



City West Water™

SUSTAINABLE DEVELOPMENT GOALS





A MESSAGE FROM THE MD



I am proud to present 'City West Water's Sustainable Development Goals Handbook', our guide to navigating the meaningful possibilities of sustainable development within our context.

At City West Water, we provide drinking water,

sewerage, trade waste and recycled water services to over one million people every day. We are privileged to service Melbourne's iconic CBD and western suburbs; an area that includes some of the fastest population growth corridors in Australia as well as Victoria's largest industrial customer base.

We understand however, that our business is far more than just pipes and pumps.

At City West Water, we recognise the value that water and sewerage services bring to the health, prosperity and liveability of communities. Because of this, we are a proud signatory to the United Nations Global Compact – a network dedicated to taking action in advancing sustainable development in order to realise a world free from poverty, where communities enjoy peace and environments prosper.

The Sustainable Development Goals framework provides us with a lens through which we can view our operations, to lift our gaze and broaden our reach to tackle important issues facing organisations across the globe - issues such as equality, health, justice and education.

Since becoming a signatory to the United Nations Global Compact in early 2018, we are pleased to have made measurable progress towards embedding each and every Goal into the way we work and operate, where Goal 6: Clean Water and Sanitation underpins our ability to influence and drive meaningful outcomes across all 17 Goals.

This handbook outlines our key initiatives toward sustainable development, as well as identifying the measures and targets that will help us get there.

From our work on greening Melbourne's West, our commitment to reducing our greenhouse gas emissions, our Women in STEM partnerships with Victoria University to our ambitious targets to achieve greater gender diversity across our Executive Leadership Team and Board, each and every day we are placing a step in the right direction towards a better future for all.

I welcome you to explore our efforts described in the following pages of this report and we extend our support to all organisations wishing to tackle this most ambitious vision. Let's learn and grow together to make a tangible change in the lives of our customers, our communities and beyond.

David Ryan
Managing Director
City West Water



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BENEFITING COMMUNITIES

At City West Water, our vision is “to be an exceptional service provider that puts customers first and benefits the community.” We are passionate about community liveability and wellbeing.

We are driven to care for - and enhance - the environment with an eye to the future as well as the changes imposed by climate change. We seek to be vibrant partners in the life of our community, while anticipating community needs and taking the lead within our areas of influence.

The climate is changing, our cities are growing and more than ever we require a coordinated and resilient approach to enhance our environment and achieve balance between social, economic and environmental outcomes. Purposeful leadership enables us to identify areas in which we can add value and take the lead.

To bring our ambition to life, we have signed up to support the United Nations Global Compact and 17 Sustainable Development Goals (SDGs).

We use the SDGs as a lens through which we view our operations and challenge the status quo. Our Board and Executive team review opportunities and risks through this lens (and others).



MORE THAN ONE MILLION PEOPLE RELY ON US TO PROVIDE THEM WITH ONE OF LIFE'S MOST ESSENTIAL SERVICES.

However, water isn't only critical to individual wellbeing – water is critical to whole-of-community wellbeing and liveability.

