

Board meeting | 10 October 2023

Public session



Venue	Watercare Services, Level 3 Boardroom, 73 Remuera Rd, Remuera and via Microsoft Teams
Time	10am

Meeting administration		Spokesperson	Action sought	Supporting material
1	Opening Karakia	Julian Smith	-	Verbal
2	Apologies	Chair	Record apologies	Verbal
3	Quorum	Chair	Three directors required	Verbal
4	Declaration of any conflicts of interest	Chair	For noting	Verbal
5	Minutes of the previous meeting of 6 September 2023 Board meeting	Chair	For approval	Minutes
6	Ratification of out of cycle resolution to approve the updated Terms of Reference of the Asset Management Committee	Chair	For noting	Verbal
7	Public deputations	Chair	For information	Verbal
Items for information, discussion and approval				
8	Chief Executive's report	Dave Chambers	For discussion	Report
9	Health, safety and wellbeing update	Paula Luijken	For discussion	Report
10	Diversity, Inclusion and Belonging Committee – Strategy and Action	Amanda Singleton and Anatoly Yavorskiy	For discussion	Presentation
Governance				
11	Asset Management Committee meeting update	Graham Darlow	For discussion	Verbal update
12	Board planner	Chair	For information	Report
13	Directors' committee memberships and meeting attendances	Chair	For information	Report
14	Disclosure of Directors' and Executives' interests	Chair	For information	Report
15	General business	Chair	For discussion	Verbal update

Date of next meeting	Tuesday, 7 November 2023
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Karakia Timatanga (To start a meeting)

1. Whakataka te hau ki te uru

Whakataka te hau ki te tonga

Kia mākinakina ki uta

Kia mātaratara ki tai

E hī ake ana te atakura

He tio, he huka, he hau hū

Tihei mauri ora!

*Cease the winds from the west
Cease the winds from the south
Let the breeze blow over the land
Let the breeze blow over the ocean
Let the red-tipped dawn come with a sharpened air.
A touch of frost, a promise of a glorious day.*



2. Tukua te wairua kia rere ki ngā taumata

Hai ārahi i ā tātou mahi

Me tā tātou whai i ngā tikanga a rātou mā

Kia mau kia ita

Kia kore ai e ngaro

Kia pupuri

Kia whakamaua

Kia tina! TINA! Hui e! TĀIKI E!

Allow one's spirit to exercise its potential

To guide us in our work as well as in our pursuit of our ancestral traditions

Take hold and preserve it

Ensure it is never lost

Hold fast.

Secure it.

Draw together! Affirm



Minutes

Board meeting	Public session
Date	6 September 2023
Venue	Watercare Services, Level 3 Boardrooms, 73 Remuera Rd, Remuera and via Microsoft Teams
Time	9:45am

Attendance		
Board of Directors	Watercare staff	Guests
Margaret Devlin (Chair) Julian Smith Graham Darlow Nicola Crauford Frances Valentine (for items 1 to 8)	Dave Chambers (CE) Mark Bourne (Chief Operations Officer) Shayne Cunis (Exec Programme Director CI) Amanda Singleton (Chief Customer Officer) Sarah Phillips (Rem and People Insight Lead) Richie Waiwai (Tumuaki Rautaki ā-Iwi me ngā Hononga) Suzanne Lucas (GM Asset Upgrades & Renewals) (for items 1 to 8) Bronwyn Struthers (Head of Health, Safety and Wellbeing) (for items 1 to 8) Paula Luijken (Health, Safety and Wellbeing Business Partner) (for items 1 to 8) Emma McBride (Head of Legal and Governance) Pinaz Pithadia (Legal and Governance Advisor)	Murry Bain, Board Chair, Wai Tāmaki ki Te Hiku Establishment Board Councillor Ken Turner (Watercare's Lead Councillor) Via Microsoft Teams Trudi Fava (CCO Programme Lead, Auckland Council)

1.	<p>Meeting administration</p> <p>The Chair acknowledged passing of James Brown, former Chair of Ngāi Tai ki Tāmaki. James will be remembered for his contribution to iwi recognition within local and central government.</p> <p>The Chair welcomed Murray Bain, Board Chair of Wai Tāmaki ki Te Hiku’s Establishment Board. The Chair noted that Murray has a standing invitation to attend future Watercare Board meetings.</p> <p>The Chair noted that Richard Waiwai will attend all Board meetings to advise the Board for iwi and Māori matters.</p> <p>The Chair congratulated the Central Interceptor (CI) team and Francesco Saibene, Ghella Albergeldie Joint Venture (GAJV), for the CI breakthrough into the shaft at May Road in Mt Roskill.</p> <p>The Chair acknowledged the work done by finance team to prepare the annual financial statements for Board’s approval at today’s Board meeting.</p> <p>Opening karakia</p> <p>Graham Darlow opened the meeting with a karakia.</p>
2.	<p>Apologies</p> <p>No apologies were received.</p>
3.	<p>Quorum</p> <p>All directors were present at the meeting, so a quorum was established.</p>
4.	<p>Declaration of any conflicts of interest</p> <p>No conflicts of interest were noted.</p>
5.	<p>Minutes of the previous meeting of 8 August 2023</p> <p><i>The Board resolved that the minutes of the public session of the Board meeting held on 8 August 2023 be confirmed as true and correct.</i></p>
6.	<p>Public deputations</p> <p>The Chair noted that there were no public deputations.</p>
7.	<p>Chief Executive’s report</p> <p>The CE introduced the report and highlighted the following key topics.</p>

July 2023 update

- The annual remuneration review was completed in July. All but two staff had their performance reviews completed on time.
- In the future, our focus is to align our performance review, remuneration review, and salary increases to eliminate the need to provide backpay.
- There was an extensive discussion regarding workloads and “reform fatigue” as more kaimahi are being seconded to Wai Tāmaki ki Te Hiku or the NTU. The uncertainty around the upcoming general election/future of water reform is also causing some staff to become unsettled. Some staff are being seconded part-time, and are therefore working for two different organisations/managers. In response to this, senior management is encouraging people leaders to build engagement with their teams, and focus on what we have to do today to deliver for Auckland. Whilst some people have resigned, staff turnover overall is down, and our customer trust numbers are increasing.
- The CE noted that Watercare would face operational challenges if we were to second more staff to the new entity/NTU. The CE is therefore meeting regularly with Jon Lamonte, CE of Wai Tāmaki ki Te Hiku to discuss the transition and manage the impact it is having on Watercare’s day-to-day operations.
- The Board encouraged the team to keep looking after their teams and escalate any issues promptly, and to keep the Board updated with this issue. The Chair also instructed the Board to ensure that any requests they place on the business need to be focussed and absolutely necessary.
- The Chair asked Cr Turner if Council is giving a thought to what may occur if water reform does not go ahead. Cr Turner advised that he is not aware of the Council preparing for this eventuality.
- Seven HSW KPIs for the 2023/24 have been confirmed.
- We have more than 190 active construction sites across Auckland. Nigel Toms, Head of Risk and Resilience continues to oversee the Alma Road contractor injury and will report back to the Board with our learnings at a future Board meeting.
- Water demand increased in July and August 2023. Our investigations suggest this is due to record international migration into Auckland and also the recent Woman’s Rugby World Cup event bringing more tourists into Auckland, as the bulk supply points around the games and hospitality areas measured increased water use. Our dams are currently 98.3% full. Even though the dams are basically full, we have already started encouraging our customers to use water wisely and will continue our water efficiency messaging over the summer period.
- With the new financial year, we have a new suite of SOI measures.
- The CI project is now active on every single site.

Enterprise risk management

- We are enhancing our incident management teams along with supporting resources to improve our ability to respond to future incidents.
- In response to a query from Cr Turner, Mark Bourne noted that Watercare is a member of Auckland Engineering Lifelines Group. We have a designated person available to go to Civil Defence head office, who can coordinate the required response at the time of emergency. In our Watercare Nerve Centre, we have a dedicated Civil Defence radio telephone, which is tested weekly. Amanda Singleton noted that the Communications team was also closely engaged with Civil Defence during the January/February 2023 flooding/cyclone event.
- Cr Turner asked whether Watercare contributed to Mike Bush’s Auckland Flood Response Review. Management confirmed that Watercare was not requested to contribute to the report. Watercare undertook its own flood response review. That said, Watercare has taken onboard the feedback in the Bush report, including the concern around a lack of connection across the council family as there is always room for improvement.

Operations

- The Board commended the leak management team's work to achieve ~20.1MLD of water savings. The Board requested an update on leak management programme and how we are progressing against our plan.
- In response to a query from the Board regarding the Helensville WWTP, Mark Bourne noted that the advanced treatment process (Membrane aerated biofilm reactor – MABR) is a new technology. The MABR has resulted in the plant operating better than we expected. Our operators at the plant say it is now a "joy to operate".

Legal action – RMA related

- In response to a query from the board regarding Huia Water Treatment Replacement Plant, the CE noted that discussions continue with the appellants following the mediation a few months ago. A further update will be provided to the Board in October 2023.

Whistleblowing

- In response to a Board request, an update on when was the whistleblowing line was last tested will be provided in next month's Board report.

Non-compliance with resource consents

- In response to a query from the Chair regarding the increase in consent non-compliance in July, Mark noted that the increase is due to the single issues triggering multiple consents. For example, a single non-compliance triggered conditions on two consents at Omaha WWTP. Similarly, at Hays Creek Dam, a single non-compliance triggered on three consents. At Army Bay WWTP, due to an ongoing non-compliance, a second consent condition has been triggered in July.

Performance against SOI measures

- The total recordable injury frequency rate (TRIFR) continues to increase, which remains concerning.
- Whilst the Statement of Intent (SOI) target on attendance at sewerage overflows is not being achieved, the SOI target on resolution of sewerage overflows is being met (SOI targets 11 and 12 on page 27 of the pack).
- The Board encouraged Management to review the SOI measures where we are overachieving as part of our efficiency review.
- Despite all the challenges weather events have caused to our network and many Auckland households, the community trust score continues to increase which demonstrates the hard work done by the customer team.
- Trudi Fava noted that as a part of Long Term Plan, Council is developing the methodology for various economic/capital measures. The new capital SOI measures need to be referred to the new Asset Management Committee and, where possible, the methodology aligned with that being developed for Council measures.

Our people

- New hires by month are standing at 32 which is linked to ongoing capital programmes.
- Our staff turnover continues trend down.
- Average Leave liability has remained stable and leave plans are being put in place those with high balances. Sick leave liability is down slightly.

Water quality report – July 2023

- Mark Bourne noted that we have achieved 100% compliance for all parameters for all water treatment plants and distribution zones.
- Wai Comply has completed their compliance report on drinking water quality. Taumata Arowai's new rules came into effect from 1 January 2023 so Wai Comply were required to review our compliance against two different requirements. From 1 July 2022 – 31 December 2022 we measured compliance against Parts 4 and 5 of the Drinking Water Standards 2005; and from 1 January 2023, new Drinking Water Quality Assurance Rules (DWQAR) introduced by Taumata Arowai took effect. Due to the impact of these new rules there were several non-compliances in January-March 2023. However, we have achieved 100% compliance from April-June 2023.

Policy update

- Auckland Council is developing their Plan Change to give effect to Urban Intensification (PC-78). It was noted that this plan change risks Watercare breaching our existing levels of service and network discharge consents due to being unaware of where and when growth is occurring in advance.

Water quality complaints

- In response to a query from the Board, Mark noted that the seven discoloured water quality complaints in the central network relate to the Onehunga reticulation system. The level of discoloration was minor, but we are investigating to identify root causes, as localised flushing has not resolved the issue.
- In response to a query from Cr Turner, Mark noted that Onehunga Water Treatment Plant was shut down last year, and will remain shut until it can be proven to consistently meet the new drinking water standards. In the meantime, we are supplying the Onehunga area from our southern water sources. The above complaints do not relate to the Onehunga WTP closure.

Flood recovery working group – update

Suzanne Lucas provided an update on the flood recovery.

- We have identified 33 new issues since the last update, but overall, the numbers of issues are reducing.
- We are continuing to prioritise work based on the criticality of work and environmental aspects. Work is being bundled into programmes.
- The number of projects requiring urgent repairs are reducing as we move into more permanent repair solutions.
- We plan to recommission the Muriwai water treatment plant in the next couple of months. Strict Health and Safety protocols are in place for staff and contractors undertaking the repairs. However, the recommissioning of the WTP is a temporary solution as it is more cost efficient to recommission the WTP rather than continue to tanker water. The permanent solution will be to build a new treatment plant, with a new water source.
- We are stabilising Akoranga and Unsworth Reserves while working with Auckland Council, DOC and Parks regarding their remediation plans of the reserves.
- We are currently forecasting approximately \$38m of spend on flood repairs for FY24, but this could increase as we finalise our design and business cases.
- We are working with Council to identify other sources of funding, including NIWE (North Island Weather Events), Crown and Civil Defence funding.
- In response to a query from the Board, Suzanne noted that estimated value for the insurance claim will likely to be around \$80m for a "like for like" replacement. The claim is extremely complicated and AON wishes to visit every site that is going to cost more than \$50k, which is all sites. We have retained experts with experience in the Christchurch and Kaikoura earthquakes to help us with the claim.
- Our draft adaptation framework has been shared with Auckland Council.

	<ul style="list-style-type: none"> The Chair noted that there is an ongoing opportunity for us to engage more with our iwi partners as we progress the flood repairs. <p>The Board noted this was Bronwyn's last Board meeting and wished her well for her new role at ACC.</p> <p><i>The Board noted the report.</i></p>
8.	<p>Health, safety and wellbeing update</p> <p>The CE noted that the TRIFR and Lost Time Injury (LTI) rates continue to increase despite our ongoing focus on HSW.</p> <p>Bronwyn Struthers noted the following key topics:</p> <ul style="list-style-type: none"> The seventh KPI covering critical risk oversight has been included into the new set of HSW KPIs. Progress against these KPIs will be available next month. The contractor who was injured in July has now returned home. <p>Critical Risk Review of mobile plant</p> <ul style="list-style-type: none"> Lifting operation occurs using mobile plants which has potential for things to go wrong. To control risk, we have exclusion zones in place for our sites which has proven to be very effective way of mitigating risk at Watercare sites. Signage, emergency response drill, spotters and truck waiting are important control. The last slide containing a video shows how open and exposed our kaimahi feel while working around the mobile plant. <p>The CE noted that the HSW report for next month will include the July performance against the HSW KPIs set for 2023/24.</p> <p><i>The Board noted the report.</i></p>
9.	<p>Audit and risk committee meeting update</p> <p>Nicki Crauford, the Chair of Audit and Risk Committee (ARC), provided an update to the Board on the most recent ARC meeting held on 31 August 2023. At the meeting, the ARC:</p> <ul style="list-style-type: none"> reviewed the end of year financial statements; and discussed Deloitte's external audit update. <p>The ARC Chair noted that she will be attending the 15 September 2023 meeting of Council's Audit and Risk Committee where CCOs are required to report audit findings for the year ended 30 June 2023.</p>
10.	<p>Asset management committee meeting update</p> <p>Graham Darlow, the Chair of Asset Management Committee (AMC), provided an update to the Board on the first AMC meeting held on 23 August 2023. He noted that the AMC:</p> <ul style="list-style-type: none"> recommended the terms of reference be amended to include health and safety as it relates to the capital programme.

	<ul style="list-style-type: none"> • will receive updates on projects over \$50m, and other projects (under \$50m with particular risk or reputational exposure). • will cover the Central Interceptor, the Enterprise Model, and the Digital programme, respectively over the next three meetings. Waikato District Council contract will also be considered this year by the Committee. • discussed various example reports and dashboards, including emerging risks, and what type of information the Committee wished to receive.
11.	<p>Board planner</p> <p>Emma McBride noted that Watercare is not required to attend the upcoming CCO Direction and Oversight Committee meeting at Council on 14 September 2023.</p> <p><i>The Board noted the Board planner.</i></p>
12.	<p>Directors' meeting attendances</p> <p><i>The Board noted the report.</i></p>
13.	<p>Disclosure of Directors' and Executives' interests</p> <p>Graham advised that:</p> <ul style="list-style-type: none"> • Piritahi Alliance Board is now called the LEAD Alliance Board. • He is now a Director of Hick Group Ltd. • Hick Infrastructure Limited has been dissolved and needs to be removed. • He is now a Director of Holmes GP ANZ Ltd. <p><i>The Board noted the report.</i></p>
14.	<p>General business</p> <p>The Chair noted that Auckland Council has approved the Statement of Intent 2023-26.</p> <p>The public meeting closed at 11:06am.</p>

CERTIFIED AS A TRUE AND CORRECT RECORD

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Margaret Devlin, Chair

Chief Executive's report – October 2023

Presented by: Dave Chambers



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1. August 2023 update

August saw more momentum in the water reform space, with more of our team members being seconded to DIA, leading to changes within our business in response. The Water Services Entities Amendment Bill passed its third reading in parliament – legislating the establishment of 10 water services entities instead of the originally proposed four. It also outlines the staggered transition for these new entities, with Entity A officially confirmed to go live on 1 July 2024.

