

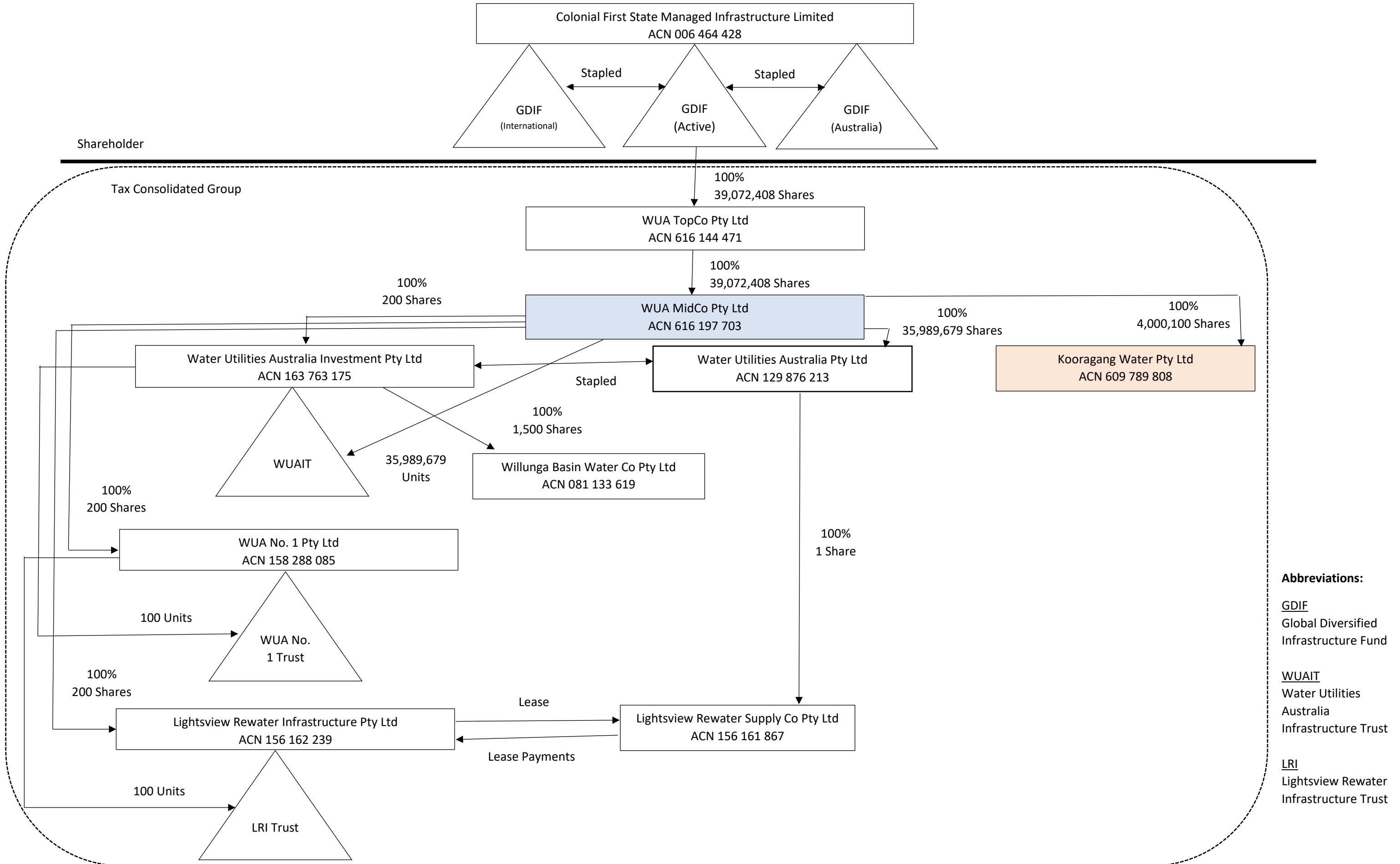
Appendix 6.1.1

Organisational Diagram

WUA MidCo Pty Ltd – WICA Application



Water Utilities Australia Corporate Structure



Appendix 6.1.3

CVs of Key Personnel

WUA MidCo Pty Ltd – WICA Application



Appendix 6.1.3 – CVs of Key Personnel

1. Graham Dooley, CEO.....	3
2. Craig Heidenreich, General Manager.....	5
3. Brad Rea, Company Secretary and Risk & Compliance Officer.....	8
4. Antonia Stevens, Financial Controller.....	10
5. Mike Gallant, Operations Manager.....	11
6. Michael Barnett, Infrastructure Manager.....	13

GRAHAM DOOLEY

CEO



YEARS OF EXPERIENCE

40+

AREAS OF EXPERTISE

Executive Management
Infrastructure Investment
Water Engineering
Project Delivery
Operations

PROFILE

Graham is one of the most experienced professionals in the Australian water industry, having spent 40 years delivering capital and operating water solutions, with and without finance. He has been a Chairman, CEO, MD and Director of over 40 companies in the past 25 years, understanding the challenges and issues faced by both the public and private sectors. Graham has spent 20 of these years in the public sector and over 20 years in the private sector, both sectors including executive positions, a rare combination.

Before becoming CEO of Water Utilities Australia, Graham spent 10 years in board level positions in a number of water companies and businesses, including as Chairman, Executive Chairman, MD and Director. He is widely involved in the water industry and served as the National President of the Australian Water Association, 11 consecutive years as the SA Branch President. He was also a Member of the National Water Commission's Urban Water Advisory Group and a Board Member of Infrastructure Partnerships Australia.

