



Zero Harm Policy

1. Purpose

This policy sets out our commitment and approach to managing the health and safety of our people, community, the environment and drinking water quality.

2. Scope

This policy applies to employees, contractors, and volunteers working on behalf of Wannon Water. Where other Wannon Water or contractor documentation indicates a different standard to that described here, the higher-level standard shall be considered for applicability.

3. 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:

1. Provide a physically and psychologically safe and healthy workplace.
2. The elimination or reduction of risk of harm to our people and the community.
3. Protecting the environment and enhancing our environmental performance.

This commitment means our people are responsible for:

- Working safely, demonstrating a strong safety culture and intervening in at-risk situations.
- Working in accordance with the law, our policies, procedures and work practices.
- Demonstrating care for the environment in the way we work.

To deliver our Zero Harm aspiration, we will:

Our People

- Lead beyond compliance, aligning systems and behaviors with Zero Harm.
- Demonstrate our commitment through strong leadership, stakeholder engagement and risk management.
- Foster a culture where we intervene or stop an activity if we are unsure or it is unsafe.
- Uphold integrity, with a fair and balanced approach to errors.
- Engage employees, contractors, and the community as required.
- Continuously improve through research and development, learning, reporting incidents and timely risk management.
- Use the Zero Harm Behaviours Framework
- Promote and understand that Zero Harm is everyone's responsibility.
- Identify performance measures, set improvement targets, measure and report performance at all levels throughout the business.
- Foster an environment of psychological safety, encouraging open dialogue, identification, and proactive management of mental health risks

Our Processes

- Conduct our business in a manner that, as far as reasonably practicable, eliminates or minimizes risks.
- 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 the beneficial usage of recycled water.
- Implement and maintain the 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.
- Align risk decisions with our aspiration for Zero Harm and risk appetite statement
- Support continual improvement and capability by providing resources, information, training, and supervision to ensure a systematic approach that aligns to our Zero Harm Safety System.
- Consider and embrace climate, circular economy, and environmental enhancement principles.
- Comply with as a minimum, all legislative and other obligations relevant to our activities

Our Plant

- Ensure our activities involving materials, plant and equipment minimise pollution.
- Consider sustainable resource use and protect water quality.
- Consider enhancement of the health of natural capital (water, biodiversity, soil, and air) within our region.
- Provide adequate resources, design and maintain facilities, assets, and processes to provide safe and healthy working conditions, protect the environment, and ensure safe drinking water.

4. Implementation

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

- Making this policy, the Zero Harm framework and Zero Harm Behaviours available in our controlled documents management system, OHS noticeboards and intranet.
- Annual review and attestation.
- Inclusion in induction and onboarding activities

5. Zero Harm (Integrated) Management Systems

We demonstrate our commitment to Zero Harm by complying with independent audits including the Safe Drinking Water Act. We also maintain voluntary certification of Integrated Management System by aligning with International Standards including :

- ISO 45001, Occupational Health and Safety management system
- ISO 14001, Environmental management systems
- Align to the principles of Hazard Analysis and Critical Control Points (HACCP)

Our integrated management systems encompass and support our Zero Harm aspiration. Our standards and procedures are designed to follow best practice and support compliance with the law and alignment to our Zero Harm Behaviours.

6. Roles and responsibilities

Role	Responsibilities
Executive management	<ul style="list-style-type: none"> Review and approval of this policy. Implementation of this Policy. Monitoring, evaluating and reporting progress against legislative and regulatory requirements.
All employees, contractors and volunteers	<ul style="list-style-type: none"> Follow and understand this Policy. Develop a sound understanding of the Zero Harm policies, processes and behaviours. Raise continual improvement opportunities of our Zero Harm Management system

7. Definitions

Term	Means
ISO	International Standards Organisation

8. Governance

Associated procedures/standards	<ul style="list-style-type: none"> Corporate Plan Water for Victoria (2016) Wannon Water IMS Scope, Objectives Targets and Planning Framework
Legislation and standards	<ul style="list-style-type: none"> 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 2017 Environment Protection Regulations 2021 Water for Victoria, Water Plan 2016 ISO 14001: Environmental management systems - Requirements with guidance for use

	<ul style="list-style-type: none"> • ISO 45001: Occupational health and safety management systems – Requirements with guidance for use • ISO 9001, Quality management systems – Requirements • CODEX ALIMENTARIUS – HACCP (where relevant to drinking water) • ISO 31000, Risk Management • Zero Harm Behaviours framework <p>Other applicable legislation / standards as informed by our Legislative Compliance process</p>
Endorsement	Executive Committee
Approval	General Manager People & Business Services
Policy owner	General Manager People & Business Services
Content enquiries	Manager Safety, Risk & Resilience

9. Document version history

Version	Changes made to document
4	<ul style="list-style-type: none"> • Updated to the new SoControl template. • Removed reference to voluntary certification to HACCP
5	<ul style="list-style-type: none"> • Review and update to improve alignment with and communication of our Zero Harm rebrand