Chief corporate services officer Jamie Sinclair was seconded to DIA to work on the financial planning for Entity A. Most of the functions that were reporting to the chief corporate services officer – Finance, HSW, governance and legal, risk and digital – began reporting to the chief executive. Supply chain and sustainability began reporting to Central Interceptor executive programme director Shayne Cunis.

Another organisational change that took effect this month was the change in reporting line for Maintenance Services Network (the field maintenance crew for Central Auckland) which began reporting to the chief operations officer (formerly MSN was reporting to the chief customer officer). Aligning network maintenance with operations is a better fit in the long term for Watercare.

We also farewelled to two of our Board members – Hinerangi Raumatī Tu'ua and Brendon Green – who resigned from the Watercare Board following their appointment to the establishment board for Entity A. The establishment Board will oversee the set-up of the new entity.

We released our request for proposal (RFP) to the construction industry, commencing our search for businesses to partner with on the first half of a decade-long \$3.5 billion programme to replace ageing water and wastewater pipes and upgrade pump stations and treatment plants. As part of this process, we are setting up a Māori supplier network – a pre-approved list of relevant suppliers who can supply services, including electrical, scaffolding, landscaping, civil works and plant or labour hire. We hope to be awarding contracts before Christmas.

Our new permanent Papakura Water Treatment Plant went live in August, adding 12 million litres to Auckland's water supply – especially important as we head into what is expected to be a dry summer. This was a quite difficult project requiring clever design, sophisticated technology, and close engagement with neighbours because of the small and tight work site – the successful commissioning definitely deserves an acknowledgement.

2. Key performance measures

[Attachment 1](#) sets out Watercare's performance against the current Statement of Intent measures for August 2023.

3. Our people

In August 2023, we refreshed several of our People policies with a focus on providing positive benefits for employees. This has included: refreshing our Refer a friend initiative to encourage and reward staff referrals to join Watercare; refreshing our leave policy to provide more options on how public holidays can be used to recognise diverse cultural or religious celebrations; and our Flexible working policy to provide options for all staff to work flexibly in some way.

Our Diversity, Inclusion and Belonging (DIB) Committee launched three awards to recognise those who champion the values of diversity recognised through the gifting of 3 kite: Te Kete Tuauri – the basket of darkness (things unknown); Te Kete Aronui – the basket of pursuit (pursuit of knowledge); Te Kete Tuatea – basket of light (present knowledge). The awards will be given annually with nominees coming from staff for a person or group who exemplify the award criteria.

August also saw the launch of a Watercare mentoring app, Hive, which provides options for one-off mentoring sessions or ongoing mentoring, depending on what the mentee needs and what the mentors can offer. It also coordinates 'Coffee Connect' meet-ups to provide an opportunity to connect to someone else from another part of the business. Employees sign up and create their own profile depending on what they can commit to or what they are looking for from a mentor or connector. The Hive app builds on our previous mentoring program but can now be enabled at scale across the workforce.

[Attachment 2](#) sets out People dashboard for August 2023. Sick leave remains higher than the same period last and is supporting by the increase in seasonal illnesses we are seeing. Turnover continues to positively trend downwards. The is partly due to an easing of the employment market but is still a positive trend, particularly given the high degree of change and uncertainty currently experienced at Watercare.

4. Operations

4.1 Water resources

The leak management programme is ongoing. Since the start of the programme approximately 19,000 kms have been surveyed to date with 12,000 leaks found. Since the start of the leak management programme over 20MLD of water savings have been achieved.

This year, our leakage performance target remains the same as last year – 107.9 litres/connection/day, and achieving either at, or close to this target. We are currently slightly above this target.

Our leak management programme for the year ahead includes: optimising the pressure management across the network; splitting the network into smaller areas, so we can identify leaks faster and reduce the time that the leak remains unrepaired; and we are looking at a new “proof of concept” leak management system, which will utilise our SCADA and Telemetry data more efficiently, which should enable us to find leaks in our network faster than we currently do.

4.2 Water quality

Formal compliance reporting to Taumata Arowai continues with reporting systems operational.

Microbiological and chemical compliance has been achieved for the month of August for all water treatment plants (WTPs) and distribution zones (DZs).

Residual disinfection compliance has also been fully achieved for all distribution zones. A new methodology for potable water E.coli and Total Coliforms analysis was implemented at the Laboratory. The MI Agar method is IANZ accredited and will result in a reduction in consumables for the Laboratory.

[Attachment 3](#) sets out water quality report for August 2023.

Watercare's Annual Statement of Service Water Quality Compliance Performance assessment has been completed by Wai Comply and Deloitte. The Statement of Service measures have been reported against two different requirements – existing DIA regulations and new Taumata Arowai regulations. Compliance against both requirements was independently assessed and verified by Wai Comply.

From 1 July 2022 – 31 December 2022 we measured compliance against Parts 4 and 5 of the Drinking Water Standards 2005, (revised 2018) with a target of 100% bacterial and protozoal compliance. We met this target for this period.

From 1 January 2023, new Drinking Water Quality Assurance Rules (DWQAR) introduced by Taumata Arowai took effect. These requirements measure compliance against the following criteria: Bacterial, protozoal, chemicals and cyanotoxin for treatment plants and microbiological, residual disinfection, disinfection by-products and plumbosolvent metal rules for distribution networks. Compliance is monitored and reported through on-line monitoring along with a sampling regime, with minimum samples specified for various zones. We adhered to the minimum sampling requirements and in some zones, we exceeded the sampling requirements. Our compliance performance against each of the criteria is listed below. Where we recorded non-compliant samples, we took prompt action and there was no risk to public health, as confirmed by Wai Comply in their independent assessment.

Requirement	Met/Not Met
Bacterial	Met
Protozoal	Met
Chemical	Met
Cyanotoxins	Met
Residual disinfection (Chlorine)	Not met We collect approximately 9,000 residual chlorine samples annually. In the 6-month period under the new rules, 7 out of the 40 zones did not reach the 85% target of residual chlorine. However only 20 residual chlorine samples out of the 5,006 collected within the 6 month period did not meet the minimum requirement of residual chlorine of at least 0.1mg/L.
Microbiological	Met
Disinfection by-products	Met
Plumbosolvent Metals	Met

5. Central Interceptor

Milestones continue to be achieved across the project as construction continues across all sites. Monthly highlights are as follows:

- The Main Tunnel Boring Machine (mTBM) advanced 450m in August, with a total length of 7,579m installed at month end. This is 99.8% of the Southern Tunnel completed.
- Māngere Pump Station (MPS) building roof installed. All six main pumps were installed in the dry well and mounted to the suction elbow. The installation of the rising main section from the pump station, underneath the Western Interceptor, to the transition to the Point Erin section of pipelines is being progressed, along with construction of the Emergency Pressure Relief structure in the Manukau Harbour.
- Diversion Chamber and Confluence Chamber: Stop plate installation underway, along with gates being lowered into position for alignment.
- Shaft lining permanent works in progress at a number of sites. The majority of shafts are fully excavated. The only exception to this is Tawiriki St, where excavation is about to commence.
- TBM site establishment works ongoing at May Rd, with the shafts handed over to the tunnelling team.
- MTBM works on Link Sewer B from Mt Albert to Norgrove making good progress.
- “Beacon Site” initiative – which is being used to drive exemplary site standards for Health, Safety and Wellness. Following the Western Springs site attaining the required standard, several other sites are taking on the challenge to be recorded as a “Beacon Site”.



6. Risk and compliance update

6.1 Enterprise risk management

- Following Board feedback, new risks representing the potential for Disinformation and Artificial Intelligence to impact our operations have been included in this month's Enterprise Risk Report.
- Work on actioning Lessons Learned from the January/February 2023 flooding/cyclone is continuing as part of our developing resilience programme.
- Members of the risk team attended the NEMA sponsored Co-ordinated Incident Management System (CIMS) training to assess it as a potential option for Watercare staff. An alternative training option will be assessed in late October 2023. This training will enhance our ability to respond to future incidents. Guidance on incident escalation has also been included in the Dam Safety Emergency Preparedness Training which will be presented to staff in late September 2023.
- Training for business unit risk champions is continuing, to improve the identification, assessment and reporting of risks across the business.

6.2 LGOIMA requests

In August 2023, we received 23 requests for information under the Local Government Official Information and Meetings Act 1987 (the Act). Three of these requests were forwarded to us from Auckland Council.

Out of the 23 requests received, we responded 21 requests within 20 working days (in accordance with the Act).

For one of the requests, we extended the time to respond by 10 working days. This was necessary as the request necessitated us to consult with the third party before we make our decision to release the information. As such, a proper response cannot reasonably be made within the original time limit.

The remaining request was filed without a response being supplied. We are following up our internal systems to ensure this does not occur again. We have notified the requestor about this error and will be sending a response as soon as possible.

6.3 Legal action

- RMA related:
 - Huia Water Treatment Replacement Plant: The first Environment Court (EC) mediation on these appeals was held in September 2022. The second EC assisted mediation session was concluded on the 29 and 30 June 2023. Since this session Watercare has been in further discussions with the appellants.
- Non-RMA related:
 - There is currently one claim for \$1.2m for alleged damage to a residential property from a burst watermain. The matter is being handled by our insurers. A further update is expected in late 2023.

- In February 2023, Watercare was served with a copy of proceedings lodged in the Māori Land Court by Te Runanga o Ngāti Whatua, Ngāti Manuhiri Settlement Trust concerning the legal status of the Hōteao Awa bed. Watercare owns property in Wellsford that adjoins the awa and draws water from it. Watercare filed a notice of intention to appear in late March 2023. The two iwi are now filing their proceedings and the Court will decide how it wishes to hear the case. Further updates that will involve Watercare are not expected for some time (i.e. possibly years).

6.4 Whistleblowing

The whistleblowing service was tested in December 2022 and June 2023. The tests were successful and the service is being regularly monitored through our Risk, Quality and Assurance team. All disclosures are reported to the Audit and Risk Committee on a quarterly basis.

There have been no disclosures made through the PwC whistle-blower service since the last Board meeting.

6.5 Non-compliance with resource consents

Consent non-compliance improved from July's peak. Ultra-violet (UV) dose issues triggered non-compliances at the Omaha and Army Bay wastewater treatment plants (two consents at each plant). Non-compliances at Huia water treatment plant, and the Snells-Algies and Wellsford wastewater treatment plants relate to on-going issues that planned upgrades will resolve in the short- to medium-term.

The technical non-compliances relate to reporting issues are also inflated by single conditions triggering multiple consents, such as a technical issue with inspection records, which continue to affect all eight wastewater network discharge consents, or historical issues that affect annual calculations, such as at the Māngere and Clarks Beach wastewater treatment plants. The design and constriction non-compliances relate to delays with riparian restoration at the Waikato treatment plant and delayed close-out reporting for a stage of the Redoubt Road upgrades project.

[Attachment 4](#) sets out the details on the significant non-compliance for August 2023.

7. Climate change delivery and sustainability update

Watercare has continued to progress its resource recovery approach and is seeing several developments with its EMERGE® fertiliser. This low carbon and sustainable product is a finalist in the National Sustainable Business Network Awards and WaterNZ Awards. Additionally, there will be a nationwide roll out of the product through Mitre10 before the end of the year.

8. Matters for noting

8.1 Significant meetings attended by the CE

- Group CEs and Chairs Quarterly Hui at Auckland Council
- Introduction to Alistair Miller Auckland Council Water Reform Programme Director
- Relationship meeting/introduction to David Hogg Stantec CE
- Group CCO CEs fortnightly meetings.

9. Delegated authority to Chief Executive

In accordance with the authority delegated to the Chief Executive by the Board for the month of August 2023:

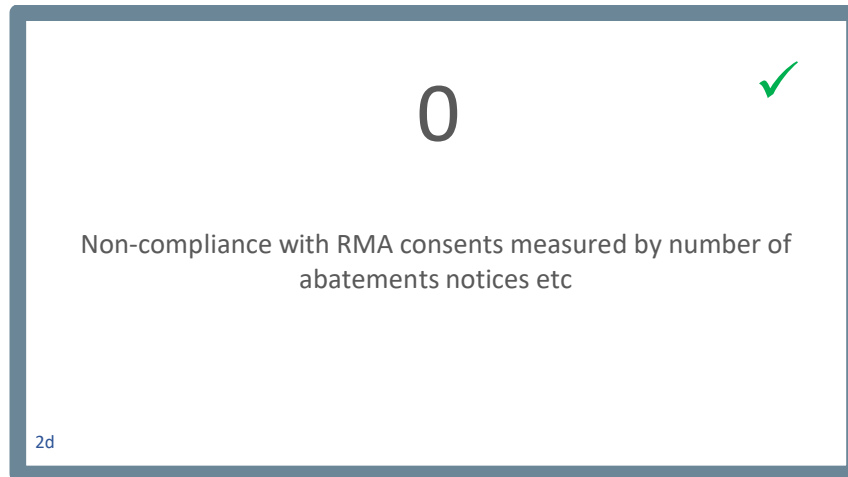
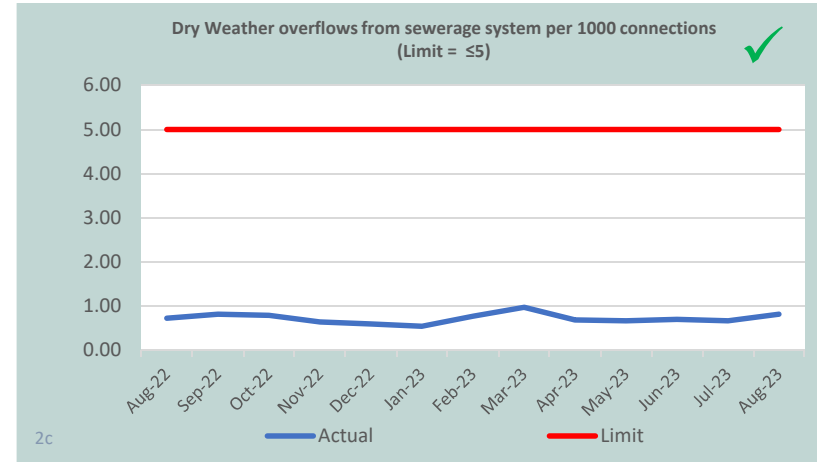
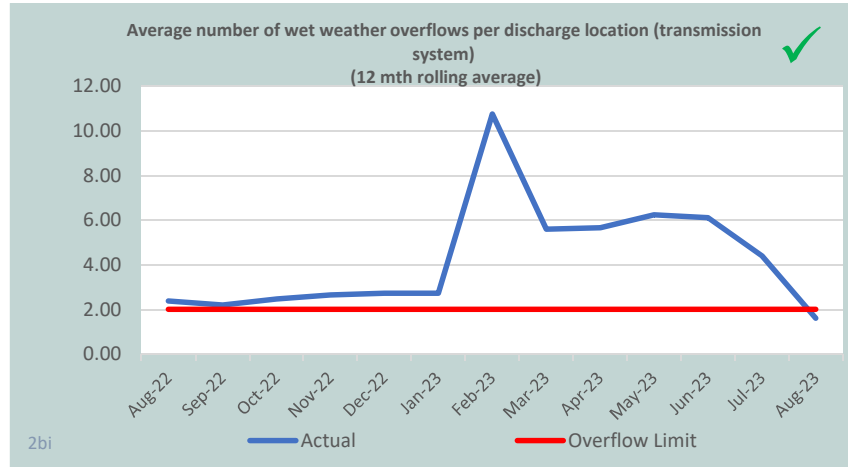
- there was one document required to be signed by the Chief Executive in relation to deeds, instruments and other documents.
- there were no documents signed by the two members of the Watercare Board.
- there were no capex approvals signed below a threshold of \$50m.
- there were no contracts approved over \$100,000.



