



Unitywater

Serving you today, investing in tomorrow.

SUPPLIER PARTNERING GUIDE

SMARTER. BETTER. TOGETHER.

Welcome



ABOUT THIS REPORT

Unitywater provides this guide to demonstrate the key areas that are central to our values, goals and commitments.

We invite you to join us in creating a future that is Smarter. Better. Together for our people, customers and community.



ACKNOWLEDGEMENT OF TRADITIONAL OWNERS

Unitywater respectfully acknowledges the Traditional Owners of the lands on which we operate and recognise their continuing connection to land, water and community. We pay our respects to their Elders past, present and emerging.



OUR CONTACT DETAILS

Unitywater
Ground Floor, 33 King Street, Caboolture, Qld
PO Box 953, Caboolture Qld 4510
Phone: 1300 086 489
unitywater.com

To contact Procurement, email Procurement@unitywater.com
To contact us about initiatives, email Thriving@unitywater.com

Engaging with partners

Unitywater wants to engage with partners who share our aspirations and goals. One of the ways we can impact change is to lend our collective voice through our supply chain.

We place high value on partners who seek new and innovative ways to deliver value to people, community and the environment, supporting our region and economy to create a great future together. We aim to make a difference in areas such as:

- > environmental sustainability
- > prevention of domestic and family violence
- > homelessness
- > disadvantaged children
- > education and careers
- > advancing the interests of Aboriginal and Torres Strait Islander communities.

We hold business integrity as a fundamental expectation. We will only do business with partners who practise legal compliance and ethical decision-making. We want to do business with organisations who have high standards of care for their people and the culture of their business, and who practise and contribute to inclusivity.

PARTNERING WITH YOU

Potential partners should use this guide as an opportunity to demonstrate alignment in key areas. We encourage you to share your approach and learnings with us so that we can build a future that is Smarter. Better. Together.

For partners who complete more than \$500,000 of business annually with Unitywater, we will ask for information on initiatives undertaken to improve the experience of their people, community and customers.

Our strategy

OUR PURPOSE

Keeping our communities healthy

OUR VISION

To be a sustainable water and sewerage service provider that creates value for our customers and returns value to our stakeholders

OUR VALUES

Our values describe what Unitywater stands for, the way we make business decisions and the standards of behaviour we hold ourselves accountable to.



INNOVATION
We seek new ways of doing things better



HONESTY AND INTEGRITY
The work we do is always and only in the best interests of our customers, stakeholders, community and the environment



RELIABILITY
We mean and do what we say



EFFICIENCY
We don't waste time, money or effort



ONE TEAM
No one succeeds at the expense or exclusion of others



SAFETY
We think, walk and talk safety every day

The value we create

We provide access to safe drinking water and sewerage services that customers can trust and rely on.

THE VALUE WE RETURN

COMMUNITY

We contribute to keeping our communities healthy by supporting environmental, social and economic development through employment of our people and support of local industries within the region.

ENVIRONMENT

We maintain an important duty of care to the environment while we deliver safe, sustainable water and sewerage services. Beyond our duty of care, we actively seek to influence through education and societal change how future generations interact and impact water and sewerage services.

PEOPLE

We provide engaging and meaningful work, and opportunities to develop skills and experience, within an innovation-focused, inclusive and diverse workplace that makes a positive contribution to the community.

Unitywater wants to work with partners and suppliers who can help us return value to our communities.



Our community

We're invested in local groups, events and causes that align with our purpose and help make life better for our communities.

Unitywater would be proud to work with partners who share our enthusiasm for giving back to our local communities and would be excited to talk to you about how we can make a difference together.

Our sponsorship program provides funding for projects and programs that help to make our region a better place to live and work. Sponsorship falls within four categories:

DISADVANTAGED AND VULNERABLE CHILDREN

We are proud to support initiatives that improve the life chances and opportunities of children, young people and families by inspiring them and giving them options to engage positively in the community.

