work.

Remember, we have a specific policy against fraud that you should know and follow.



Cooperation with Internal Processes

All Staff should work with our Internal Audit team when they're checking on things to make sure everything is in order.



Gifts and Hospitality / Sponsorship

All Employees must avoid giving or receiving any gifts, hospitality, preferential treatment or benefits that could influence or appear to influence their objective business decision-making



Legal and Regulatory Obligations

All Staff must follow all the laws and regulations that apply to their work, both in Ireland and abroad. You must adhere to all the rules and guidelines set by Uisce Éireann and the government. This includes abiding by the [Code of Practice](#) and the [Ethics in Public Office Acts of 1995 and 2001](#). It's essential to stay informed about these requirements and integrate them into our daily work.

11. Review

This Code is subject to an annual review (or more frequently if required due to any changes in law, regulation or practice). You will be notified of any updates to the Code and the updated Code will be made available on the [Zone](#). Input from you on the Code's provisions is encouraged and you can direct any comments or queries about the Code to the Company Secretary.

Approval History:

Approved by Irish Water Board and Ervia Board prior to legal separation - November 2022
Annual Management approval granted - September 2023
Biannual Board approval granted - September 2024
Next Management review due - September 2025
Next Board review due - September 2026

12. Employee Declaration

To be signed prior to commencing employment. Any updates to this Code will be notified to employees and published on the intranet.

I hereby confirm that I have read and understood Uisce Éireann's Code of Business Conduct.

Signed:

Print name:

Date:

