

1. Purpose

This policy describes Melbourne Water's commitment to the management of sewage quality which aims to achieve the following objectives:

1. Safety of people (sewer workers, community)
2. Protection of assets (pipes, plant, equipment)
3. Protection of treatment plant processes (this includes biogas generation)
4. Facilitation of regulatory and licence compliance, including protection of receiving environments (water, land, air)
5. Facilitation of recycling of wastewater and reuse of biosolids

We will achieve these objectives through the development, implementation and maintenance of the Integrated Sewage Quality Management System (ISQMS) in partnership with the three retail water businesses, Greater Western Water, South East Water and Yarra Valley Water.

2. Scope

The ISQMS is externally certified for the management of collection and transfer of sewage to the Western Treatment Plant (WTP) and Eastern Treatment Plant (ETP). Treatment plant processes and products are excluded from the scope of the ISQMS.

3. Policy Statement

Melbourne Water's commitment to the management and continuous improvement of sewage quality will be reflected by complying with all statutory and regulatory requirements, mutually agreed customer requirements and by satisfying ISO 22000 third party certification.

This Sewage Quality Policy is consistent with and supports the achievement of Melbourne Water's Strategic Direction. The achievement of sewage quality objectives, which consider a least community cost approach by working with customers, will be measured against a product specification for sewage quality.

This policy is supported by the Overarching Principles & Framework document, Terms of Reference, Protocols and specific procedures which are outlined in the ISQMS Reference Manual. Internal and external communication and, sewage quality competency requirements are reflected in these documents.

4. References

Reference	Title
ISO 22000	Food Safety management systems – Requirements for any organization in the food chain.

5. Responsibilities

Role	Responsibility
Senior Manager One Water, Service Futures	Development and approval of this policy Development of sewage quality management systems
Executive General Manager, Service Delivery	Managing, reviewing and reporting upon the implementation of the sewage quality management systems within Melbourne Water

6. Document History

Date	Reviewed/ Actioned By	Version	Action
Aug 2013	Lidia Harvey	1	Creation of policy.
Aug 2014	Lidia Harvey	2	Review of policy. Roles and accountabilities have been updated to reflect organisational restructure.
Nov 2015	Lidia Harvey	3	Updated to clarify exclusions in Scope.
Jun 2016	Lidia Harvey	4	Updated to include communication requirements
Nov 2018	Alanna Wright	5	Reviewed to align with the following sections of the ISO22000:2018 3.34, 5.1 and 5.2. No changes to the document required.
Apr 2019	Simon Pickard	11	Documented last content review date as per meta data in Inflo
November 2020	Records Administrator	12	Document reformatted into new template. No content change.
December 2020	Team Leader, Integrated Water Quality Solutions	13	Update required to record the actual date of review in 2019 as recorded in the meta data on Inflo. No change to content.
July 2021	Adrian Mazzarella	14	Updated Section 3 to include commitments to satisfy mutually agreed customer requirements and competencies related to food safety
July 2023	John Mieog	15	Updated Section 5 to reflect responsibilities following business restructure.
July 2025	Daryl Stevens	19	Updated Section 1 to reflect Western Water and City West Water joining to form a new water service provider Greater Western

Date	Reviewed/ Actioned By	Version	Action
			Water. Checked this against the Overarching Principles & Framework Document (Version 9.3 February 2025). No further changes required.