

1.5 Code of Conduct

The Authority is committed to doing business in a responsible and ethical fashion and expects each employee to share in that commitment. The Code of Conduct explains the behaviors expected of each of us and sets the standards of how we work together to achieve our goals.

Employees are expected to know and follow the Code at all times. Please read it carefully. From time to time, employees may be asked to indicate that they have read, understood and acknowledged our Code. Failure to read or acknowledge the standards contained in the Code does not relieve an employee's responsibility to comply with it.

The Code of Conduct listed below are not all inclusive and are not intended to apply to every situation. They have been drafted as a guideline for all employees. They should not be construed to form a contract between The Authority and its employees. The Authority will determine the appropriate corrective action needed when policies or standards of conduct are not met. This may include corrective counselling or other forms of discipline, up to termination of employment.

Who Must Follow Our Code

Our Code applies to all employees, officers, directors or anyone doing business on behalf of the Authority. While everyone has a personal responsibility to adhere to the Code when conducting business on behalf of the Authority, supervisors and managers have additional obligations. If you are a supervisor or manager, you have a duty to act as an ethical role model for those who report to you. You should never take any adverse action against someone for raising a good faith concern. Instead, you should reinforce the Code through your actions. If you become aware of a compliance lapse, it is your responsibility to take the appropriate action and escalate as required.

Where to Seek Guidance and Report Concerns

Raising awareness of possible violations or concerns and taking the appropriate action as described in our Code is part of our culture as is our commitment that doing so will not result in any retaliation. Therefore, you are expected to come forward with any questions or concerns you may have. If you need guidance, or if you would like to make a report, the following resources are available to you:

- Your supervisor or manager
- The Human Resources (HR) Department
- The Legal Department

Definitions

1. In good faith: done with honest belief that wrongful or unlawful activity may have occurred.
2. Materially adverse: sufficiently harmful to deter a reasonable person from engaging in protected activities.
3. Protected activities: include (i) reporting or inquiring, in good faith, about suspected wrongful or unlawful activity; (ii) assisting others in making such a report; or (iii) participating in an investigation or proceeding related to suspected wrongful or unlawful activity.



4. Retaliation: an action, performed directly or through others, that is aimed to deter a reasonable person from engaging in a protected activity or is done in retribution for engaging in a protected activity. Action shall be considered retaliatory if it has a materially adverse effect on the working environment of an individual; it would not have occurred in the absence of the protected activity.

We Do Not Tolerate Retaliation

As part of our culture, we have a responsibility to the Authority and each other, and we are expected to report our concerns when we believe something improper or inappropriate has or may have taken place. However, it can be difficult to uphold this responsibility when we fear retaliation.

The Virgin Islands Water and Power Authority does not tolerate retaliatory acts against anyone for engaging in protected activities in 'good faith'. When you make a report in 'good faith', it means you provide all of the information you have, and you believe to be true. When made in 'good faith', even if an investigation prompted by your report does not confirm that misconduct has taken place, no action will be taken against you. If you believe that you or someone else has been retaliated against for raising a concern, you should bring this matter to the HR Department or Legal Department.

Examples of actions that could violate the Authority's prohibition against retaliation include, but are not limited to:

- giving a negative performance evaluation (if the negative evaluation is given because of the protected activities and not because of the actual performance. The mere act of engaging in protected activities does not exempt an employee from receiving less than favorable performance evaluations, nor does it exempt an employee from fulfilling directives to perform work-related activities that are reasonably within the scope of their job, even if the employee believes that the task could be performed in a different manner or assigned a different priority);
- decisions relating to one's work assignments, vacation, or promotion or advancement opportunities (if made because of the protected activities);
- terminating employment (if a decision is made because of the protected activities);
- engaging in harassing conduct that is sufficiently severe, pervasive, and/or persistent to create a hostile environment; for this purpose, the existence of a hostile environment is to be judged both objectively (meaning a reasonable person would find the environment hostile) and subjectively (meaning the affected individual felt the environment was hostile); or threats to engage in any of the actions listed above.

In addition, no employee may be retaliated against for refusing to carry out a directive ordering the employee to engage in wrongful or unlawful activity.

Consequences for Violating Our Code

The Authority takes Code violations very seriously. Individuals who violate the Code are subject to disciplinary action, up to and including termination from employment.

Responding to Audits and Investigations



We must respond to and comply with all external and internal audits and investigations. Employees may never impede or delay any such audit or investigation. Employees must be truthful, cooperate fully, never misrepresent facts or circumstances, and provide auditors and investigators with the information they request. If Employees have any questions about whether an individual purporting to have authority to conduct any audit, investigation actually possesses that authorization, they may consult with the Legal Department.

We Respect Our Fellow Employees

At the Virgin Islands Water and Power Authority, we are dedicated to the highest standards of fairness and respect for every employee. We must respect, value and welcome the diverse perspectives and backgrounds of each of our employees. Therefore, we encourage the open sharing of ideas and communication of problems, so long as this is done in a respectful and professional manner. Each of us must support and promote a diverse workforce by respecting the various talents and opinions of our coworkers.

