



QUALITY POLICY



1. Overview

1.1 Policy at a glance

This policy demonstrates Hunter Water's commitment to providing safe, high quality services that engender trust and enhance the wellbeing of our customers and community.

1.2 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.

2. 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 and under an operating licence granted by the NSW Government.

3. Application of policy

Principles

The principles that underpin this policy are based on Hunter Water's organisational values, in particular trust and learning:



TRUST

Hunter Water's customers and community trust us to deliver high quality services that improve and enable their quality of life. To be trusted we need to care, be reliable and capable and we need to act with integrity.



LEARNING

Hunter Water recognises that quality relies on a culture of learning, of sharing our learnings and applying the learnings to continually improve our management systems and the quality of our services. The quality cycle is a learning cycle.

To accomplish this, 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
- ensure that capable and skilled resources are available to maintain and implement our management system
- 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
- adopt a collaborative approach to improving management systems that maximises the benefit of knowledge and experience that exists within our organisation and amongst key stakeholders.

Hard copies of this document are considered uncontrolled



- take appropriate action to identify, investigate, report and resolve all non-conformances and take timely action to prevent recurrence
- apply a risk-based approach to audit, control and regularly review our management system, ensuring 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

This policy underpins Hunter Water's Quality Management System as part of the Integrated Management System.

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.

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.

4. Associated regulations and standards

Document Type	Title
ISO Standard	ISO 9001:2015 Quality management systems - requirements
Licence	Hunter Water Corporation Operating Licence

5. Definitions, acronyms and abbreviations

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 water 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:

Darren Cleary
Managing Director

Approved by:	Managing Director	Approved date:	14 April 2021
Maintained by:	Integrated Systems Manager	Next scheduled review date:	April 2024
TRIM File No.	HW2013-421/12.004	Version:	3.0

Hard copies of this document are considered uncontrolled