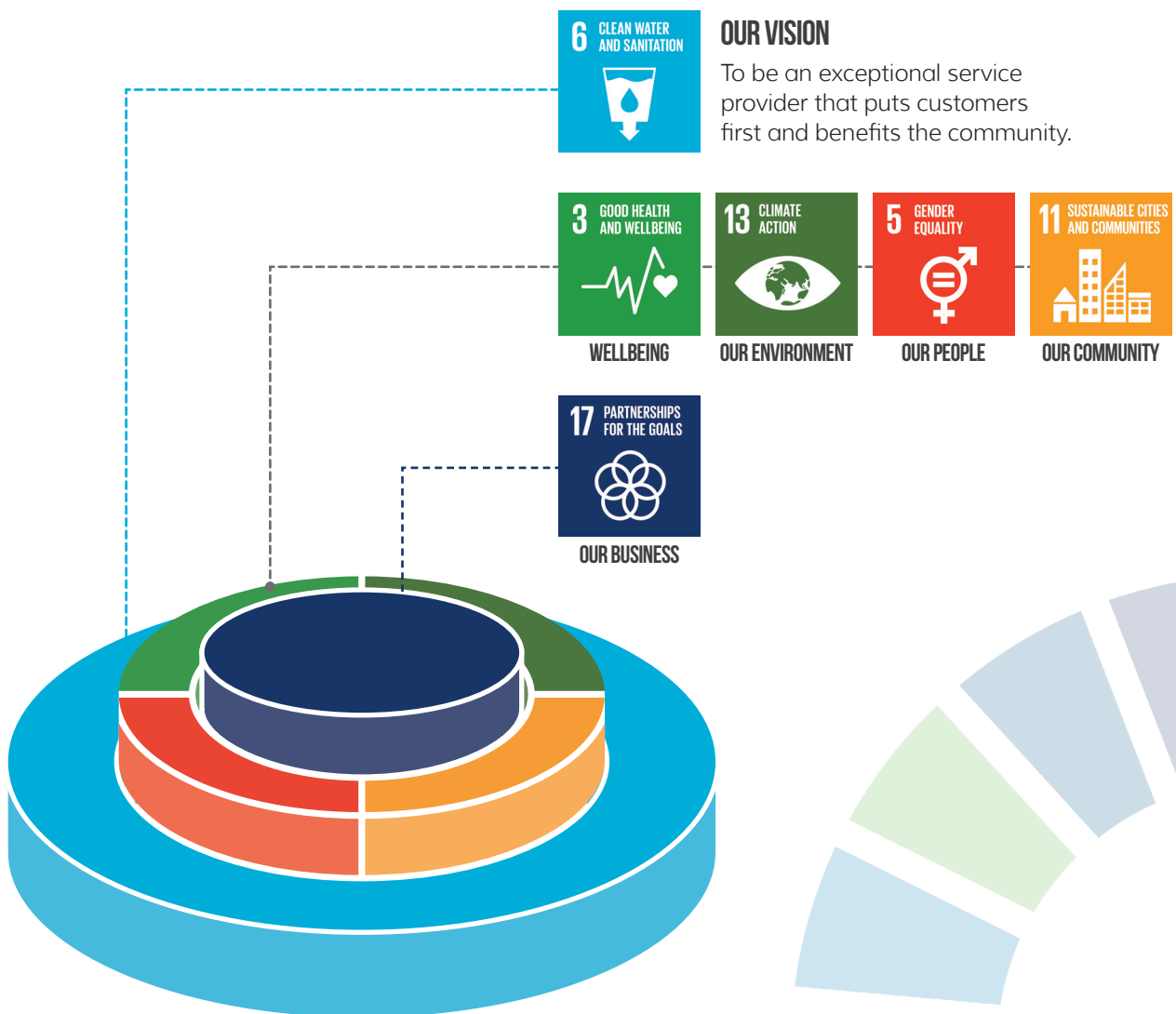
We understand our role as custodians of water resources and infrastructure for our service area, and proactively contribute to enhancing the environment within this area.

We also understand that local action can translate into far-reaching, global outcomes.



HOW WE WILL DELIVER ON THIS COMMITMENT

Since signing up to the Global Compact in 2018, we are proud to have made significant progress across our six focus areas:





GOAL 6 CLEAN WATER AND SANITATION



WHAT WE DID:

Completion of the \$25M Spencer Street Sewer Upgrade project in the CBD

OUTCOME:

Finished ahead of schedule, safely and within budget, the upgraded sewer is now connected and working for the thousands of residents and commuters who live and work along Spencer Street. The upgraded sewer now has 25 times the capacity of the existing sewer. The completion of the project took place at a time of unprecedented and rapid population growth along Spencer Street.

GOAL 3 GOOD HEALTH AND WELLBEING



WHAT WE DID:

Greening the West 1 Million Trees Project (GTW 1MT)

OUTCOME:

An ambitious plan to green the western suburbs of Melbourne by planting 1 million trees has now come full circle.

The planting of the 1 millionth tree took place in mid-October – nearby where the first tree was planted in 2015.

