

1. PURPOSE

GWMWater takes pride in maintaining good relationships with our community and in our record as a good corporate citizen. We are committed to continuing to develop and implement policies and activities that build and foster these close relationships, as reflected in our Vision, Mission and Values statements.

2. POLICY

Clause 11 of the Statement of Obligations signed with Government states that GWMWater:

'must develop and implement open and transparent processes to engage its customers and the community in its planning processes to ensure, among other matters, that the services it provides reflect the needs and expectations of customers.'

GWMWater has adopted a Communications and Engagement Strategy 2019-2024 that provides a framework to support the delivery of our Strategic Directions (revised 3 May 2023) and our commitment to strive towards a Healthy Environment and Thriving Community. Our strategy's guiding principles aim to:

- a) build internal collaboration and best practice processes to deliver a proactive, agile and coordinated stakeholder engagement program
- b) understand and respond to our customers' and stakeholders' changing needs and expectations
- c) enhance our customers' experience and sense of value by providing transparent, accessible and timely information to our customers and community
- d) provide opportunities for our stakeholders to engage with GWMWater, when and how they prefer, while expanding the breadth of views that inform our decision making
- e) maintain confidence and trust in our ability to provide reliable and sustainable water and wastewater services
- f) ensure our brand is recognised and respected.

GWMWater is committed to the successful implementation of the Communications and Engagement Strategy 2019-2024 to maintain and build our image as a good corporate citizen and trusted corporation.

3. RELATED LEGISLATION

Water Act 1989

4. RELATED POLICY, PROCEDURES AND DOCUMENTS

- a) [CMS/417 Community Education Policy](#)
- b) [CMS/785 Customer Committees Policy](#)
- c) [CMS/2306 Statement of Obligations](#)
- d) [Communications and Engagement Strategy 2019-2024](#)
- e) [Strategic Directions](#)

5. EXPECTED OUTCOMES

To maintain and build our image as a good corporate citizen and trusted organisation.

6. RESPONSIBILITY

Executive Manager **Customer and Employee Experience**

7. REFERENCES

Nil