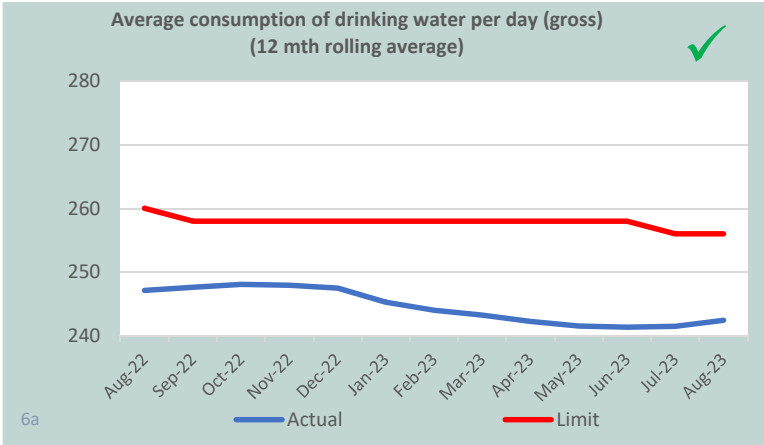
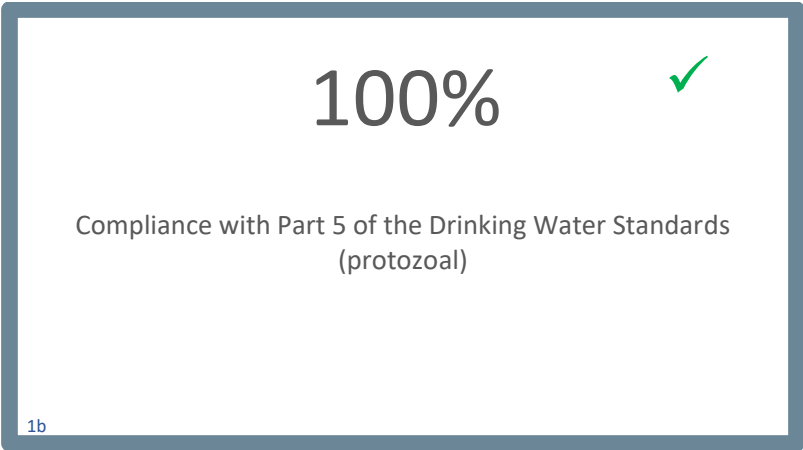
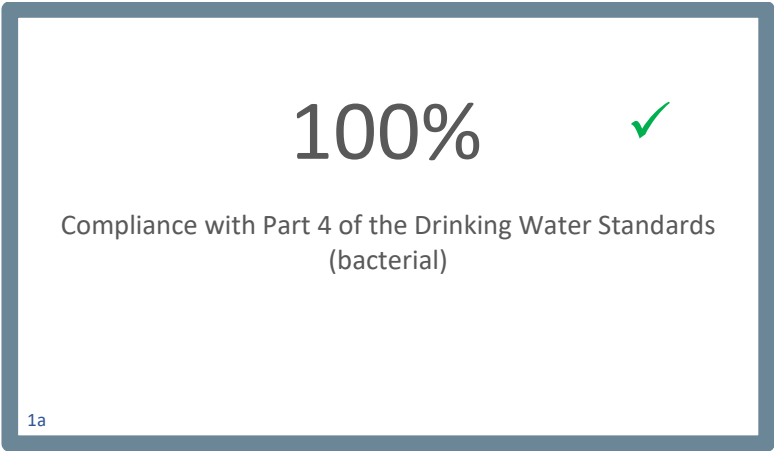
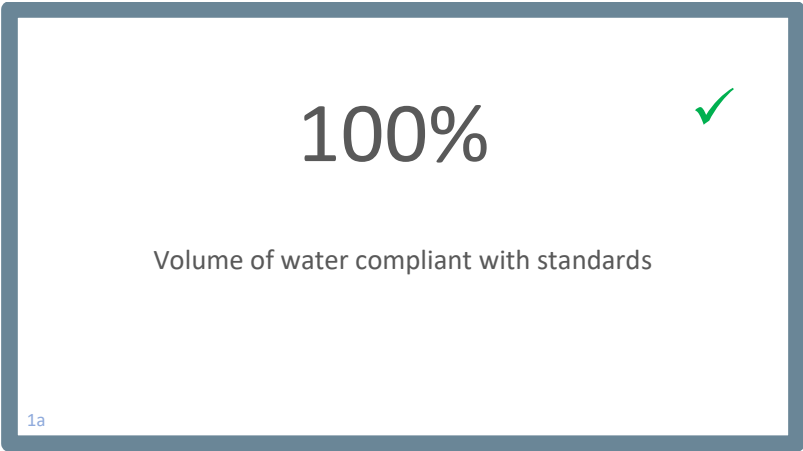
Dave Chambers
Chief Executive

Attachment 1 – Performance against Statement of Intent measures

SOI Measures — Natural Environment

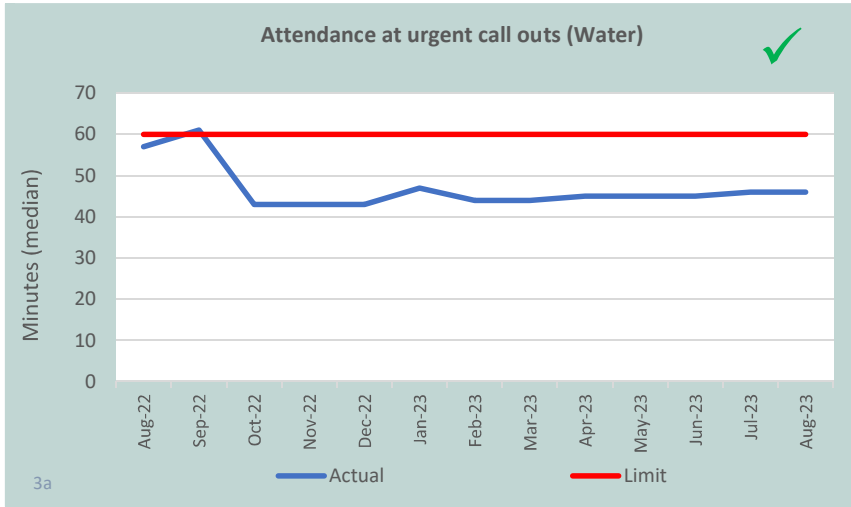
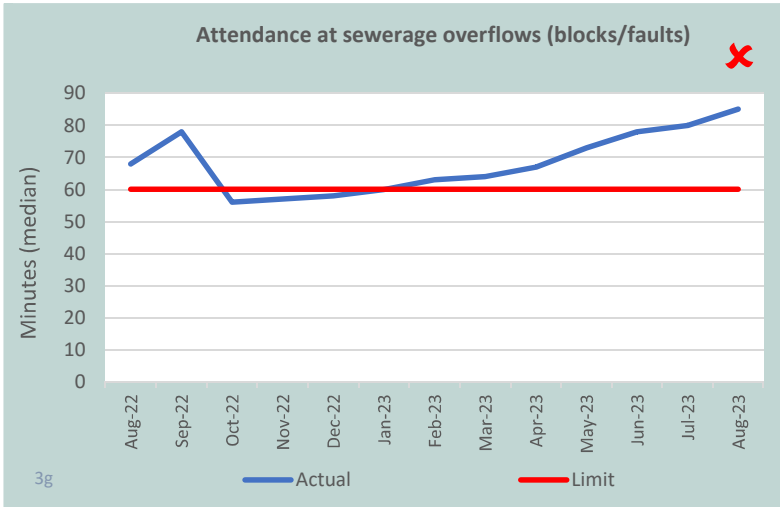
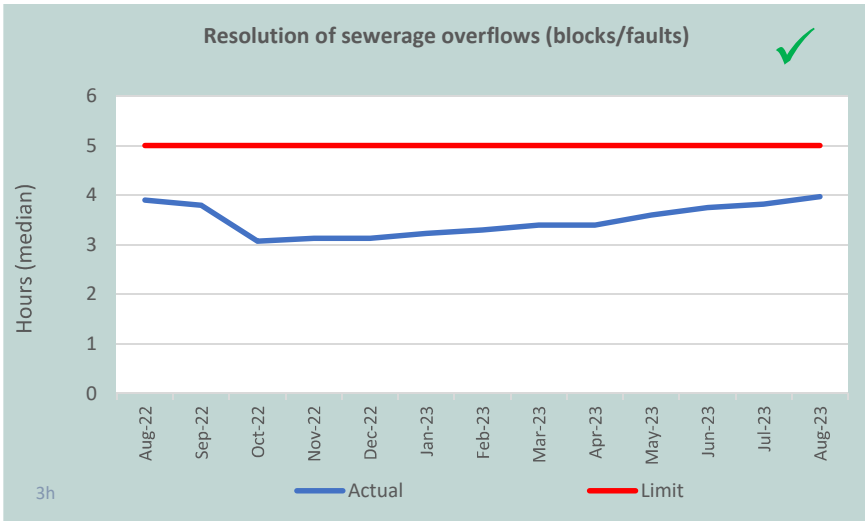
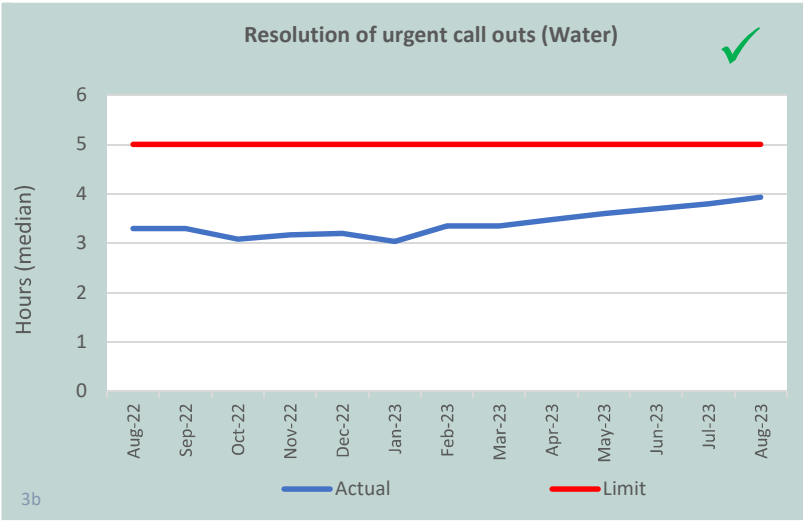


SOI Measures — Assets and Infrastructure

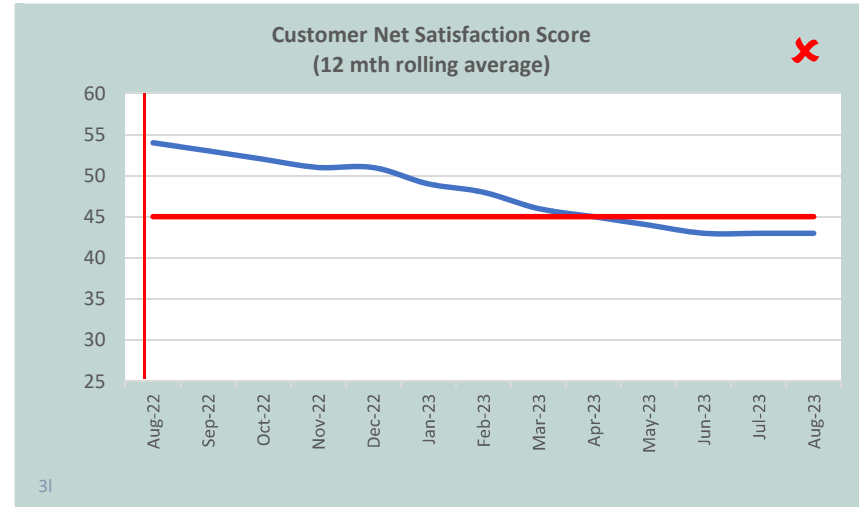
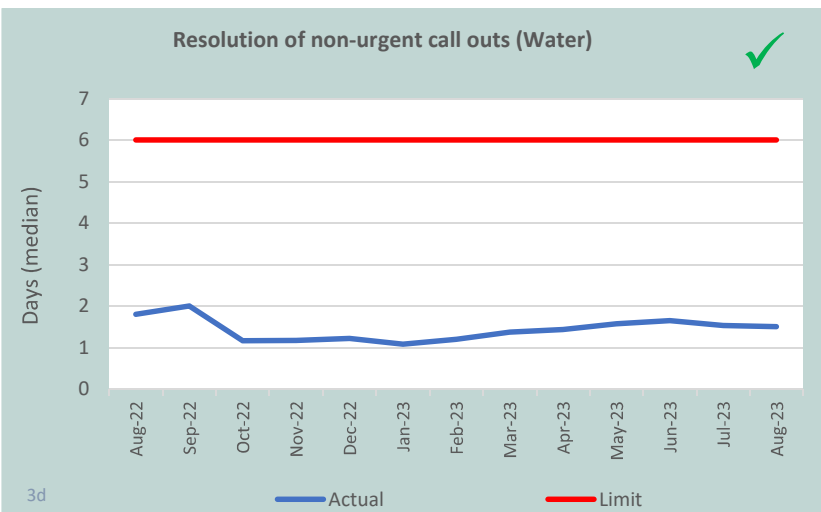
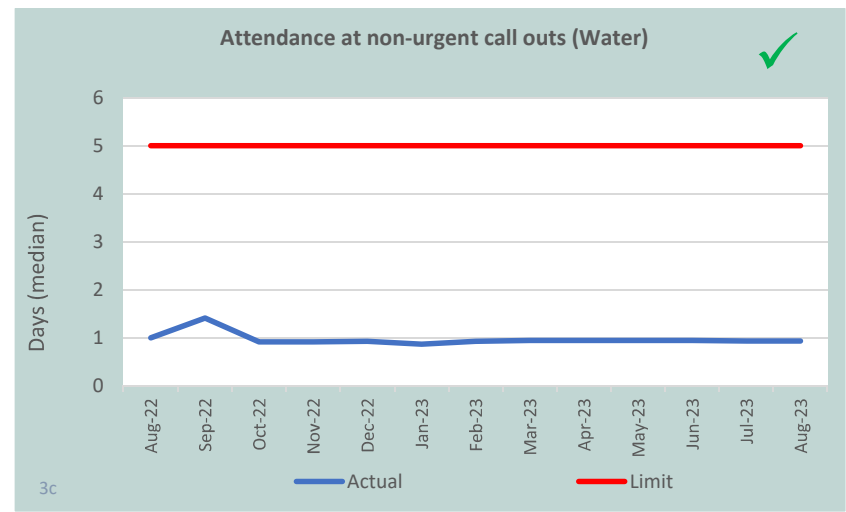


SOI Measures — Community and Stakeholder Relationships

8.1



SOI Measures — Community and Stakeholder Relationships



8.1

Watercare performance measures (unaudited)

No.	Measure	FY24 Target	Actual			Commentary
			August 2023	July 2023	June 2023	
1.	Total recordable injury frequency rate (TRIFR) per million hours worked (12-month rolling average).	<10	24.36	23.49	21.96	We are focussing on understanding the effectiveness of critical risk controls and have refreshed our HSW commitment. We are working towards a human-centred safety culture based on the following principles: people make mistakes; blame fixes nothing; context drives behaviour; learning is vital; response matters. In practice, this means: celebrating champions and good HSW behaviours; sharing learnings and best practices; and hands on, meaningful training.
2.	Compliance with the territorial authority's resource consents for discharge from its sewerage system measured by the number of: a) abatement notices b) infringement notices c) enforcement orders d) convictions received by the territorial authority in relation to those resource consents. <i>Note the assumption is that abatement notices received relates to new notices issued in the financial year.</i>	≤2 ≤2 ≤2 0	0 0 0 0	0 0 0 0	0 0 0 0	
3.	The average consumption of drinking water per day per resident within the territorial authority district (*litres plus/minus 2.5%) (12-month rolling average).	256 litres	242.4	241.5	241.33	
4.	The extent to which the local authority's drinking water supply complies with part 4 of the drinking water standards (bacteria compliance criteria).	100%	100%	100%	100%	
5.	The extent to which the local authority's drinking water supply complies with part 5 of the drinking water standards (protozoal compliance criteria).	100%	100%	100%	100%	

