

QUALITY POLICY

1. Purpose

This policy provides high level direction and guidance, establishes key principles and, sets fundamental requirements and limits, and allocates responsibilities for the manner in which South East Water will implement and maintain quality management systems for product safety and process quality.

2. Scope of Policy

This policy applies to South East Water and its subsidiary, Iota Services Pty Ltd, and must be observed by all directors, employees, agents, contractors and other workers. References in this policy to South East Water are taken to include Iota Services Pty Ltd, unless the context otherwise requires.

3. Policy Statement

South East Water is committed to:

- Ensuring that the products we source, process, store, handle and supply achieve the product quality standards required.
- Providing our customers and community with quality, reliable and adaptive services and products.
- Operating more efficiently by enhancing our services and developing leading-edge, innovative solutions.

To achieve the organisational vision of 'healthy water for life' and strategic objectives, we will:

- Document, implement and maintain quality management systems that comply with the requirements of ISO 9001, ISO 22000 and Codex HACCP principles;
- Regularly assess this policy for continuing suitability;
- Continually improve the effectiveness and performance of our management systems and measurable objectives for quality;
- Communicate the policy and its objectives within the organisation and stakeholders, to develop competency, understanding and obligation to quality and product safety;
- Comply with all applicable statutory and regulatory requirements and other related obligations;
- Provide appropriate training, support and resources to develop and support a culture that encourages innovation and continuous improvement of our management systems and their activities to deliver outcomes and meet the needs of our customers, community and stakeholders;
- Ensure all workers, regardless of their position or level within the organisation, are aware of activities that may have adverse impacts and the imperative to eliminate or minimise these, understand their responsibility and actively participate in managing product safety and quality.

- Engage the commitment of our partners and suppliers to demonstrate their alignment with our requirements: and
- Develop strategies consistent with broader community expectations to deliver improved product safety, reliability and quality performance.

4. Related Policies

- Compliance Policy
- Risk Management Policy

5. Enacting Legislation and Related Documents

- Safe Drinking Water Act 2003 (Vic)
- Water Act 1989 (Vic)

6. Accountability

The Managing Director is accountable to the Board of Directors for ensuring this policy is implemented.

7. Approval

Approved by:	South East Water Board of Directors
Approved on:	22 May 2017
Sponsor:	General Manager, Corporate & Commercial
Implementer:	Compliance & Quality Manager
Review date:	22 May 2019