

TRADE WASTE MANAGEMENT POLICY

1. Purpose

This policy demonstrates the commitment by South East Water to achieving its key objectives for Trade Waste as described in South East Water's Statement of Obligations. South East Water is empowered to manage Trade Waste under the Water Act 1989 and, the Water (Trade Waste) Regulations 2014.

2. Scope of Policy

This policy applies to South East Water's staff dealing with Trade Waste matters, internal and external stakeholders and Trade Waste dischargers.

3. Definitions

For purposes of this policy, unless otherwise stated, the following definitions shall apply:

Biosolids	Solid or semisolid organic material obtained from treated wastewater
ESC	Essential Services Commission
ESC Customer Service Code	Code developed by the ESC to provide water businesses with a consistent, transparent and timely decision making approach to Trade Waste Management throughout Victoria
HACCP	Hazard Analysis Critical Control Point. A systematic preventive approach to food safety that addresses physical, chemical and biological hazards as a means of prevention rather than finished product inspection
ISO 22000	Food Safety Management System incorporating HACCP
Trade Waste Consent	A trade waste consent granted under any by-laws made under section 181 of the <i>Water Act 1989</i> (Vic) or a trade waste consent made with a customer.
Trade Waste	Any waste, as defined in the <i>Water (Trade Waste) Regulations 2014</i> (Vic).

4. Policy Statement

South East Water is a water corporation established under the Water Act with a sewerage district and the responsibility to manage sewage and associated waste in that district and in accordance with Clause 7.8 of the Statement of Obligations issued by the Minister for Water.

South East Water carries out its Trade Waste obligations by:

- Complying with the ESC Customer Service Code;
- Balancing the needs of the customer with managing the risk to end-points;
- Ensuring all dischargers of Trade Waste have appropriate consents;
- Charging for receivable Trade Waste based on volume and quality;

- Monitoring compliance with consents, including installation and operation of appropriate pre-treatment apparatus, with the level of oversight related to risk;
- Basing its approach to enforcing compliance on demonstrated risk to end-points;
- Focusing on cleaner production practices to improve Trade Waste quality in cases where catchment acceptance criteria are exceeded and/or there are opportunities for large scale reductions in critical pollutants; and
- Assisting customers to investigate and implement these cleaner production opportunities.

South East Water is committed to:

- Complying with all applicable statutory and regulatory requirements and other related obligations;
- Protecting the health and safety of people working in the sewerage system;
- Protecting the sewerage system and treatment works;
- Minimising environmental impacts;
- Maximising opportunities for reuse of recycled water and biosolids;
- Protecting our community;
- Addressing issues of equity between customers, now and in the future;
- Maintaining management systems that comply with the requirements of ISO 22000 and HACCP;
- Assessing this policy for continuing suitability to continually improve the effectiveness and performance of Trade Waste management; and
- Making this policy available to the public and communicating this policy and its objectives within the organisation and stakeholders, to develop competency and understanding of obligations in relation to Trade Waste management.

5. Related Policies

- BS 1506 Quality Policy

6. Legislative Compliance

- ESC Customer Service Code
- ESC Trade Waste Customer Service Code
- Water Act 1989
- Water (Trade Waste) Regulations 2014

7. Approval

Approved by:	General Manager, Customer Service Delivery
Approved on:	23/08/2019
Sponsor:	Group Manager, Product Quality
Implementation:	Trade Waste Manager
Review date:	23/08/2021