

## Environmental Policy

### Purpose

Greater Western Water (GWW) aspires to be an exceptional service provider while improving the health of the environment and community liveability. Our environmental objectives and values are in line with the requirements of the International Standards Organisation (ISO) 14001:2015, National and State requirements including the Minister's Letter of Expectations and the Statement of Obligations.

### Objectives

GWW has a fundamental role in the protection of environment and human health by providing water, recycled water, sewerage and trade waste services to domestic and commercial customers across the CBD, Melbourne's West and adjoining regional areas.

In delivering our services we adhere to the strategic intent of enhancing liveability, climate resilience and environmental health in our region through the implementation of our four strategic key pillars:

- *Provide exceptional customer-centric, services;*
- *Support the growth and economic prosperity of our communities;*
- *Enhance liveability, climate resilience and environmental health in our region;*
- *Establish an affordable, future ready business with strong presence in our region.*

In carrying out our activities GWW will continuously enhance its business processes and systems to empower staff to take ownership and responsibility for environmental management.

### Scope

This Policy applies to all GWW business activities and operations. We work in partnership with our customers, contractors and suppliers to achieve positive environmental outcomes.

### Commitment

Our Environment Management System provides the framework for our environmental commitments including:

- Prevention of harm to human health and the environment, through:
  - Continuous improvement of environmental performance through policy setting, planning, implementation, collaboration, education, learning and innovation;
  - Adopting waste hierarchy principles;
  - Adapting to climate change and partnering on actions that mitigate climate change;
  - Making a greenhouse reduction pledge;
  - Conservation and enhancement of relevant flora and fauna;
  - Adopting wholistic catchment management principles in protecting waterway health;
  - Managing incidents through an effective Emergency Management Framework.
- Compliance with applicable environmental legal duties and other obligations to which we subscribe.

## Implementation

Through the Environmental Management System, we:

- Identify significant environmental aspects, risks and opportunities and develop measures to meet identified objectives and targets;
- Monitor environmental performance to achieve continuous improvement;
- Engage with the community, customers, regulators and stakeholders on matters of environmental interest;
- Maintain and operate our supply systems to include life cycle assessments where relevant;
- Promote environmental stewardship through regular communication and training;
- Utilise Indigenous Community knowledge in land management activities where practicable;
- Review our objectives and targets on an annual basis;
- Regularly review the effectiveness of the EMS in achieving its intended outcomes.

## Roles and Responsibilities

- The Board is responsible for overseeing implementation of the Policy.
- The Executive Leadership Team is responsible for incorporating our

environmental responsibilities into business processes and operational activities consistent with this Policy.

- Managers and Team Leaders are responsible for promoting, directing and supporting employees in adhering to the requirements of the EMS.
- Environmental Management Representatives ensure the EMS meets its intended purpose.
- All employees are responsible for understanding their requirements of the EMS in delivering their activities.

### Related Documents

ISO 14001:2015, Environmental Management System

ISO 9001:2015, Quality Management System

AS/NZS 4801 and ISO 45001 Occupational Health & Safety Management Systems

*Catchment and Land Protection Act 1994*

*Climate Change Act 2017*

*Environment Protection Biodiversity Conservation Act 1999*

*Environmental Protection Act 2017*

*Flora and Fauna Guarantee Act 1988*

*Water Act 1989*

Environmental Reference Standards

Water (Trade Waste) Regulations 2014

Various Guidelines for Environmental Management as published by EPA

Climate Change Adaptation Strategy

ESC Trade waste Customer Service Code

All other related policies