The GTW 1MT project brought together a working group with members through LeadWest, Port Phillip and Westernport Catchment Management Authority, City West Water, community groups, local councils and government authorities who delivered multiple tree planting projects across multiple sites including parks, reserves and key waterways.



GOAL 5 GENDER EQUALITY



WHAT WE DID:

Championing women in leadership

OUTCOME:

All jobs at City West Water have gender balanced candidate fields and we welcome flexible working options. As at June 30 2019 we achieved 57% female representation across our senior leaders and 47% female representation across our staff base.

In August 2018, three female leaders were also honoured as being part of the Top 50 Davidson Public Sector Women in Victoria.



GOAL 11 SUSTAINABLE CITIES AND COMMUNITIES



WHAT WE DID:
Stormwater harvesting

OUTCOME:
To date, we have six stormwater harvesting projects in operation supplying up to 285 million litres of stormwater per year for irrigation of sportsgrounds. During 2018, in partnership with Brimbank City Council and Hobsons Bay City Council, we have undertaken improvement works on the Keilor Public Golf Course and Laverton Creek Recreation Reserve to improve the stormwater harvesting performance of these areas.

We have also committed to seven new stormwater harvesting projects by June 2019 through our \$12.5M Stormwater Harvesting Fund.



GOAL 13 CLIMATE ACTION



WHAT WE DID:
Installation of energy recovery devices on pumps at our Altona Treatment Plant, as well as installation of solar panels.

OUTCOME:
Energy consumption from pumps has been reduced. Solar panels are estimated to reduce greenhouse gas emissions by 227 tonnes per year.

GOAL 17 PARTNERSHIPS FOR THE GOALS



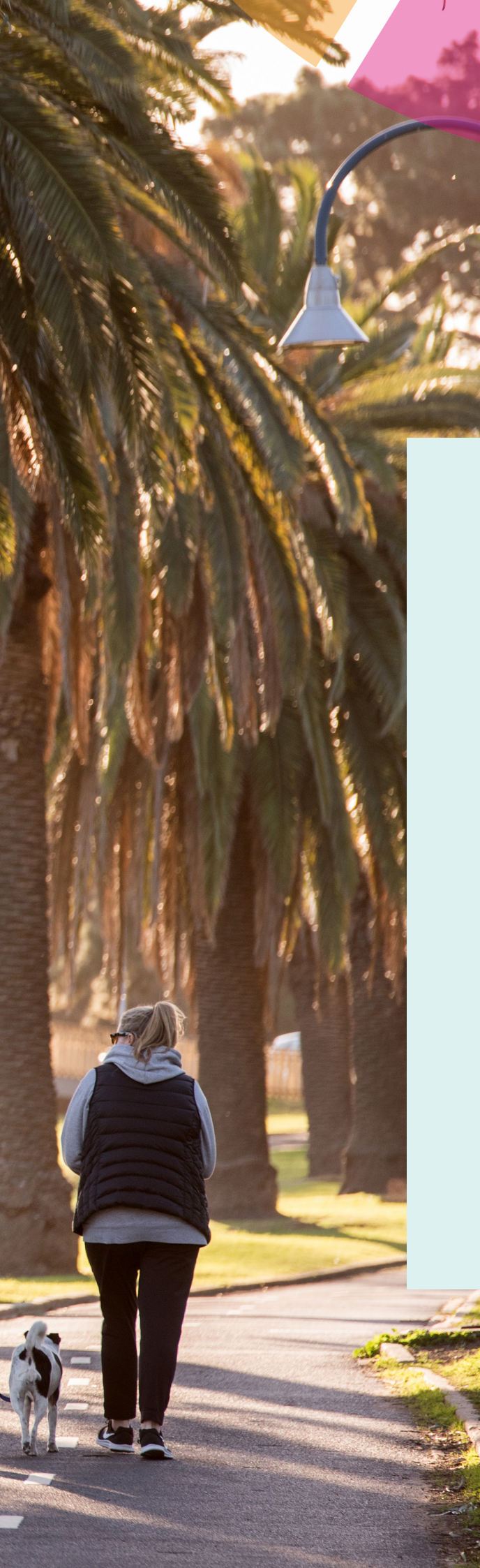
WHAT WE DID:
Close collaboration to advance the purposeful leadership of the SDGs with the Water Services Association of Australia (WSAA).

