

COMMERCIAL TRADE WASTE

Policy statement

Gippsland Water, along with our customers, faces numerous challenges associated with achieving triple bottom line objectives and environmental sustainability. In addressing these challenges we continually strives to improve its approach to Trade Waste Management to ensure that optimal results are achieved for all stakeholders from both an environmental and economic sustainability perspective.

We receive and treat a large portion of Victoria's Trade Waste. This service is critical in managing the risks associated with Trade Waste, as well as facilitating the uptake of more sustainable business practices via cleaner production and waste minimisation across our industrial and commercial customer sectors.

In delivering this service, we have direct contact with a large number of industrial and commercial waste generators. As such, the Corporation has a unique platform to mitigate risk and facilitate cleaner production, waste minimisation and sustainable business practices that will help us move towards the goal of long term sustainability.

Purpose

The successful implementation of Trade Waste Management will be underpinned by the following objectives:

- to provide a positive customer experience;
- to protect the environment;
- to protect the health and safety of members of the public and our employees;
- to protect our sewerage infrastructure and associated assets;
- to assist recovery of the true cost associated with the receipt, carriage, treatment and disposal of Trade Waste and the maintenance and repair of our assets through the implementation of appropriate fees and charges;
- to encourage waste minimization and cleaner production initiatives including waste prevention, recycling and pre-treatment of Trade Waste; and
- to promote economic and regional growth.

Scope

This policy is applicable to producers of liquid waste generated by an industry, business, trade or manufacturing process (other than domestic waste), which is acceptable for discharge to the sewer

[Doc Type]

Owner:	Manager – Waste Water Treatment	Sponsor:	General Manager Operations
Approved:	28 February 2023	Next Review:	February 2026

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Policy details

The objectives of this policy will be achieved by:

- ensuring the discharge of Trade Waste into our wastewater systems and wastewater treatment plants meets our regulatory requirements;
- managing trade waste in accordance with the environmental protection principles set out in section 1 of the Environment Protection Act 1970;
- the facilitation of recycling to ensure the trade waste management frame work does not become a barrier to the development of recycling or reuse where this is required for environmental protection or the market demands this as an outcome;
- identifying customers that discharge Trade Waste and ensuring compliance with all relevant legislation and documentation by entering into Trade Waste Agreements;
- promoting a culture of waste minimization and cleaner production initiatives; and
- effectively managing and administering customer information within our systems.
- abiding by the requirements of the Department of Energy, Environment and Climate Action (DECCA), (DELWP) trade waste management framework relevant to the organisation, the Essential Services Commission’s Water Industry Standard – Trade Waste Customer Service and our Trade Waste Customer Charter.

Policy review and approval

It is recognised that, from time to time, circumstances may change leading to the need for minor administrative changes to this document. Where an update does not materially alter this document, such a change may be made administratively without requiring approval of the approving body. Examples include only a change to the template, name of a position or department, or a minor update to legislation which does not have a material impact.

Responsible Officer	Review Frequency	Approving Body
Manager – Waste Water Treatment	36 Months	ELT

Normative references

References for this policy include;

Water (Trade Waste) Regulations 2014	TRIM Ref: COR/14/59597
Trade Waste Procedure	TRIM Ref: COR/06/4128
Trade Waste Customer Charter	TRIM Ref: COR/12/35992
ESC Water Industry Standard – Trade Waste Customer Service	

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