

# Zero Harm Policy



## Purpose

This policy sets out Wannon Water's commitment and approach to health and safety, drinking water quality, sewerage services, recycled water and the environment. By raising awareness and focus on behaviours, we can continually improve our workplace.

## Scope

This policy applies to all employees, contractors and anyone volunteering for Wannon Water. Where other Wannon Water or contractor documentation indicates a different standard to that described here, the higher-level standard shall apply.

## Policy statement

At Wannon Water, we are committed to a Zero Harm approach to our work and activities every day.

Our Zero Harm aspiration defines our commitment to:

- The physical and mental health safety, including health and wellbeing of our employees, contractors and community
- Protecting the environment and enhancing our environmental performance
- Supporting Zero Harm by maintaining voluntary certification of our management system compliant with the following standards:
  - AS/NZS 4801<sup>1</sup>, Occupational health and safety management systems
  - Codex Alimentarius Alinorm 97/13A (HACCP based Drinking Water Quality Management System) Safe Drinking Water Act 2003 and Safe Drinking Water regulations (SDWR) 2015
  - ISO 14001, Environmental management systems.

To achieve our commitments we will:

- Ensure that we engage, consult with and promote active participation of our employees, contractors and community
- Maintain accountabilities that support performance
- Conduct our business in a manner that, as far as reasonably practicable, eliminates or minimises the risks
- Ensure our activities:
  - Minimise pollution
  - Consider sustainable resource use
  - Consider climate change mitigation and adaptation
  - Consider enhancement of the health of natural capital (water, biodiversity, soil and air) within our region
- Manage water quality at all points from "catchment to customer tap"
- Manage sewerage services from receipt to release
- Investigate and evaluate potential opportunities to increase beneficial usage of recycled water
- Implement a system for the proactive and systematic identification, assessment, control and review of hazards and risks relevant to our activities; taking reasonably practicable steps to eliminate or minimise them
- Ensure decisions made about risk are consistent with our risk appetite statement

<sup>1</sup> AS/NZS 4801 will transition to ISO45001 by September 2021

- Design and maintain facilities, assets and processes to provide safe and healthy working conditions, protect the environment and ensure safe drinking water
- Continually improve capability by providing resources, information, training and supervision to ensure a systematic approach
- Identify performance measures, set improvement targets, measure and report performance at all levels throughout the business
- Comply with as a minimum all legislative, regulatory and other obligations relevant to our activities
- Promote a culture where employees and contractors, follow all processes/instructions applicable to them, and are empowered to stop work when they do not feel safe
- Promote a culture where we report any incident or hazardous conditions and ensure that effective and timely action and investigation is taken, using the appropriate hierarchy of control to prevent harm
- Continually improve our practices by:
  - Assessing performance against our strategic direction and objectives
  - Actively participating in research and development.

## Roles and responsibilities

Position	Roles and responsibilities
Executive management	The Executive are responsible for the review and approval of this policy. They are collectively accountable for operational implementation of this policy. This is supported by monitoring, evaluating and reporting progress against legislative and regulatory requirements.
All employees, contractors and volunteers	All employees and contractors are required to follow and understand this policy. All employees are to develop their understanding of the Zero Harm principles, be accountable for adopting the mindset required, and for maintaining and continually improving our management system

## Implementation

Wannon Water will ensure that all employees, contractors and volunteers are aware of and understand the principles of:

- The requirements of this policy
- Our management system, and
- Our Zero Harm philosophy.

This will be achieved through an ongoing training and induction program, combined with the allocation of resources to meet other supporting specific requirements.

## References

### Definitions

Term	Means
HACCP	Hazard Analysis and Critical Control Points
ISO	International Standards Organisation

### Legislation and Standards

- *Victorian Occupational Health & Safety Act 2004*
- *Victorian Occupational Health & Safety Regulations 2017*
- *Water Act 1989*
- *Safe Drinking Water Act 2003*
- *Safe Drinking Water Regulations 2015*

- *Environmental Protection Act 1970*<sup>2</sup>
- Water for Victoria, 2016
- ISO 14001: Environmental management systems - Requirements with guidance for use
- AS/NZS 4801, Occupational health and safety management systems - Specification with guidance for use<sup>1</sup>
- ISO 9001, Quality management systems – Requirements
- ISO 31000, Risk Management

Other applicable legislation/standards as informed by our legislative compliance process

### **Supporting documents**

- Corporate Plan
- Water for Victoria, 2016
- Wannon Water IMS Scope, Objectives Targets and Planning Framework.

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<sup>2</sup> Environmental Protection Act 1970 will be supplemented with the Environment Protection Act 2017 which will come into effect on 1 July 2021