

# Policy Statement

## Water Quality

Seqwater delivers a safe, secure, and cost-effective water supply for 3.1 million people across South East Queensland. We provide irrigation water to 1,200 rural customers in seven water supply schemes, as well as essential flood mitigation services, catchment management and recreation facilities.

On behalf of our communities, we manage and maintain \$11.3 billion of water supply assets, including dams, weirs, conventional water treatment plants, reservoirs, pumps and pipelines, as well as climate resilient water sources, such as the Gold Coast Desalination Plant and the Western Corridor Recycled Water Scheme.

Our operations extend from the New South Wales border to the base of the Toowoomba ranges and north to Gympie.

**We are committed to providing safe, high-quality and fit-for-purpose water.**

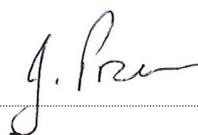
### To demonstrate our commitment we will:

- ✓ participate in the preparation of a catchment-to-tap integrated water quality management system in partnership with our stakeholders, industry partners and the community
- ✓ recognise source and catchment protection as a key component of our drinking water quality management system
- ✓ systematically monitor the quality of water, and undertake accurate and timely reporting that continues to promote confidence in our water supply
- ✓ ensure emergency response planning is implemented, understood and practiced
- ✓ actively participate in the development of industry regulation and guidelines, and undertake research and development to ensure a sustainable, quality water supply
- ✓ promote, educate and communicate a positive culture of water quality awareness.

We will comply with or exceed water quality requirements, monitor our performance and seek to continually improve our water quality provision through auditing, review, industry bench-marking and meeting the objectives of our Strategic Plan.

We will implement and maintain our Drinking Water Quality Management Plan, consistent with the Australian Drinking Water Guidelines framework, relevant legislation, and the Australian Standard for Food Safety Management Systems (ISO 22000:2005).

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



**Jim Pruss**  
Acting Chief Executive Officer

22/12/16



**Dan Hunt**  
Chairman

22/12/16

# Policy Statement

## Environment

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**We are committed to a positive culture of environmental responsibility and recognition of Cultural Heritage values.**

### To demonstrate our commitment we will:

- ✓ prevent (by avoidance, reduction and/or control) pollution and harm to the environment
- ✓ apply sustainability principles to enhance and protect environmental, cultural, economic and social values of waters and catchments, and prevent resource degradation
- ✓ minimise resource consumption and generation of waste
- ✓ preserve and, where possible, enhance biological diversity and ecological integrity
- ✓ adopt innovative, knowledge driven and risk based environmental management
- ✓ promote and communicate continuous improvement and a positive culture of environmental and cultural heritage responsibility.

We will comply with environmental performance requirements set by relevant legislation, monitor environmental performance and continually improve our environmental and cultural heritage management practice and performance through our Environmental Management System certified to the International Standard (ISO14001).

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



**Jim Pruss**  
Acting Chief Executive Officer

22/12/16



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Chairman

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# Policy Statement

## Asset Management

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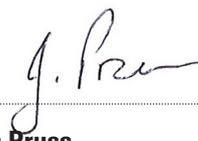
Our operations extend from the New South Wales border to the base of the Toowoomba ranges and north to Gympie.

**We are committed to efficient and proactive management of our assets to provide safe, secure and resilient water and catchment services, at the best community value and least cost, whilst maximising long term benefits to the communities of South East Queensland.**

### To demonstrate our commitment we will:

- ✓ set appropriate asset management objectives aligned with our Strategic Plan
- ✓ proactively engage and collaborate with our customers and partners to define service requirements and optimise service delivery using a total water cycle approach
- ✓ undertake asset planning that targets best social, environmental and economic outcomes
- ✓ make asset investment and management decisions based on a rigorous, documented, risk and opportunity based approach, using consistent and transparent processes and reliable information
- ✓ pursue innovative solutions through value-based research and adoption of new technology, in order to drive efficient and proactive delivery of services
- ✓ implement asset management and information systems, processes and governance, aligned with appropriate standards, that support information-enabled decision making, as well as continuous improvement of asset management outcomes.

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



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Acting Chief Executive Officer

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# Policy Statement

## Work Health and Safety

Seqwater delivers a safe, secure, and cost-effective water supply for 3.1 million people across South East Queensland. We provide irrigation water to 1,200 rural customers in seven water supply schemes, as well as essential flood mitigation services, catchment management and recreation facilities.

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At Seqwater, health and safety is a value that underpins the way we work. Our goal is to operate without injuries, illnesses or incidents.