He has been involved in many consultations with Government Ministers and senior officials in the framing of legislation and regulation relating to Government-owned and investor-owned water utilities

EDUCATION

Master of Public Administration, American University

BSc, BE (Hons), Sydney University

PROFESSIONAL ASSOCIATIONS

Australian Water Association – Past National President

Institution of Engineers - Fellow

Australian Institute of Company Directors - Fellow

PROFESSIONAL EXPERIENCE

Senior Management

- ➔ Water Utilities Australia, CEO (2016 – present)
- ➔ Colonial First State Global Asset Management, Senior Advisor (2016 – Present)
- ➔ Salisbury Water, Chairman (2010 – 2017)

- ➔ Osmoflo, Director (2008 – 2016), including MD and Chairman
- ➔ Water Utilities Group, Executive Chairman (2012 – 2016)
- ➔ Blue Sky Water Partners, Chairman (2007 – 2016)
- ➔ United Utilities Australia, Managing Director (1991 – 2007)
- ➔ Sydney Water, Operations Manager – Sewage Treatment (1985 – 1987), all of Sydney Water's STP's
- ➔ Sydney Water, Executive Officer to CEO (1984 – 1985)

Engineering

- ➔ Sydney Water, Engineer (1969 – 1984)

CRAIG HEIDENREICH

GENERAL MANAGER



PROFILE

With 16 years experience in the water industry, Craig has worked in R&D, Technical and Management roles across the spectrum of water, wastewater and recycled water operations including treatment and networks functions. With extensive experience in Regulatory, Customer and Key Stakeholder liaison, Craig manages all aspects of Water Utilities Group's businesses.

EDUCATION

PhD (Engineering), University of Adelaide

Diploma of Project Management, Centre for People Development

Bachelor of Engineering (Chem), University of Adelaide

YEARS OF EXPERIENCE

17

PROFESSIONAL ASSOCIATIONS

Australian Water Association

AREAS OF EXPERTISE

Wastewater Engineering

Project Management

Chemical and Process Engineering

PROFESSIONAL EXPERIENCE

Senior Management

➔ Water Utilities Group, General Manager (2013 – present)

Group General Manager ensuring all aspects of delivery of the regulatory, customer service, operations, and finance functions for the Water Utilities Group businesses. Operations and Engineering due diligence during new business acquisitions and development of transition plans to on-board new acquisitions and align new businesses with the Water Utilities Group management and reporting systems.

➔ Allwater, Southern Plants Manager (2011 – 2013)

Implementation of the Allwater business model to the Operation of the Christies Beach, Aldinga & Myponga Wastewater/Recycled Water Treatment Plants, and the Southern Adelaide Wastewater Pump Stations. Implementation of a new OH&S Management System and providing leadership in the establishment of an improved culture around OH&S. Reduction in Operational staffing levels across three sites through integration of work teams and cross fertilisation of knowledge between site personnel.

→ United Water, Glenelg, Christies Beach, Aldinga WWTP Manager (2009 – 2011)

Management of the Operation and Maintenance of the Glenelg, Christies Beach & Aldinga Wastewater/Recycled Water Treatment Plants. Design, construction and commissioning support to the Aldinga Wastewater Treatment Plant, Aldinga Recycled Water Treatment Plant and Glenelg-Adelaide Recycled Water Schemes. Transitioning of the Aldinga Wastewater Treatment Plant, Aldinga Recycled Water Treatment Plant and Glenelg- Adelaide Recycled Water Schemes from commissioning to full scale operation. Development and training of the process operational team for the Aldinga Wastewater and Recycled Water site. Facilitation of Department of Health, Safework SA and EPA approval for the Aldinga Wastewater Treatment Plant, Aldinga Recycled Water Treatment Plant and Glenelg-Adelaide Recycled Water Schemes. Achieving ISO9001, ISO14001 and AS4801 certification for the Aldinga Wastewater Treatment Plant, Aldinga Recycled Water Treatment Plant and Glenelg-Adelaide Recycled Water Schemes.

→ Veolia Water Australia, Bid Manager Adelaide Desalination Plant (2008 – 2009)

Management of Operations & Maintenance (O&M) Team during the Bid Phase of Adelaide Desalination Project. Management of preparation of the O&M Budget for the bid submission for the Adelaide Desalination Project. Management of preparation of technical submission and management plans for the bid submission for the Adelaide Desalination Project.

→ United Water, Bolivar WWTP Manager (2006 – 2008)

Management of Operations and Maintenance of the Bolivar WWTP site including 2 x wastewater treatment plants, recycled water treatment plant, solids dewatering and disposal facility, and 6 major wastewater pump stations. Performance review and optimisation of the Bolivar Recycled Water Treatment Plant including development of a business case and replacement of the rapid gravity filters resulting in increased plant output and deferred capital investment. Review and optimisation of Mawson Lakes Recycled Water Treatment Plant resulting in significant reduction in reportable health incidents. Assessment of downtime on power generation turbine resulting in identification of critical spares enabling improved operational reliability, increased on-site power generation and reduced operating costs.

➔ **United Water, Water Treatment Manager (2005 – 2006)**

Contractual compliance with treatment and networks performance targets across six water treatment plants and associated networks servicing metropolitan Adelaide. Review and optimisation of Myponga Water Treatment Plant filter operation including implementation of filter inspection program to identify and proactively manage filter condition.

Engineering

➔ **United Water, Waste Treatment Process Engineer (2004 – 2005)**

Process investigations and identification of asset management improvements to Adelaide metropolitan water treatment plants. Preparation of project briefs and justification documents for asset management improvements to Adelaide metropolitan water treatment plants.

➔ **United Water, Research and Development Engineer (2001 – 2004)**

Construction, commissioning and operation of a water filtration pilot plant and optimisation of filter pre-treatment using particle counter technology. Evaluation of alternate wastewater treatment technologies for improved nitrogen removal.

➔ **University of South Australia, Project Engineer (1999 – 2001)**

Development and evaluation of improved cleaning technologies for the food processing industry. Evaluation of options for improved removal of contaminants for the grain industry.

➔ **University of Adelaide, PhD Scholar (1996 – 1999)**

Operation of a pilot scale low-rank coal gasification reactor and on-line measurement of exhaust gas concentrations. Modelling of the gas release during the pyrolysis phase of the coal gasification process.

