



RISK MANAGEMENT POLICY



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1. OBJECTIVE

To provide guidance regarding the management of risk to support the achievement of business objectives, protect staff and business assets and enable financial sustainability.

2. SCOPE

This policy applies to the Water Industry Operations Association of Australia (WIOA). It forms part of WIOA's governance framework and applies to all staff, Board, committee members, volunteers, members, and contractors.

Terms relating to risk management have the same meaning as defined in the Australian/New Zealand Standard ISO 31000:2018, Risk Management.

3. RISK GOVERNANCE

The Board, management, staff, committee members, volunteers, members, and contractors all have a joint responsibility of making Risk Management a high priority whilst undertaking daily tasks and operations of WIOA.

3.1 BOARD

- Responsible for the WIOA Risk Management Policy and framework
- Oversee effective operation of risk management framework
- Actively practice risk management in accordance with this policy
- Monitor adherence to this policy

3.2 CHIEF EXECUTIVE OFFICER

- Recognise and adopt Risk Management as a key function of the organisation
- Maintain overall responsibility for the effective management of all types of risks related to this policy across WIOA's operation
- Encourage an organisational culture which creates safe, healthy, and risk-free work and operational environments
- Endeavour to manage risks in accordance with the Australian/New Zealand Standard ISO 31000:2018, Risk Management and WIOA's policies and procedures

- Review WIOA's insurances annually to enable the most appropriate insurance arrangements are applied
- Develop and implement work systems that support risk management principles so that WIOA's loss exposures are managed within available financial resources for each aspect of operations
- Provide employees with relevant training
- Provide information expediently when requested to provide assistance in the investigation of a risk management issue or claim that has been made against WIOA's insurances
- Investigate information provided by employees, contractors or residents who are reporting a hazard or incident
- Maintain a register(s) of known business and environmental risks, assessed against an approved Risk Register Matrix

3.3 EMPLOYEES, COMMITTEE MEMBERS, VOLUNTEERS, MEMBERS, CONTRACTORS, AND SUB-CONTRACTORS

- Understand WIOA's Risk Management Policy
- Employ risk management principles and practices so that risk prevention is a priority in day-to-day duties and functions
- Report any hazard or incident which may have a potential risk exposure to WIOA, employees, contractors, volunteers, or the public to Supervisor or WIOA representative
- Assist positively with investigations related to incidents that have occurred as a result of a hazard or incident
- Consider and implement recommendations of risk management audits conducted in the workplace

4. PRINCIPLES

The effective management of risk is vital to the continued growth and success of WIOA. For risk management to be effective the following principles are applied:

- Risk management must create and protect value
- Risk management must be integrated into organisational processes
- Explicit risk management helps decision makers make informed choices
- Risk management is focused on the sources of uncertainty around the achievement of objectives

- Risk management must be tailored to the context and be fit for purpose
- Risk management is dynamic, iterative, and responsive to change

5. RISK APPETITE

Where practical, risks will be mitigated so that their residual risk is reduced when assessed in accordance with WIOA’s Corporate Risk and Opportunities Register(Appendix 1).

For risks that relate to health, safety and well-being of staff, Board, committee members, volunteers, members, contractors, visitors, and the public, WIOA will seek to mitigate the risk to the lowest level practical.

RISK APPETITE STATEMENT	
High Appetite (Open)	WIOA will operate in this area or in this way after all options are considered and the most appropriate option selected for an acceptable level of reward or value for money. Willingness to take on risk for an acceptable level of reward.
Moderate Appetite (Acceptable)	WIOA will operate in this area or this way after risks have been effectively mitigated in order to pursue opportunities. This is generally adopted for corporate and management activities. Willingness to take on a limited level of risk.
Low Appetite (Tolerable)	WIOA may operate in this area or in this way where the value is assessed as worthwhile, and only after risks have been effectively mitigated or uncertainty minimised. This is adopted for core business activities and for activities in pursuing strategic objectives. Willingness to take on a limited level of risk.
Minimal Appetite (Unacceptable)	WIOA will avoid operating in this area or in this way where there is any potential to compromise the Association. All reasonably practicable measures to eliminate the risk must be taken. This is adopted for regulatory activities and mis-compliance. No willingness to take on any risk

Risk driver (Category)	RISK APPETITE POSITION STATEMENT
Strategic Growth	WIOA must be willing to take and accept risk in order to achieve our strategic plan, and adapt to changes in the technological environment, and in the nature and conduct of our activities. <ul style="list-style-type: none"> • There is a moderate appetite to undertake transformational projects so that technology will deliver business efficiencies and improved member outcomes • There is a moderate appetite to explore business cases for growth opportunities for our association
Health and Safety	WIOA is committed to creating a safe working for staff, volunteers, and the broader community so that people are protected from physical and psychological harm. <ul style="list-style-type: none"> • There is no appetite for loss of life or serious harm to individuals. • There is no appetite for any deviations from standards and legislative responsibilities in work health and safety.

Financial sustainability	<p>WIOA needs to remain a financially viable while delivering and reviewing our member services to ensure our long-term financial viability and overall strength.</p> <ul style="list-style-type: none"> • There is a moderate appetite for actions that support the pursuit of financial growth • There is a moderate appetite for being more commercially adept and explore avenues to diversify revenue streams through commercially viable arrangements, partnerships, and grants.
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6. POLICY STATEMENT

WIOA is actively committed to risk management endeavouring to provide staff, Board, committee members, volunteers, members, and contractors with a safe work environment with minimal risk and that the necessary practices and procedures are implemented to control such risks.

WIOA recognises that risk management is an essential tool for sound strategic and financial planning and the ongoing physical operations of the organisation. By this commitment to risk management, WIOA aims to:

- Create a safe workplace and work environment in accordance with WIOA’s Workplace Health & Safety Policy
- Provide quality facilities that can be used safely and securely by all stakeholders
- Reduce the cost of insurance premiums
- Provide cost effective strategies for the identification, prevention and control of losses and their consequences for all of WIOA’s activities
- Establish accountabilities for the control of high risk activities
- Maintain the necessary budgetary levels to enable the effective management of risks related to WIOA’s physical assets
- Promote, support, and provide relevant training and information to all employees on risk management and risk reduction techniques
- Provide relevant information to all contractors on risk management and risk reduction techniques
- Set performance standards and regularly review practices and procedures

The above objectives are achieved by commitment to managing risks in accordance with the Australian/New Zealand Standard ISO 31000:2018 Risk Management. This involves logically and systematically identifying, analysing, assessing, treating, monitoring, and communicating risk exposures associated with any activity, function or process in a way that enables WIOA to minimise losses that are likely to adversely impact on WIOA’s operations.



WIOA reviews its management system regularly for continued suitability and effectiveness in satisfying the requirements of AS/NZS ISO 31000:2018 Risk Management.

Specifically, this includes (but is not limited to), the following areas of potential losses:

- Personnel (Workplace Health and Safety)
- Impact on external stakeholders
- Plant and Property
- Liability (including Public Liability and Professional Indemnity)
- Financial
- Legal and Regulatory
- Loss or inappropriate use of Information
- Business interruption
- Health – potential loss of community health
- Environmental degradation
- WIOA’s reputation and standing in the community, with all levels of government, and with respect to regulatory and other bodies/organisations
- Strategic

7. LAST UPDATED

Approval and Review

This policy will be reviewed every three years unless directed otherwise by the Board, or earlier if a legislative change occurs.

Lead Author	CEO
Approver	WIOA Board
Date endorsed	February 2025
Date reviewed	February 2025
Timeframe for next review	3 years