

Drinking Water Management Policy

1. Overview

1.1 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, except to the extent that NSW Health specifies otherwise
- 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
- 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 under metropolitan water planning
- pursue improvements to drinking water management considering our customers, our regulators, and our business drivers, and to meet the objectives of the Corporate Strategy and Plan.

1.2 Scope

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

1.3 Objective

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

2. Definitions

Term	Definition
Australian Drinking Water Guidelines	<i>Australian drinking water guidelines—2011</i> , including the framework for management of drinking water quality, as amended or updated from time to time