BRAD REA

RISK AND COMPLIANCE OFFICER

PROFILE



Brad is a risk management practitioner committed to the principles of controlling corporate risk through effective risk management, compliance and governance. Brad is experienced in the disciplines of workplace health and safety, environmental management, quality assurance and legal and regulatory compliance.

EDUCATION

YEARS OF EXPERIENCE

10

AREAS OF EXPERTISE

Risk Management

Master of Business Administration, University of Adelaide

Graduate Diploma of Legal Practice, Australian National University

Graduate Cert OHS Management, Curtin University

Bachelor of Laws, Flinders University

PROFESSIONAL ASSOCIATIONS

Australian Water Association, SA Branch Committee Member

National Safety Council of Australia

PROFESSIONAL EXPERIENCE

Risk Management

➔ Willunga Basin Water Co, SA (2014 – present)

Brad is responsible for implementing, maintaining and improving enterprise risk management function within the business, including contractor management. Implemented an integrated quality, health and safety and environmental management system that was third party certified to the requirements of ISO9001, AS4801, OHSAS18001 and ISO14001. Responsible for reporting upon all areas of business risk to the Board.

➔ Lightsview ReWater Supply Co, SA (2014 – present)

Brad is responsible for maintaining compliance with ESCOSA licence and maintaining high level of customer satisfaction. Responsible for implementing, maintaining and improving enterprise risk management function within the business, including contractor management. Implemented an integrated quality, health and safety and environmental management system that was third party certified to the requirements of ISO9001, AS4801, OHSAS18001 and ISO14001. Responsible for reporting upon all areas of business risk to the Board.

- ➔ **Master Builders Australia, ACT (2013 – 2014)**
Brad developed national policy in the areas of work health and safety and industrial relations on behalf of the 33,000 member companies of the Master Builders Associations. Represented the construction industry on various governmental and industry group committees. Member of the Standards Australia committee responsible for updating AS4801.
- ➔ **Mammoet Wind – Macarthur Wind Farm, Vic (2011 – 2013)**
Brad was a member of the management team for the Macarthur Wind Farm project in rural Victoria and was responsible for managing the quality, health and safety and environmental functions for Mammoet Wind. Mammoet Wind employed 80 full time employees and up to 30 sub-contractors over the course of the project. Mammoet is the largest crane and heavy haulage company in the world with Mammoet Wind being based in Aalborg, Denmark.
- ➔ **Cimeco – Kanmantoo Copper Mine, SA (2011)**
This project involved the dismantling and transportation of a processing plant from WA to SA and the reconstruction of the plant at Kanmantoo. Brad was a health and safety advisor for the principal contractor of this project responsible for the monitoring and management of OHS for the 60 employees and 80 subcontractors working on this project in civil, mechanical and electrical trades.
- ➔ **Leighton Contractors – Newman Power Station, WA (2009)**
Brad worked as a health and safety representative for the electrical trades on the installation of a gas fired turbine at the Newman Power Station at BHP Billiton's Mt Whaleback mine in the Pilbara region of Western Australia.
- ➔ **O'Donnell Griffin – Prominent Hill Gold and Copper Mine, SA (2008)**
The OZ Mineral's Prominent Hill mine was constructed in 2008. Brad worked as a quality, health and safety advisor for O'Donnell Griffin, the electrical contractor responsible for the installation of all HV and LV cabling at the mine's processing plant.
- ➔ **Leighton Contractors – Various Projects (2006 – 2008)**
Brad worked on numerous short term construction projects with Leighton Contractors including AGL Torrens Island Power Station, SA; BHP Billiton Olympic Dam Uranium, Copper and Gold Mine, SA; International Power Australia Pelican Point Power Station, SA; and, One Steel Whyalla Steel Works, SA

ANTONIA STEVENS

FINANCIAL ACCOUNTANT



YEARS OF EXPERIENCE

9

AREAS OF EXPERTISE

Accounting and Taxation

PROFILE

A well organised and highly motivated Accountant with over 8 years' experience in a Business Advisory role for a firm and as the key Financial Accountant for a company.

A result orientated professional with a commitment to providing a high level of customer service and collaborating with key stakeholders to deliver on organisational goals.

EDUCATION

Chartered Accountant, Institute of Chartered Accountants Australia

Bachelor of Commerce, University of South Australia

PROFESSIONAL EXPERIENCE

Finance

- ➔ Water Utilities Group, Financial Accountant (2013 – present)

Having highly developed accounting and taxation technical skills with a proven ability to analyse and problem solve.

A strong capability to articulate stakeholder requirements and develop effective and long term relationships has been a great strength in communicating information both up and down the chain of hierarchy.

The capacity to work under pressure within stringent timeframes and meeting demanding targets whilst still maintaining a positive and approachable attitude.

- ➔ William Buck, Senior Accountant – Business Advisory (2008 – 2013)

Meeting performance KPIs including production and write off budgets

Preparation of financial statements for partnerships, trusts and companies and income tax returns for individuals and deceased estates in line with Australian Accounting Standards

Preparation of cash flows, forecasts and budgets and management reporting with detailed analysis whilst applying Australian Accounting Standards to determine correct treatment of transactions

Liaising with various stakeholders on behalf of the client (financial advisors and lawyers)

MIKE GALLANT

OPERATIONS MANAGER



YEARS OF EXPERIENCE

32

AREAS OF EXPERTISE

Contractor Management

Wastewater Treatment

PROFILE

Having spent 30 years in the water industry from an apprentice tradesman to Operations Manager, Mike manages the day-to-day Operations of Water Utilities Group businesses. With responsibility for internal staff and external contractors, Mike ensures Water Utilities Group delivers a high level service in line with regulatory and customer contract obligations.