OUTCOME:
Supporting the development and delivery of 'Global Goals for Local Communities' and the 'Sustainable Development Goals Progress Report' paper through WSAA Committee representation. Development of SDG communications and marketing materials shared across the WSAA platform and beyond.









WE HAVE MORE TO DO

We want to take these six initial focus areas to the next level of performance by setting meaningful targets consistent with our vision.

Our targets are set out in the next few pages.



HOW WILL WE TRACK PROGRESS?

Measurement of progress is key to ensuring that we continue to strive toward achieving our 'benefiting communities' vision. A live review of our progress against each of the below Goals will be published and updated annually on our website.



6 CLEAN WATER AND SANITATION



GOAL 6 CLEAN WATER AND SANITATION



GLOBAL ISSUE

Ensure access to water and sanitation for all

Every year, many people perish from diseases associated with inadequate water supply, sanitation and hygiene.

Water scarcity, poor water quality and inadequate sanitation negatively impact food security, livelihood choices and educational opportunities for poor families across the world. Drought afflicts some of the world's poorest countries, worsening hunger and malnutrition.

By 2050, at least one in four people are likely to live in a country affected by chronic or recurring shortages of fresh water.

WHY IS IT IMPORTANT?

City West Water's core business aligns with the delivery of access to clean water and sanitation for all. We continue to strive to be an exceptional service provider where our infrastructure is both maintained and enhanced to support future growth.

OUR CURRENT ACTIONS

- Maintaining and enhancing infrastructure via our Capital Works Program.
- As Platinum Members of WaterAid, we will continue to participate in fund raising efforts through events and linkages with our customers.

OUR TARGETS

Deliver on the 10 major capital works projects identified for water and sewerage services out to 2023.





GOAL 3 GOOD HEALTH AND WELLBEING

GLOBAL ISSUE

Ensure healthy lives and promote wellbeing for all at all ages

Ensuring healthy lives and promoting the wellbeing for all at all ages is essential to sustainable development. Major progress has been made on increasing access to clean water and sanitation, reducing malaria, tuberculosis, polio and the spread of HIV/AIDS. However, many more efforts are needed to fully eradicate a wide range of diseases and address many different persistent and emerging health issues.

WHY IS IT IMPORTANT?

Improving health and wellbeing through urban greening is a key opportunity for City West Water's service area.

Water contributes to health and wellbeing. Tackling challenges such as the Urban Heat Island effect and activating green, open spaces to get people moving can be significant contributors to better health outcomes for the community.

OUR CURRENT ACTIONS

Greening the West:

- Continuing to play a leadership role in the Greening the West program which brings together over 14 likeminded stakeholders with a commitment to a vision of urban greening for greater health and liveability outcomes for our community.



OUR TARGETS

Double tree canopy cover in the west by 2050.



Green space to be increased by 25% by 2030.

25% increase in supply of alternative water for green space by 2030.





GOAL 5 GENDER EQUALITY

GLOBAL ISSUE

Achieve gender equality and empower all women and girls

While the world has achieved progress towards gender equality and women’s empowerment, women and girls continue to suffer discrimination and violence in every part of the world.

Gender equality is not only a fundamental human right, but a necessary foundation for a peaceful, prosperous and sustainable world.

Providing women and girls with equal access to education, health care, decent work, and representation in political and economic decision-making processes will fuel sustainable economies and benefit societies and humanity at large.



WHY IS IT IMPORTANT?

A business that fosters and champions diversity performs better on both the financial and social grounds. City West Water is committed to shifting our work environment from one that simply understands and accepts diversity, to one that proactively champions it.

Our Diversity and Inclusion Strategy drives actions that bring more opportunities to women in leadership, which helps close the gender pay gap and improve equality. Our flexible work arrangements also make parenting more accessible, to both men and women.

