

Environment, Quality, Health and Safety Policy



Power and Water is a Northern Territory Government owned corporation. Our mission is to deliver power, water and sewerage services to the people of the Northern Territory in a competitive, efficient, reliable and environmentally sustainable manner.



Wherever we operate we will:

- Aim to achieve our ultimate goal of zero harm to people and the environment.
- Develop and review measurable objectives and targets that promote continuous improvement of our environment, quality, health and safety performance.
- Prevent pollution and minimise any adverse effects our operations may have on the environment.
- Promote a work culture that achieves corporate targets through safe behaviour, environmental awareness and use of quality systems.
- Aim to eliminate work-related illness and injury resulting from our operations.
- Comply with relevant legislation, regulations and other documents relevant to the Corporation.
- Ensure environment, quality, health and safety roles and responsibilities are documented and that they are clearly communicated, understood and accepted.
- Ensure personnel and contractors have the necessary information, training and supervision to meet regulatory and corporate requirements.
- Seek to understand our customer needs, meet their requirements and aim for total customer satisfaction.
- Be honest, consistent and fair in our dealings with our customers and suppliers.
- Ensure this policy is actively communicated and made available to personnel, relevant stakeholders and interested parties (including the public).
- Ensure this policy is periodically reviewed so that it remains relevant and appropriate.
- We will demonstrate these commitments by meeting the requirements of ISO14001, ISO9001 and AS4801.

Andrew Macrides, Managing Director
 Endorsed: June 2007



Corporate Strategies

Power and Water has 14 key strategies for the 10-year period from 2005 to 2015:

Customers and Community

1. Customer Management

Goal: To ensure that our customers are satisfied with the products, pricing and service provided by the Corporation.

Power and Water serves customers by:

- Treating them fairly;
- Communicating regularly;
- Implementing a comprehensive service response program; and
- Providing appropriate levels of service at efficient prices.

2. Being Socially Responsible

Goal: To meet our social responsibilities to the community in which we operate.

Power and Water participates in the community by:

- Encouraging Indigenous employment within Power and Water;
- Supporting Territory-based businesses and community groups in line with Corporation policy and within the framework of NT Government policies;
- Developing close ties with Charles Darwin University for training and research; and
- Undertaking a broad-based annual sponsorship program across the Territory.

Our Staff

3. Safety Management

Goal: To consistently achieve 'zero harm' targets for safety.

Power and Water manages its safety responsibilities by:

- Committing to a zero harm workplace;
- Undertaking AS4801 Occupational Health and Safety (OH&S) Management systems accreditation;
- Ensuring adequate supervision of workers and contractors; and
- Undertaking a comprehensive safety training and culture change program.

4. Employee Management

Goal: To improve the satisfaction level, skills, motivation and performance of all employees.

Power and Water manages its employees by:

- Treating them fairly;
- Ensuring that every employee has a job description, performance appraisal and a training development plan;
- Managing performance;
- Implementing an "action needed" staff feedback program; and
- Managing employee crisis situations.

5. Leadership Development

Goal: To develop a high achieving management team.

Power and Water develops leaders by:

- Individually tailored development programs;
- Developing specific goals;
- Providing regular feedback;
- Managing performance;
- Encouraging all managers to gain a management qualification; and
- Providing opportunities for ongoing management "stretch" skill development.

6. Cultural Change

Goal: To move to a high performance culture.

Power and Water develops the organisation by:

- Developing and implementing a comprehensive cultural change program;
- Implementing a flat management structure;
- Providing a single senior management contact in each town and centre;
- Decentralising the Executive Management team; and
- Establishing formal relationships with several Australian utilities to access expertise.

The Business

7. Capital Asset Management

Goal: To optimise the cash committed to capital and operational expenditure by gaining a risk/consequence based understanding of the underlying capital needs of the business and the subsequent impact on maintenance expenditure.

Power and Water manages its assets by:

- Developing rolling one, three and 10-year asset management plans;
- Regularly communicating those plans to suppliers and the community;
- Building and maintaining the most appropriate plant and equipment;
- Improving physical security of Power and Water facilities and assets; and
- Developing and maintaining a comprehensive facilities management plans.

8. Financial Management

Goal: To operate all financial aspects of the Corporation in an efficient and timely manner.

Power and Water manages its finances by:

- Achieving Statement of Corporate Intent financial targets;
- Ensuring that appropriate financial policies and procedures are in place;
- Developing strategies to improve financial performance;
- Developing more accurate, appropriate and flexible forecasting models and techniques; and
- Ensuring that it complies with all necessary accounting standards.

9. Business Development

Goal: To actively seek ways to minimise risk and to provide growth opportunities for the Corporation.

Power and Water develops its business by:

- Securing a reliable supply of gas post-2009 at the best possible price;
- Implementing new services that leverage off existing infrastructure and facilities;
- Using existing competencies in new markets; and
- Actively seeking partnerships to share risk in new business ventures.

10. Increase Efficiency

Goal: To improve returns to the shareholder, and outcomes for customers by continuously pursuing opportunities for efficiency.

Power and Water increases efficiency by:

- Seeking ways to minimise costs and improve operational outcomes;
- Improving debtor management;
- Ensuring timely implementation of audit recommendations; and
- Undertaking ISO9001 Quality Management Systems accreditation.

11. Environmental Management

Goal: To be seen as a leader in environmental management and compliance in the Territory.

Power and Water manages its impact on the environment by:

- Complying with and where possible exceeding, its legal and statutory obligations;
- Undertaking ISO14001 Environmental Management Systems accreditation; and
- Continuing the annual Environmental Excellence Awards.

Accountability

12. Stakeholder Management

Goal: To build a high level of trust with stakeholders.

Power and Water manages stakeholders by:

- Providing timely and appropriate information to the shareholding and portfolio Ministers;
- Developing a consultative relationship with unions representing Power and Water employees;
- Developing stronger ties with the Territory business community; and
- Developing closer relationships with electronic and print media in the Territory.

13. Crisis Management

Goal: To respond gracefully to any reasonably foreseeable crisis.

Power and Water manages crisis situations by:

- Implementing a risk management regime to meet the ISO9001 standard;
- Developing and implementing crisis response and business continuity plans; and
- Developing a crisis communications strategy.

14. Performance Measurement

Goal: To ensure timely compliance with all statutory reporting obligations, and to provide meaningful information to all stakeholders.

Power and Water measures performance by:

- Reporting achievements against Statement of Corporate Intent targets;
- Regularly reporting progress against the capital investment and repairs and maintenance programs; and
- Developing and regularly reporting on Key Performance Indicators.