

QUALITY POLICY

AIM

The Corporation commits to maintaining and enhancing its reputation as a leader in the efficient delivery of sustainable, high quality, cost effective water and waste water services to the region.

POLICY

To achieve this we will:-

- communicate this Quality Policy and procedures to all employees and other stakeholders as appropriate to ensure they are aware of their responsibilities for quality and service standards;
- consult with our customers to ensure that our customer expectations are known;
- provide appropriate resources for the ongoing development, implementation and continual improvement of an integrated business management system meeting the requirements of relevant international and Australian standards;
- constantly monitor all of our operations and design and implement improvements for current and future projects;
- develop associated risk management strategies and plans, in accordance with the Risk Management policy, to achieve the objectives outlined in the Corporate Plan, (which will be reviewed annually);
- provide products and services that meet or exceed the standards prescribed in relevant agreements, contracts and codes;
- comply with all relevant legal, statutory and other requirements;
- set measurable targets and seek to continually improve the effectiveness of the business management system; and
- periodically review and revise our Quality Policy and procedures to maintain their relevance.

RESPONSIBILITIES

CHIEF EXECUTIVE OFFICER

The CEO

- is responsible for overseeing the development and operations of the business management system; and
- will report directly to the Audit and Risk Committee on the outcomes of each audit, together with progress towards implementing agreed audit actions.

MANAGEMENT REPRESENTATIVE

A management representative will be appointed to:

- ensure that processes needed for the Business Management System are established, implemented and maintained;
- ensure the promotion of awareness of customer requirements throughout the organisation; and
- report to executive management on the performance of the business management systems and any need for improvement.

STAFF

Employees are to:

- comply with the spirit and letter of this policy and its associated procedures and undertake any relevant training as required.

REFERENCES

- ISO 9001 Quality Management Systems
- ISO 14001 Environmental Management Systems
- AS/NZS 4801 Occupational Health and Safety Management Systems
- ISO 31000 / AS4360 Risk Management
- Risk Management Policy
- Environmental Policy
- Occupational Health & Safety Policy
- Legal Compliance Policy

Approved by the Board on 3 June 2010

Signed:



Chief Executive Officer