EDUCATION

Certificate IV in Water Industry Operations, Illawarra Institute TAFE NSW

PROFESSIONAL ASSOCIATIONS

Australian Water Association

PROFESSIONAL EXPERIENCE

Management

- ➔ Willunga Basin Water Co, Operations Manager (2013 – present)
Responsible for the day-to day supervision of operational contracts in the Southern Region of Adelaide and surrounding areas to achieve budgeted and contracted outcomes. Supervise the day-to-day operation of contracts in the Southern Adelaide Region including; operation of collection, treatment and distribution facilities; co-ordination of operational staff, responding to emergency situations, and supervising contracted operations and maintenance service delivery personnel.
- ➔ Allwater, Plant Supervisor Christies Beach Wastewater Treatment Plant (2011 – 2013)
Commissioning of the new Membrane Bioreactor Plant, Digesters, Dissolved Air Floatation Thickener, monitoring plant performance and implementing changes to meet legislative and contractual guidelines, development and implementation of business systems for the new plant, QA procedures & forms for ISO 9001, 14001 & 4801, plan and organise shutdowns for

contractors involved in the ongoing commissioning and defects period for new and refurbished sections of the plant. Interview and select new operations personnel and review performance. Rostered on call at second level for Christies Beach, Aldinga Glenelg and Myponga WWTP. Co-ordinate plant upgrades and maintenance tasks.

➔ **United Water, Plant Supervisor Christies Beach and Aldinga WWTP (1996 – 2011)**

Supervising the operations of both the Christies Beach and Aldinga WWTPs, monitoring plant performance and implementing changes to meet legislative and contractual guidelines, setting priorities for plant maintenance with the Maintenance Coordinator, being second on-call to respond to out-of-hours problems with the WWTPs, developing and implementing OH&S and quality assurance procedures and work instructions, liaising with the Plant Manager, supervisors, contractors, SA Water, Tinlins Wines and the Willunga Basin Company, coordinating plant upgrades and maintenance tasks, maintaining and updating the emergency response plan for Christies Beach and Aldinga WWTPs, producing monthly abstract reports, responding to customer complaints.

Operations

➔ **SA Water (previously E&WS), Mechanical Fitter (1984 – 1996)**

MICHAEL BARNETT

INFRASTRUCTURE MANAGER



YEARS OF EXPERIENCE
22

AREAS OF EXPERTISE

Project Management
Mechanical Engineering

PROFILE

A qualified Mechanical Engineer with experience in water infrastructure design, construction and operations, Michael delivers all aspects of asset management across Water Utilities Group's businesses. Working closely with the Operations team, Michael develops asset maintenance and replacement plans for existing assets and ensure new assets are delivered in line with Water Utilities Group's expectations.

EDUCATION

Bachelor of Engineering (Mech), RMIT University

PROFESSIONAL EXPERIENCE

Engineering

➔ **Water Utilities Group, Infrastructure Manager (2014 – present)**

Responsible for the ownership, development, construction and effective transition to day-to day operations of infrastructure within Water Utilities Group. Develop and deliver the long-term planning aimed at ensuring the network infrastructure to store, deliver and monitor water services is optimised.

➔ **Mineral Sands Separation, Senior Project Engineer (2012 – 2014)**

Manage planning, costing and resourcing of activities related to the commissioning and operations and maintenance of mineral sands separation infrastructure. Prepare tender and contract documentation including procedures, Risk Assessments and Inspection and Test Plans. Liaise with external stakeholders to ensure their expectations are met. Coordinate design and construction so as to minimise and manage risks during commissioning activities. Review designs, procedures, 'Work Packs' and plans to ensure compliance with both technical standards and contract requirements. Prepare and review commissioning documentation, including procedures, Risk Assessments and Inspection and Test Plans. Manage planning, costing and resourcing of activities related to the commissioning and operations and maintenance of the Transfer Pipeline and associated structures. Assess specialist vendor tender submissions from a technical and compliance perspective. Schedule, plan and supervise maintenance and operations activities. Manage staff and specialist subcontractors. Review and maintain service and maintenance records.

- ➔ McConnell Dowell Adelaide Desalination Transfer Pipeline Project, Project/Commissioning Engineer (2009 – 2012)
- ➔ Worley Parsons, Design/Project Engineer (2008 – 2009)

Research, design and recommend complex design solutions for a variety of engineering changes in existing and new process systems, infrastructure and plant at Olympic Dam. Review and assess design proposals both internally and from vendors and contractors, ensuring compliance with all applicable Australian Standards, International Standards and BHP Billiton Site Specific Standards. Liaise with all stakeholders in the project, including but not limited to drafters, designers, schedulers, estimators, operators, vendors and contractors. Prepare tender and contract documentation. Assess vendor tender submissions from both a technical and procurement perspective. Carry out purchasing and payment activities utilising SAP.
- ➔ Directorate of Submarine Engineering, Mechanical Systems Engineer (2005 – 2007)

Research, review and recommend complex design solutions for a variety of engineering changes in submarine systems. Perform risk assessments related to deficiencies in the design, or the materials used, of submarine systems. Prepare, perform, supervise and assess tests and trials, both in service and commissioning, of submarine systems. Provide recommendations for materiel acquisition to support new capabilities or to rectify obsolescence and the integration of this materiel into existing systems. Manage and assist with the development of standards, specifications and requirements to support submarine systems. Conduct engineering assessment of temporary complex design deviations to appropriately assess risks and implement effective mitigations. Apply configuration management principles and techniques to the management of materiel technical integrity. Assist with the development and maintenance of Quality Management Systems. Design Acceptance of Breathing Systems, Fire Suppression Systems (HALON, AFFF), Special Forces Modifications, Pressure Hull Interlock Systems.
- ➔ Kingfield Equipment, Project Engineer (2000 – 2004)

Provide engineering advice for design and manufacture of equipment, (kettles, furnaces and control systems). Liaise with customers and their technical representatives. Maintain technical documentation. General administrative and management tasks.