OUR CURRENT ACTIONS

- Implementation of our Diversity and Inclusion Strategy which sets out a pathway for significant increase in gender equity.

OUR TARGETS

50% of our workforce will be female by 2020.



50% of our leaders will be female.

11 SUSTAINABLE CITIES AND COMMUNITIES



GOAL 11 SUSTAINABLE CITIES AND COMMUNITIES



GLOBAL ISSUE

Make cities inclusive, safe, resilient and sustainable

Many challenges exist to maintaining cities in a way that continues to create jobs and prosperity while not straining land and resources. Common urban challenges include congestion, lack of funds to provide basic services, a shortage of adequate housing and declining infrastructure.

WHY IS IT IMPORTANT?

City West Water has the important responsibility to deliver a secure and sustainable water network across the CBD and western suburbs.

We understand the intrinsic link that exists between water and communities that are resilient, sustainable and flourishing.

OUR CURRENT ACTIONS

- Implement our Urban Water Strategy which commits City West Water to taking the lead in implementing alternative water supply options such as stormwater harvesting and recycled water in a manner that secures our precious water supply.
- Established a \$12.5 million Stormwater Harvesting Fund to keep parks, gardens and sport fields green for the community to enjoy. Seven projects are being co-funded as at June 2019.

OUR TARGETS

Increased the supply of stormwater irrigation of green spaces from 90ML/ annum to 110ML/annum by 2020.

Deliver 9.7 GL per year of alternative water by 2065 – in line with current plans for growth areas (including existing 2.5 GL per year supply as of 2015/16).

By FY20/21 reduce our total per capita water consumption from 300l/p/d to 292l/p/d.

13 CLIMATE ACTION



GOAL 13 CLIMATE ACTION



GLOBAL ISSUE

Take urgent action to combat climate change and its impacts

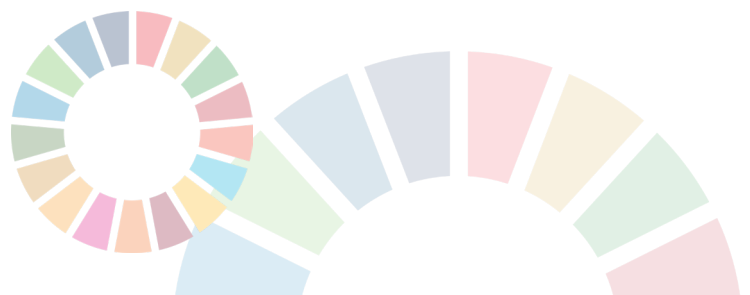
Climate change is now affecting every country on every continent. It is disrupting national economies and affecting lives, costing people, communities and countries dearly today and even more tomorrow.

WHY IS IT IMPORTANT?

At City West Water, we partner in climate change mitigation and lead in climate change adaptation. We are dedicated to proactively responding to the impacts of climate change on our services, customers and the broader community.

OUR CURRENT ACTIONS

- Our response to climate change is identified by the actions outlined within our Greenhouse Gas pledge and both our Corporate and Climate Resilience Strategies.



OUR TARGETS

Reduce our total carbon emissions by 80% (compared to our baseline) by 1 July 2025 and adopt a leading pathway to achieve net-zero emissions.



Increase energy efficiency of our assets by 10%.



Purchase 100% renewable energy for all new alternative water projects.



17 PARTNERSHIPS FOR THE GOALS



GOAL 17 PARTNERSHIPS FOR THE GOALS

WHY IS IT IMPORTANT?

City West Water is in the position to positively contribute to the lives of our customers, the communities we serve and the Victorian water industry as a whole.

We understand that the key to unlocking this potential is through the development of great partnerships both within and outside of the water sector.

