

Modern Slavery Statement 2024-25

This is Central Highlands Water (CHW) Modern Slavery Statement 2024-25 in accordance with the *Modern Slavery Act 2018 (Cth)*.

Traditional Owners Acknowledgement

We respectfully acknowledge the Traditional Owners of the region we operate within, including the Dja Dja Wurrung, Wadawurrung, Wurundjeri, Djab Wurrung, Wotjobaluk, Jaadwa, Jadawadjali, Wergaia and Jupagulk Peoples and pay our deepest respect to their Elders past and present.

We acknowledge their role as custodians of land and water for many centuries and their continuing culture, contribution and connection to Country is vital to the life of this region.

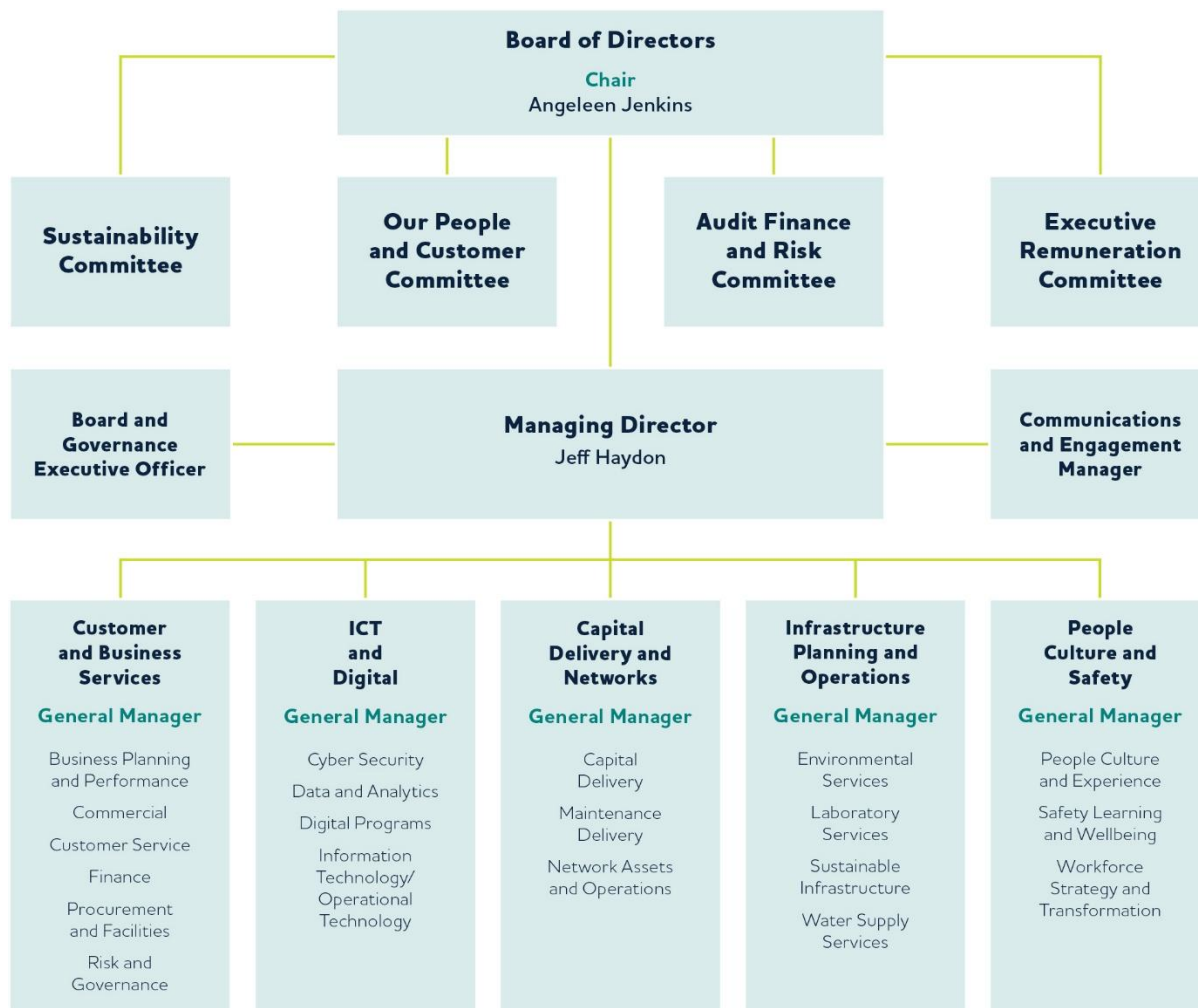
About CHW

CHW, with its administrative center in Ballarat, is one of eighteen regional urban water corporations formed under the Water Act 1989. CHW is fully owned by the Victorian Government and reports to the Minister for Water via the Department of Energy, Environment and Climate Action (DEECA). CHW provides water supply and sewerage services through 80,502 water supply connections and 70,732 sewerage service connections to 189,486 residents throughout the Central Highlands region.

Our area of operations takes in 9,275 square kilometers. Straddling the western fringes of the Great Dividing Range, our service area incorporates the local government areas of Ballarat City Council, Central Goldfields Shire Council, Golden Plains Shire, Hepburn Shire Council, Pyrenees Shire Council, Northern Grampians Shire Council and Moorabool Shire Council (refer to Attachment A).

CHW do not own or control any other entities.

Operational structure



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Our Operations and Supply Chain

CHW current strategic priorities are represented by the following strategic framework.

Progress against each strategic outcome is regularly reviewed by each relevant Board sub-committee. CHW supports the progression of the UN's Sustainable Development Goals, which is a national commitment by the Australian Federal Government.

OUR 2040 STRATEGY

OUR VISION Fostering sustainable living, thriving communities and a healthy environment.

OUR PURPOSE We care for our community and environment, ensuring essential water services are safe, reliable and affordable now and in the future.

- OUR VALUES**
- Integrity
 - Teamwork
 - Leadership
 - Care

OUR 2040 STRATEGY OUTCOMES



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- OUR STRATEGIC ACTION AREAS**
- Shape growth, drive resilience and water security
 - Engaged community partner
 - Build strategic capabilities
 - Proactively embrace technology and innovation
 - Rapidly reduce our environmental impact
 - Explore strategically aligned growth opportunities