Defence

- ➔ Australian Army, Commissioned Officer

Appendix 6.1.5

QHSE Certifications

WUA MidCo Pty Ltd – WICA Application



RO SYSTEM 4

Appendix 6.1.5 – QHSE Certifications

1. Certificate of Registration – Quality Management System.....	3
2. Certificate of Registration – Occupational Health and Safety Management System	5
3. Certificate of Registration – Environmental Management System.....	7

Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 9001:2015

This is to certify that:

WUA TopCo Pty Ltd
Suite 1005, 147 Pirie Street
Adelaide SA 5000

Holds Certificate Number:

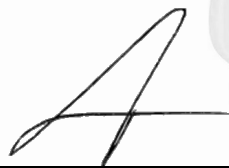
FS 614830

and operates a Quality Management System which complies with the requirements of ISO 9001:2015 for the following scope:

The owner of water infrastructure assets and the management and of water utilities.

Previous Certificate Expires on 2018-03-25
Recertification audit ended 2018-02-08

For and on behalf of BSI:



Chris Cheung, Head of Compliance & Risk - Asia Pacific

Original Registration Date: 2015-03-26

Latest Revision Date: 2018-07-26

Effective Date: 2018-07-06

Expiry Date: 2021-03-25

Page: 1 of 2



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Certificate No: **FS 614830**

Location	Registered Activities
Water Utilities Australia Pty Ltd Suite 1005, 147 Pirie Street Adelaide SA 5000	The owner of water infrastructure assets and the management and of water utilities.
Willunga Basin Water Co Pty Ltd Shop 15, 130 Main Road Mclaren Vale SA 5171	The owner of water infrastructure assets and the management and of water utilities.
Lightsview ReWater Supply Co Pty Ltd Suite 1005, 147 Pirie Street Adelaide SA 5000	The owner of water infrastructure assets and the management and of water utilities.
WUA TopCo Pty Ltd Kooragang Water Pty Ltd 15-19 Channel Road Mayfield West NSW 2304	The owner of water infrastructure assets and the management and of water utilities.

Original Registration Date: 2015-03-26

Latest Revision Date: 2018-07-26

Effective Date: 2018-07-06

Expiry Date: 2021-03-25

Page: 2 of 2

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Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 345 080 9000
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.
Information and Contact: BSI Group ANZ Pty Limited, ACN 078 659 211: Suite 2, Level 7, 15 Talavera Road, Macquarie Park, NSW 2113
A Member of the BSI Group of Companies.

Certificate of Registration

OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM - AS/NZS 4801:2001

This is to certify that:

WUA TopCo Pty Ltd
Suite 1005, 147 Pirie Street
Adelaide SA 5000

Holds Certificate Number:

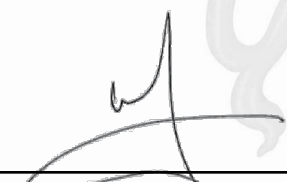
OHS 614834

and operates a Occupational Health & Safety Management System which complies with the requirements of AS/NZS 4801:2001 for the following scope:

The owner of water infrastructure assets and the management and of water utilities.

Previous Certificate Expires on 2018-03-25
Recertification audit ended 2018-02-08

For and on behalf of BSI:



Marc Barnes, Managing Director, BSI Group ANZ

Original Registration Date: 2015-03-26

Latest Revision Date: 2018-07-26

Effective Date: 2018-07-06

Expiry Date: 2021-03-25



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Certificate No: **OHS 614834**

Location	Registered Activities
Water Utilities Australia Pty Ltd Suite 1005, 147 Pirie Street Adelaide SA 5000	The owner of water infrastructure assets and the management and of water utilities.
Willunga Basin Water Co Pty Ltd Shop 15, 130 Main Road Mclaren Vale SA 5171	The owner of water infrastructure assets and the management and of water utilities.
Lightsview ReWater Supply Co Pty Ltd Suite 1005, 147 Pirie Street Adelaide SA 5000	The owner of water infrastructure assets and the management and of water utilities.
WUA TopCo Pty Ltd Kooragang Water Pty Ltd 15-19 Channel Road Mayfield West NSW 2304	The owner of water infrastructure assets and the management and of water utilities.



Original Registration Date: 2015-03-26

Latest Revision Date: 2018-07-26

Effective Date: 2018-07-06

Expiry Date: 2021-03-25

Page: 2 of 2

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Certificate of Registration

ENVIRONMENTAL MANAGEMENT SYSTEM - ISO 14001:2015

This is to certify that:

WUA TopCo Pty Ltd
Suite 1005, 147 Pirie Street
Adelaide SA 5000

Holds Certificate Number:

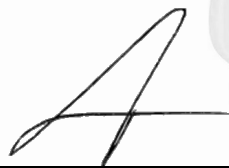
EMS 614831

and operates an Environmental Management System which complies with the requirements of ISO 14001:2015 for the following scope:

The owner of water infrastructure assets and the management and of water utilities.

Previous Certificate Expires on 2018-03-25
Recertification audit ended 2018-02-08

For and on behalf of BSI:



Chris Cheung, Head of Compliance & Risk - Asia Pacific

Original Registration Date: 2015-03-26

Latest Revision Date: 2018-07-26

Effective Date: 2018-07-06

Expiry Date: 2021-03-25

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BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.
Information and Contact: BSI Group ANZ Pty Limited, ACN 078 659 211: Suite 2, Level 7, 15 Talavera Road, Macquarie Park, NSW 2113
A Member of the BSI Group of Companies.

Certificate No: **EMS 614831**

Location	Registered Activities
Water Utilities Australia Pty Ltd Suite 1005, 147 Pirie Street Adelaide SA 5000	The owner of water infrastructure assets and the management and of water utilities.
Willunga Basin Water Co Pty Ltd Shop 15, 130 Main Road Mclaren Vale SA 5171	The owner of water infrastructure assets and the management and of water utilities.
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Original Registration Date: 2015-03-26

Latest Revision Date: 2018-07-26

Effective Date: 2018-07-06

Expiry Date: 2021-03-25

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Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 345 080 9000
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A Member of the BSI Group of Companies.