No.	Measure	FY24 Target	Actual			Commentary
			August 2023	July 2023	June 2023	
6.	Median response time for attendance for urgent water callouts: from the time that the local authority receives notification to the time that service personnel reach the site (minutes) (12-month rolling average)	≤ 60 mins	46	46	45	See attachment 1.1.
7.	Median response time for resolution of urgent callouts: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption (hours)(water, 12-month rolling average).	≤ 5 hours	3.9	3.8	3.7	See attachment 1.1.
8.	Median response time for attendance for non-urgent water call-outs: from the time that the local authority receives notification to the time that service personnel reach the site (days) (12-month rolling average).	≤ 5 days	0.94	0.94	0.95	See attachment 1.1.
9.	Median response time for resolution of non-urgent water call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption (days) (12-month rolling average).	≤ 6 days	1.50	1.53	1.65	See attachment 1.1.
10.	The total number of complaints received by the local authority about any of the following: a) drinking water clarity b) drinking water taste c) drinking water odour d) drinking water pressure or flow e) continuity of supply f) the local authority's response to any of these issues expressed per 1000 connections to the local authority's networked reticulation system (12-month rolling average).	≤ 10	7.36	7.40	7.53	

No.	Measure	FY24 Target	Actual			Commentary
			August 2023	July 2023	June 2023	
11.	Attendance at sewerage overflows resulting from blockages or other faults: median response time for attendance – from the time that the territorial authority receives notification to the time that service personnel reach the site (minutes) (12-month rolling average).	≤ 60 mins	85	80	78	The January/February weather events significantly impacted the 12-month rolling average. Provisioning of permanent repairs to weather event damage, and deferred leave and overtime compensation continue to put pressure on resources. Our performance excluding the storms would be 69. See attachment 1.1 .
12.	Attendance at sewerage overflows resulting from blockages or other faults: median response time for resolution – from the time that the territorial authority receives notification to the time that service personnel confirm resolution of the blockage or other fault (hours) 12-month rolling average.	≤ 5 hours	3.97	3.82	3.75	Whilst “attendance” at overflows target is not being achieved (SOI target 11) critically the resolution of overflows target is being exceeded. See attachment 1.1 .
13.	The total number of complaints received by the territorial authority about any of the following: a) sewerage odour b) sewerage system faults c) sewerage system blockages d) Watercare's response to issues with its sewerage system expressed per 1000 connections to the territorial authority's sewerage system (12-month rolling average).	≤ 50	23.47	23.64	24.35	See attachment 1.1 .
14.	The percentage of real water loss from the territorial authority's networked reticulation system (12-month rolling average).	≤13%	11.73%	11.89%	12.69%	The water losses in this measure are calculated by deducting the volume of water sold and unbilled water usage (or non-revenue water) from the total volume of water produced.
15.	The number of dry-weather overflows from the territorial authority's sewerage system, expressed per 1000 sewerage connections to that sewerage system (12-month rolling average).	≤ 5	0.82	0.67	0.70	

No.	Measure	FY24 Target	Actual			Commentary
			August 2023	July 2023	June 2023	
16.	Average number of wet weather overflows per engineered overflow point per discharge location (12-month rolling average).	≤ 2 overflows per year	1.61	4.40	6.12	The methodology for this measure has been updated this year to reflect the total system rather than just the bulk transmission system.
17.	Leakage performance – litres/connection/day (l/c/d).	107.9 l/c/d	112.32	112.20	108.57	Watercare has set an aspirational target for economic level of leakage (ELL) at 107.9 l/c/d. The ELL is the point at which the cost of producing water is equivalent to the cost of the efforts to keep leakage at those levels through a combination of leakage repairs, managing water pressure and renewal of watermains. The aim is to achieve an ELL at or close to the target.
18.	Deliver capital programme in line with the asset management plan baseline approved by the Board.	80% of projects are in service within approved time and 80% of projects are delivered within approved budget.	66% of projects (2 out of 3) were in service within approved time. 100% of the 2 projects have been delivered within the approved budget.	100% of projects (1 out of 1) were in service within approved time. 100% of projects (1 out of 1) have been delivered within approved budget.	New measure	Note the July result has been updated to exclude projects where Watercare was not delivering the project i.e. third party delivered projects that are in our AMP as we are making a financial contribution.
19.	Reactive maintenance spend v's proactive renewals spend.	Establish a methodology on how this should be measured to demonstrate resilience within the network.	New measure	New measure	New measure	There are various ways to measure resilience in the network. We are working on a methodology on how to best measure this and will keep the Board up to date with our thinking.

No.	Measure	FY24 Target	Actual			Commentary
			August 2023	July 2023	June 2023	
20.	Controllable Cost target.	\$396m	\$396m	\$396m	New measure	
21.	Debt to revenue ratio.	≤3.51	3.45	3.12	3.3	The SOI target was ≤3.35, but after discussions with Council, and a request by Council for a new methodology, an updated target of ≤3.51 for FY24 has been agreed.
22.	Percentage of household expenditure on water supply services relative to average household income.	< 1.5%	0.89%	0.93%	0.80%	
23.	Ratio of procurement sourced through Māori owned businesses.	3%	1.70%	2.01%	2.22%	Direct 0.70% and Indirect 1.00%. Total Māori business spend for FY24 is \$3.33m. (\$1.38m Direct, \$1.95m Indirect). We have 94 active Māori suppliers out of a total of 1929 active suppliers (5% of active suppliers).
24.	Percentage of customer complaints resolved within ten days of notification.	≥95%	99.20%	99.12%	99.24%	
25.	Customer Net Satisfaction Score (Previously Net promoter score).	≥45	43	43	43	With time needed to recruit and train new staff, use of the chatbot and proactive notification enabled us to sustain levels of service despite extreme weather events and high vacancy rates. Maintaining our service levels in this environment has been a challenge.
26.	Community trust score.	≥55	60	61	60	
27.	We will implement Mitigation measures in line with our emissions reduction targets scope 1 and 2) (Quarterly measure). <i>Note: these targets exclude emissions from Puketutu island as our current measurement methodology does not provide enough accuracy for a performance target. Actions to directly monitor emissions from this source as well as reduce them are being delivered and future SOI's will include these numbers.</i>	<89,200 tonnes CO ₂ e	<i>Q1/FY24 results to come later in the year.</i>	<i>Q1/FY24 results to come later in the year.</i>	84,617 tonnes CO ₂ e (June 2023)	We achieved FY23 target by 3,385 tCO ₂ e (4.3%) Achieving this year's target of 89,200 tCO ₂ e will be a challenge as consumption figures are up for natural gas, fuel use, WW process influent, and Puketutu disposal.
28.	Adherence to the Service Level Agreement with Council (10 working days) for Watercare to provide specialist input into resource consents (3 months rolling average).	90%	84.26%	79.61%	New measure	Reporting issues have hampered performance visibility. These have now been rectified. The team is now focused on the 90% target. A new internal report has been added tracking days from lodgement until day 10.

Attachment 1.1**SOIs 6 and 7**

6.	Median response time for attendance for urgent water callouts: from the time that the local authority receives notification to the time that service personnel reach the site (minutes) 12-month rolling average.	≤ 60 mins	46	46	45	See attachment 1.
7.	Median response time for resolution of urgent callouts: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption (hours)(water, 12-month rolling average).	≤ 5 hours	3.9	3.8	3.7	See attachment 1.

SOI 6 is the response time and SOI 7 is the resolution time for “urgent” water callouts. Urgent call outs are those triaged as a P1. The list below shows our 8 priority settings for work – P1 to P8, each with a differing response time. P1 is a 60 minute response and aligns to SOI 6, we then have a further 4 hours to resolve the issue, i.e. resolved within 5 hours from notification and this aligns to SOI 7. Please note that these SOI targets are the **median**. For SOI 6, the median is 46. This means that ½ of the faults will have been attended to in less than 46 minutes in August; and ½ of the faults took longer than 46 minutes to attend to.

Our “customer promise” states that we will attend **your** P1 fault within 60 minutes and resolve **your** fault within 5 hours. This is saying that we expect to achieve SOIs 6 and 7 100% of the time – not the median.

Water P1-P8 (Today)



8.1

SOIs 8 and 9

	average).					
8.	Median response time for attendance for non-urgent water call-outs: from the time that the local authority receives notification to the time that service personnel reach the site (days) 12-month rolling average.	≤ 5 days	0.94	0.94	0.95	See attachment 1.
9.	Median response time for resolution of non-urgent water call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault	≤ 6 days	1.50	1.53	1.65	See attachment 1.

SOI 8 is the response time and SOI 9 is the resolution time for “non urgent” water callouts. Non urgent call outs are those triaged as a P2, P3, P4, P5, P6, P7 or P8 fault as illustrated above. You will note that these all have a differing response time, from 4 hours (P2) to 20 working days (P8). We then allow 1 more day to resolve the fault (SOI 9). Once again, the 0.94 days is the median response time. This means that we respond to ½ of all P2 to P8 faults in 0.94 days or less, and ½ of all faults triaged as P2 to P8 in more than 0.94 days.

SOIs 11 and 12

11.	Attendance at sewerage overflows resulting from blockages or other faults: median response time for attendance – from the time that the territorial authority receives notification to the time that service personnel reach the site (minutes) 12-month rolling average.	≤ 60 mins	85	80	78	The January/February weather events significantly impacted the 12-month rolling average. Provisioning of permanent repairs to weather event damage, and deferred leave and overtime compensation continue to put pressure on resources. Our performance excluding the storms would be 69. See attachment 1 .
12.	Attendance at sewerage overflows resulting from blockages or other faults: median response time for resolution – from the time that the territorial authority receives notification to the time that service personnel confirm resolution of the blockage or other fault (hours) 12-month rolling average.	≤ 5 hours	3.97	3.82	3.75	Whilst “attendance” at overflows target is not being achieved (SOI target 11) critically the resolution of overflows target is being exceeded. See attachment 1 .

The above two SOIs relate to P1 wastewater faults and operate the same as SOIs 6 and 7 for water faults. Once again, these are median response times. ½ of all urgent P1 wastewater faults are responded to within 85 minutes, and ½ are responded to in more than 85 minutes. In terms of resolution, ½ of all resolutions are done in less than 3.97 hours, and ½ take longer than this.

SOI 13

No.	Measure	FY24 Target	Actual			Commentary
			August 2023	July 2023	June 2023	
13.	The total number of complaints received by the territorial authority about any of the following: a) sewerage odour b) sewerage system faults c) sewerage system blockages d) Watercare's response to issues with its sewerage system expressed per 1000 connections to the territorial authority's sewerage system (12-month rolling average)	≤ 50	23.47	23.64	24.35	See attachment 1 .

There is no direct relationship between SOIs 11 and 12 and 13.

SOI 13 is about complaints – not fault reporting. However, some faults may end up becoming a complaint.

See below performance measure methodology for SOI 13.

Purpose of measure

Are customers satisfied with the service provided?

Ref: DIA – Non-Financial Performance Measures Rules 2013, Part 2, Sub-part 2, (4)

A complaint is defined in ASNZ10002-2014 Complaints management standard as:

“Expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required”.

If an organisation receives a request for service but the customer does not express dissatisfaction this is not defined as a complaint. E.g. a customer may request that their water pressure is reduced, but not be dissatisfied with the delivery pressure. Where there is more than one complaint per event each individual complainant is counted separately, not each event or occurrence. Where there are multiple complaints made by a single complainant in relation to one event, these may be counted as a single complaint.

Description of Measure

This measure monitors the total number of complaints received by Watercare to issues with its sewerage system expressed per 1,000 connections to the Watercare sewerage system.

Assumptions

- The reporting period is from the first day to the last day of the previous month
- The number of connected properties is available through Birst.
- Properties are defined as the total number of active Watercare customer accounts where a wastewater service is being provided. This will be calculated at the time of the report and will fluctuate in line with new addresses and accounts being added / removed.

Methodology

For a given month:

- Determine the total number of complaints for the reporting month.
- Determine the Total number of connections
- Calculation: (Total number of Complaints) DIVIDED BY (Total number of connections) MULTIPLIED BY 1000

Example:

- Total Number of complaints for the period 26 Jan 2016 to 25 Feb 2016 is 766
- Total number of connections is 424,000
- Calculation: $766/424,000 \times 1,000 = 1.8$

Attachment 2

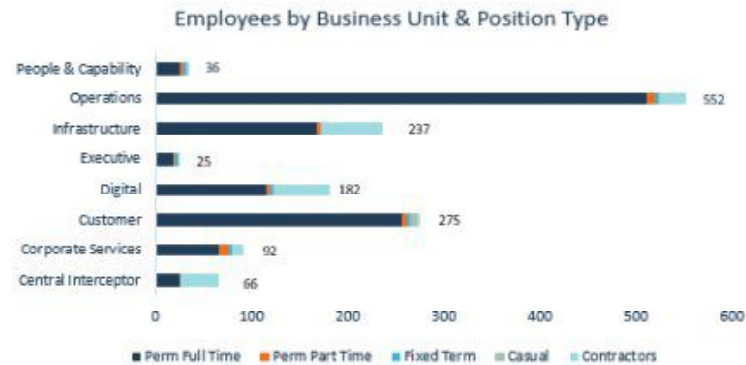
PEOPLE DASHBOARD: August

Note: As of 1 July 2022, reporting has been changed to align with Finance mapping - people to cost centre, not group.

Workforce Snapshot



* Contractors and Directors are excluded from the headcount figures above. Long term leave and parental leave employees are included.



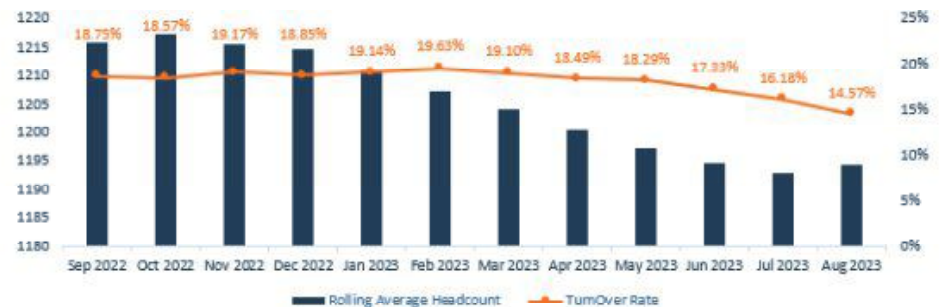
Active contractor information is based on data captured across both ServiceNow & PayGlobal.

New Hires by Month



There were 39 hires in July, +7 compared to July.
Hires by gender for August M:58.9%, F:35.9% (5.13% unknown)

Average 12 mos Rolling: Headcount V Voluntary Turnover(%)

