

## Quality

Seqwater is a critical part of the urban water supply chain in South East Queensland, delivering a safe, sustainable and valued bulk water supply for more than 3.6 million South East Queenslanders. We also supply water to around 1,200 irrigators and rural customers, supporting Queensland's agriculture and other industries.

We are always looking forward, planning for South East Queensland's water security future and investing in and operating a vast range of water supply assets.

Our operations extend from Gympie in the north, to the New South Wales border in the south, and in the coming years will expand beyond the base of the Toowoomba ranges with the construction of the Toowoomba to Warwick pipeline.

We are one of the largest land managers in South East Queensland and one of the most geographically diverse water businesses in Australia, with many sites comprising significant natural and cultural heritage values.

On behalf of our communities, we provide important catchment health management, access to diverse recreation opportunities, and provide important flood mitigation services that contribute to the liveability and prosperity of South East Queensland.

## **We are committed to increasing stakeholder, customer and community satisfaction and support**

### **To demonstrate our commitment, we will:**

- create a culture where the needs and expectations of our stakeholders, customers and the community are considered in our decision making with the aim to meet stakeholder needs and continually improve our products and services whenever possible
- continually improve the efficiency and effectiveness of our processes and systems
- collaborate to improve and integrate management systems and leverage our peoples' skills, knowledge and capability
- apply a risk-based approach to assurance and review of our quality management system, ensuring its relevance and contribution to the organisation's performance
- monitor and measure our performance against the attainment of our strategic objectives.

We will comply with relevant legislation and obligations, and ISO 9001 Quality Management System requirements.

This Policy aligns to our values of care, respect, courage and integrity which supports everything we do at Seqwater.

This Policy applies to all our employees and contractors and to any person or organisation that acts for or represents us.

**Emma Thomas**  
Chief Executive Officer

27 March 2025

**Mr Neville Ide**  
Chairperson

27 March 2025