

# TRADE WASTE MANAGEMENT POLICY

## 1. Purpose

This policy has been established to ensure that trade waste risks and impacts are managed appropriately to ensure the protection of our staff, the public, the environment, and our wastewater infrastructure and processes. It demonstrates our commitment to sustainably managing the wastewater system while aiming to provide an excellent level of service to our customers.

## 2. Scope of policy

This policy applies to South East Water and must be observed by all employees, agents, contractors and other workers.

It covers all trade waste connections to the wastewater system and prohibits the discharge of substances that could harm the environment, sewerage system, treatment processes, or public health. Occupiers of commercial and industrial premises must have a trade waste consent before discharging trade waste into our wastewater system.

All managers and employees involved in the acceptance and discharge of trade waste are responsible for understanding, implementing, maintaining, and continuously improving the trade waste risk management system.

## 3. Definitions

For purposes of this policy, unless otherwise stated, the following definitions shall apply:

Biosolids	Solid or semi-solid organic material obtained from treated wastewater
ESC	Essential Services Commission
ESC Water Industry Standard – Trade Waste Customer Service	Standard developed by the ESC to provide water businesses with a consistent, transparent and timely approach to decision making for trade waste management throughout Victoria
HACCP	Hazard Analysis Critical Control Points. An approach to food safety that addresses physical, chemical and biological hazards as a means of prevention, rather than inspection of the finished product
ISO 22000	Food safety management system incorporating HACCP
Statement of Obligations	Statement of obligations made and issued to South East Water by the Minister for Environment, Climate Change and Water under section 41 of the <i>Water Industry Act 1994</i>
Trade waste consent	A trade waste agreement made with a customer, as described in the <i>Water Act 1989</i>

## Trade waste

1. Any waterborne waste (other than sewage) which is suitable, according to our acceptance criteria, for discharge into our sewerage system; or
2. Any matter prescribed by the *Water (Trade Waste) Regulations 2014*; or
3. Any other matter declared by a by-law made under the *Water Act 1989*.

## 4. Policy statement

We seek to establish a relationship of trust with trade waste customers, improving the efficiency with which resources are used, and minimising the impact of trade waste on systems for the benefit of the community and the environment.

Our trade waste objectives are to:

- Protect and preserve the health and safety of personnel and the public
- Protect wastewater infrastructure from damage
- Minimise adverse impacts on the wastewater treatment processes
- Protect the environment; and
- Maximise opportunities for reuse of recycled water and biosolids

Empowered by the *Water Act 1989* and in accordance with Clause 7.8 of the Statement of Obligations, we will achieve this through:

- Identifying all trade waste discharges and ensuring they have the appropriate trade waste consent
- Conducting risk assessments to ensure trade waste permitted into the sewer can be safely and sustainably managed
- Working with customers to achieve best practice and continually improving trade waste quality
- Promoting water conservation, cleaner production and circular economy practices
- Conducting regular, risk-based compliance monitoring to ensure adherence to consents
- Managing trade waste in a cost-effective manner, recovering the true cost of accepting, treating and disposing of trade waste
- Maintaining systems in accordance with ISO 22000 and HACCP
- Regularly assessing and improving our trade waste management practices
- Adhering to the ESC's 2022 Water Industry Standard – Trade Waste Customer Service and all other relevant laws and obligations
- Making this policy publicly available and clearly communicating our objectives.

## 5. Related policies

- Quality Policy
- Environment Policy
- Risk Management Policy
- Compliance Policy

## 6. Legislative compliance

- ESC's 2022 Water Industry Standard - Trade Waste Customer Service
- *Water Act 1989* (Vic) including the Statement of Obligations
- *Water (Trade Waste) Regulations 2014*

## 7. Implementation and review

Approved by: General Manager, Service Delivery  
Approved on: 12/08/2024  
Sponsor: Group Manager, Treatment & Recovery Services  
Implementation: Trade Waste Manager  
Review date: 12/08/2027