

Water Services Quality and Environmental Management Systems (QEMS) Policy

ISO 9001 & ISO 14001 Standard Requirements

1. Policy Statement



Townsville City Council (Council) is committed to maintaining a third-party ISO accredited Quality and Environmental Management Systems (QEMS) based on the requirements of the following standards:

- ISO 9001:2016 Quality Management Systems; and
- ISO 14001:2016 Environmental Management Systems.

2. Principles

Council's Water Services department is committed to:

- a customer focused approach to meet customer requirements and willingness to exceed customer expectations;
- maintaining a third-party accredited QEMS, which satisfies the above ISO standards;
- providing committed leadership to establish and achieve measurable environmental and quality objectives in entirety of its operations and service delivery;
- empowering and enabling workers and key stakeholders in adopting environmentally sustainable and quality-oriented practices to achieve the QEMS objectives; and,
- developing and implementing management practices to mitigate and manage evolving risks, meet key performance targets and continually improve environmental and quality performance.

3. Scope

This policy applies to Council's Water Services department and supports Council's Environmental Policy.

The Water Services QEMS is subject to third party certification. Council's policies, procedures and processes supporting this QEMS are not currently subject to third party accreditation.

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Document No. 26528064
Authorised by - Director Infrastructure & Operations
Document Maintained by - Water Services

Version No. 5
Initial Date of Adoption (Version No. 1) - 28.02.12
Current Version Reviewed - 20.11.24
Next Review Date - 20.11.28
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4. Responsibility

Managers within Water Services are responsible for ensuring this policy is understood and adhered to by all Water Services workers. Reporting for compliance to this policy is the responsibility of the General Manager, Water Services.

5. Definitions

ISO - International Standardisation Organisation.

Manager - an individual responsible for overseeing and coordinating specific functions, departments, teams or projects within Townsville City Council.

Workers - includes employees, contractors, volunteers and all others who perform work on behalf of Council.

6. Policy

This policy has been developed to provide a framework for:

- establishing achievable quality and environmental objectives at strategic and operational levels within Water Services, that is measurable and reportable to ensure continual improvement;
- ensuring environmental compliance, best practice infrastructure construction and operations and customer service delivery commitments;
- protecting the environment, including preventing pollution, sustainable resource use, climate change mitigation and adaptation and protection of biodiversity and ecosystems relevant to our organisation and operations;
- continually improving our services provided through performance evaluation including audits, process improvements, corrective actions and management reviews;
- implementing appropriate actions to address any risks and opportunities associated with internal and external issues, and to meet the needs and expectations of key stakeholders;
- analysing financial performance data and business performance data to ensure that our objectives and targets are set appropriately and being met; and,
- providing sufficient and suitable resources to implement, maintain and continually improve all aspects of environmental and quality performance.

7. Legal Parameters

Biosecurity Act 2015

Environmental Protection Act 1994

Fisheries Act 1994

Local Government Act 2009

Local Government Regulation 2012

Nature Conservation Act 1992

Planning Act 2016

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Vegetation Management Act 1999

Water Act 2000

Water Supply (Safety and Reliability) Act 2008

8. Associated Documents

Drinking Water Quality Management Plan

Enterprise Wide Risk Management Policy

Environmental Licences and Permits Information

Environmental Policy

ISO 14001:2016 Environmental Management Systems - Requirements with guidance for use

ISO 9001:2016 Quality Management System Requirements

Townsville City Council 2021-2026 Corporate Plan

Townsville City Council Local Laws

Townsville City Council Operational Plan

Water Services QEEMS Management Plan (WS-PLN-001)

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