# Sewage Quality Policy

## Purpose
The purpose of this Policy is to set out the approach and commitment of Greater Western Water (GWW) to provide trusted water services for our community and future generations.

## Objectives
GWW manages sewage quality through a combination of Integrated Sewage Quality Management System (ISQMS) in the central region, and Environmental Management System (EMS) in the western region. Our objective is to achieve sustainable sewage quality outcomes for our business, customers, stakeholders and the environment.

GWW collects, transfers and treats 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.

As a component of GWW's sewage quality management system (SQMS), the central region takes part in an Integrated Sewage Quality Management System (ISQMS) involving all of Melbourne's Metropolitan water authorities. The ISQMS is a collaborative risk management approach that ensures the five risk-based objectives are applied uniformly throughout metropolitan Melbourne.

## Scope
The Sewage Quality Policy applies to:

- The collection and transport of sewage to Melbourne Water's Western Treatment Plant (ISQMS) and other local treatment plants owned and operated by GWW (EMS). It applies to GWW's functions as they relate to managing both GWW's and Melbourne Water's sewage quality risks across the Melbourne and GWW sewerage system.
- All sewage inputs to the Melbourne and GWW sewage catchments, including trade waste, commercial waste, rainwater inflow, groundwater infiltration and domestic wastewater. It also establishes a robust process for appropriate identification, assessment and management of sewage quality risks and the environment.

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Over the coming years, GWW will work to bring the western and central regions under a single framework. Currently, both regions are operating under the Environment Protection Act 2017, including complying with the General Environmental Duty to reduce the risk of harm from our activities to human health and the environment, and from pollution or waste.

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, GWW are committed to:

- Maintaining robust processes for appropriate identification, assessment and management of sewage quality risks;
- Implementing the waste hierarchy principles, which outline the following order of preference for waste management - avoid, reuse, recycle, treatment, containment and safe disposal as suitable to meet sewage quality objectives;
- Maintaining ISO22000 accreditation as required and be an active participant in the ISQMS management and steering groups;
- Meeting 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's sewage quality; and
- Supporting the Melbourne Sewerage Strategy in the provision of wastewater services.

## Strategy/Implementation

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

- Adopt and implement Hazard Analysis and Critical Control Point (HACCP) principles of risk management for GWW's SQMS and maintain third party certification of our ISQMS to ISO 22000 standard;
- Maintain systems to monitor sewage quality and effective implementation of GWW SQMS;
- Continually improve our practices by assessment of our performance against the objectives of this policy and stakeholder expectations;
- Maintain sewage quality expertise and capability;
- Implement risk-based sewage quality monitoring programs;

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- Meet our obligations to customers outlined in our Trade Waste Customer Service Code;
- Maintain incident response and emergency management systems;
- Participate in the ISQMS sewage quality management and steering groups with the other Melbourne water retailers and Melbourne Water; and
- Maintain the competencies and communication (both internal and external) frameworks detailed within the ISQMS Reference Manual.

## Roles and responsibilities

The GWW 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 wastewater 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 all component of GWW SQMS.

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:

Greater Western Water Health, Safety, Environment and Quality Policy

Greater Western Water Risk Management Policy

Greater Western Water Alternative Water Policy

Statement of Obligations

Bulk Sewage Transfer, Treatment and Disposal Agreement

ISQMS Reference Manual

Greater Western Water Trade Waste Customer Charter

Incident Response Management System Manual

*Water Act 1989*

Water (Trade Waste) Regulations 2014

*Environment Protection Act 2017*

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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 June 2023**
**Next due for review by the Board in June 2024**

## Version Control Table

| Version Number | Document Owner's Position Title | Purpose/Change | Date |
|---|---|---|---|
| V1 | Manager, Wastewater & Reuse Operations | 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. 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. | 27/04/2021 |
| V2 | General Manager Operations and Delivery Solutions | The policy was reviewed one year on from date of creation. Strategy and implementation line was updated from 'Establish regular sewage quality monitoring programs and make these results available to Melbourne Water' to 'Implement sewage quality monitoring programs and make these results available to Melbourne Water'. | 26/07/2022 |
| V3 | General Manager Operations and Delivery Solutions | The policy has been revised to accurately convey GWW's comprehensive approach to managing sewage quality. GWW's SQMS framework will adopt a risk-based HACCP approach for its Treatment plants. Additionally, GWW will remain committed to contributing and participating in ISQMS. | 27/06/2023 |

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