



# Quality Policy

## Scope

This policy applies to all Hunter Water's activities and operations in the provision of water and wastewater services, including the construction, operation, management and maintenance of systems for the supply of drinking water, collection and treatment of wastewater, the provision of recycled water and stormwater services, throughout its area of operations.

## Policy Statement

Hunter Water is committed to maintaining high levels of customer and community satisfaction through consistently providing safe, reliable and efficient services with a focus on the needs of the community throughout its area of operations under an operating licence granted by the NSW Government.

## Application of Policy

To accomplish this, as an organisation Hunter Water will:

- comply with relevant legislation and obligations
- consider and integrate the needs and expectations of our consumers, communities, stakeholders, regulators and employees into our business processes with the aim to continually improve our products and services
- continually improve the effectiveness of our management system and the quality of our activities, products and services by assessing performance against corporate objectives, commitments and stakeholder expectations
- take appropriate action to identify, investigate, report and resolve all non-conformances and take timely action to prevent recurrence
- audit, control and regularly review the management system to ensure its relevance and contribution to the efficient operation of our organisation
- communicate this policy and ensure employees and stakeholders have a shared understanding and commitment to these principles

As Individuals, we will:

- adopt the quality policy as part of normal business practice
- hold ourselves accountable for maintaining the quality of work in our area
- participate in improvement programs, training activities and promote awareness of the importance of compliance and improvement

The Quality Policy is supported by the Drinking Water Quality Policy and the Recycled Water Policy which define Hunter Water's commitment to meeting the requirements of the Australian Drinking Water Guidelines and the Australian Guidelines for Water Recycling respectively

## Associated Regulations and Standards

- ISO 9001:2015 Quality management system – requirements
- Hunter Water Corporation Operating Licence 2017-2022

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## Terms, acronyms and definitions

Term	Definition
ISO	International Standards Organisation
Drinking Water	Water intended primarily for human consumption but which has other personal, domestic or household uses such as bathing and showering.
Recycled Water	Treated wastewater that can be used in industrial processes, to irrigate agriculture, urban parks and landscapes, and in the home for flushing toilets, car washing and watering gardens. It is not used for drinking water or personal use.

Signed:  \_\_\_\_\_  
 Managing Director

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