

## Ethics

BW will be known for the highest standards of business ethics. We will treat our customers, employees and suppliers and business partners with honesty and integrity at all times.

### Ethics Statement

BW subscribes to moral principles and standards of behaviour which create a harmonious and effective working environment. Continued subscription to these values will ensure BW is one of the best organisations and will be ideally positioned to deal with the challenges of the future.

We work together so that we can achieve our objectives. Such teamwork requires us to:

- allow each individual to maximise his or her inherent skills, competencies and knowledge, and
- create the conditions where all groups within BW pull in the same direction.

As we go about our tasks we:

- have mutual respect for each other, cooperation and flexibility in how we work
- honour confidentiality
- deliver customer care
- secure the waterway heritage and environment for the enjoyment of the nation.

We will achieve our tasks by:

- being motivated and performance focused
- responding quickly and flexibly to new issues
- reducing waste, and
- improving productivity.

We will strive for continuous improvement by:

- involving all employees
- sharing experiences throughout BW
- refining quality processes, and
- developing people.

We will conduct ourselves with courtesy, efficiency, impartiality and consideration to all with whom we come in contact during the course of our duties - other employees, our customers and our suppliers.

A Code of Conduct, which applies to all employees, sets out and defines in greater detail the practical aspects of these ethical requirements.