Unlawful Discrimination

The Virgin Islands Water and Power Authority does not unlawfully discriminate against any person on any basis in any part of its operations. We comply with applicable laws governing unlawful discrimination in employment. This means, in part, that we never make unlawful employment related decisions based on a legally protected status or traits, such as race, gender, color, age, sexual orientation, religion, disability, genetic information, or other characteristics as and where protected by applicable law.

We make decisions to hire, promote, terminate or transfer employees based on merit.

Anti-Harassment

The Virgin Islands Water and Power Authority is committed to providing a workplace free of harassment. To promote respect within our organization, we must all treat one another with dignity. The Authority does not tolerate any form of harassment or abusive work environment, whether it comes from within or outside of our workplace.

Harassment can be any form of unwelcome or abusive workplace conduct—sexual or non-sexual in nature—that has the effect of creating an intimidating, hostile or offensive workplace. A few examples include:

- Physical contact, including touching, hugging or kissing.
- Verbal comments, such as racial slurs or sexist jokes or comments.
- Non-verbal visual displays, including electronic displays or acts, that contain offensive photographs, videos or hand gestures.
- Threats or acts of fear, intimidation, bullying, mobbing, or other legally prohibited abusive workplace behavior.

Workplace Violence

We insist on a non-violent workplace. We must never engage in, tolerate, or ignore any form of violence. This includes threats or acts, intimidation, fighting, or instilling fear of bodily harm in others. Employees that know of an actual or potential threat or act of violence should report concerns immediately.



We Work Safely and Protect Our Environment

We always promote the health and safety of our workers. We meet and strive to exceed health, safety, and environmental standards in all our operations.

We Use Company Technologies Responsibly

Our computer and network systems are valuable assets of the Authority. When using them, do so appropriately and remember that employees represent The Virgin Islands Water and Power Authority in all they do. Always use Authority computer and network systems (including guest and authority wireless) in a safe, ethical, lawful, efficient and productive manner. This means employees should never use these systems to access, view, send or communicate illegal, inappropriate, sexually explicit, offensive or unsolicited materials. While limited personal use is allowed, employees should never let such use interfere with job responsibilities. Employees should treat email, texts, blogs and instant messages with the same care they would in writing a letter on the Virgin Islands Water and Power Authority letterhead.

We should remember that:

- All computer systems and the data created, transferred and stored is the property of the Authority. For security and system maintenance purposes, individuals authorized by the Virgin Islands Water and Power Authority may monitor equipment, systems and network traffic at any time. Monitoring will only be carried out to the extent permitted or required by law and as necessary and justifiable for business purposes.
- Employees must not share accounts and must keep their passwords secure and are responsible for the work performed with their account; this includes but is not limited to email and use of the Authority's information.
- Information not released for public consumption or confidential information cannot be transferred to or stored on flash drives, external optical drives or third party hosted systems such as personal email or internet hosted services.

We Respect Each Other's Personal Data and Follow Data Privacy Regulations

The Authority respects the confidentiality and protection required by law of current (and former) employee personal data as well as personal data of our contractors and customers. This typically includes information such as home addresses, government-issued identification numbers, payroll and other personal information. With respect to such personal data we must:

- Act in accordance with applicable law;
- Collect, use and process such information only for legitimate business purposes; and
- Take care to prevent unauthorized disclosure.

Social Media and Networking

At The Virgin Islands Water and Power Authority, we recognize the vast opportunities provided to personally participate in various social media outlets. Social media includes a variety of social networking sites, applications, and blogs. When making use of such personal opportunities, we strongly encourage employees to do so with caution. Employees may never use social media to defame, harass, bully, mob,



threaten or intimidate Authority employees, customers, contactors, or vendors. In addition, employees must never share any confidential or proprietary Authority information through your participation in social media.

Employees are cautioned to avoid posting material that may violate the Authority's anti-harassment or anti-discrimination policies or that include any threats of violence towards employees or customers of the Authority while such individuals are doing business with the Authority.

In general, we advise our employees to: Ensure others know that your personal account or statements don't represent our company. Never state or imply that your personal opinions and content are authorized or endorsed by the Authority. We advise using a disclaimer such as "opinions are my own" to avoid misunderstandings.

Never share intellectual property without approval. Confidentiality policies and laws always apply.

Avoid any defamatory, offensive, or derogatory content. It may be considered a violation of the Authority's anti-harassment policy, if directed towards colleagues, clients, customers, vendors, or contractors.

We Avoid Conflicts of Interest

The Virgin Islands Water and Power Authority is committed to maintaining our stakeholders' trust through ethical and reliable performance. This begins with our commitment to integrity. We should be alert to anything that could create a conflict of interest or even an appearance of a conflict of interest. A conflict of interest arises when our personal interests are not aligned with those of the Authority. We should always be free from any interests, influence, or relationship that might conflict with the best interests of the Virgin Islands Water and Power Authority. We should also avoid conduct which may appear to raise a conflict of interest.

