# Purpose

Melbourne Water is owned by the Victorian Government and manages water supply catchments, treats and supplies drinking and recycled water, removes and treats most of Melbourne’s sewage, and manages waterways and major drainage systems in the Port Phillip and Westernport region.

This Policy supports Melbourne Water’s vision to enhance life and liveability across greater Melbourne and the surrounding region by creating Healthy People, Healthy Places and a Healthy Environment.

# Scope

This Policy applies to all Melbourne Water activities that can impact the delivery of products and services to our customers.

# Objectives

Melbourne Water is committed to supply affordable, high-quality water, provide reliable sewerage treatment and resource recovery, manage healthy waterways, provide integrated drainage management and flood resiliency, and maintain outstanding natural community spaces. We will:

* Maintain strong, collaborative relationships with our customers across all levels to facilitate delivery of product and services
* Engage with and collate customer and community feedback regarding our products and services to inform improvements to our products and services
* Provide the necessary resources to deliver safe and high quality products and services
* Develop and implement efficient and integrated processes
* Implement, maintain and continually improve an independently certified integratedmanagement system, based on: ISO 9001, ISO 14001, ISO 45001 and ISO 22000 management system standards
* Set measureable objectives, monitor and continually improve our performance
* Support the education and training needs of our staff and contractors
* Ensure effective internal and external communication
* Strive to meet our legal, customer and other requirements.

# Principles

Quality management at Melbourne Water is based on the Plan – Do – Check – Act methodology and is aligned to the principles of the ISO 9001:2015 management system standard.

# Reporting and Monitoring

Board governance and oversight of this Policy occurs through the Audit, Risk and Finance Committee (ARFC).

Implementation will be monitored and reported to ARFC through a collection of reports and programs:

• Integrated Melbourne Water Management Review Report

• Internal IMS Assurance program (2nd line of defence)

• External Integrated Assurance program (3rd line of defence)

# Attestation

Alignment to this Policy will be tested through the annual External Integrated Assurance program.

# Accountability

This Policy is governed by the Audit Risk and Finance Committee (ARFC).

# Review

The content of this Policy will be reviewed every two years.

# Authorising Environment

The key regulatory and legislative requirements driving the need for this Policy are listed below.

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| Act, Regulations and Guidance Documents |
| Statement of Obligations |
| Water Act 1989 (Vic) |
| Safe Drinking Water Act 2003 (Vic) |
| Safe Drinking Water Regulations 2015 (Vic) |
| Public Health and Wellbeing Act 2008 (Vic) |
| Australian Drinking Water Guidelines National Health and Medical Research Council 2011 (Cth) |
| Australian Guidelines for Recycled Water 2006 (Cth) |
| Essential Services Commission Act 2001 |
| ISO 9001:2015 Quality Management Systems - Requirements |

# Key Related Documents

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| Document title |
| [Melbourne Water Strategic Direction](https://inflo/inflo/cs.exe/Open/42544267) |
| [Public Health Policy](https://inflo/inflo/cs.exe/Open/5597763) |
| [Environmental Sustainability Policy](https://inflo/inflo/cs.exe/Open/62266729) |
| [Health, Safety and Wellbeing Policy](https://inflo/inflo/cs.exe/Open/3514517) |
| [Risk Management Policy](https://inflo/inflo/cs.exe/Open/3514166) |
| [Drinking Water Quality Strategy](https://inflo/inflo/cs.exe/Open/60412245) |
| [Melbourne Water Sewerage Strategy](https://inflo/inflo/cs.exe/Open/52989789) |
| [Melbourne Water System Strategy](https://inflo/inflo/cs.exe/Open/40005880) |
| [Healthy Waterways Strategy](https://inflo/inflo/cs.exe/Open/23488293) |
| [Melbourne Water Customer and Community Strategy](https://inflo/inflo/cs.exe/Open/51138985) |

# Document History

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| Date | Reviewed/  Actioned By | Version | Action |
| June 2023 | Operational Assurance Manager | 7 | Reformat to new Board Approved Policy template.  Rewrite of Policy to reflect current business practice and alignment to ISO 9001:2015. |
| August 2016 | TL, Integrated Management System | 6 |  |