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CHW's is committed to the procurement of goods and services that achieve sustainable value for money, whilst enabling and facilitating the delivery of services to our customers that demonstrates transparent and accountable expenditure of public funds.

CHW seeks to achieve this commitment by complying with the following principles:

- provision of a safe workplace
- sustainable business practices
- value for money
- open and fair competition
- accountability and responsibility
- risk management
- probity and transparency.

Our key operations and supply chains are:

Operations	Supply Chains	
Asset Maintenance	<ul style="list-style-type: none"> • Water treatment services • Waterways • Operations & maintenance of assets 	<ul style="list-style-type: none"> • Operation & maintenance of facilities • Land care services & conservation management
Construction	<ul style="list-style-type: none"> • Engineering, Constructions & Major Projects 	<ul style="list-style-type: none"> • Engineering consulting / technical services
Corporate	<ul style="list-style-type: none"> • Purchase & lease of properties • Electricity, gas, utilities • Commercial travel • Freight, couriers & mail • Temporary labour hire • Professional services • Marketing & advertising 	<ul style="list-style-type: none"> • Staff training services • Fleet purchase, maintenance & operation • Stationery & office equipment • Security services • Research • Insurance services
Customer	<ul style="list-style-type: none"> • Call centre services • Customer research services 	<ul style="list-style-type: none"> • Debt collection services • Printing of bills & notices
Equipment & Materials	<ul style="list-style-type: none"> • Supply & Storage of chemicals • Hire of construction equipment 	<ul style="list-style-type: none"> • Service & maintenance of equipment • Consumable supplies
Information Technology	<ul style="list-style-type: none"> • Supply of IT hardware • Telecommunication expenses 	<ul style="list-style-type: none"> • IT Software & licensing • IT Services

Our actions

CHW continue to support the Victorian State Government commitment to ethical, sustainable, and socially responsible procurement through the inclusion of the Supplier Code of Conduct (Code) in all tender processes. To be considered, Tenderers must declare their adherence to this code.

The code describes the minimum expectations of the conduct of its suppliers in relation to:

- integrity
- ethics and conduct
- conflicts of interest
- gifts, benefits, and hospitality
- corporate governance
- labour and human rights
- health and safety
- environmental management

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CHW's Diversity, Inclusion and Accessibility Plan 2022-2025 and Gender Equality Action Plan (GEAP) 2021–2025 continue to support CHW's commitment to diversity, inclusion, equity, and accessibility.

