

# SOUTH EAST WATER SOCIAL RESPONSIBILITY POLICY

## Purpose

South East Water will ensure that we are always responsive, ethical, open and accountable, promoting a relationship of respect and trust by and with our stakeholders; including the owner, our customers, the community and our people.

## Policy Statement

To this end we will:

- Foster openness and dialogue with all stakeholders identifying, anticipating and responding to their needs and concerns
- Act honestly, ethically and in compliance with relevant laws and regulations by being accountable for our business and responsible for our actions
- Responsibly advocate the water service needs of our customers and the community to our shareholder
- Build more positive relationships with water stakeholders through open and inclusive decision making
- Develop mutually beneficial partnerships with the community through effective engagement by leveraging our skills and capability
- Protect the health and safety of all and support the wellbeing of our employees
- Encourage staff awareness of community values and involvement in community based activities
- Deliver value to our customers by understanding their needs and expectations and effectively providing water solutions to meet these. This includes the provision of appropriate and high quality products and services to expand customer choice to meet their needs and wants.
- Engage with key stakeholders, including government and community to ensure fair and equitable access to and use of different types of water
- Promote the adoption of socially responsible practices by suppliers providing goods and services to South East Water and, where appropriate, require improvements in their practices

## Responsible for Approval:

South East Water Board

## Executive Sponsor:

General Manager, Corporate Strategy

## Responsible for Implementation:

Manager, Sustainability

## Related Documents and Relevant Legislation

Australian Standard for Corporate Social Responsibility  
SE Water's Sustainability Framework

## Approved: Board of Directors December 2007