

Sustainability Policy

Purpose

City West Water's vision is to be a truly sustainable water business. Sustainability is premised on living and working in ways that do not jeopardise our current and future social, environmental and economic resources.

We recognise that our business is part of the global community and we benchmark our performance against all sectors of the economy. As well as seeking to operate our business sustainably, we drive sustainability by influencing our stakeholders, including our customers, community, suppliers, partners and staff.

For us, sustainability means balancing our social, environmental and economic responsibilities. In doing this we apply our values of innovation, integrity, leadership and respect.

Objectives

In meeting our sustainability responsibilities we seek to achieve the following strategic objectives:

Environment

Significantly more with significantly less

- Balance the needs of our customers and the environment in managing the supply and demand for water
- Maximise sustainable reuse of water
- Protect the environment, and minimise the impact of our services on the environment
- Towards zero waste

Economic

Efficiency and growth

- Financial strength to deliver sustainability
- Prudent and efficient
- Services enhance new business and growth in the community
- Demonstrate to our customers the value of the service we deliver
- Maximise triple bottom line return to shareholder

Social

Customer – right product, right price, right way

- Services matched to customer needs
- Efficient water users
- Clean and efficient producers

People – for today and tomorrow

- Right people – right jobs – right outcomes
- Absolute safety

Community – leading and including

- Community leader and advocate in water cycle management
- Partnering for sustainable outcomes and a healthier urban habitat

To achieve sustainability we integrate these considerations in all of our business planning and decision making.

Scope

This policy reflects our aspiration to lead by example in enhancing our own sustainable practices as well as those of the broader community. As such, we will apply this policy in all our business operations. This includes developing partnerships with our stakeholders to encourage the uptake of more sustainable practices.

Strategy

This policy guides City West Water's strategic planning processes, in particular development of the annual Corporate Plan and Business Plan. This policy is implemented via City West Water's integrated quality, environmental, water quality and occupational health and safety management system as well as its financial management systems.

We track our progress by reporting our sustainability performance through our tailored Sustainability Indicators in our annual Sustainability Report.

Roles and responsibilities

We assign accountability for implementing this policy to our management team. The Executive Management Committee is responsible for incorporating our environmental responsibilities into business planning and operational activities. The Board will oversee implementation of the policy through its Environment and Social Sustainability Committee.

The General Manager Service Sustainability is responsible for directing, reviewing and reporting upon the implementation of the Sustainability Policy in City West Water. All employees are responsible for developing an understanding of how their work functions are affected by this Policy.

References

- POL-9** Quality Policy
- POL-11** Drinking Water Quality Policy
- POL-15** Environmental Policy
- POL-20** Risk Management Policy
- POL-21** Occupational Health and Safety Policy
- POL-22** Community Engagement Policy
- POL-44** Social Policy
- POL-29** Hardship Policy
- POL-58** Sewage Quality Policy

Review process

The policy will be reviewed annually.

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