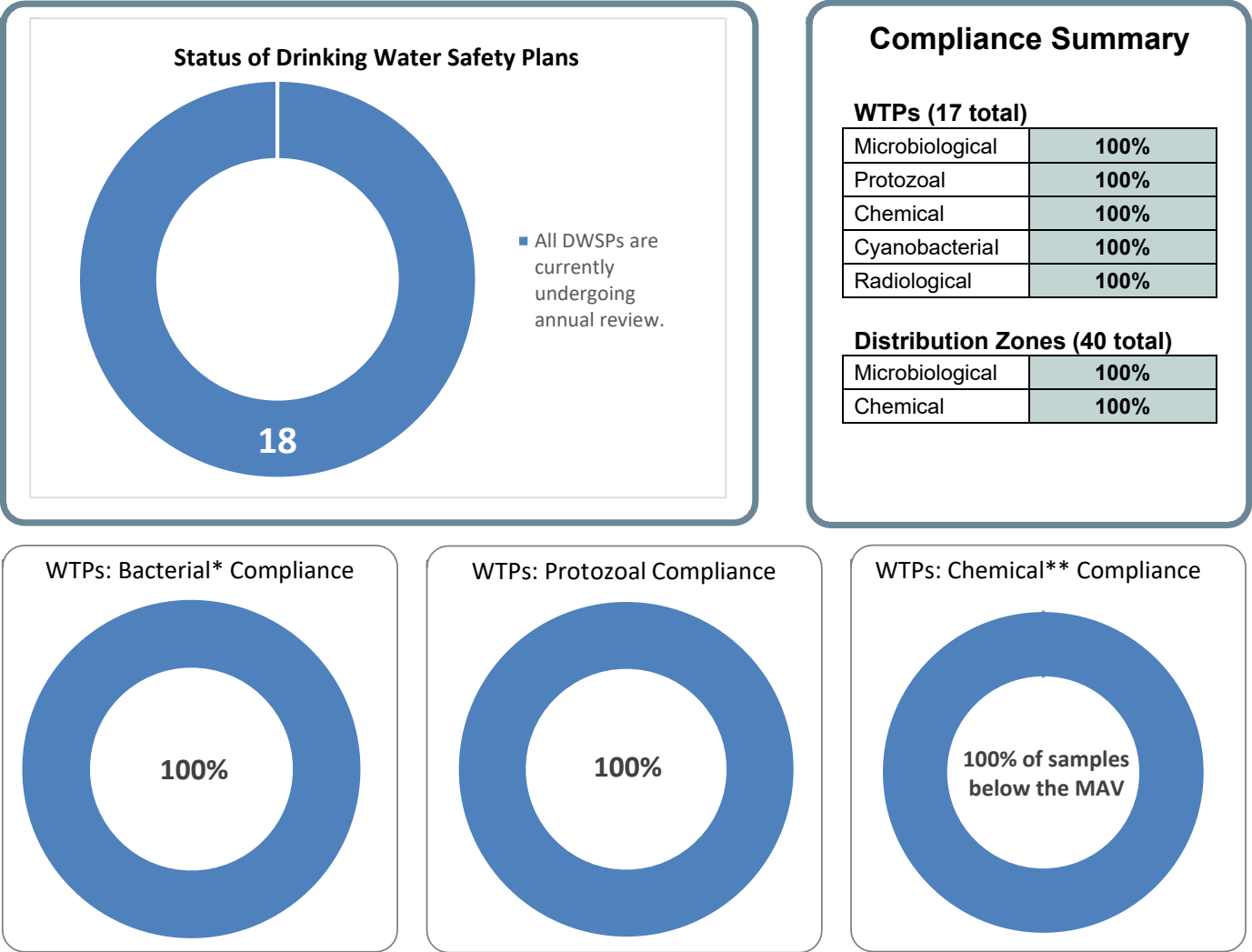


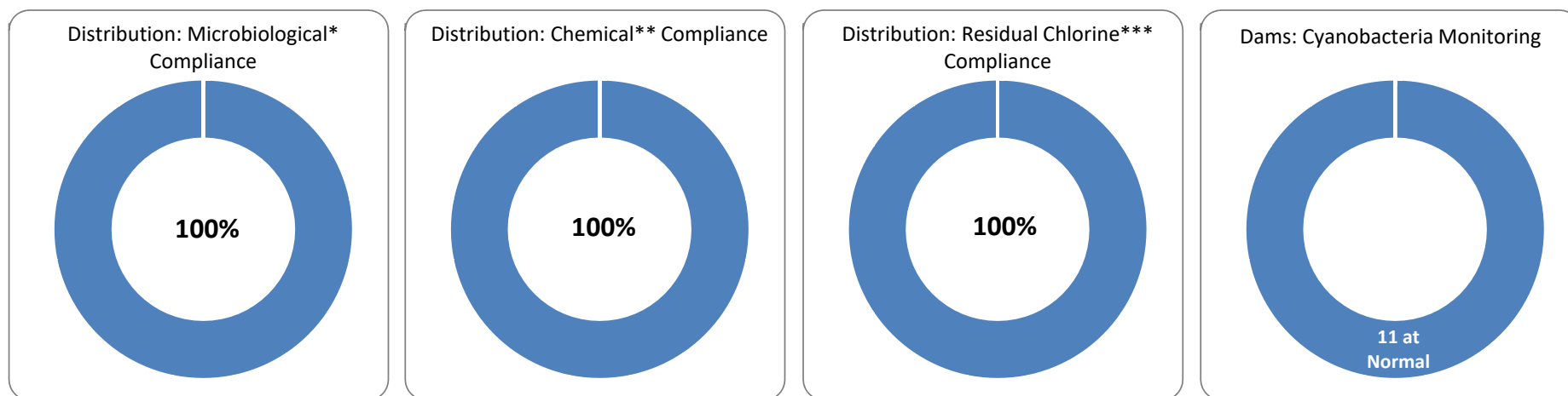
This does not include anyone that has left for reasons other than resignation.
Only Permanent employees (full time and part time) are included in the data.



Water Quality Report – August 2023

Scorecard





8.3

*At the WTPs bacterial compliance is assessed on continuous monitoring results. In the distribution network microbiological compliance is based on *E. coli* monitoring to indicate the probable presence of bacterial contamination of water supply.

** Chemical compliance: At the WTPs determinands associated with chemicals dosed during the treatment process are monitored. In the distribution network disinfection by-products (DBPs) are monitored in each zone, and chlorates monitored in four zones where chlorine booster stations are utilised as best practice monitoring.

*** Residual disinfection – 85% of free available chlorine samples in a month must be >0.20mg/L in each distribution network zone, with no results <0.1mg/L. Compliance was achieved in all zones in August.

Spotlight On: Legislation and Compliance

Formal compliance reporting to Taumata Arowai continues with reporting systems operational.

Microbiological and chemical compliance has been achieved for the month of August for all water treatment plants (WTPs) and distribution zones (DZs).

Residual disinfection compliance has also been fully achieved for all distribution zones. A new methodology for potable water *E. coli* and Total Coliforms analysis was implemented at the Laboratory. The MI Agar method is IANZ accredited and will result in a reduction in consumables for the Laboratory.

Spotlight On: Drinking Water Safety Plan (DWSPs)

Watercare's internal audit team is currently in preparation for internal audit of our Drinking Water Safety Plans.

Spotlight On: Backflow Prevention

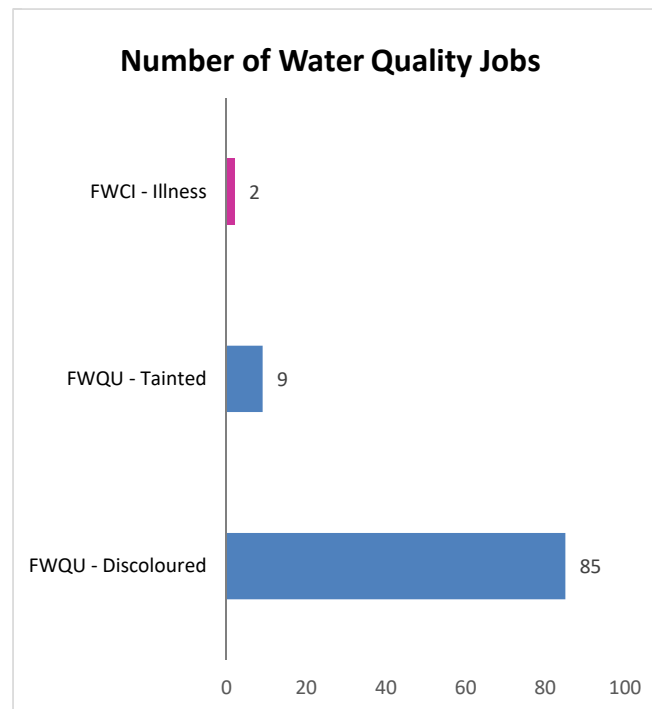
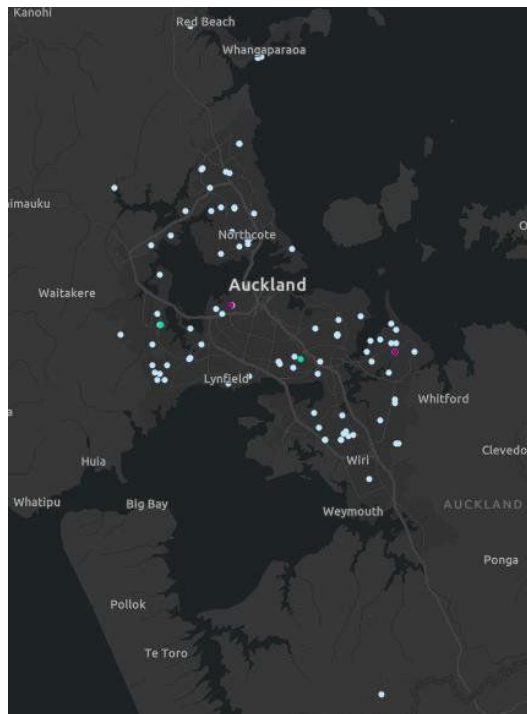
Backflow testing has been completed as per targets set for the end August 2023. Backflow Surveys are progressing for 2023.

Spotlight On: Water Quality

Low Residual Chlorine (FAC) and elevated Disinfection By-products (Trihalomethanes (THMs)) Investigation – Region wide monitoring in-line with the new regulations confirms multiple zones with THMs results over 50% of the MAV, particularly over summer. Multiple zones also experience low FACs during the summer months. Operational improvements and capital investment will likely be required to address this. Networks Planning have engaged a consultant to complete hydraulic modelling. Work will commence in the beginning of October and is expected to take 10 weeks to complete. This will assess water age contributions to THMs formation and low FACs as a first options assessment.

Investigations into Emerging Contaminants – Microplastics, PFAS, nematodes, nitrates, viruses– new research highlights new areas for investigation will be required. The Water Quality Science team is looking into global trends and learnings that Watercare should be aware of.

Customer Complaints



Actions Taken

Illness Complaints*: Pre-emptive network flush and field testing
Main cause: Private plumbing issue

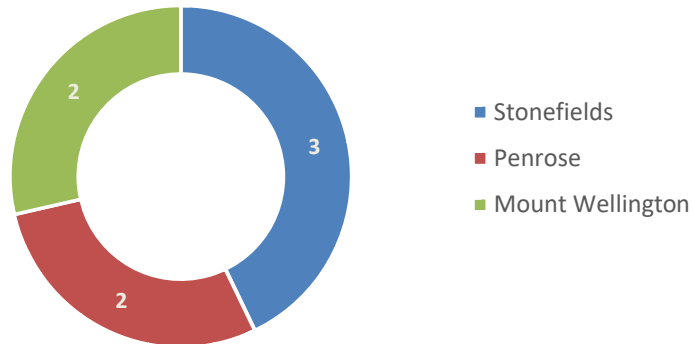
Tainted Water: Network flush
Main cause: Sediment

Discoloured Water: Network flush
Main cause: Mineral and sediment build-up

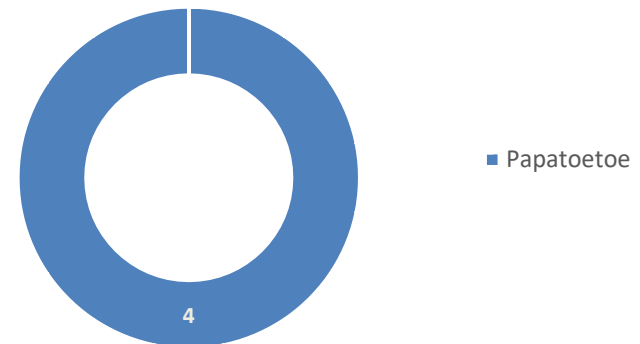
**Illness complaint – an illness complaint arises when a member of the public has an illness that they think is related to water quality. All such complaints are investigated and in all cases our drinking water has been found to be compliant. Persons with an illness complaint are always referred to their medical professional.*

Repeat Water Quality Complaints – August 2023

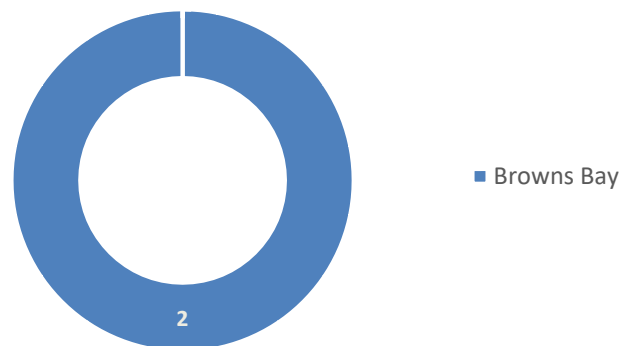
Central Networks
Number of New Repeat Complaints



Southern Networks
Number of New Repeat Complaints



Northern Networks
Number of New Repeat Complaints



Actions Taken for Repeat Complaints

CENTRAL, NORTHERN: 1 customer in each suburb lodged repeat WQ complaints due to discoloured water. Repeat hydrant flushing was done to remove mineral buildup in the network.

SOUTHERN: Repeat discoloured water complaint after hydrant flushing from 1 customer due to residual affected water in their private line. Customer was assisted in flushing their taps and was satisfied with the result. Other customer with repeat complaints were found to have private water issues and was advised to contact a plumber.

Update for CENTRAL – Onehunga: No new complaints related to the high turbidity issue were logged for August. Investigation by engineers focusing on Onehunga Low Zone is still ongoing.

**Repeat complaints – Complaints from 1 customer for the same WQ issue within the last 6 months.*

Attachment 4

The grading Watercare applies in the detailed breakdown of full non-compliance is consistent with Auckland Council's criteria. The grading is below:

Rating	Detail
Category 1	Watercare has complied with the consent condition.
Category 2	Watercare has not complied with the consent condition. Watercare has assessed the non-compliance as technical or having no more than a minor adverse effect.
Category 3	Watercare has not complied with the consent condition. Watercare has assessed that non-compliance has the potential to result in minor adverse effects on the environment. Alternatively, since the last audit, there is evidence of repeat Category 2 non-compliance.
Category 4	Watercare has not complied with the consent condition. Watercare has assessed the non-compliance as having the potential to cause significant adverse effects on the environment. Alternatively, since the last audit, there is evidence of repeat Category 3 non-compliance.

Active resource consents in August 2023

369

Consents with non-compliances in August 2023

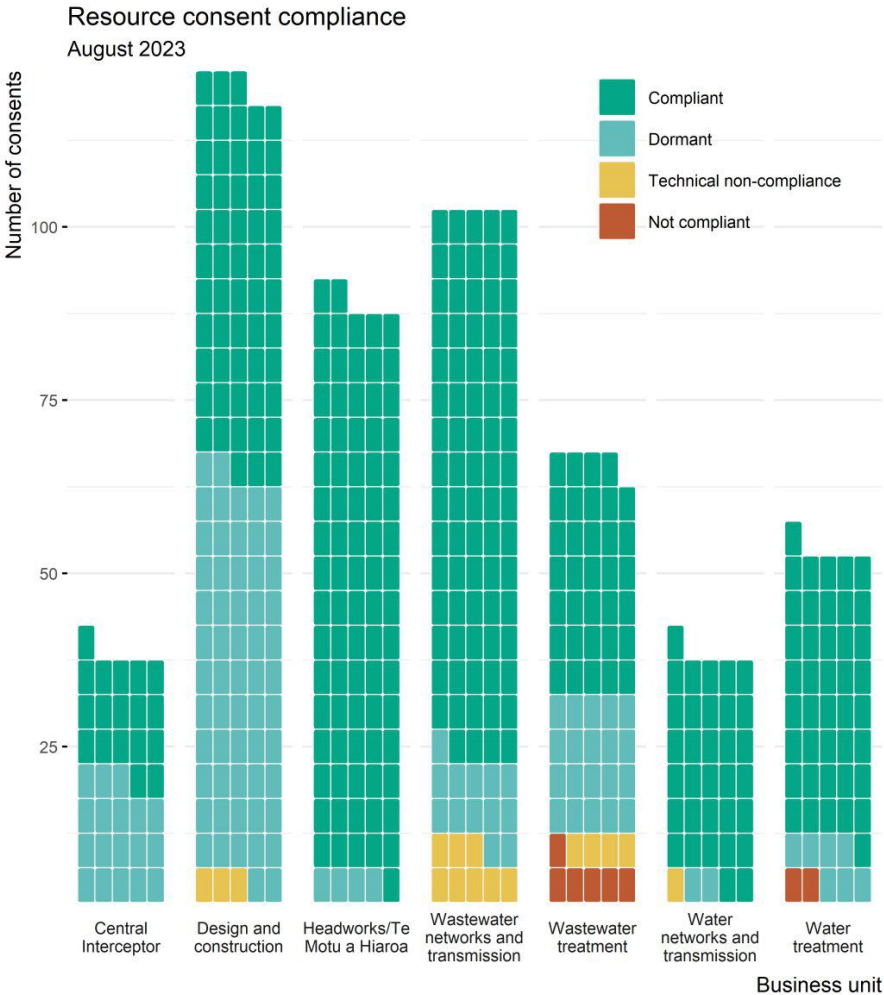
24 ↓

Rolling 6-month average (non-compliant consents)

26 ↓

Consents under enforcement in August 2023

0 -



Significant non-compliances for August 2023 (excludes technical non-compliances)

Facility/Asset	Consent	Condition(s)	Issue(s)	Actions and Commentary	Resolution	Significance
Army Bay WWTP	DIS60331146; DIS60331113	6	Monthly UV dose target not met.	Ongoing issue. Performance of UV affected by solids-carry over from upstream treatment processes. Short-term response is to upgrade the inlet screens, scheduled for completion in 2024. Major capital upgrades are not currently scheduled until the end of the decade. Optioneering has commenced to find a solution that will resolve UV performance before then.	2024 (if screens upgrade provides effective) Long-term upgrades 2030 , but optioneering underway for complete solution to UV performance issues.	Moderate (Grade 3): Long-term and repeat issue. Future Council grading will depend on the efficacy of the screens upgrade.
Huia WTP	DIS80297101	3	High suspended sediments and total aluminium in stormwater discharge.	Sampling and historical consenting issue. High suspended sediment results were due to low flow conditions that made sampling difficult. Total aluminium is not a direct measure of ecotoxicity. Dissolved concentrations (potentially toxic) remain low.	On-going intermittent issue. Aluminium issue will not be resolved until construction of new Huia WTP and new discharge consent. Review of sampling programme underway.	Minor (Grade 2): No evidence of environmental effects.

