



**hunterh<sub>2</sub>O**  
Sustainability Policy

# Sustainability Policy

## Introduction

The Hunter H<sub>2</sub>O Sustainability Policy is supported by our four strategic pillars: Being Customer Connected; Our Team; Our Market Edge and Sustainable and Agile. These pillars map out our transition to a customer connected, more agile and sustainable organisation. For our team at Hunter H<sub>2</sub>O, contributing to a sustainable future for everyone is core to who we are and what we want to achieve. Our vision and purpose underpin this intent.

*Our purpose is: Together we create the right water solutions to improve lives and support sustainable and healthy communities.*

## Principles

We believe that future generations should enjoy environmental, social and economic conditions that are equal to or better than those enjoyed by the present generation. Our Strategy and business operations are guided by the following principles:

- » We recognise that climate change is a significant challenge to achieving sustainable economic, social and environmental development in the water industry and this belief is reflected in our core business activities
- » We recognise the importance of the United Nations Sustainable Development Goals and strive to meet the intent in whatever way we can. Through our strategy execution Hunter H<sub>2</sub>O is committed to continually reviewing and improving sustainability practices.
- » Our business operations are guided by the 10 Principles of the United Nations Global Compact. These principles require that businesses should:
  - » Support and respect the protection of internationally proclaimed human rights
  - » Make sure they are not complicit in human rights abuses
  - » Uphold the freedom of association and the effective recognition of the right to collective bargaining
  - » Uphold the elimination of all forms of forced and compulsory labour
  - » Support and respect the protection of internationally proclaimed human rights
  - » Uphold the elimination of discrimination in respect of employment and occupation
  - » Support a precautionary approach to environmental challenges

- » Undertake initiatives to promote greater environmental responsibility
  - » Encourage the development and diffusion of environmentally friendly technologies
  - » Work against corruption in all its forms, including extortion and bribery.
- » We strongly support the objectives of the Modern Slavery Bill 2018 (Commonwealth) and Modern Slavery Act 2018 (NSW).

## Accountability

- » The Board approves the policy and provides oversight of performance of the company against set objectives
- » The Managing Director is responsible for developing the Policy, setting the measurable objectives, monitoring progress, and reporting to the Board on progress
- » The Executive and Leadership Team is responsible for supporting the Managing Director in policy development and empowering their teams to meet the intent of the policy. They will also regularly review implementation of the policy and make recommendations for improvement
- » The Sustainability Team is a working group responsible for providing advice relating to the Sustainability Policy and provide leadership in planning and assisting in implementation of various initiatives
- » The Personnel Coordinator is responsible for managing our corporate health programs
- » Our Mental Health First Aiders are responsible for assisting fellow employees in identifying developing mental health issues and advising on appropriate support pathways
- » All Staff are responsible for upholding and applying Hunter H<sub>2</sub>O's core values to this Policy.

## Reporting and Compliance

Actions supporting each focus area have been integrated into our four Strategic Pillars and included in a Sustainability Plan in Appendix A. Success against this plan will be reported on annually to the Board and will be measured through staff surveys.

The Communications Team will regularly update our website and social media sites on sustainability initiatives and project successes.

Staff contributions to sustainability will be incorporated into the Our Plan Framework and reviewed regularly.

An annual budget will be developed by the Chief Financial Officer for investment into sustainability initiatives, research and development, marketing and training.

## Supporting Policies

Hunter H<sub>2</sub>O's approach to sustainability is supported by a range of policies, including:

- » HSEQ Management System Manual (QMS0105)
  - » Supports health and wellbeing
  - » Apply Safety in Design, HACCP (Hazard Analysis and Critical Control Points) and HAZOP (Hazard and Operability Study) principles to improve social welfare of constructors and operators, improve product quality and minimise any impacts on customers or the environment
- » Safe work practices
- » HR0101 Code of Conduct
- » HR0102 Inclusion and Diversity Policy
- » Innovation Policy and Register
- » ISCA
- » Manage our activities in accordance with ISO14001 Environmental Management Systems and be proactive about managing climate change risks
- » HSE0221 Waste Management Policy

## Focus Areas

The following framework summarises the key focus area in how we manage sustainability at Hunter H<sub>2</sub>O, and how these align with the United Nations Sustainable Development Goals. Sustainability is intrinsically embedded in our vision and purpose.



Focus Area 1  
Health & Wellbeing

Vision

A workplace that supports positive wellbeing and always provides a safe place to speak up and seek support.

The health and wellbeing of our people is core to what we are about at Hunter H<sub>2</sub>O and we strive for an enabling culture that puts safety and wellbeing front of mind for our whole team. The physical health of our team is supported through our flexible work arrangements and corporate health programs (gym membership and health insurance). Our team mental health is supported internally by our work toward a supportive culture and mental health first aiders, and externally through our Employee Assistance Program.

Focus Area 2  
Inclusion & Diversity

Vision

A workplace that promotes an inclusive way of working, that enables existing employees to grow and thrive, and is attractive to prospective employees.

We value diversity of thought and experience and believe that our inclusive and collaborative culture contributes to better outcomes for communities. Inclusiveness is one of the core values at Hunter H<sub>2</sub>O and we consider that being inclusive is the gateway to diversity. This is detailed in our Inclusion and Diversity Policy (HR0102).