Appendix 6.2.3

Position Descriptions of Key Personnel

WUA MidCo Pty Ltd – WICA Application



Position Description – Financial Accountant

Title:	Financial Controller
Employed by:	Water Utilities Australia Pty Limited
Appointed by:	General Manager
Reports to:	General Manager
Effective on:	
Location:	Adelaide Office

Primary responsibilities for this role:

- Management reporting at each individual asset level
- Board reporting at individual asset level and at the consolidated level
- Preparation of budgets and forecasts
- Cashflow management - liaising with financial institutions, debtors and creditors to manage cashflow
- Statutory reporting in accordance with the applicable Australian Accounting Standards
- Ensure transactions are processed in a complete accurate and timely manner Preparation of Regulatory Accounting Statements
- Acquisition accounting
- Oversee payroll function and ensure direct payroll costs are paid in a timely manner
- Oversee all state and federal tax compliance matters

Minimum Qualifications

Education and Experience:

- Bachelor degree in Accounting/Finance
- CA or CPA qualifications
- Experience in an accounting/tax position

Necessary Knowledge, skills and Abilities:

- Financial reporting and tax knowledge
- Accounting software
- Excel

Position Description Summary – Customer Services Manager

Title:	Customer Services Manager
Employed by:	Water Utilities Australia
Reports to:	General Manager
Effective on:	March 2018
Location:	Water Utilities Australia Office – Adelaide

Primary responsibility of this role:

The role is responsible for the day-to day communications and relationship building with customers of Water Utilities Australia, and for implementing strategic initiatives to improve WUA's management of its customers.

Intrastate and Interstate travel may be a requirement of this role.

Responsibilities include:

Customer Communication

- Manage the process for communicating with Water Utilities Australia customers.
- Establish and ensure the content on the Water Utilities Australia website remains accurate and current.
- Ensure all required information is communicated to customers in a timely manner.
- Answer phone calls and respond to attendance at the Water Utilities Australia Adelaide Office in a prompt and courteous manner.
- Take customer payments over the phone and respond to customer enquiries.
- Provide a positive and welcoming first impression of Water Utilities Australia to customers and the community.
- Forward issues requiring follow-up or response to appropriate Water Utilities Australia representatives in a timely manner.
- Document customer feedback and response details in line with Water Utilities Australia processes and protocols.

Customer Service Compliance

- Manage the onboarding of new customers of Water Utilities Australia.
- Ensure that obligations imposed by customer sales contracts, regulators, and internal policies and procedures are adhered to by both Water Utilities Australia and the customer.
- Administration of the process involved with any customer water restrictions or legal action for non-payment.

Customer Satisfaction

- Manage the customer satisfaction monitoring program across Water Utilities Australia.
- Compile results of customer satisfaction monitoring and prepare reports for management.
- Champion customer satisfaction improvement strategies.

- Make recommendations to the Executive Management on strategies to improve customer satisfaction.

Customer Complaints

- Implement and maintain internal customer complaint handling procedures that are consistent with the principles expressed in *ISO 10002: Customer satisfaction – Guidelines for complaints handling in organizations*.
- Liaise with the Energy and Water Ombudsman to resolve disputes referred to the ombudsman by Lightsview ReWater customers.

Performance to Budget and other reporting requirements

- Co-ordinate the operations and maintenance of customer service across the Lightsview ReWater and Willunga Basin Water business units to achieve budgeted outcomes.
- Provide oversight and evaluation of contractor's work and verify work performed and billing for payment of work performed.
- Participate in the development and implementation of goals, objectives, priorities, policies and procedures related to WUA's customer relations programs.
- Report and track the core metrics necessary to drive the advancement of customer service activities.
- Complete and maintain a variety of records and reports relating to the customer relations of across the WUA business.
- Assist the Water Utilities Australia's Finance Department, as necessary and/or required, in the coordination of water meter reading and billing activities.

Safety & Compliance

- Comply with all relevant workplace health and safety protocols of Water Utilities Australia.
- Promote and enforce safe work practices and report any observed unsafe activities as soon as practical.
- Provide input to the annual regulatory reporting to the Essential Services Commission of South Australia.
- Assist in the development and review of business management systems and processes for Water Utilities Australia's customer service.
- Recommend and enforce safety requirements and inspect against those standards and maintain all required safety records.

Stakeholders and Leadership

- Liaise with customers, the community and external stakeholder as required to ensure the effective delivery of WUA services.
- Communicate with Water Utilities Australia management to ensure team is well informed of issues and customer aspects which require their attention or may impact budget or corporate reputation.

MINIMUM QUALIFICATIONS

Education and Experience:

- A tertiary qualification in a professional field is highly desirable.
- Demonstrated experience in developing communication strategies, problem solving, and maintaining relationships

Necessary Knowledge, Skills, and Abilities:

- High level communication skills including verbal and non-verbal communication.
- Ability to plan, organize, direct, review and supervise the work of semi-skilled and skilled personnel or contractors.
- Experience with developing strategies to solve identified issues and recommending solutions to executive management.
- Ability to supervise, train, develop, motivate and evaluate employees.
- Ability to remain calm in difficult situations, respond politely and courteously to customer inquiries and complaints.
- Skill in computer knowledge including use of word processing, spreadsheets, and Microsoft Outlook (e-mail) and electronic communications.

Position Description Summary – Risk & Compliance Officer

Title:	Risk and Compliance Officer
Employed by:	Water Utilities Australia
Reports to:	General Manager
Date of Issue:	February 2018
Location(s):	Water Utilities Australia Offices – McLaren Vale/Adelaide Operational Sites – Nationally

Primary responsibility of this role:

This role is responsible for the development, implementation and monitoring of Water Utilities Australia's Quality, Health, Safety and Environment management systems, to identify and manage business risks, and to ensure compliance with all regulatory, legal and contractual obligations of the business.