Facility/Asset	Consent	Condition(s)	Issue(s)	Actions and Commentary	Resolution	Significance
Omaha WWTP	DIS60050606 DIS60050490	19	Low UV dose on occasions.	Isolated issue. Issues with power supply to one bank of UV lamps. Repairs underway.	September 2023. Issues with UV system being rectified.	Moderate (Grade 2-3): As one-off events, adverse effects unlikely, but ongoing failures would present potential human-health risk.
Snells-Algies WWTP	REG-67911	38	Leaks from outfall	Ongoing issue. Old outfall intermittently developing leaks. New outfall has been constructed but will not be connected until completion of the new Snells-Algies wastewater treatment plant. Leaks are of fully treated wastewater to date have gone to land – minor erosion is the only observed adverse environmental effect.	2024-2025. Old outfall is at end of its design life. Requires commissioning of new outfall to resolve.	Moderate (Grade 2-3): Although only observable effect to date has been localised erosion in hilly farmland, larger leaks would have greater potential for adverse environmental effects.
Wāitakere WTP	DIS80296456	2	High suspended sediments in stormwater discharge.	Sampling issue. No direct environmental effects. High suspended sediment results were due to low flow conditions that made sampling difficult (as at Huia).	Late 2023. Review of sampling programme underway.	Minor (Grade 2): No evidence of environmental effects.

Facility/Asset	Consent	Condition(s)	Issue(s)	Actions and Commentary	Resolution	Significance
Wellsford WWTP	DIS60068492	15	High bacteria levels in discharge	Ongoing issue. Process bottleneck means some effluent bypasses final stage of treatment during high wet weather flows. Environmental monitoring programme expanded until plant upgrades completed to confirm no adverse environmental effects occur.	2025-2026. Requires capital works. Design works underway.	Minor (Grade 2-3) Data to date shows no environmental issues in receiving environment.

Board meeting | 10 October 2023
Public session



Health, safety, and wellbeing update

For discussion

Te pou whenua tuhinga / Document ownership

Prepared by

Paula Luijken

Acting Head of Health, Safety and Wellbeing

Submitted by

Dave Chambers

Chief Executive

1. Te tūhunga / Recommendation

We recommend that the Board notes and discusses this report.

2. Whāinga / Purpose

This report provides a comprehensive overview of health, safety, and wellbeing at Watercare.

3. Kōrero pitopito / The details

3.1 HSW Governance

3.1.1 Executive HSW KPIs

At the September 2023 Board meeting, we added one new KPI to the six KPIs that are being presented to the Executive monthly performance hui.

Progress against seven new HSW KPIs is included in this report.

3.1.2 ISO 45001

The second stage of the assessment of ISO 45001, the HSW management system replacing 4801 was conducted in September 2023. The assessor visited a selection of sites over the two weeks reviewing the application of the management system on all sites across the business.

The auditor will be recommending Watercare for ISO 45001 Certification. There were eight non-conformances (two major and six minor), identified in the draft report, and we now have six months to put action plans in place to address these. The Auditors' full report is expected in October 2023.

3.2 HSW metrics – August 2023

Incident metrics are split between Watercare and contractors.

3.2.1 Watercare incidents

	Note	2023							2022				
		Aug	July	June	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep
No. of recordable injuries	1, 2	4	7	8	3	4	5	7	4	0	2	5	4
Critical risk/all incidents	3, 4	10/31	7/33	7/32	3/22	3/25	3/30	12/73 *	4/49	4/29	16/58	17/45	7/40
High-Potential Critical events			-	-	1 Driving	-	-	-	-	-	-	-	-

* Prior to March 2023, a combined WSL/Contractor number was reported

Out of 31 incidents reported by Watercare kaimahi:

1. One of these incidents was a Worksafe notifiable event. This was a finger broken in seven places requiring admittance to hospital. The kaimahi was discharged the same day and back at work the following day. Worksafe is not investigating.
2. For three incidents, there was one cut that became infected requiring medical treatment, one manual handling event that required alternative duties, and a slip/trip/fall that required time away from work.
3. Of the remaining 27 incidents, six required first aid, three required no treatment, and 18 resulted in no injuries.

Critical Risk Exposures: There were no high potential critical incidents for Watercare kaimahi in August. There were ten incidents involving critical risks, two of which resulted in injuries. The ten incidents are detailed below.

Driving 6

Five of the driving events were low speed, low impact, all in different locations. The sixth driving event involved an electric ute getting stuck in wet grass. All six events were minor and there was no risk to people in any of the events.

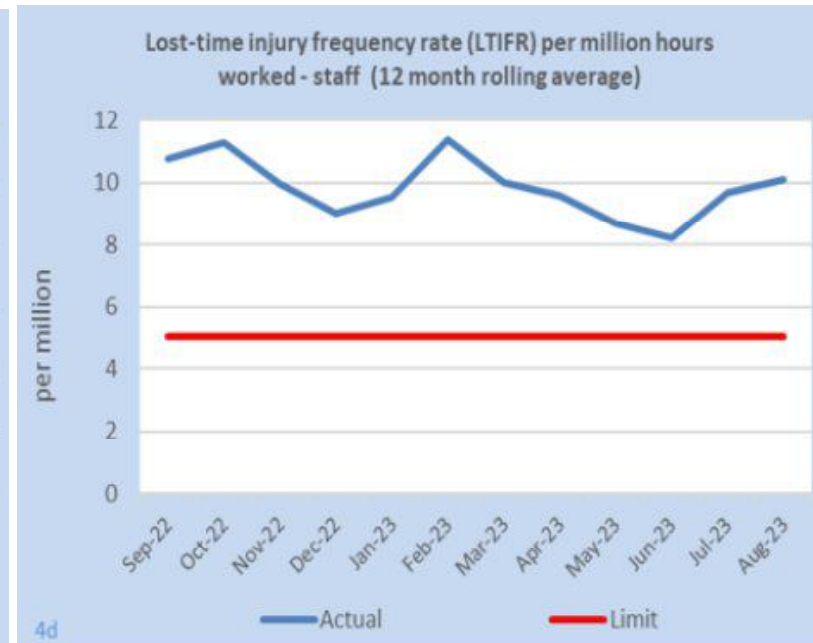
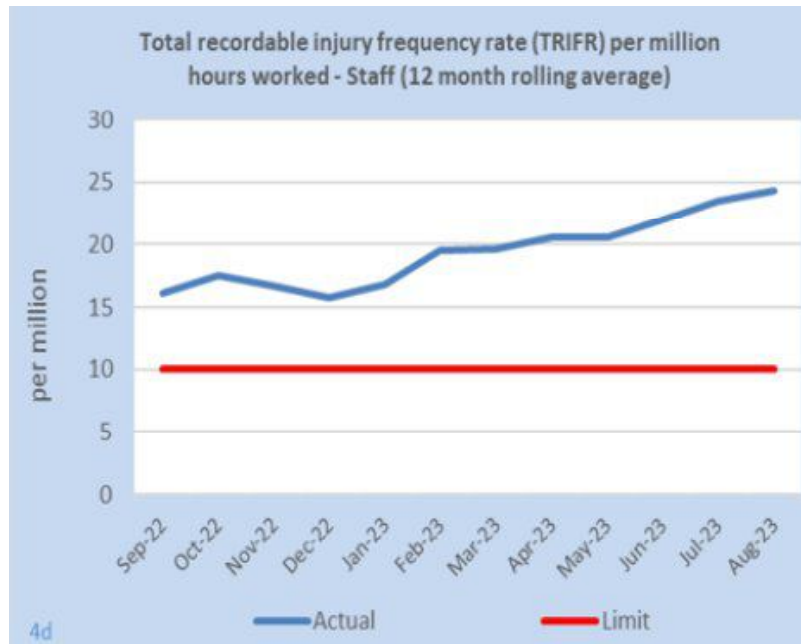
Working with machinery 3

- While drilling a PVC flange, the work piece dislodged from the vice. This caused the flange to spin around and it caught the left ring finger of the worker in one of the flange holes. This resulted in a broken finger as mentioned above. Correct PPE was being worn at the time.
- One digger operator damaged a small section of fencing. It was a very tricky and restricted area to work in.
- An operator hit their head on the digger cabin roof as they were exiting needing some first aid.

Service strike 1

- MSN Crew hit a street light cable (it was off at the time as it was daytime) while investigating a burst water main. The teams conducted a “check before you dig”, and the cable was not on the plans.

3.2.2 LTIFR / TRIFR measures



Lead Indicators – Executive HSW KPIs

	KPI	Description	Target	August 2023	July 2023	Commentary
1.	HSW Climate	The team targets a HSW climate rating of $\geq 8/10$ in each six-monthly Watercare climate survey.	> 8	7.9 (July 2023 results)	7.9	This survey is done every six months. Next survey is in November.
2.	Open iCare cases	95% of iCare cases are closed with appropriate and effective actions within 30 days of having been raised.	< 5%	13%	18%	This number is the % of open cases raised in the last 12 months, that are currently open, and have been open over 30 days.
3.	Leadership Walks	All leaders in the business are to complete leadership engagement walks as per schedule determined by their business unit leadership team.	By business unit	-	-	Schedules are in the process of being determined.
4.	Reward & Recognition	Each business unit has a Reward and Recognition programme which is reported on at the monthly performance hui as part of monthly HSW performance for peer review.	By business unit	-	-	This is set up by each business unit.
5.	Training – Induction	All kaimahi complete and maintain a current online Watercare HSW Induction within two months of starting with Watercare.	100% of kaimahi	70.70%	44.64%	This induction was made mandatory in July 2023 and completion rate is increasing.
6.	Training – Safety Leadership in Action	All leaders complete training in leadership engagement interactions	100% of leaders	18.9%	17.3%	This training is held once per month.
7.	Permit audits per site	Every month, a minimum of one permit audit is conducted per project/plant	One per site	15	10	Clarification on which sites to be included from next month's report (e.g., unstaffed sites).

3.2.3 Contractor incidents

	Note	2023								2022			
		August	Jul	June	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep
No. of recordable injuries	1	6	2	3	3	5	4	8	6	3	3	7	5
Critical risk/all incidents		13/42	5/18	3/19	2/23	4/17	21/45	12/73*	4/49	4/29	16/58	17/45	7/40
High-Potential Critical events		1 Traffic Managem ent	1 Mobile Plant	-	-	-	-	-	-	1 Suspend- ed load	-	-	1 Mobile plant

* Prior to March 2023, a combined WSL/Contractor number was reported

1. In August 2023, there were six recordable injuries to our contractors, three needed medical treatment and three required alternative duties. None of these involved critical risk
2. Of the 42 contractor incidents recorded in August 2023, eight required first aid on site, two required no treatment and 26 resulted in no injuries.
3. Critical Risk Exposures: There was one high potential critical incident in August 2023.
4. There were thirteen incidents involving critical risks, one of which resulted in a first aid injury. More detail below

Cranes 3

- There were three events involving cranes at Central Interceptor sites in August. All of these had good exclusion zones, and no one was in immediate danger.

Driving 2

- The two driving events were both low speed/low impact driving events with no risk to people.

Excavation 2

- Trench for potable watermain was dry in the morning, before prestart. After prestart, some of the clay in the trench had collapsed and water was trickling around wastewater rising main. This was noticed before the team entered the trench.
- Project team was excavating and clipped and dented a wastewater sewer line.

Service Strike 1

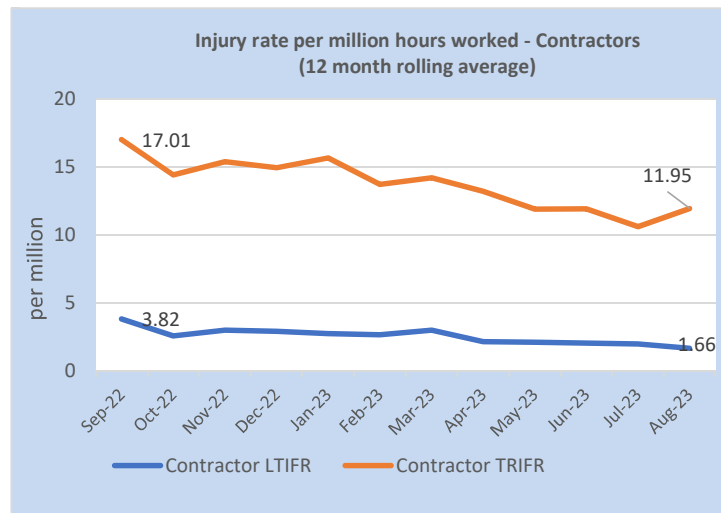
- Unknown service struck. All efforts had been made to identify services prior.

Machinery 2

- While moving excavator for parking during the slewing, it scratched another excavator.
- Derailment of muck wagon at first switch where the California switches allow wagons to pass. The wagon was going slowly, and nobody was injured.

Traffic management 3

- Traffic Controller let through a resident's car without stopping work, and an excavator nearly hit the resident's car.
- A driver was instructed by Traffic Controller to wait, but the driver ignored the instruction and through the worksite without permission.
- Intermediate school student was hit by a member of the public's car when running across the road to catch a bus from a new temporary bus stop. The bus stop had been relocated as part of traffic management for Waikowhai watermain construction outside the school. This was a first aid injury.



3.3 Critical Risk Review

The critical risk review for October is of Hazardous Energy – Service strikes (refer Attachment 1). The team will present this as a slide show to enable discussion and questions.

The following table lists the critical risk reviews scheduled through to December 2023:

October Board Meeting	Hazardous Energy – Service strikes
November Board Meeting	Working at height
December Board Meeting	Mental Wellbeing



Attachment 1

Critical Risk Review

Service Strike

October 2023

Watercare 

9.1

About: the types of services on WSL sites

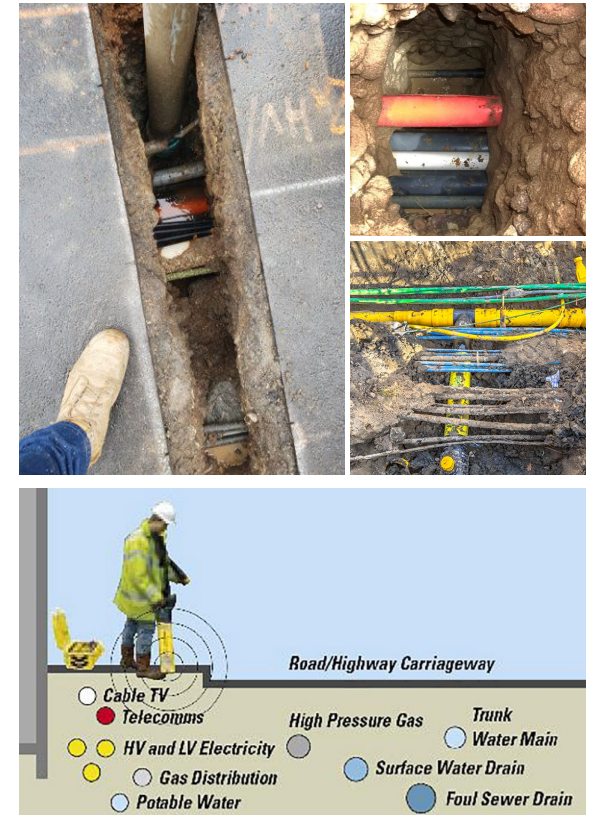
Overhead services

All overhead electricity lines, communications lines etc.



Underground services

All underground electricity, gas, water, steam, wastewater (sewer, storm water), telecommunications plant, LPG/oil pipelines etc.



Watercare 

9.1

About: the risks of overhead and underground services

Typical road with utility layout and hazards

Ducts are often grouped together. Although some plans may show only one line, there actually could be more.



Services running up poles are a good indication that underground services are nearby.



Newer fittings may be combined with older ones.