GLOBAL ISSUE

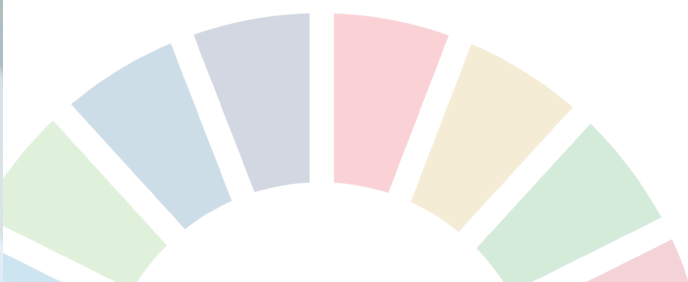
Revitalise the global partnership for sustainable development

A successful sustainable development agenda requires partnerships between governments, the private sector and civil society. These inclusive partnerships built upon principles and values, a shared vision, and shared goals that place people and the planet at the centre, are needed at the global, regional, national and local level.



OUR CURRENT ACTIONS

- WSAA: Continue to proudly support the broader water industry through forum and event participation and knowledge sharing opportunities.
- Research partnerships including industry strategic partnerships with Victoria University to enhance our brand presence, knowledge sharing opportunities and our ability to attract new talent.
- Integrated Water Management Forum attendance which provides us with exciting opportunities to achieve significant local outcomes.



OUR TARGETS



9 stormwater partnerships developed by 2022-23.



Effectively utilise the Stormwater Harvesting fund: \$2.5million per year for 5 years.





EXPANDING OUR REACH BEYOND OUR FOCUS AREAS

Identifying that clean water and sanitation are fundamental building blocks to achieving all of the SDGs, we have identified areas in which we can add value and aligned each of these with the remaining suite of Goals. Current actions include efficiency programs, education initiatives and dynamic partnerships that seek to benefit the diverse community in which we serve. Our suite of current actions are set out in the next few pages.





GOAL 1 NO POVERTY

GLOBAL ISSUE:

End poverty in all its forms everywhere

OUR CURRENT ACTIONS:

- **Financial inclusion:** Financial inclusion and financial resilience is important to us in enabling our business to consistently deliver the highest quality service, and put customer value at the centre of all that we do.
- **Choose Tap:** Choose Tap benefits customers in all walks of life and is playing a valuable role in community sport, local festivals, education, parks and gardens, health sector, business sector and cafes and restaurants.
- **DATZ:** The Day at the Zoo event is a true symbol of how collaboration between government organisations can bring together diverse cultural communities to learn, grow and celebrate in unison.



GOAL 2 ZERO HUNGER

GLOBAL ISSUE:

End hunger, achieve food security and improved nutrition and promote sustainable agriculture

OUR CURRENT ACTIONS:

- **Water education programs:** All of our educational programs centre on the importance of valuing water as a resource, ways that water can be saved around the home and how we manage water and sewerage.
- **Choose Tap:** Choose Tap benefits customers in all walks of life and is playing a valuable role in community sport, local festivals, education, parks and gardens, health sector, business sector and cafes and restaurants.





GOAL 4 QUALITY EDUCATION

GLOBAL ISSUE:

Ensure inclusive and quality education for all and promote lifelong learning

OUR CURRENT ACTIONS:

- **Water education programs:** All of our educational programs centre on the importance of valuing water as a resource, ways that water can be saved around the home and how we manage water and sewerage.
- **VU, RMIT collaboration and partnerships:** Victoria University (VU) and City West Water share a broad partnership that spans education and research, with a focus on benefits to the environment and community.



GOAL 7 AFFORDABLE AND CLEAN ENERGY

GLOBAL ISSUE:

Ensure access to affordable, reliable, sustainable and modern energy for all

OUR CURRENT ACTIONS:

- **Pricing submission:** We exist because people and places need water and sewerage services, and we are committed to delivering the services our customers value efficiently and at an affordable price.
- **Digital metering trials:** Digital water meters help identify leaks, within the customer's property and in our water network, so they can be fixed quickly, saving water and money. Digital water meters have the potential to provide customers with timely information on their water usage and bill so they can make informed choices about their water consumption and avoid surprises.
- **KPIs and strict water quality assurance measures in place:** Our Annual Report houses our operational KPIs and water quality requirements to ensure that we continue to supply safe, clean drinking water to our customers.



