

Social Policy

PURPOSE

City West Water's vision is to be a truly sustainable water business. For us, sustainability means balancing our social, environmental and economic responsibilities. This policy outlines how we seek to meet our social responsibilities.

OBJECTIVES

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

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 healthier urban habitat

To achieve these objectives we are committed to:

- Ensuring the health and safety of our customers, community, partners and staff;
- Engaging with our community to build productive relationships;
- Delivering services matched to our customer needs. This includes meeting the needs of:
 - Non-English Speaking Background communities;
 - Customers with specific medical requirements; and
 - Customers experiencing disadvantage and/or hardship;
- Enhancing the capacity of our community to:
 - Sustainably use water;
 - Actively participate in community initiatives; and
 - Achieve shared aspirations.
- Using our influence to support our community by providing:
 - Employment, including to young people at risk;
 - Work experience;
 - Workplace Training; and
 - Tertiary student vacation work.
- Educating our community on water, sewerage, trade waste and recycled water matters.
- Encouraging staff to actively participate in community initiatives.

We consider each of these, in conjunction with our environmental and economic responsibilities, in all business decisions.

SCOPE

This policy reflects our aspiration to lead by example in enhancing the cohesiveness of our community. As such, we will apply this policy in all our business operations.

STRATEGY

This policy is implemented via City West Water's Social Strategy which:

- Directly contributes to the achievement of our environmental, economic and social strategic objectives;
- Is focussed on our geographical location;
- Is measured in accordance with a relevant benchmark;
- Outlines a preference for community investment programs; and

- Does not include large cash donations.

ROLES AND RESPONSIBILITIES

We assign accountability for implementing this policy to our management team. The Executive Management Committee is responsible for incorporating our social 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 Social Policy and Strategy in CWW. All employees are responsible for developing an understanding of how their work functions are affected by this Policy.

REFERENCES

POL-23	Sustainability Policy
POL-15	Environmental Policy
POL-22	Community Engagement Policy
POL-11	Drinking Water Quality Policy
POL-20	Risk Management Policy
POL-21	Occupational Health and Safety Policy
POL-29	Hardship Policy

REVIEW PROCESS

The policy will be reviewed annually.

Approved by Board 22 June 2011.