

Policy Statement

Quality

Seqwater delivers a safe, secure, and cost-effective water supply for over 3 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 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 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 Business Management System Framework.

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

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

Mr Neil Brennan
Chief Executive Officer

28 February 2020