

OP8078 - Quality Policy

Policy Owner	Executive Manager People Culture and Safety
Policy Author	Head of Wellbeing and Continuous Improvement
Supporting Legislation & Documents	ISO 9001 Quality Management Systems ISO 14001 Environmental Management Systems ISO 22000 Food Safety Management Systems ISO 45001 Occupational Health and Safety Management Systems Northern SEQ Distributor-Retailer Authority Participation Agreement
Documents Directly Related	Corporate Strategic Plan Pr10260 - Management System Manual OP9113 - Quality Policy Statement

1. Policy Statement

Unitywater is committed to a risk based approach for the achievement of internal and external customer and stakeholder satisfaction. Through detailed and long-range planning and oversight of our water and sewage delivery infrastructure; and continual monitoring of our product, our systematic use of qualitative and quantitative data will achieve business objectives at a strategic, operational and individual level across the organisation.

2. Purpose and Objectives

Through our total management plans, management systems and decision-making processes, Unitywater is committed to:

1. Complying with statutory obligations, standards, specifications and codes of practice relevant to quality management
2. Maintaining and continuously improving the Quality Management System consistent with the certification requirements of ISO 9001
3. Providing appropriate resources and training to implement and maintain the Quality Management System
4. Educating our team members with the skills, knowledge and awareness of quality issues and continuous improvement practices
5. Identifying, reporting, investigating and resolving all issues; taking appropriate action to prevent recurrence
6. Establishing, reviewing and communicating performance measures to improve quality outcomes
7. Monitoring and evaluating quality performance and implementing effective communication mechanisms on quality and compliance issues
8. Regularly assessing and reviewing the Quality Policy and procedures to ensure objectives are being met and to identify enablers and barriers to ongoing effectiveness.

3. Policy Scope/Coverage

3.1. Customer and Community Engagement

Unitywater will develop and implement open and transparent processes to engage its customers and the community in its planning, infrastructure procurement and operational processes to ensure that the services it provides reflect the needs and expectations of both customers and the community.

3.2. Consulting with Councils

Unitywater will consult with the Participating Local Governments:

- a) In regard to Council planning scheme issues in general and advise on optimal sustainable ways to meet water and sewerage service requirements;
- b) In the development of Total Water Cycle Management Plans under the [Environmental Protection \(Water and Wetland Biodiversity\) Policy 2019 \(Qld\)](#).

4. Roles and Responsibility

4.1 The Board and Chief Executive Officer

The Board is responsible for the overall stewardship, strategic direction, governance and performance of the Quality Framework.

The Chief Executive Officer is responsible for establishing the expectations to assist in embedding a continuous improvement culture and driving the core vision to be a sustainable industry-leading community and customer-oriented water and allied services business.

4.2 Executive Leadership Team

The Executive Leadership Team has accountability for implementing and monitoring the Quality Framework within each business unit by:

- a. Communicating to the organisation the importance of meeting customer as well as statutory and regulatory requirements;
- b. Maintaining, monitoring, reviewing and improving the management system consistent with certification requirements;
- c. Providing sufficient and suitable resources to implement and maintain the management system including engaging suitably qualified and competent personnel and contractors;
- d. Appointing a member of the organisation as the Management Representative;
- e. Participating in management reviews;
- f. Adopting a strategic view based on continuous improvement; and
- g. Working towards integrated management systems and processes so that we are all working the same way.

4.3 Head of Wellbeing and Continuous Improvement

The Head of Wellbeing and Continuous Improvement is the delegated Management Representative appointed by the Chief Executive Officer and is responsible for:

- Developing, implementing, reviewing and improving the management system to support the achievement of quality assurance and continuous improvement.

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4.4 Individuals

Individuals are responsible for:

- Identifying and reporting any opportunities for business and process improvement; and
- Continually striving for excellence in serving our customers.

5. Definitions

Term	Meaning
ISO	International Standards created by the Organisation for Standardisation – an independent non-government international organisation responsible for developing standards