Responsibilities include:

- Efficient and effective identification, management and reporting of risks encountered by business operations from time to time including the capture, evaluation and treatment of risks and compliance with risk management standards,
- Continually monitor, identify and maintain a register of regulatory, legal and contractual obligations of the business,
- Ensure the development of policies, procedures and processes to ensure compliance with all relevant regulatory, legal, and contractual obligations of Water Utilities Australia businesses in Australia,
- Obtain, monitor and maintain appropriate third party QHSE certification with accredited certification bodies,
- Implement an audit and inspection program to ensure the on-going compliance of the business with policies, procedures and relevant regulatory, legal and contractual obligations,
- Provides reports on a regular basis to keep the Corporate Risk and Compliance Committee of the Board and Senior Management informed of the operation and progress of compliance obligations,
- Works with the Human Resources Department and others as appropriate to develop an effective compliance training program, including appropriate introductory training for new employees as well as ongoing training for all employees and managers,
- Ensure appropriate Insurance is in place for the business and manage claims or other involvement with Insurance providers.

Safety & Compliance

- Promote and enforce safe work practices and report any observed unsafe activities as soon as practical.
- Comply with all safe work policies, procedures and processes of the business,
- Ensure the development, implementation and review of appropriate policies, procedures and activities to ensure the safe operation of Water Utilities Australia's businesses in Australia.

Stakeholders and Leadership

- Assist the General manager and CEO in the identification and management of key stakeholders of the Water Utilities Australia businesses in Australia,
- Communicate with the CEO and General Manager to ensure they are well informed of issues and risks which require their attention or may impact budget or corporate reputation,
- Represent Water Utilities Australia in resolution of customer and stakeholder enquiries and complaints to preserve the reputational and commercial standing of Water Utilities Australia,
- Maintain effective relationships with Insurance providers to ensure on-going

Minimum Qualifications

Education and Experience:

- Tertiary qualifications in commerce, law, engineering, accounting or related commercial and/ or administrative discipline highly desired.
- Appropriate qualifications in WHS, risk management or a comparably applicable discipline.
- Risk management/ compliance or management system qualifications/ training or experience in a regulatory environment a distinct advantage.

Necessary Knowledge, Skills, and Abilities:

- Understanding of development and implementation of QHSE Management Systems.
- Management Systems Compliance/ Auditing skills desirable.
- Understanding of corporate governance principles and requirements.
- Experience in a regulatory environment.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position.

Intrastate and Interstate travel may be a requirement of this role.



Water Utilities Group

Position Description Summary – Operations Manager

Title:	Operations Manager
Employed by:	Water Utilities Australia
Reports to:	General Manager
Effective on:	February 2018
Location:	Water Utilities Australia Offices – McLaren Vale/Adelaide Operational Sites – Nationally

Primary responsibility of this role:

The role is responsible for the day-to day supervision of operations of infrastructure owned by Water Utilities Australia to achieve compliance with OH&S, regulatory, legal/contractual and budgeted outcomes.

The role is a mid-level Operational Management role including; operation of collection, treatment and distribution facilities; co-ordination of operational staff, responding to emergency situations, and supervising contracted operations and maintenance service delivery personnel. This role may involve a component of on-call responsibility.

Intrastate and Interstate travel may be a requirement of this role.

Responsibilities include:

Operations and Maintenance:

- Plan, organize, direct and review the operation and maintenance of Water Utilities Australia's infrastructure.
- Co-ordinate staff, equipment, materials and service providers to ensure effective and efficient operations and maintenance of infrastructure in line with budget guidelines.
- Plan, direct, coordinate, supervise and review the work of contractors engaged in operations, maintenance, repair, installation, and/or construction of infrastructure as appropriate.
- Manage, supervise and participate in the maintenance and repairs of Water Utilities Australia infrastructure in compliance with all applicable regulatory operational, procedural and budget guidelines.
- Assign, review, and evaluate the work of staff and contractors for accuracy, suitability, and completeness.
- Manage or contribute to the development and delivery of O&M plans and procedures including, but not limited to, operational procedures and protocols, asset management plans, regulatory and compliance plans and other similar documentation.
- Any other activities as reasonably requested by the WUA Management Team.



Water Utilities Group

Performance to Budget and other reporting requirements

- Co-ordinate the operations and maintenance of Water Utilities Australia's infrastructure to achieve budgeted outcomes.
- Provide oversight and evaluation of contractor's work and verify work performed and billing for payment of work performed.
- Participate in the development and implementation of goals, objectives, priorities, policies and procedures related to Water Utilities Australia's infrastructure.
- Report and track the core metrics necessary to drive the advancement of operational activities.
- Complete and maintain a variety of records and reports relating to the operation and maintenance of Water Utilities Australia's infrastructure in the Southern Region.
- Assist in development of Capital Improvement Program projects including development of justification for capital expenditure.
- Assist the Water Utilities Australia's Finance Department, as necessary and/or required, in the coordination of water meter reading.

Safety & Compliance

- Comply with all relevant workplace health and safety protocols of Water Utilities Australia.
- Promote and enforce safe work practices and report any observed unsafe activities as soon as practical.
- Assist in the development and review of business management systems and processes for Water Utilities Australia's infrastructure.
- Ensure emergency response procedures are developed and routinely evaluated.
- Ensure, where required, regular testing of water quality is maintained and monitoring programs are adhered to.
- Recommend and enforce safety requirements and inspect against those standards and maintain all required safety records.

Stakeholders and Leadership

- Liaise with contract representatives and customers as required to ensure the effective delivery of services related to Water Utilities Australia's Infrastructure.
- Communicate with Water Utilities Australia management to ensure team is well informed of issues and operational aspects which require their attention or may impact budget or corporate reputation.
- As directed by General Manager, represent Water Utilities Australia in resolution of customer inquiries and complaints and suggest corrective actions.
- If required, provide input to infrastructure design, development, and operational readiness for new and renewed infrastructure



Water Utilities Group

MINIMUM QUALIFICATIONS

Education and Experience:

- A trade qualification is highly desirable.
- Demonstrated experience in Supervision of operational staff and contractors in a direct operational environment.
- Previous experience in the operation and maintenance of water, wastewater or recycled water infrastructure is also preferred.

