

Solo Water is committed to providing customers with a safe and reliable sewerage service that is economically and environmentally sustainable.

To achieve this, Solo Water will:

- Ensure that protection of public and environmental health is recognised as being of paramount importance;
- Maintain communication and partnerships with all relevant agencies involved in management of sewage;
- Recognise the importance of community participation in decision-making processes and the need to ensure that community expectations are met;
- Manage sewage at all points from source to disposal;
- Use a risk-based approach in which potential threats to the environment and human health are identified and controlled;
- Integrate the needs and expectations of our customers, communities and other Stakeholders, regulators and employees into planning processes;
- Establish regular monitoring of control measures and establish effective reporting;
- Mechanisms to provide relevant and timely information, and promote confidence in the management of sewage;
- Develop appropriate contingency planning and incident-response capability;
- Participate in and support appropriate research and development activities to ensure Continuous improvement;
- Continually improve our practices by assessing performance against corporate;
- Commitments and stakeholder expectations.

Solo Water will implement and maintain a sewage management system that effectively manages the risks to public and environmental health.

All managers and employees involved in the provision of sewerage services are responsible for understanding, implementing, maintaining and continuously improving the sewage management system.