GOAL 8 DECENT WORK AND ECONOMIC GROWTH

GLOBAL ISSUE:

Promote inclusive and sustainable economic growth, employment and decent work for all

OUR CURRENT ACTIONS:

- **Flexible work arrangements and action items from our Diversity and Inclusion Strategy:** Our people are at the heart of all we do. Fostering positive physical and mental health within the workplace for each employee is our top priority, and we provide programs such as flexible work arrangements in order to achieve this. We are also supporting diversity and inclusion across the board to ensure our workplace is reflective of the diverse community we serve.
- **White Lion partnerships:** Supporting work placements for young people via White Lion's Aboriginal and Torres Strait Islander program.



GOAL 9 INDUSTRY INNOVATION AND INFRA- STRUCTURE

GLOBAL ISSUE:

Build resilient infrastructure, promote sustainable industrialization and foster innovation

OUR CURRENT ACTIONS:

- **Shark Tank Innovation Fund:** City West Water's innovation fund provides a formal opportunity for staff to actively take part in innovative problem solving and development to enhance the way we operate across the board.
- **Capital Works Program:** Our Capital Works Program ensures that our infrastructure is resilient and meets the demand for water and wastewater services both now and into the future. This program considers and supports our growing city and western suburbs amidst the challenges of climate change and a future with less water.
- **Maintenance program of existing assets:** Our maintenance program for existing assets ensures that our vital wastewater and water infrastructure networks continue to be maintained to support customer needs both now and into the future.



GOAL 10 REDUCED INEQUALITIES

GLOBAL ISSUE:

Reduce inequality within and among countries

OUR CURRENT ACTIONS:

- **WaterAid involvement:** WaterAid membership strengthens our corporate social responsibility and sustainability programs and increases our understanding and ability to help support communities without access to clean water, decent toilets and good hygiene.



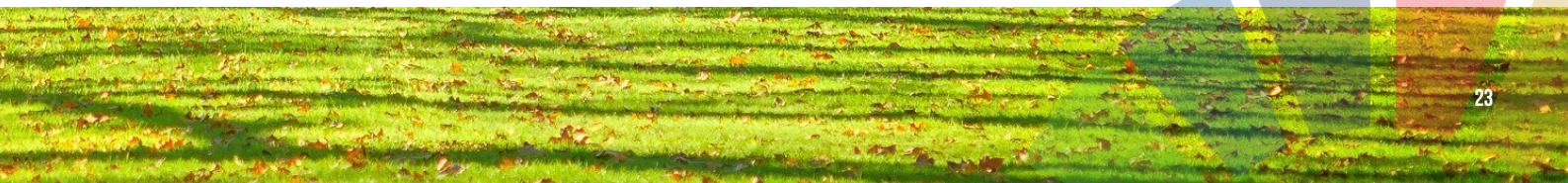
GOAL 12 RESPONSIBLE CONSUMPTION AND PRODUCTION

GLOBAL ISSUE:

Ensure sustainable consumption and production patterns

OUR CURRENT ACTIONS:

- **System efficiency processes:** Energy recovery devices and Solar Panels installed at Altona Treatment Plant are two examples of how City West Water is actively playing a role in reducing energy consumption to ensure that we operate as sustainably as possible. These initiatives fall under our greater commitment to reducing our greenhouse gas emissions by 80% by 2025.
- **Showerhead exchange:** At City West Water, we provide our customers with the opportunity to swap their old showerheads with water efficient ones – free of charge. A new water efficient shower head can save our customers up to 13,500 litres of water per person per year. Installing water efficient showerheads is one of the easiest ways to improve water efficiency in our customers’ homes and reduce their water and energy bills and environmental impact.
- **Water recycling:** City West Water is dedicated to finding new opportunities to serve our communities in as many ways as possible. The provision and use of recycled water instead of potable water where possible is an example of this. Recycled water can be used for many purposes, depending on the quality of wastewater, including toilet flushing, cleaning and for use in cooling towers.





