

Sustainability and Service Delivery Committee

Charter

Purpose

1. The purpose of this Board established Committee (**Committee**) is to assist the Board in ensuring there are effective systems and strategies in place to deliver our services to customers and communities with a customer centric and sustainability focus.
2. To support our sustainability focus the Committee will also assist the Board in ensuring effective and accountable systems are in place for land management and to protect and monitor the quality and quantity of water in declared catchment areas and across NSW with the aim to protect public health in relation to WaterNSW's supply of bulk and treated drinking water.
3. The purpose of this charter (**Charter**) is to outline the role of this Committee and how it will undertake its activities.

Role of the Committee

Environment, Social and Governance

4. Assist the Board in overseeing the development and implementation of WaterNSW's Environment, Social and Governance (**ESG**) Strategy with respect to the environment and the protection of water quality and quantity.

Engagement, Value and Satisfaction

5. The Committee is to oversee the customer and community value proposition and engagement by providing oversight and strategic input into the WaterNSW pricing proposals, programs and surveys.
6. The Committee is to also evaluate learnings from surveys, programs, stakeholder and customer engagement forums and consider Management's actions to address the learnings.

Our Performance in sustainably servicing customers and communities

7. The Committee is to oversee the performance, effectiveness and efficiency of service delivery to customers.
8. The Committee is to receive and consider any significant trends (including scientific trends), risks and opportunities to current and future availability, deliverability and quality of water and recommend strategies to the Board to minimise the impacts of these threats.

Water Quality

9. Evaluate the impacts of WaterNSW and third-party activities within the declared catchment areas on the quality and quantity of water; and
10. Endorse, review and consider the outcomes of any significant projects (including the multi-year science program and science investigations undertaken or commissioned by WaterNSW) or initiatives undertaken to enhance and protect water quality, with particular focus on the declared catchment areas.

Land Management

11. The Committee will monitor the impact of land management issues in the declared catchment areas (including impact of mining, land use development, and bushfire preparedness and management) where this may impact on water quality or quantity or where it is a legislative requirement or function.
12. The Committee will review and monitor the development of organisational priorities and initiatives focussed on environmental management and opportunities related to non-catchment land management.

Legislation and Compliance

13. The Committee will consider the impact of relevant legislative changes on the current and future health of declared catchment areas, on public health (in relation to WaterNSW's supply of water from the declared catchment areas), and on the quality and quantity of water in the declared catchment areas.
14. The Committee is to review and monitor the key performance metrics and trends in relation to compliance and enforcement programs within the declared catchment areas.
15. The Committee is to recommend the prosecution of offences under the *Water NSW Act 2014* and the *Protection of Environment Act 1989*.

Risk and Assurance

16. The Committee is to review and consider an annual Catchment to Customer risk review.
17. The Committee is to review and consider the adequacy of, and compliance with, the Water Quality Management System, and any other related systems and frameworks – including receiving reports on the compliance of these systems and frameworks with the Operating Licence requirements.
18. The Committee is to review Management's proposed response to the findings of the Catchment Audit Report, conducted every 3 years pursuant to section 42 of the *Water NSW 2014*, to the extent it affects water quality in the declared catchments, and oversee the incorporating of findings to the relevant programs and activities.
19. The Committee is to review and obtain assurance as to the currency of WaterNSW's Flood Management Plans.
20. The Committee is to review internal and third party audit reports where there are significant findings relating to the responsibilities of the Committee. Where relevant, the Audit and Risk Committee will be advised of any important concerns raised by the Committee with regards to the audit findings.

Committee Meetings and Processes

21. The processes and protocols applying to this Committee and the conduct of the Committee's business will be in accordance with the *Protocols for WaterNSW Board Committees*.

Annual review

22. The Committee will conduct a yearly review and evaluation process to assess its performance against the roles and responsibilities of this Charter.

Committee Charter

23. This Charter was approved by the Board on 30 November 2022.