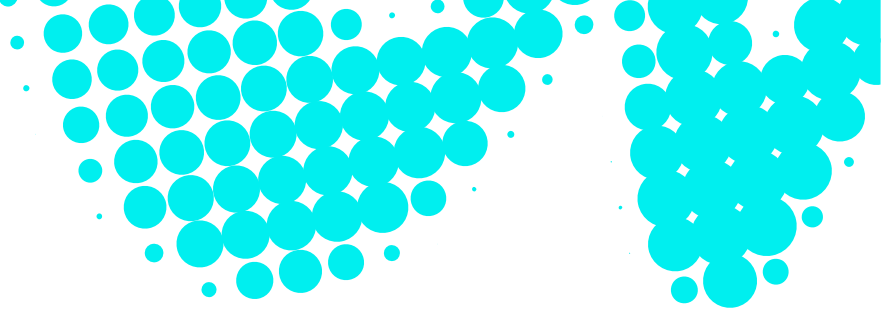


Policy Statement



Reputation and Stakeholders

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 being socially responsible in all that we do and embedding proactive and meaningful customer and stakeholder engagement in our practices

To achieve these objectives GMB Water will:

- Support and strengthen our reputation by considering the needs, expectations, and feedback from our customers, the community and other stakeholders in decision-making and operations, where appropriate.
- Strive to operate in line with community expectations, recognising our role as custodians of land of environmental, cultural and historical significance, and as a local government owned provider of essential community services.
- Foster positive relationships with customers, stakeholders and the community through transparent and timely communication and engagement practices.

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