

# Drinking Water Management Policy

## Overview

### At a glance

We are committed to providing safe and reliable drinking water to our customers.

To demonstrate this, we will:

- maintain a drinking water management system that is consistent with the Australian Drinking Water Guidelines, and any requirements relating to drinking water specified by NSW Health.
- ensure that the drinking water management system is fully implemented and that all relevant activities are carried out in accordance with it, and to the satisfaction of NSW Health
- plan and operate under a preventive risk-based water quality management approach, given understanding of the system from catchment to customer
- undertake accurate, timely, and meaningful reporting that supports confidence in our drinking water supply
- manage and operate our drinking water assets effectively and efficiently to support the safe, reliable supply of drinking water to our customers
- ensure emergency response is planned and performed
- promote awareness of drinking water quality management amongst employees, contractors, and the community and ensure that our staff and contractors are cognisant of their role in the supply of drinking water
- engage in the development of industry regulation and guidelines, and undertake targeted research and development
- use drinking water management system outputs to inform long-term planning, given our role in integrated water cycle management and water conservation for the Greater Sydney region
- pursue improvements to drinking water management considering our customers, our regulators, and our business drivers, and to meet the objectives of our Strategy and Plan.

## Scope

This policy applies to all Sydney Water employees and contractors and to any person or organisation acting for or representing Sydney Water.

## Objective

This policy expresses Sydney Water's strategic intent regarding drinking water management.



Roch Cheroux  
Managing Director

# 1. Definitions

Term	Definition	Source
Australian Drinking Water Guidelines	The document entitled Australian Drinking Water Guidelines 2011 published by the national Health and Environmental Research Council and the Natural Resource Management Ministerial Council	Operating Licence 2019-2023 (Extended to 2024)

# 2. Context

## 2.1 Accountabilities

Position	Accountabilities
Head of Water and Public Health	Establishment, implementation, review, and update of the Drinking Water Management Policy

## 2.2 Training and competencies

Position	Training or competency
All staff and contractors involved in drinking water management	Awareness of this policy

## 2.3 References

Document type	Title
Compliance obligations	Sydney Water Operating Licence Public Health Act 2010
Policies and procedures	Drinking Water Management Plan (BMIS0213) and the policies and procedures referenced within

# 3. Ownership

Role	Title
Group	Governance and Assurance
Owner	Head of Water and Public Health – Carolyn Haupt
Author	Principal Strategic Public Health Advisor - Kaye Power

## 3.1 Change history

Version	Issue Date	Approved by	Brief description of change and consultation
1	01/07/2015	Managing Director	New policy
2	21/06/2018	Acting Managing Director	Revision consequential to the operational audit of 2016–17 made in consultation with the Water Forum
3	21/06/2021	Managing Director	Periodical review, head of business consultation
4	06/09/2023	Managing Director	Periodical review, changed author, extension of OL