

# Recycled Water Policy

**Wherever we work we must make sure that we maintain a safe, healthy and sustainable working environment and promote a positive culture in which we continually improve our performance.**

Serco supports and promotes the responsible use of recycled water and the application of a management approach that consistently meets the National Guidelines on Water Recycling, as well as recycled water user and regulatory requirements.

To achieve this, we 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 water resources, including waters that can be recycled;
- engage appropriate scientific expertise in developing recycled water schemes;
- recognise the importance of community participation in decision-making processes and the need to ensure that community expectations are met;
- manage recycled water quality at all points along the delivery chain from source to the recycled water user;
- use a risk-based approach in which potential threats to water quality are identified and controlled;
- integrate the needs and expectations of our users of recycled water, communities and other stakeholders, regulators and employees into planning processes;
- establish regular monitoring of control measures and recycled water quality and establish effective reporting mechanisms to provide relevant and timely information, and promote confidence in the recycled water supply and its management;
- develop appropriate contingency planning and incident-response capability;
- participate in and support appropriate research and development activities to ensure continuous improvement and continued understanding of recycled water issues and performance;
- contribute to the development of industry regulations and guidelines, and other standards relevant to public health and the water cycle; and
- continually improve our practices by assessing performance against corporate commitments and stakeholder expectations.

Serco will implement and maintain recycled water management systems consistent with the National Guidelines on Water Recycling to effectively manage the risks to public and environmental health. All managers and employees involved in the supply of recycled water are responsible for understanding, implementing, maintaining and continuously improving the recycled water management system. Membership and participation in professional associations dealing with management and use of recycled water is encouraged.

A handwritten signature in black ink, appearing to read "Glen Scholes".

Glen Scholes  
General Manager  
Clarence Correctional Centre