In some areas, the underground environment can be extremely congested. Assume everything is live unless confirmed otherwise.

Ducts and small pipes (a general guide)

Electricity	Stormwater	Overhead Lines
Telecomms	Traffic Lights	Boundaries
Fresh Water	Gas	Sewerage



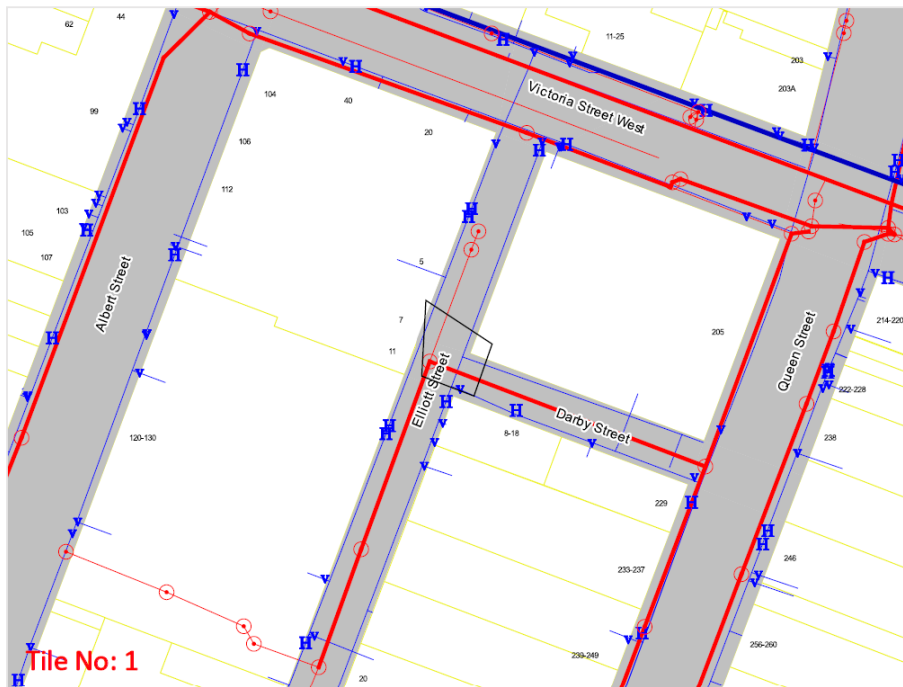
Be careful not to damage smaller services when working around larger installations.

9.1

Plan: what needs to be done before we start work?



Sequence No: 10711611
Job No: 2095143
Location: Darby St

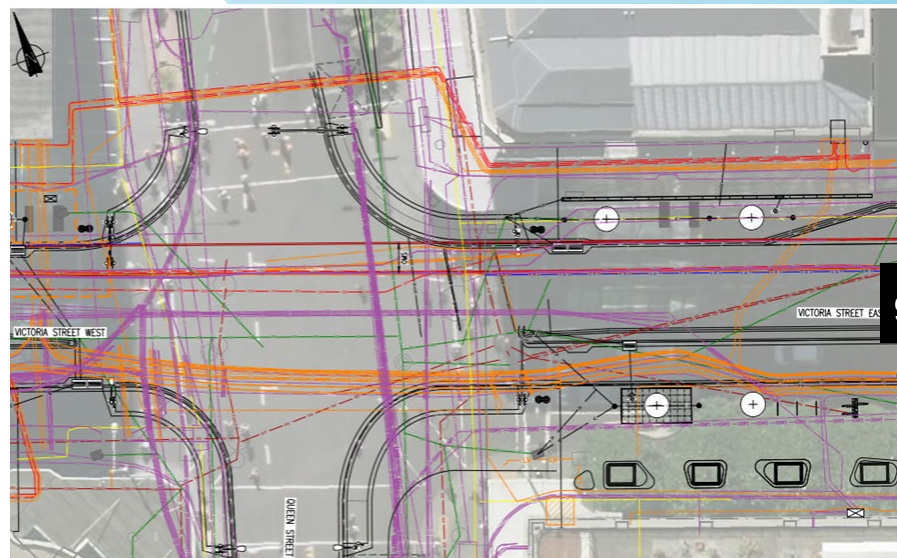


Legend
 Waste Water
 Water
 Electrical/Cathodic Protection
 Waste Water Proposed
 Water Proposed
 V Valve
 H Hydrant
 M Water Meter
 O Manhole

Watercare Services Ltd accepts no responsibility for incomplete or inaccurate information contained on this map. Use of this data is subject to, and constitutes acceptance of the conditions set out in our disclaimer. Topographic information is derived from Land Information New Zealand, CROWN COPYRIGHT RESERVED.

Scale: 1:1000
Expires: 25 Oct 2022

DISCLAIMER: While reasonable measures have been taken to ensure the accuracy of the information contained in this plan response, neither Watercare nor PelicanCorp shall have any liability whatsoever in relation to any loss, damage, cost or expense arising from the use of this plan response or the information contained in it or the completeness or accuracy of such information. Use of such information is subject to and constitutes acceptance of these terms.



9.1

Service Plans

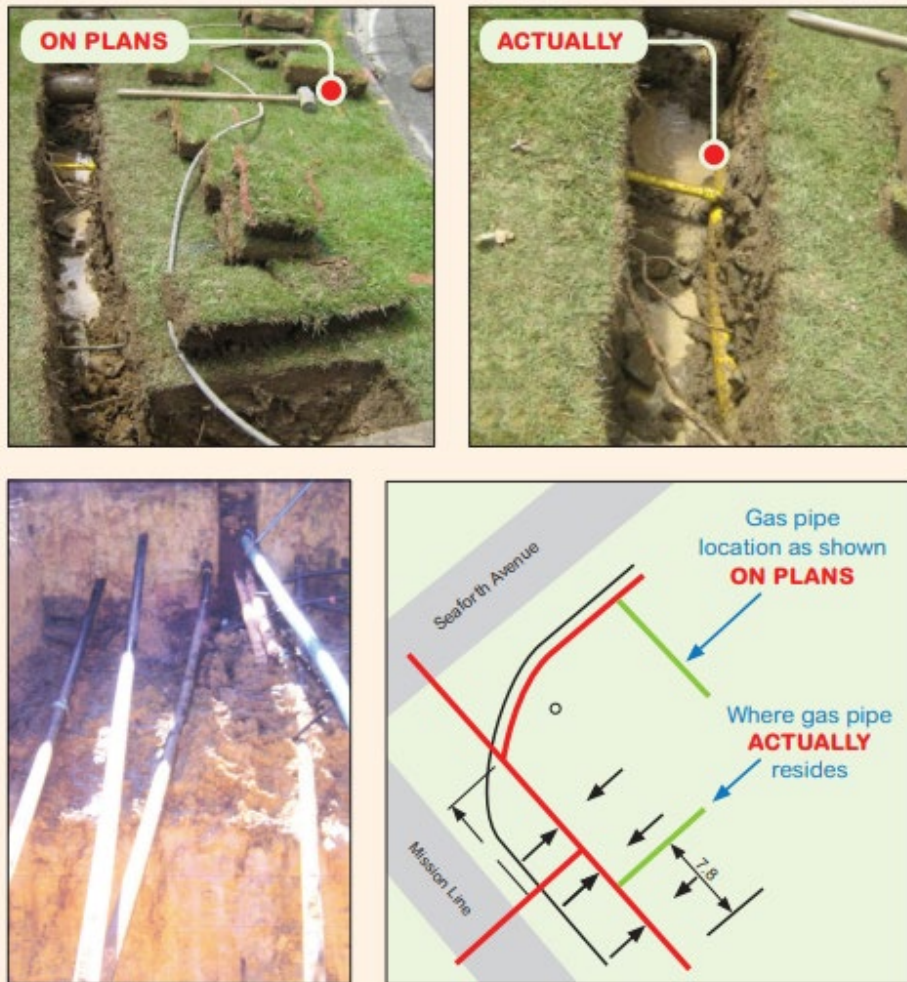
- Before any work begins to break ground, all services need to be identified.
- **beforeUdig** is a free online service to help locate cables, pipes and other utility assets. In most cases it provides a 'one stop shop' for contractors to easily understand all assets in an area.

Service Plans

- Service plans can also be found on GIS or directly from service utility owners.
- Some of our work sites can be very complex, see picture above (Queen St Project starting 2024).
- Traffic risks should also be considered in the planning phase.



Consider: service plans are not always accurate



Confirm Service Plans

- Plans may not be accurate, so onsite physical identification is a vital safety control.
- Roads are also lowered over time, so a pipe or duct that was originally 600mm deep may now be only 200mm deep, and vice-versa.
- If a service is shown, expect to find it! If you can't find it, call the service authority to have them confirm its location.

9.1

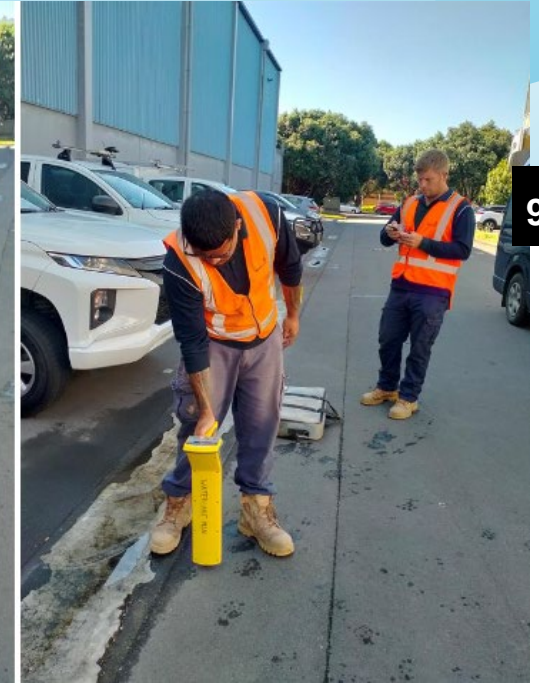
Confirm: ensure the services are as per the plans

Before digging, service locator devices are used to locate underground services.



Ground penetrating radar (GPR)

GPR is a geophysical locating method that uses radio waves to capture images below the surface of the ground without disturbing the ground. Used to detect metal, plastic, PVC, concrete, natural materials.



Cable Locator

A cable locator is designed for location of underground objects that have some type of charge or signal placed on them.

Expose: visual confirmation of location

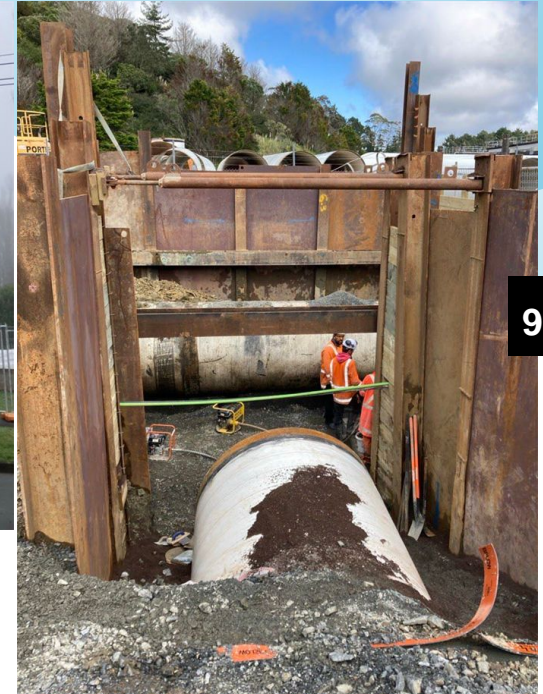


Exposing Services

- Hydro excavation is a safe way of exposing services without causing damage.
- Excavators are common causes for service strikes on construction sites
- Hand digging should be used when 500mm from critical services.

9.1

Protect: other controls to protect services



9.1



Controls to protect services

- Flags are used to show the safe working distance from overhead services.
- Look up and live cut outs remind workers of overhead lines.
- Shoring is used to protect workers and larger services from ground collapse.

Protect: Service Strike Controls



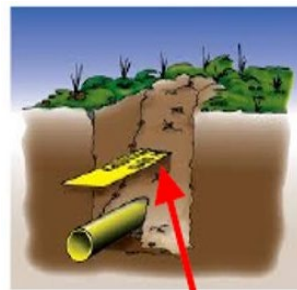
Service Standover Supervisor

- Service owners may require a close approach permit when working near critical services. They may provide onsite advice or a standover person to ensure work is carried out safely.
- The standover person above, from vector has been at our Waikowhai site for the last few months as they are working close to HV cables.

Service Spotter

There is always the potential for unknown services and hazards to be present so as a spotter they must always remain alert and keeping an eye out for common warning signs of services.

Below are a few examples of what spotters should look for.



Marker Tape



Different Colour/
Trench Backfill
Material



Potholing & Scanning

Coloured Ducts:



Surface Indicators:



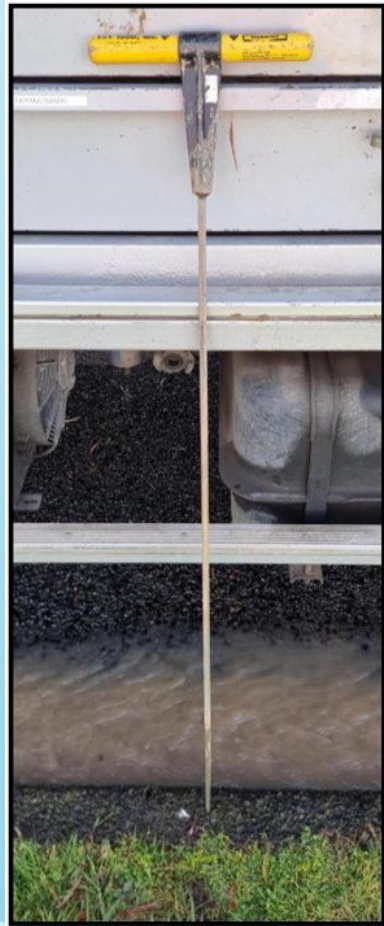
Warning Signs



9.1

Learn: how can we learn and improve

- Throughout our network many of our underground service strikes are the result of probing spears, particularly where the protective casing has been removed and some probes even being sharpened.
- Probing spears are a **last resort** for locating underground services, not the go to.



GAS STRIKE

Watercare
An Auckland Council Organisation

At MSN Our cable strikes are trending up we must act before someone gets hurt. We have had two gas strikes in the last month. In the most recent incident, there was no pre-start completed, service plans were not attained, and cable location and mark-outs were not performed.

The gas line was only 200mm underground. There was a tracer in the line, so if the Cat n Genny was used, this incident may have been prevented.

Please always be on alert, as environments can be unpredictable

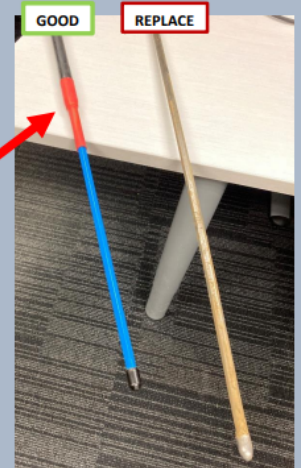
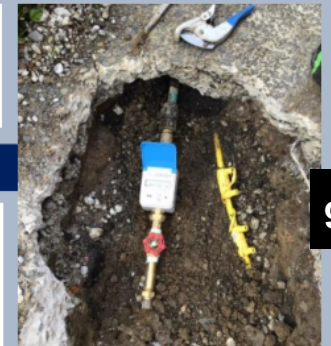
WHAT SHOULD WE DO IN THE FUTURE?

BEFORE performing a breakout or dig:

1. Read the SOPs
2. Perform a Pre-start and assess hazards on the day
3. Perform a visual inspection of the worksite. Are there power poles or services nearby?
4. Obtain a Before U Dig report and check GIS
5. Use the Cat n Genny cable locator and mark out services in the area
6. If there are services near the area, hand dig or hydro excavate instead of using a digger
7. If you want to trace a line, you can use a probe, but ensure you follow safe procedures.