DOMESTIC AND FAMILY VIOLENCE PREVENTION

We are proud to support initiatives that support the recovery of people who have experienced domestic and family violence or have inflicted it.

ENVIRONMENT

We are proud to support initiatives that deliver environmental improvements and education with a particular focus on waterway health and single-use plastic prevention.

HOMELESSNESS

We are proud to support initiatives that help homeless people or people at risk of homelessness in our community.



Our environment

We play an important role as a water supply and sewerage utility in caring for our environment. We are committed as a business, and as members of the community, to providing a service that is safe, reliable and sustainable.

We share our customers' desire to ensure our environmental impacts are reduced, and want to engage with partners who not only manage their impacts appropriately, but actively participate in environmental sustainability.

We are proud to support initiatives that deliver environmental improvements and education with a particular focus on waterway health and single-use plastic prevention. Talk to us about how you can get involved in initiatives such as:



SUSTAINABLE STPS

Sewerage Treatment Plants (STPs) clean the dirty water by removing nutrients, organic matter and bacteria before the end product goes into a river or the ocean. This helps to keep our waterways healthy.



WETLANDS

Wetlands are nature's way of cleaning water, filtering and trapping sediment and recycling nutrients. We use wetlands at three of our sites to help polish the effluent from the sewage treatment plants even further.



PLANTING TREES

We have planted more than 12,000 trees as part of the Creekside greening program so far. This program is an environmental initiative to support the health of our region's waterways.



WATER ON TAP PROJECT

Unitywater's Water On Tap project encourages everyone to keep our waterways clean and our local turtles protected from plastic pollution simply by drinking tap water instead of buying bottled water.



Our people

Our number one priority is keeping our people safe, both physically and psychologically, while they are working 24/7 in service to our community. We want our people to return to their families and the things that matter most to them in the same or better condition than when they came to work.

We aim to create a safe, engaging and inclusive work environment where people are capable, productive and engaged and have healthy bodies and healthy minds. Unitywater has many programs to promote safety and positive psychological wellbeing to protect and prevent physical and psychological injury and illness and support return to a state of positive mental and physical health.

We are interested in working with partners who share our passion for people and can support us in achieving zero harm and thriving at work, home and in the community. Here are some of the ways in which we support our people.



HEALTHY MINDS

Healthy Minds is our mental health framework, that provides a positive and supportive approach to psychological health and safety in our workplace, enabling us to better support our people.



HEALTHY FAMILIES

Healthy Families is our industry-leading Parental Leave Program demonstrating commitment to equality and pay equity. It provides choice for all team members when they are considering starting or expanding their family.



HEALTHY RELATIONSHIPS

Healthy Relationships Program promotes relationships at work and at home that are respectful, supportive and healthy. It enables members to be the best version of themselves at work and at home, and to prevent domestic and family violence in our wider community.



Our people

Unitywater is dedicated to creating a truly inclusive community that is grounded in respect, appreciation and celebration of individual differences.

We want to work with suppliers and partners who contribute to an inclusive environment that embraces individuality and where our team members, suppliers, partners and customers feel they truly belong.

We get involved in community activities that promote diversity and inclusion and value working with partners who would like to get involved.



GENDER

Focusing on participation, leadership, key technical and trade areas, pay parity, equality of treatment, visible advocacy for gender equality.



ALL ABILITIES

Celebrating and supporting the diverse abilities of our people, our customers and our community.



RECONCILIATION

Our Reconciliation Action Plan is a commitment to building relationships and respect. We are creating opportunities for Aboriginal and Torres Strait Islander (ATSI) people through employment and business partnerships.



Unitywater

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investing in tomorrow.

-  unitywater.com
-  1300 086 489
Emergencies and Faults 24 hours
Customer Service: 7am - 6pm,
Mon - Fri (except public holidays)
-  Unitywater, PO Box 953, Caboolture QLD 4510
-  Customer Service Counters 8.30am - 4.30pm,
Mon - Fri (except public holidays)
8-10 Maud Street, Maroochydore QLD 4558
33 King Street, Caboolture QLD 4510