

Sewage Quality Policy

Purpose

The purpose of this policy is to set out the approach and commitment of Greater Western Water (GWW) to meet its sewage quality management responsibilities.

Objectives

GWW operates its Integrated Sewage Quality Management System (ISQMS) to achieve sustainable sewage quality outcomes for our business, Melbourne Water Corporation, our customers and stakeholders. GWW will collect, transfer and treat its customers' wastewater to meet the following five key risk-based objectives:

1. Safety of people (both sewer workers and the community);
2. Protection of assets;
3. Protection of treatment plant processes;
4. Facilitation of regulatory and licence compliance, including protection of receiving environments; and
5. Facilitation of recycling of wastewater and reuse of biosolids.

Scope

The ISQMS covers:

- The collection and transport of sewage to Melbourne Water's Western Treatment Plant and Altona Treatment Plant. It applies to GWW's functions as they relate to the management of both GWW's and Melbourne Water's sewage quality risks across the Melbourne and Altona sewerage system. It will be progressively reviewed to expand the scope to include other local treatment plants aligned to GWW's strategy.
- All sewage inputs to the Melbourne and Altona sewage catchment including trade waste, commercial waste, rainwater inflow, groundwater infiltration and domestic wastewater and establishes a robust process for appropriate identification, assessment and management of sewage quality risks.

This policy applies to all GWW employees, suppliers and contractors responsible for activities that impact on, management and monitoring of sewage quality in relation to the above scope.

Commitment

To achieve our strategic objectives, we are committed to:

Policy

- Maintain ISO22000 accreditation, and being an active participant in the ISQMS management and steering groups;
- Maintain robust processes for appropriate identification, assessment and management of sewage quality risks;
- Implement the waste hierarchy principles, which outlines the following order of preference for waste management- avoid, reuse, recycle, treatment, containment and safe disposal as suitable to meet sewage quality objectives;
- Meet our obligations under the Bulk Sewage Transfer, Treatment and Disposal Agreement with Melbourne Water Corporation;
- GWW being influential in creating a better functioning water industry through great partnerships with Melbourne Water, South East Water and Yarra Valley Water in managing metropolitan Melbourne sewage quality; and
- Support the Melbourne Sewerage Strategy in the provision of wastewater services.

Strategy/implementation

To implement this Policy, GWW will, in partnerships with stakeholders and relevant agencies:

- Adopt and implement Hazard Analysis and Critical Control Point (HACCP) principles of risk management via third party certification of our ISQMS to ISO 22000 standard;
- Maintain systems to monitor sewage quality and effective implementation of the ISQMS;
- Maintain sewage quality expertise and capability;
- Establish regular sewage quality monitoring programs and make these results available to Melbourne Water;
- Meet our obligations to customers outlined in our Trade Waste Customer Service Code;
- Maintain incident response and emergency management systems;
- Participate in the sewage quality management and steering groups with the other Melbourne water retailers and Melbourne Water; and
- Continually improve our practices by assessment of our performance against the objectives of this policy and stakeholder expectations;
- Progressively review and expand the scope of the ISQMS to include local treatment plants aligned to GWW's strategy
- Maintain the competencies and communication (both internal and external) frameworks detailed within the ISQMS Reference Manual.

Roles and responsibilities

The Board is responsible for overseeing the implementation of the policy. The Executive Leadership Team is responsible for incorporating GWW's sewage quality responsibilities into business planning and operational activities.

The General Managers, responsible for waste water and recycled water treatment plant operations and trade waste are responsible for directing, reviewing and reporting upon the implementation of the Sewage Quality Policy at GWW.

Managers and Team Leaders whose activities impact on the management and monitoring of sewage quality are responsible for understanding, implementing, maintaining and continuously improving the ISQMS.

All employees are responsible for complying with relevant GWW policies, guidelines and processes and having an understanding of how their work functions are affected by this Policy.

References

Other relevant GWW Policies, Procedures & Guidelines include:

- Environmental Policy
- Risk Management Policy
- Occupational Health and Safety Policy
- Alternative Water Policy
- Statement of Obligations
- Bulk Sewage Transfer, Treatment and Disposal Agreement
- ISQMS Reference Manual
- GWW Trade Waste Customer Charter
- Incident Response Management System Manual
- Water Act 1989
- Water (Trade Waste) Regulations 2014
- Environment Protection Act 2017
- Trade Waste Customer Service Code
- Melbourne Sewerage Strategy 2018

Review process

The policy will be reviewed annually or more frequently as required.

Approved by the Board on 27 April 2021

Next due for review by the Board in June 2022

Version Control Table

Version Number	Document Owner's Position Title	Purpose/Change	Date
V1	Manager, Wastewater & Reuse Operations	<p>Creation of the Greater Western Water Sewage Quality Policy from the existing City West Water (POL-58) and to clarify the scope of the ISQMS to that of the Melbourne and Altona Sewage Catchments of the GWW service area whilst the expansion of ISQMS is explored to additional localised treatment plants that do not currently discharge into the Melbourne or Altona catchments</p> <p>This policy has been endorsed by the previous Western Water and City West Water Boards in preparation for Greater Western Water Board Approval after 1 July 2021.</p>	15/02/2021