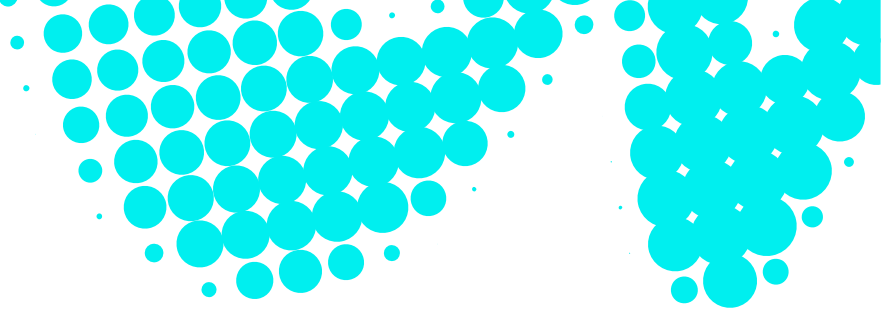


Policy Statement



Quality

This policy has been prepared in accordance with *ISO 9001:2015 Quality Management Systems – Requirements with guidance for use* to support the Mount Barker District Council owned and operated subsidiary GMB Water's Quality Management System (QMS).

GMB Water operates a wastewater and recycled water scheme comprising wastewater collection, wastewater treatment, bore water supply, and recycled water treatment and distribution.

GMB Water currently provides wastewater services to more than 15,000 customers, a community of just under 40,000 in Mount Barker, Littlehampton, Nairne and other townships in the district, and includes both a sewer service (in the Mount Barker growth area and to residents of Brukunga) and a broader community wastewater management system (CWMS).

In addition, bore water services are provided to around 300 customers in Meadows, and recycled water schemes provide recycled water for use by Council to irrigate parks, gardens and recreation grounds, and to primary producers and industry.

On behalf of the Mount Barker District Council we provide a safe and reliable essential service to protect public health and support our community's businesses, agriculture and economic growth.

We are committed to ensuring reliable, affordable, fit-for purposes services that meet customer and community expectations, and to continuously improving these services.

To achieve these objectives GMB Water will:

- Foster a culture that considers the needs and expectations of our stakeholders, customers and the community in decision making, with a focus on enhancing the quality of our services and delivering continuous improvement initiatives.
- Support the ongoing improvement of our processes and systems to enhance their efficiency and effectiveness.
- Encourage collaboration across the organisation to strengthen and integrate management systems, drawing on the knowledge, capability and skills of our people.
- Monitor and assess performance in alignment with strategic objectives to identify opportunities for improvement.

This policy aligns with our vision of delivering sustainable wastewater services for the benefits of our economy, community and the environment.

This Policy applies to all our employees and contractors and any person or organisation that acts for or represents us.

Helen Edmonds
Chief Executive
2 February 2026

Mark Gobbie
Chair
2 February 2026

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