

Solo Water is committed to managing its water supply effectively to provide a safe, reliable and high-quality drinking water supply that consistently meets the requirements of the Australian Drinking Water Guidelines, our customers and regulatory agencies.

To achieve this, in partnerships with stakeholders and relevant agencies, Solo Water will:

- Create a positive culture within the organisation that promotes a proactive and transparent approach to drinking water quality management;
- Manage water quality at all points in the supply chain from source water to the consumer;
- Use a risk-based approach to identify and control potential threats to drinking water quality;
- Integrate the needs and expectations of our customers, stakeholders, regulators and employees into our planning;
- Establish robust systems for the regular monitoring of drinking water quality and implement effective communication and reporting mechanisms to provide relevant and timely information to customers, stakeholders and regulatory agencies;
- Develop appropriate contingency planning and incident response capabilities;
- Provide appropriate training to staff and contractors involved with managing drinking water quality;
- Participate in appropriate research and development activities to ensure continued understanding of drinking water quality issues and performance;
- Continuously improve our practices by assessing performance against corporate commitments, stakeholder expectations and key performance indicators.

Solo Water will implement and maintain a drinking water quality management system consistent with the Australian Drinking Water Guidelines to manage effectively the risks to drinking water quality.

All managers and employees involved in the supply of drinking water are responsible for understanding, implementing, maintaining and continuously improving the drinking water quality management system.