Document No: OP8078
Revision No: 16
Last Review Date: 22/02/2024 *(Minor amend 04/03/2025)*
Next Review Date: 22/02/2027

OP8078 - Quality Policy

Policy Owner	Executive Manager People, Culture & Safety
Policy Author	Head of Health Safety Environment and Quality
Supporting Legislation and 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 wastewater 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

The purpose of this Policy is to communicate Unitywater's commitment to quality management practices and maintaining certification to ISO 9001 Quality Management Systems.

Unitywater's commitment is outlined and maintained in OP9113 - Quality Policy Statement (Appendix A provides a copy of the policy statement poster).

3. Policy Scope/Coverage

This Policy applies to all Unitywater team members, including:

- Unitywater team members (both permanent, casual and fixed term contracted).
- Board members.
- Contractors, consultants, volunteers, students, visitors or external labour hire engaged by or associated with Unitywater who are involved in any work for, on behalf of or as agents for Unitywater.

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 wastewater service requirements.
b) In the development of Total Water Cycle Management Plans under the *Environmental Protection (Water and Wetland Biodiversity) Policy 2019* (Qld).

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4. Roles and Responsibility

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.

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

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

Executive Manager People, Culture & Safety as document owner is responsible for:

- Conducting and/or delegating regular reviews to ensure this policy and related resources (e.g. procedures, forms, website content) remain fit for purpose, consistent and current.
- Approving this policy for publication (noting CEO and/or Board approval when required).
- Ensuring all relevant stakeholders and team members have been consulted and feedback is captured and actioned (where applicable).
- Ensuring appropriate communication and/or training is provided to relevant team members when implementing a new, amended or obsolete document (where applicable).
- Monitoring compliance with internal/external requirements (e.g. monitor legislation changes and assess/update this policy when required.

The **Head of Health Safety Environment and Quality** is responsible for developing, implementing, reviewing and improving the management system to support the achievement of quality assurance and continuous improvement.

Team members are responsible for:

- Working in accordance with this policy including:
  o Identifying and reporting any opportunities for business and process improvement.
  o Continually striving for excellence in serving our customers.
- Advising the Document Owner if this policy is not consistent with current practices.
- Where possible, minimise printing and/or avoid creating duplicate copies of this policy. Ensure current versions are sourced from the Document Centre (intranet) or Unitywater website.

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5. Definitions

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

6. Appendices

Appendix A – Quality Policy Statement poster (image sourced from OP9113) is signed by Unitywater's Chief Executive Officer and Board Chairperson. The Policy Statement poster is displayed at:

- Northern Corporate Centre (customer reception area and staff noticeboards).
- Southern Corporate Centre (customer reception area and staff noticeboards).
- Northern Service Centre (staff noticeboards).
- Southern Service Centre (staff noticeboards and lab building).

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Appendix A – Quality Policy Statement poster (source: OP9113)

Quality Policy Statement

Unitywater is committed to providing quality water and wastewater products and services for our customers through management plans, systems and evidence based decision-making processes, and:

1 Complying with statutory obligations, standards, specification 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* and our strategic direction

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, customer focus and customer satisfaction

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.

Michael Arnett
Chairman

Anna Jackson
Chief Executive Officer

Unitywater
Serving you today, investing in tomorrow.

Document No: OP9113 | Revision No: 10

Last Review Date: 20/02/2024 | Next Review Date: 20/02/2027