

QUALITY COMMITMENT



SunWater is Queensland's major regional bulk water provider, supplying water to irrigators, industry and local authorities and playing an integral role in ensuring essential water infrastructure delivers on the needs of customers and communities for reliability, cost effectiveness, safety and amenity. In addition to planning, designing and developing our own water infrastructure, we also offer our expertise to a range of industry clients who require water infrastructure facility management and consultancy services. This policy will be applied by SunWater and its subsidiary companies and is relevant to all management, staff, consultants, contractors and suppliers.

Wherever SunWater operates:

Our employees understand that quality is everyone's responsibility and that we remain committed to delivering quality outcomes across all of our business activities. We define quality as consistently meeting the requirements of our customers and stakeholders through the delivery of products and services that add value. In pursuit of our quality outcomes:

We Value People through meaningful internal and external engagement and relationship management

- We support our people to be competent, empowered and engaged in delivering value
- We will establish arrangements with stakeholders, suppliers and partners that nurture sustainable, long term success

We Work together through customer focus, agility and continuous improvement

- Central to our success, is the understanding of our customers and stakeholders current and future needs and expectations. This includes our external customers, our shareholders, our staff, our suppliers and the community
- We are agile and responsive to change in the business environment and strive for continuous improvement

We Take Responsibility through leadership, a process approach, evidence-based decision making and transparency

- Our leaders will support our teams to develop and contribute to our organisational goals
- Our activities are understood and managed as interrelated processes that function as a coherent system
- We make our decisions based on analysis and evaluation of data with due consideration of our risk appetite and commercial priorities
- In consideration of privacy, commercial and contractual obligations we will always operate with full transparency and be prepared to explain our strategies, decisions and performance as a responsible and accountable organisation

N Hollows
CHIEF EXECUTIVE OFFICER
11 May 2017



Our Operational Absolutes

- We strive through continuous improvement to do the right task, the right way, every time
- Leaders will support our teams to grow and contribute to our organisational goals
- Continuous improvement is everyone's role
- We measure our processes to improve productivity across the business
- Quality is consistently delivering on our commitments to customers