

1. Purpose

Melbourne Water manages and protects Melbourne's major water resources, enhancing the liveability of our city. Our core services are:

- Management of water supply catchments
- Treatment and supply of drinking and recycled water
- Removal and treatment of most of Melbourne's sewage
- Management of waterways and major drainage systems in the Port Phillip and Westernport region.

The purpose of this Policy is to, in line with our corporate values, establish Melbourne Water's commitment to:

- Consistently deliver our core services, safely and reliably
- Meet compliance requirements
- Strive for continual improvement.

2. Scope

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

3. Policy

The Quality Policy provides a framework for setting and reviewing business objectives to achieve quality outcomes, aligning to our strategic direction and commitment to high quality products and services.

Melbourne Water will:

- Maintain strong, collaborative relationships with our customers across all levels to facilitate delivery of product and services
- Engage with and collate community, customer and partner 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 integrated management system based on: ISO 9001, ISO 14001, ISO 45001 and ISO 22000 management systems standards
- Set measurable objectives, monitor and continually improve our performance
- Apply a Plan, Do, Check, Act approach to our activities and processes
- Support the education and training needs of our workforce
- Ensure effective internal and external communication
- Strive to meet our legal, customer and other applicable requirements.

4. Document History

Date	Reviewed/ Actioned By	Version	Action
September 2025	Senior Systems & Assurance Advisor	10	Update to governance arrangements: policy is no longer Board approved and instead approved by the Executive Leadership Group. Updated template to Non Board Policy. Updated policy purpose. Updated review frequency to 3-yearly.
January 2024	Information Management	8, 9	IM changes only (no changes to document)
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	