Below are some common examples of situations in which conflicts of interest may occur:

Financial Interests

If we have a significant financial interest in a business or entity that transacts or seeks to transact any business with the Virgin Islands Water and Power Authority, then the details of the significant financial interest should be disclosed to the Legal department.

Outside Employment

Part of what makes the Virgin Islands Water and Power Authority successful is our commitment to the work we perform. In order to uphold this commitment, we are strongly discouraged from accepting outside employment or outside business opportunities in entities doing business with the Virgin Islands Water and Power Authority.

Such opportunities are considered conflicts of interest and must be disclosed. Employees are required to inform their Supervisor or Manager if they accept employment outside of the Authority.

Doing Business with Family and Friends

A conflict of interest may exist if a family member works for a supplier, contractor, or competitor of the Authority. Doing business on behalf of the Authority with family members in such circumstances will likely



lead to a conflict of interest situation and must be disclosed. Family member mean an employee's immediate family members such as his or her spouse, children, mother, father, sisters, brothers, and steps or in-laws, as well as domestic partners. In addition, at no time may employees directly supervise a family member. If an employee thinks they may already have a reporting relationship with a member of their family, they should disclose it.

Standards of Conduct

1. While the Authority's security effort is designated to ensure a reasonable safe and secure environment for customers and employees, each employee takes responsibility for the overall security effort of the Authority. Employees are to be observant in their work areas and report any activity that indicates a security, safety, or health risk to management immediately.
2. Good Attendance and adherence to work schedules are an essential requirement of every position within the Authority. Employees should make every effort to maintain a good attendance and punctuality record.
3. All Employees are required to comply with the Authority's Uniform and Appearance Standards and maintain good hygiene.
4. Employees should limit initiating or receiving personal calls, emails, text messages, or other electronic communications on Authority time to a minimum.
5. Smoking is not permitted on Authority premises.
6. Employees are not permitted to sleep or to be inattentive (such as resting with eyes closed) on the job.
7. Employees are required to follow established time clock, sign-in/sign-out, authorization of time records, and overtime procedures. As such, knowingly recording another employee's time, unauthorized alteration of time records, or unreasonable interfering with another employee's ability to perform their work is prohibited.
8. Employees should observe health, fire, safety, and accident prevention rules or procedures. Employees should report unsafe actions of other Employees, any injury sustained while on duty, or unsafe conditions to a Supervisor or Manager immediately.
9. Possession of weapons, firearms, fireworks or explosives on Authority premises, at any time, is prohibited, unless specifically permitted by applicable law.
10. Inappropriate fraternization with customers including, but not limited to, direct or indirect advances to our customers based upon the customer's gender or sex while on duty is not permitted.
11. Solicitation and distribution of unauthorized material/literature in work areas during working time is prohibited. Posting, destruction, or removal of notices and signs of any kind, and/or writing in any form on Authority communication boards is not permitted



12. Employees are expected to follow work-related directives issued by Authority leadership consistent with established Authority rules, values, and applicable laws and perform their duties satisfactorily and efficiently.
13. Theft, attempted theft, unauthorized removal or misappropriation of Authority property is prohibited.
14. Employees must adhere to the Authority's Drug and Alcohol policy.
15. Falsification of Authority records, including but not limited to employment applications, time records, payroll, or financial reports is strictly prohibited.
16. Employees are expected to conduct themselves in a professional manner consistent with the Authority's values while on Authority premises and/or while on duty. As such, disrespectful conduct including, but not limited to, rudeness, any form of violence such as fighting or threats, unreasonably interfering with other employees being able to perform their job duties, or using obscene, abusive, or threatening language to anyone while on Authority premises or while performing work for the Authority is not acceptable.
17. Abusive, indecent, immoral, disorderly, or dishonest conduct reflecting poorly on the Authority, including aiding any of the above while on Authority time or premises is strictly prohibited.
18. Employees are required to maintain strict confidentiality with regards to Authority or customer information. Employees are not to release any information to any unauthorized persons without senior leadership approval.
19. Making or publishing statements, photographs, video or audio that reasonably could be viewed as vicious malicious, obscene, threatening, or intimidating that targets employees, clients, customers, vendors, or that might constitute harassment or bullying on social media, electronic messages, bulletin boards, etc. is strictly prohibited.
20. Acts or threats of violence against or towards employees, customers, contractors, or vendors whether on or off-duty is prohibited.
21. Because we value the safety and well-being of employees and customers, any employee who is convicted of, or has had a criminal disposition entered with respect to a felony, sexual assault, violent crime, or other serious offense, as determined by the Authority, may be subject to immediate separation from the Authority depending on various factors including, but not limited to, the nature, relevancy, and timing of the offense, and the requirements of federal or local law. In some cases, immediate suspension from the workplace may be warranted pending investigation.
22. Violation of any Authority policies, whether or not contained in the Code of Conduct or elsewhere, is not acceptable.