### To demonstrate our commitment we will:

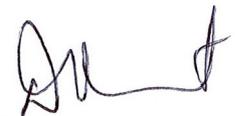
- ✓ create a positive work health and safety culture and provide positive behavioural programs
- ✓ provide information, training, instruction or supervision to enable workers to conduct activities in a safe manner
- ✓ create an environment of continual improvement where risks to health and safety are eliminated or, where it is not reasonably practicable to do so, the risk is minimised in accordance with the hierarchy of controls
- ✓ provide proactive leadership and promote the personal responsibility of every individual for their own work health and safety and the work health and safety of others
- ✓ consult, cooperate and coordinate with our employees, contractors and other stakeholders regarding work health and safety matters
- ✓ support injured or ill employees return to work through the provision of appropriate injury management programs
- ✓ support actions aimed at increasing workers' safety, health and wellbeing beyond the workplace.

All officers and workers have a responsibility to actively participate in the development of safe work practices and procedures. We will comply with the work health and safety performance requirements set by relevant legislation. We will establish measureable objectives and targets to ensure continued improvement aimed at elimination of work-related injury and illness through our Work Health and Safety Management System certified to the Australian Standard (AS/NZS 4801:2001). This policy applies to all of our employees and contractors and to any person or organisation that acts for or represents us.



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Acting Chief Executive Officer

22/12/16



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Chairman

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# Policy Statement

## Financial Sustainability

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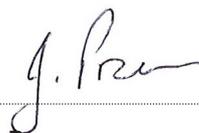
**We are committed to outcomes which maximise value to the South East Queensland community.**

### To demonstrate our commitment we will:

- ✓ promote optimal whole of industry investment decisions with least cost to customers
- ✓ take an evaluative, innovative and strategic approach to promote efficient, prudent, and accountable financial management and development of sustainable capital infrastructure
- ✓ drive value through the business by demonstrating commercial acumen within a strong prudential framework
- ✓ ensure all corporate transactions are properly prepared, documented and approved, and that all Board imposed financial limits are managed
- ✓ implement effective internal control frameworks.

We will meet the objectives of our Strategic Plan, comply with requirements set by relevant legislation and monitor our financial performance, and seek to continually improve our financial management through auditing and review.

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Acting Chief Executive Officer

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# Policy Statement

## Quality

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**We are committed to satisfying customer needs and expectations and continually improving our products and services.**

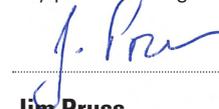
**To demonstrate our commitment, we will:**

- ✓ enhance business and community reputation through fulfilling and surpassing stakeholder requirements
- ✓ drive innovation and continual improvement throughout the business
- ✓ ensure that all key organisational processes are effectively managed and maintained
- ✓ provide a framework for establishing and reviewing business quality outcomes
- ✓ consistently provide products and services that meet customer requirements
- ✓ identify and comply with statutory, regulatory, stakeholder and ethical obligations
- ✓ provide consultation, training, awareness and supervision for all quality activities within the business
- ✓ monitor and assess the performance of the business processes through a program of internal audits
- ✓ identify and respond to issues of compliance and concern.

We will meet the objectives of our Strategic Plan, and comply with requirements as set out in the Corporate Management System Framework.

We will implement, maintain and continually improve our Quality Management System consistent with the requirements of AS/NZS ISO 9001.

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**Jim Pruss**  
Acting Chief Executive Officer

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# Policy Statement

## Risk Management

Seqwater delivers a safe, secure, and cost-effective water supply for 3.1 million people across South East Queensland. We provide irrigation water to 1,200 rural customers in seven water supply schemes, as well as essential flood mitigation services, catchment management and recreation facilities.

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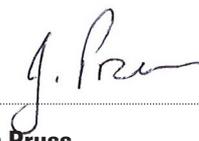
**We are committed to integrated, consistent and efficient management of risks to support the achievement of our strategic and operational objectives and to maximise our opportunities.**

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

- ✓ create a culture where the management of risk is embedded as an integral part of our business practice and decision making
- ✓ apply risk tolerance levels as approved by the Board and executive to ensure appropriate management and reporting of risk
- ✓ seek to fully understand risks that are material to our business or impact on our customers
- ✓ ensure our people are adequately trained and equipped to be accountable and responsible for the management and reporting of risks
- ✓ continually improve the effectiveness of our management of risk to support the achievement of our strategic and operational objectives and to maximise our opportunities
- ✓ actively monitor the external and internal business environment to identify emerging risks.

We will meet the objectives of our Strategic Plan, comply with requirements set by relevant legislation and manage our risks to preserve and create value across the organisation.

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



**Jim Pruss**  
Acting Chief Executive Officer

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