



LinkWater

The Queensland Bulk Water Transport Authority

LinkWater Quality Policy

The Queensland Bulk Water Transport Authority, trading as LinkWater, is a Queensland Government Statutory Authority. LinkWater is responsible for the management, operation and maintenance of potable bulk water pipelines and related infrastructure throughout South East Queensland (SEQ).

LinkWater's vision is to be a recognised leader in water transport and related services.

LinkWater measures its success against the Strategic Objectives identified in our Strategic Plan.

We are committed to fulfilling our key responsibilities and striving for quality by meeting the following objectives:

- ensuring that all key processes and associated resources are effectively managed and maintained
- complying with all the associated regulatory and statutory requirements
- establishing, implementing, maintaining and continually improving our Integrated Management System. This includes all documentation to meet the requirements of AS/NZS ISO 9001:2008, AS/NZS 14001:2004 and AS/NZ 4801:2001
- implementing a program of internal audits of the Integrated Management System. Results of all audits will be reported to the Executive Management Team and improvement actions identified will be closed within agreed timeframes
- providing timely, high quality service to stakeholders with an intention to adopt best practice management and partnership arrangements as detailed in LinkWater's Communication and Stakeholder Engagement Strategy
- fulfilling and surpassing, where appropriate, our customer and stakeholder requirements by engaging, collaborating and maintaining mutually beneficial relationships.

Quality is the responsibility of every employee. LinkWater will continue to ensure that the success of our business in meeting our quality objectives, involves the full support of all staff.

Chief Executive Officer
Peter McManamon