Focus Area 3  
Innovation - Driving the Right Water Solutions

Vision

Empowering our people to collaborate on innovative solutions that fundamentally change how communities sustainably manage water.

We have a proud history of driving customer value through innovation. We want to keep challenging ourselves to maintain our Market Edge, so we can put forward the right water solutions to improve lives and support sustainable and healthy communities.

Focus Area 4  
Positive Impact through the work we do

Vision

To be recognised at an industry level for the sustainability outcomes that our work delivers.

The largest impact we have on sustainability is through the projects we undertake each year. In particular, helping Pacific communities improve clean water and sanitation, given the Pacific has the most to do in this area from a global perspective.

Focus Area 5  
Reducing our Footprint

Vision

To be a carbon neutral workplace by 2025. To support a precautionary approach to environmental challenges.

We support Principle 15 of the Rio Declaration – application of the precautionary approach to environmental protection. Our team recognises that climate change is a significant challenge to achieving sustainable economic, social and environmental development in the water industry and this belief is reflected in our core business activities. We endeavour to minimise our consumption of non-renewable resources through our business activities.

Focus Area 6  
Supporting Sustainable Living

Vision

To promote individual measures that support our employees and clients in living sustainably.

Our team recognises the benefit of sustainable living practices outside of our business operations and the work we do. We endeavour to support our employees, clients and communities in their sustainable living efforts.

## Talk to us

When you need advice on water,  
go direct to the source.

Our experienced managers can offer valuable insight to the best people and most practical processes to meet your needs.

You stand to gain a professional perspective with potential to reveal practical and cost effective options that could save your organisation time, money and valuable resources in the long run.

For enquiry or consultation please contact Hunter H<sub>2</sub>O.

Our staff will be delighted to receive your enquiry and discuss your needs.

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# hunterh<sub>2</sub>O

*Water Together*

# Appendix A

## 2020/21 Initiatives

### Focus Area 1

#### Health & Wellbeing

- » Encourage a safety culture through proactive review of performance against WHS policy targets e.g. maintain zero Lost Time Injury Frequency Rate
- » Promote the availability and benefits of corporate health programs, including Employee Assistance Program, gym membership and health insurance
- » Develop and support five mental health first aiders in the organisation
- » Develop a working group and support staff transition to a post-COVID workplace with a proactive focus on mental health and wellbeing
- » Implement a framework around measuring wellbeing and having in place a supportive work culture
- » Ensure external support measures such as EAP and Fitness Passport (or alternatives) are accessible for all staff
- » Fostering a healthy work/life balance through flexible working conditions
- » To strive for best practice in Safety in Design outcomes for the health and wellbeing of our customers.

### Focus Area 2

#### Inclusion & Diversity

- » Promote inclusiveness and diversity in our workplace including gender equality as espoused in UN Sustainable Development Goal 5. (Our Team 1.3)
- » Review recruitment strategy and training and development processes to determine ways to better incorporate the intent of our Inclusion and Diversity Policy
- » Introduce appropriate metrics into our employee survey to measure our inclusive work culture
- » Provide training on conscious inclusion for staff

### Focus Area 3

#### Innovation - Driving the Right Water Solutions

- » Continue our Digital Design transformation (Market Edge 1.1)
- » Continue to invest in our Next Generation Operating Systems including application of Digital Twinning to the water engineering (Market Edge 1.2)
- » Establish and maintain innovation register
- » Invest in research and development to contribute to more sustainable water cycle management for communities we work in.

### Focus Area 4

#### Positive Impact through the work we do

- » To showcase at least three projects on our website we have delivered that achieve meaningful outcomes against the UN SDGs
- » To utilise the ISCA framework for sustainable design of the Queanbeyan STP. Through this project, review the effectiveness of the framework to drive the right outcomes for our customers
- » Assess potential sustainable measures through the project delivery pathway:
  - » Advocate to clients the benefits of stakeholder/ community consultation to improve social impacts of projects
  - » Foster a culture for us to participate in consultation through our projects
  - » Incorporate where needed environmental assessments (including Review of Environmental Factors) in designs to realise social and economic benefits of projects to the community while considering long term impacts
  - » Achieve economic sustainability through optimising design solutions to achieve lowest life cycle cost to guide decision making
  - » Promote a strong focus on energy efficiency and improved resource use in designs, including keeping abreast of sustainability frameworks (such as ISCA) to guide design decisions and ensure sustainable outcomes for our clients and their communities
  - » Provide a strong focus on efficient resource use in construction and asset operation.

### Focus Area 5

#### Reducing our Footprint

- » Develop and implement a plan around more sustainable workplaces including waste management, improved recycling, adopt-a-plant, more sustainable fleet and the way we travel
- » Develop a plan towards 2025 carbon neutrality
- » To more fully understand our supply chain so we can make more informed future purchasing decisions with a goal of sustainable procurement
- » To explore and commit to an initiative where our employees can directly support a Pacific community to meet SDG goals.

### Focus Area 6

#### Supporting Sustainable Living

- » To establish a Teams site and community of practice to support sharing of sustainable living ideas
- » To have a Lunch and learn around sustainable living.