

1 PURPOSE

To establish and maintain a certified Quality, Safety and Environment management system for GWMWater that fulfils the requirements of ISO 9001:2008, AS/NZS 4801 and ISO 14001.

2 SCOPE

This policy applies to all GWMWater operational areas, its Board of Management, managers, employees and contractors.

3 POLICY

Quality, sustainability, risk and occupational health and safety are equally interdependent in driving GWMWater's vision to provide sustainable water for regional growth and vibrant communities.

GWMWater will achieve this through the development and maintenance of a Corporate Management System that aims to offer innovative and affordable services through partnerships with stakeholders, customers and the community.

All GWMWater processes for safety and injury management, water quality, sustainability, customer service, risk and quality assurance shall be managed and reviewed through this integrated Corporate Management System.

Success of the Corporate Management System will be demonstrated through:

- a) Top level management commitment to corporate leadership;
- b) The integration of strategic planning, implementation and review processes with measurable quality, sustainability and safety objectives, targets and programs;
- c) Accountable and transparent decision making encouraging stakeholder involvement, understanding and shared responsibility;
- d) Commitment to comply with relevant legislation, regulations and other requirements in which the corporation subscribes;
- e) Compliance with the most recent version of the best practice management standards; ISO 9001, ISO 14001 and AS 4801;
- f) Minimisation of risk to the Corporation, our customers, stakeholders and the environment;
- g) Commitment to establish measurable objectives and targets to ensure continued improvement aimed at elimination of work-related injury and illness;
- h) Commitment to **continual improvement and** prevention of pollution as well as the conservation and management of natural resources for sustainable use for the benefit of present and future generations;
- i) Promotion of a work culture that recognises the objectives of this policy as an integral part of everyone's jobs that cannot be delegated or transferred; and
- j) Continual review and improve performance of business processes and people.
- k) Continually review the effectiveness and suitability of **objectives, targets and the Corporate Management System.**
- l) **The policy being** communicated to all **people** working for or on behalf of GWMWater.

4 RELATED LEGISLATION

- a) *Essential Services Act 2001*
- b) *Occupational Health and Safety Act 2004*
- c) *Occupational Health and Safety Regulations 2007*
- d) *Environment Protection Act 1970*
- e) *Safe Drinking Water Act 2003*

5 KEY RELATED POLICIES AND PROCEDURES

- a) [Risk Management Policy](#)
- b) [Compliance Policy](#)
- c) Corporate Governance Charter
- d) [Sustainability Policy](#)
- e) [OHS Policy](#)

6 EXPECTED OUTCOMES

GWMWater will achieve and maintain certification of the Corporate Management System to ensure that policy and regulatory requirements are satisfied, occupational health and safety is managed appropriately, the environment is protected and enhanced and that a consistently high level of quality performance is maintained.

7 REFERENCES AND DOCUMENTATION

- a) AS/NZS ISO 9001 - Quality Management Systems – Requirements
- b) AS/NZS ISO 14001- Environmental Management Systems – Requirements with Guidance for Use
- c) AS4801 - Occupational health and safety management systems – specification with guidance for use.