Our progress

CHW recognise that our actions to identify and address our modern slavery risks including our supply chains are an ongoing and evolving process that we are committed to continue to build upon. During FY2024-25, CHW implemented a cloud based modern slavery tool kit made available to Water Services Association of Australia (WSAA) members following an open tender process. The tool, used by a number of major Water Corporations effectively collects data from suppliers using a set of shared questions as agreed by WSAA members. The advantage is that suppliers only need to complete the survey once by entering their data into the Informed 365 platform and water utilities can access their responses. The platform provides a dashboard that includes a supplier risk assessment based on the question responses.

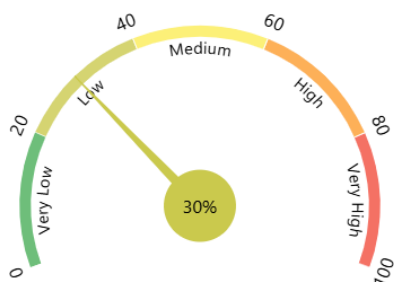
The Informed 365 WSAA Collaboration met monthly between July 2024 and June 2025 to collaborate around how Australia's water services and utilities sector can use the Informed 365 Software as a Service (SaaS) offering to assess and address modern slavery risks. Topics of collaboration included use of the Informed 365 platform, the Supplier Assessment Questionnaire (SAQ) and question set developed in 2023 in conjunction with the Water Services Association of Australia (WSAA), as well as increased organisational and supply chain knowledge around modern slavery issues, and long-term supplier engagement and education.

Key points from the Informed 365 WSAA group during FY2024-25 included.

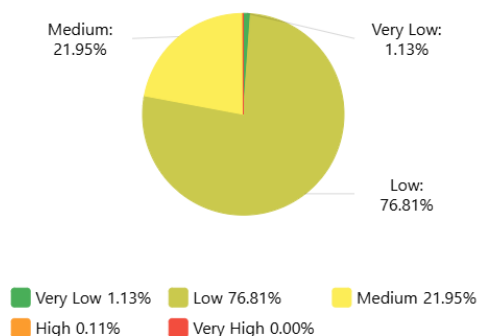
- The total number of suppliers onboarded to the platform across all platform clients increased from 1,180 to 2,914, an increase of 147% over the financial year (to 30 June).
- Supplier engagement rates increased by just over 23% to 76% (to 30 June).
- The number of free modern slavery learning resources embedded within the supplier assessment for suppliers to access for more information increased to twenty resources.
- Suppliers accessed these free learning resources a total of 314 times across the Informed 365 WSAA during the 2025 Financial Year.

CHW Supplier Engagement

- 736 of CHW suppliers are on the Informed 365 (I365) platform.
- 77.94% of CHW suppliers' inherent risk is very low/low
- 21.95% of CHW suppliers' inherent risk is medium.
- 0.11% of suppliers (1) inherent risk was high.
- The average risk rating was low.



Average Supplier Risk



Supplier Risk

Note: I365 inherent risk is a combination of both country and industry risks which have been determined on the Supplier location (not place of manufacture)

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Looking Forward

CHW will continue to strengthen our stance against modern slavery by embedding stronger requirements into our tendering and decision-making processes through adding additional scrutiny around modern slavery particularly in those supply chains identified as being of substantial risk.

The I365 toolkit enables CHW to identify those suppliers who have inherent high country or industry risks and collaborate directly with them to increase their capabilities and mitigate risks.

The Victorian State Government's Supplier Code of Conduct (Code) will continue to be mandated in all tender processes with failure to complete or non-conformances resulting in tenderers being excluded from the tender evaluation. Any breaches occurred during the previous year will be documented in the annual supplier contract performance report.

Our Procurement Policy, Framework and practices will continue to support with the objectives and actions from our GEAP 2021-25.

Approval

This Modern Slavery Statement was approved by the Board of Central Highlands Water on 9 December 2025.

A handwritten signature in black ink, appearing to read 'Jeff Haydon', written in a cursive style.

Jeff Haydon
Managing Director
Central Highlands Water
9 December 2025

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Attachment A CENTRAL HIGHLANDS WATER SERVICE AREA