Correct Protocol for using a probe:

- Ensure the probe insulation is intact and has the red tape as shown in the picture.
- **Fibreglass probes are dangerous and should be thrown away!**
- Only push the probe 30cm into the ground (as far as the red tape), and only push gently
- If the pipe is deeper than 30 centimetres, then further excavation will be required.
- The probe should only be used to trace the line and depth of a pipe if there are **no cables within one meter of it.**



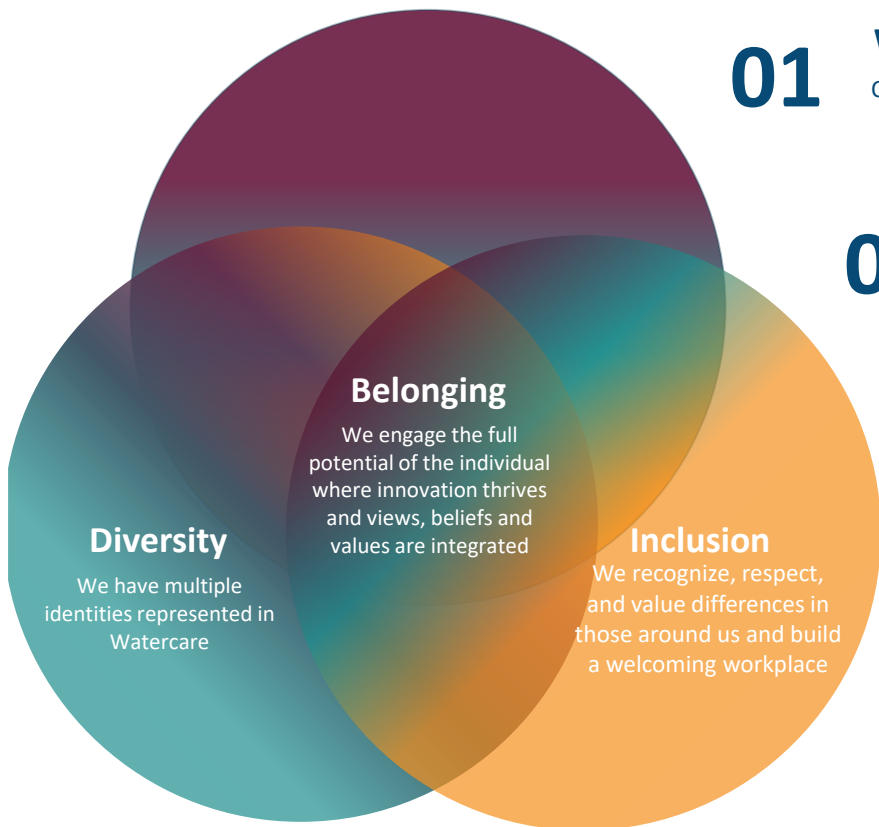
And if you are unsure, ASK! We all care about your safety and we are here to help

9.1

Diversity, Inclusion and Belonging

Board Meeting - October 2023

Agenda



01 **Why we are here today**
Our history, a refresh and a reset of our focus

02 **What our people have to say**
At our DIB launch, the people had spoken on where they would like us to focus

03 **DIB Awards**
Our new DIB Awards and recognition programme

04 **Our Roadmap**
Our plans for the next 12-18months

What our people said.....

Limited awareness of Diversity, Inclusion and Belonging in knowledge and practice

How do people know what it means to put DIB into practice. We need more awareness of what it looks like.

Psychological safety and a sense of community.

People want to experience more celebrations of the diverse cultures we have within Watercare e.g. language, family

Silo thinking and lack of Connectedness. We don't work together well

Lack of understanding of the
Diverse workforce that is the
make up of the organisation

Alignment with the culture and behaviors are not quite there yet. We need more connection with each other, across the organisation



DIB Awards and recognition programme

Let the sharing of stories, conversations and acknowledgements of those who are making a difference build DIB awareness and understanding

Three Baskets of Knowledge



Te Kete Tuauri

Basket of Darkness
(Things unknown)

This award recognises

- putting yourself out there, ventured into the unknown and having the courage and confidence to create a culture of inclusiveness.
- dare to be bold, challenge status quo and do things differently, to ensure that people feel connected and know that their voice matters.



Te Kete Aronui

Basket of Pursuit
(Pursuit of Knowledge)

This award recognises

- continuously seek ways to improve and be better so that our staff and organisation can thrive.
- initiatives or processes they have implemented to grow their knowledge and understanding of the values of diversity, inclusion, and belonging.



Te Kete Tuatea

Basket of Light
(Present knowledge)

This award recognises

- consistently championing diversity, inclusion and belonging.
- incorporate principles and values through their work, and shine a light on DIB issues and lead by example daily basis.
- understand and value the qualities that make us different and embrace this through all facets of their mahi (work).



DIB Committee - Our FY23-24 Roadmap

Objectives;

- To increase and raise DIB awareness for leaders, individuals and groups (Seen, heard, understood)

Drivers of the next 12-18months

- Accessibility
- Neurodiversity
- Awareness and understanding of Diversity, Inclusion and Belonging



10

Activities

- **Sharing stories** – Our people sharing stories and successes of DIB in practice. From the people, by the people. Demonstration of DIB values, Leader's newsletters, quarterly shout outs, competitions, speakers, events.
- **Influence:** Working with the Teams and Leadership where DIB is part of their everyday role and influencing change based on the people's aspirations.
- **Build** DIB Champion Network
- **Create** more DIB online resources and tools

Patai?



Board - Public Session - Board planner

		Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
Meetings	Board	6-Sep	10-Oct	7-Nov (Statutory Public Meeting)	12-Dec		8-Feb	5-Mar	9-Apr	7-May (Statutory Public Meeting)	12-Jun 25-Jun
	Audit and Risk Committee			21-Nov			2-Feb		3-Apr	21-May	21-Jun
	Asset Management Committee	20-Sep	20-Oct	21-Nov							
Running the Business	Financial	Approve 2022/23 financial statements Delegate final sign off of Annual Report 2023 15 September 2023 meeting of Auckland Council's Audit and Risk Committee		Auckland Council Draft Annual Plan - approve Watercare input			Approve half year accounts	Approve financials for Draft SOI including projected 24/25 price increases Approve long term financials for Auckland Council modelling			Board approval of Insurance proposal Board approval of 2024/2025 Budget and updated SOI financials
	Statement of intent		Q1 Performance Report - due to Council - due to Council by 27 October 2023 (via an out-of cycle resolution)	2022/2023 SOI Results to be presented to Board at Public Meeting. Public deputations to be received.	2024/25 Letter of Expectations to be received		Q2 Performance Report - due to Council by 23 February 2024	Draft 2024-2027 SOI for Board's approval - to be sent to Council by TBC	Q3 Performance Report - due to Council by 26 April 2024 (via an out-of cycle resolution)	Present shareholder SOI feedback at public meeting. Public deputations to be received.	Q4 Performance Report - due to Council by 30 August 2024
	Community and Stakeholder Relationships	Stakeholder		Stakeholder Progress update from Infrastructure, Operations and Customer teams on the recommendations of the Citizens' Assembly 3 November 2023: CCO Direction and Oversight Committee /Board visit	Iwi		Stakeholder	Iwi Progress update from Infrastructure, Operations and Customer teams on the recommendations of the Citizens' Assembly	Stakeholder	Iwi	Stakeholder
	Governance	Update on Auckland flood recovery Out of cycle Board approval for Terms of Reference of Asset Management Committee		Enterprise Risk Report (Board then Council) Q1 Statutory compliance Delegations to the CE Policy	Board Delegations to CE Update on Auckland flood recovery		Enterprise Risk Report Q2 Statutory compliance	Update on Auckland flood recovery	Enterprise Risk Report	Q3 Statutory compliance	Corporate Governance charter Update on Auckland flood recovery
	Karakia	Graham Darlow	Julian Smith	Frances Valintine	Nicola Crauford		Margaret Devlin	Graham Darlow	Julian Smith	Frances Valintine	Nicola Crauford
Deep Dives - aligned to the five priorities		Partnerships - Richie Waiwai, Amanda Singleton, Brent Evans and Andrew Chin	Our customers - Amanda Singitone/Priya Thuraissundaram and Dannielle Hamilton Diversity, Inclusion and Belonging Committee - Strategy and action								
Confidential		Copy of update provided to the Waters Governance Board	Smart network update	CE's KPIs Long term cost reduction plan			CE's KPIs AMP Implementation Report			CE's KPIs	
Audit & Risk Committee				Board Delegations to CE			Approve FY24 half year accounts			Present plan for Year end to A&R A&R Approve Insurance Proposal Approval of 2024/25 Budget & updated SOI Financials Review tax ahead of year end	
Asset Management Committee		Deep dive on Central Interceptor Out of cycle Board approval for Terms of Reference	Deep dive on Enterprise Model	Deep dive on Digital programme							

Board meeting | 10 October 2023
Public session



Directors' committee membership and meeting attendances

For information

Te pou whenua tuhinga / Document ownership

Prepared and recommended by

Emma McBride
Head of Legal and Governance

Submitted by

Jamie Sinclair
Acting Chief Executive

1. Te tūtohunga / Recommendation

We recommend that the Board notes this report outlining directors' committee membership and meeting attendances.

2. Take matua / Key points

The key points are:

- details of the committees each director is a member of
- details of directors' attendance at Board and committee meetings over the calendar year.

This information is included in Watercare's Annual Report.

3. Kōrero pitopito / The details

3.1 Details of the committees

We have two committees to assist the Board in its corporate governance. Committee Chairs and members are appointed by the Chair. Attendance at Committee meetings by non-members is optional.

Director	Audit and Risk Committee	Asset Management Committee ⁺
Margaret Devlin (Board Chair)	✓	✓
Nicola Crauford	Committee Chair	✓
Graham Darlow	✓	Committee Chair
Frances Valentine		
Julian Smith		
Dave Chambers [#]		
Brendon Green [*]	✓	
Hinerangi Raumati-Tu'ua [*]	Committee Chair	

[#] The Board has appointed Dave Chambers as acting chief executive until Entity A is stood up. Dave is therefore on sabbatical from the Board (effective from 7 February 2023) whilst acting chief executive.

^{*} Resigned on 31 July 2023.

⁺ This committee was established at the 8 August 2023 Board meeting.

3.2 Directors' attendance at Board and committee meetings over the calendar year

Attended ✓ Did not attend ✕ Not on the committee ■	Attendance at Board meetings											Attendance at Audit and Risk Committee meetings					Attendance at Asset Management Committee meetings ⁺			
	8 February 2023	7 March 2023	4 April 2023	9 May 2023	13 June 2023	4 July 2023	8 August 2023	6 September 2023	10 October 2023	7 November 2023	12 December 2023	3 February 2023	23 May 2023	15 August 2023	31 August 2023	21 November 2023	23 August 2023	20 September 2023	20 October 2023	21 November 2023
Margaret Devlin	✓	✓	✓	✓	✓	✕	✓	✓				✓	✓	✓	✓		✓	✓		
Nicki Crauford	✓	✓	✓	✓	✓	✕	✓	✓						✓	✓		✕	✓		
Frances Valintine	✓	✓	✓	✓	✓	✓	✓	✓												
Graham Darlow	✕	✓	✓	✓	✓	✓	✕	✓				✓	✕	✓	✓		✓	✓		
Julian Smith	✓	✓	✓	✓	✓	✓	✓	✓				✓	✓	✓	✓		✓	✓		
Dave Chambers [#]																				
Brendon Green [*]	✕	✓	✓	✓	✓	✓						✓	✓							
Hinerangi Raumati-Tu'ua [*]	✓	✓	✓	✓	✓	✓						✓	✓							

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Board meeting | 10 October 2023
Public session



Disclosure of Directors' and Executives' interests

For information

Te pou whenua tuhinga / Document ownership

Prepared and recommended by
Emma McBride
Head of Legal and Governance

Submitted by
Jamie Sinclair
Acting Chief Executive

1. Te tūtohunga / Recommendation

We recommend that the Board notes the directors' and executives' interests.

2. Take matua / Key points

Section 140 of the Companies Act 1993 requires all directors to keep an Interests Register, which must be disclosed to the Board of the company.

One of key principles of good governance is transparency and having an open and honest approach to working with the wider community. Watercare not only maintains an Interests Register for its directors, but also voluntarily maintains an Interests Register for our executives.

3. Kōrero pitopito / The details

3.1 Watercare Services Limited's Directors' Interests Register

- The Board has appointed Dave Chambers, one of our directors, as chief executive until Entity A is stood up. Dave is on sabbatical from the Board (effective from 7 February 2023) whilst acting chief executive.
- All new additions in 2023 are in [Blue](#).

DIRECTOR	INTEREST
Margaret Devlin	<ul style="list-style-type: none"> • Director, Waikato Regional Airport • Director, Titanium Park (wholly owned subsidiary of Waikato Regional Airport) • Director, Waimea Water Limited • Director, IT Partners Group • Chair, Advisory Board Women in Infrastructure Network • Chair, Hospice Waikato • Chartered Fellow, Institute of Directors • Member, Institute of Directors, Waikato Branch Committee • Director, Dairy NZ Limited
Nicola Crauford	<ul style="list-style-type: none"> • Director and Shareholder, Riposte Consulting Limited • Trustee, Wellington Regional Stadium Trust • Director and Chair, Burgundy Holdco Limited (owner of StraitNZ Limited) • Director, Lyttleton Port Company Limited
Frances Valintine	<ul style="list-style-type: none"> • Director, The Mind Lab Limited • Director, Tech Futures Lab • Director and Shareholder, Harcourt Jasper Limited • Director and Shareholder, Pointed Tangram Limited • Director and Shareholder, Harper Lilley Limited • Director and Shareholder, On Being Bold Limited • Director and Shareholder, Sandell Trustees Limited • Selection Advisor, Edmund Hillary Fellowship • Board of Trustee, University of Silicon Valley • Shareholder, Thought-Wired Limited • Director, Academy EX Limited • Director, Earth Futures Lab • Director, Edlab Limited
Graham Darlow	<ul style="list-style-type: none"> • Director, Holmes GP ANZ Ltd • Director, Hick Group Ltd • Business Executive, Acciona Infrastructure NZ Limited

DIRECTOR	INTEREST
	<ul style="list-style-type: none"> • Director and Shareholder, Brockway Consulting Limited • Chair, Frequency NZ Limited • Director, Hick Bros. Civil Construction Limited • Director, Tainui Auckland Airport Hotel GP (No.2) Limited • Director, Hick Bros. Heavy Haulage Limited • Director, Hick Bros. Holdings Limited • Director, Holmes Group Limited • Chair, The LEAD Alliance Board
Julian Smith	<ul style="list-style-type: none"> • Advisory Board Member Vadacom Limited • Board Trustee, Look Good Feel Better Trust • Director and Shareholder of JTB Enterprises Limited • Committee member of Institute of Directors, Auckland Committee • Chair, Institute of Directors Te Tai Tokerau, Northland Sub-Committee • Committee member of Body Corporate Chairs Group NZ, Auckland Committee • Body Corporate Chair, The Residences, Auckland • Body Corporate Committee member, The Connaught Residential Apartments, Auckland • MyCareerBrand

3.2 Watercare's Executives' Interests Register

- All new additions in 2023 are in [Blue](#).

EXECUTIVES	INTEREST
Dave Chambers	<ul style="list-style-type: none"> • Director, Paper Plus New Zealand Limited • Director, Turners and Growers Fresh Limited • Director, GB & DD's Outfit Limited • Director, Watercare Services Limited (on sabbatical since 7 February 2023)
Jamie Sinclair	<ul style="list-style-type: none"> • Finance Lead role on secondment to Wai Tāmaki ki te Hiku establishment team • Director and Shareholder, Sinclair Consulting Group Ltd
Shayne Cunis	Nil
Amanda Singleton	<ul style="list-style-type: none"> • Director, Die Weskusplek Pty Limited (South Africa) • Trustee, Te Motu a Hiaroa (Puketutu Island) Governance Trust
Nigel Toms	<ul style="list-style-type: none"> • Director, TRN Risk & Resilience Consulting
Steve Webster	<ul style="list-style-type: none"> • Director, Howick Swimgym Limited
Mark Bourne	<ul style="list-style-type: none"> • Trustee, Te Motu a Hiaroa (Puketutu Island) Governance Trust
Andrew Chin	<ul style="list-style-type: none"> • Transition Lead on secondment to Wai Tāmaki ki te Hiku establishment team
Sarah Phillips	<ul style="list-style-type: none"> • People Stream Lead role on secondment to Wai Tāmaki ki te Hiku establishment team
Richard Waiwai	<ul style="list-style-type: none"> • Tumuaki role on secondment to Wai Tāmaki ki te Hiku establishment team • Director, and owner of Te Hautapu Consultants Limited • Trustee of Te Rana Te Araroa Waiwai Whanau Trust • Relatives work for Waikato Tainui, the Department of Internal Affairs and Three Waters National Transition Unit
Angela Neeson	<ul style="list-style-type: none"> • Director, Tranquillo Properties Limited