GOAL 14 LIFE BELOW WATER

GLOBAL ISSUE:

Conserve and sustainably use the oceans, seas and marine resources

OUR CURRENT ACTIONS:

- **Urban Water Strategy:** We commit to delivering reliable, efficient, safe and environmentally responsible water and wastewater services for our customers now and into the future and the UWS outlines our approach to make good on our commitment.
- **Support of Melbourne Water:** Melbourne Water manages Melbourne's major waterways, supply catchments and major drainage systems. Our support of their strategic direction in managing the conservation and sustainability of our waterways is an important priority.



GOAL 15 LIFE ON LAND

GLOBAL ISSUE:

Sustainably manage forests, combat desertification, halt and reverse land degradation, halt biodiversity loss

OUR CURRENT ACTIONS:

- **Environmental offset and tree replacement:** As part of our Greening the West initiative, we have led the 1 million trees project, which seeks to see 1 million additional trees planted in Melbourne's West to reduce the Urban Heat Island effect and increase the health and wellbeing of our communities. We have also created a native vegetation offset site on our land in Ballan Road, Wyndham Vale. This site is actively managed to offset native vegetation removed to construct water supply assets.





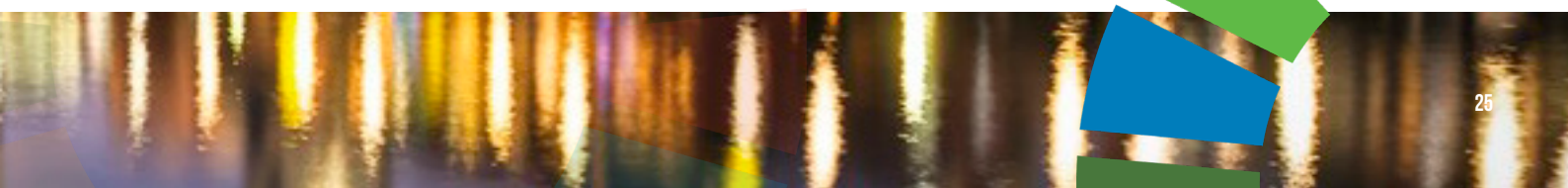
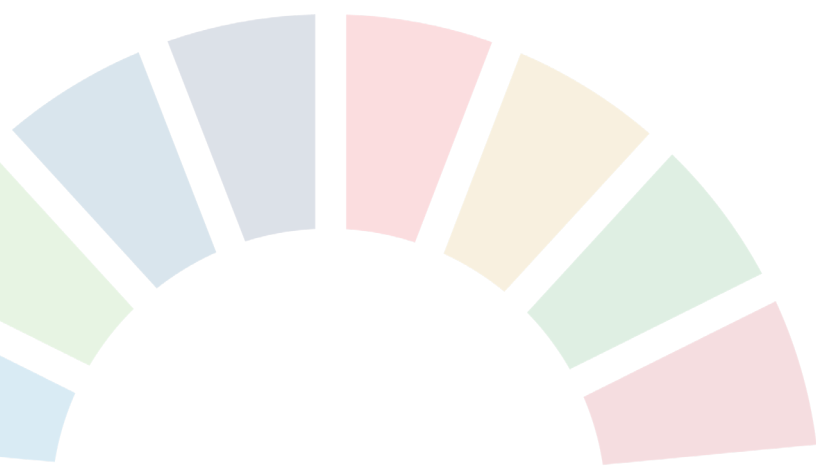
GOAL 16 PEACE, JUSTICE AND STRONG INSTITUTIONS

GLOBAL ISSUE:

Promote just, peaceful and inclusive societies

OUR CURRENT ACTIONS:

- **Family Violence Forums and Policy:** City West Water is committed to being an exceptional service provider that puts customers first and benefits the community. Our Family Violence Policy outlines how we seek to meet our responsibilities for employees and customers experiencing or affected by family violence.
- **CALD community work:** City West Water is home to over 130 cultural groups. We offer English as an Additional Language syllabus to improve communication and understanding of water use and safety. We also offer support for those experiencing financial hardship through our hardship program.







PIMPING STATION



City West Water™



SUSTAINABLE DEVELOPMENT GOALS

