

Commitment to Safety, Environment and Quality

The Flow vision is to be a leader in local utility services – valued by communities across Australia.

To achieve this vision, Flow is committed to achieving the following objectives:

- meeting or exceeding customer expectations
- providing safe, high-quality drinking water (as documented in the [Drinking Water Policy](#))
- supporting and promoting the responsible use of recycled water (as documented in the [Recycled Water Policy](#))
- providing a safe work environment, safe systems of work and elimination of work related injury and illness
- prevention of pollution and minimising our impact on the environment
- complying with all relevant contractual, legal and other requirements
- effectively managing risks
- continuously improving health and safety, quality and environmental performance.

This commitment is implemented through a documented Business Management System (BMS) compliant with the:

- international standard for quality management AS/NZS ISO 9001
- international standard for environmental management AS/NZS ISO 14001
- Australian standard for safety management AS/NZS 4801.

Flow is committed to maintaining and continually improving the BMS by setting and reviewing objectives and targets, conducting internal audits and reviews by management.

It is the responsibility of all staff to comply with the requirements of the BMS in carrying out their duties.

This commitment is endorsed by the senior management and will be reviewed annually.