Necessary Knowledge, Skills, and Abilities:

- Knowledge and training in the occupational hazards and standard safety precautions.
- Ability to plan, organize, direct, review and supervise the work of semi-skilled and skilled operation and maintenance personnel or contractors.
- Experience with materials, methods, practices, and equipment used in water and/or wastewater collection, treatment and/or distribution environment.
- Ability to diagnose operational problems in a water and/or wastewater collection, treatment and/or distribution environment and identify operational solutions.
- Experience in the operation of plant and equipment using remote monitoring systems (i.e. SCADA).
- Ability to identify materials and resources required to solve problems, read and interpret plans and specifications, work from sketches, penciled layouts and blueprints, prepare plans for minor projects, and prepare and maintain a variety of records and reports.
- Ability to supervise, train, develop, motivate and evaluate employees.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to remain calm in difficult situations, respond politely and courteously to customer inquiries and complaints.
- Skill in computer knowledge including use of word processing, spreadsheet modelling, and Microsoft Outlook (e-mail) and electronic communications.



Water Utilities Group

Position Description Summary – Infrastructure Manager

Title:	Infrastructure Manager
Employed by:	Water Utilities Australia
Reports to:	General Manager
Date of Issue:	February 2018
Location(s):	Water Utilities Australia Offices – McLaren Vale/Adelaide Operational Sites – Nationally

Primary responsibility of this role:

This role is responsible for the ownership, development, construction and transition to day-to day operations of infrastructure owned or under the operational management of Water Utilities Australia in the Adelaide and surrounding regions to ensure they meet all required regulatory, contractual and other performance standards and workplace health and safety outcomes.

Additionally, infrastructure delivered by Water Utilities Australia or other parties is to be delivered within defined project performance guidelines including delivery time and budget, and transitioned to operations including delivery of all relevant asset information as necessary for the on-going operation and maintenance of the infrastructure.

Intrastate and Interstate travel may be a requirement of this role.

Responsibilities include:

Infrastructure Delivery:

- Plan, organize, direct and review the delivery of Water Utilities Australia infrastructure in the defined Location(s) either by Water Utilities Australia staff or their contractors, or by third parties on behalf of Water Utilities Australia.
- Co-ordinate contractors, equipment, materials and staff to ensure effective and efficient delivery of infrastructure in line with budget guidelines and defined performance standards, including Health and Safety requirements.
- Plan, direct, coordinate, supervise and review the work of contractors engaged in the delivery of Infrastructure as appropriate.
- Ensure appropriate contract documentation is prepared for the delivery of Infrastructure in-line with Water Utilities Australia protocols for Infrastructure delivery.
- Manage, supervise and participate in the maintenance and repairs of Water Utilities Australia infrastructure in the defined Location(s) as required, in compliance with all applicable regulatory operational, procedural and budget guidelines.
- Assign, review, and evaluate the work of staff and contractors for accuracy, suitability, and completeness.



Water Utilities Group

- Ensure the effective transition of Infrastructure to Operations including the development of appropriate records such as ITPs, ITCs, commissioning plans and commissioning reports to demonstrate performance of the Infrastructure.
- Ensure all documentation required for the on-going operation of Infrastructure is obtained including as constructed drawings, spare parts, maintenance schedules, warranties, regulatory records and other documentation as required.
- Provide input to infrastructure design, development, and operational readiness for new and renewed assets.
- Prepare submissions for new Infrastructure projects as required for Water Utilities Australia infrastructure in the defined Location(s).

Infrastructure Ownership

- Liaise with operations personnel to monitor the on-going condition and performance of Water Utilities Australia Infrastructure to identify Infrastructure renewal and refurbishment requirements.
- Development of Capital Improvement Programs in conjunction with Senior Management for Water Utilities Australia Infrastructure in the defined Location(s) including development of justifications for capital expenditure on Water Utilities Australia Infrastructure.
- Ensure the development of effective tools for the on-going management of Infrastructure including Asset Registers, Asset Information Systems and other tools as required and approved with Senior Management.
- Identify and implement Infrastructure Improvement Initiatives as agreed with Senior Management.

Performance to Budget and other reporting requirements

- Co-ordinate the delivery of Water Utilities Australia Infrastructure in the defined Location(s) to achieve budgeted outcomes.
- Provide oversight and evaluation of contractor's work and verify work performed and billing for payment of work performed during Infrastructure delivery.
- Participate in the development and implementation of goals, objectives, priorities, policies and procedures related to the delivery of Infrastructure in the defined Location(s).
- Report and track the core metrics necessary to improve the delivery of Infrastructure by Water Utilities Australia and or parties on behalf of Water Utilities Australia.
- Complete and maintain a variety of records and reports relating to the delivery of Water Utilities Australia infrastructure in the defined Location(s).
- Assist the Water Utilities Australia's Finance Department, as necessary and/or required, in the coordination of financial plans relating to infrastructure Delivery in the defined Location(s).

Safety & Compliance

- Comply with all relevant workplace health and safety protocols of Water Utilities Australia and regulatory authorities.



Water Utilities Group

- Monitor and review the work of staff and contractors engaged by Water Utilities Australia to ensure compliance with all necessary workplace health and safety guidelines of Water Utilities Australia and regulatory authorities.
- Promote and enforce safe work practices and report any observed unsafe activities as soon as practical.
- Assist in the development and review of business management systems and processes for the delivery of Water Utilities Australia Infrastructure in the defined Location(s).
- Recommend and enforce safety requirements and inspect against those standards and maintain all required safety records for delivery of Water Utilities Australia infrastructure in the defined Location(s).

Stakeholders and Leadership

- Liaise with contractor representatives and customers as required to ensure the effective delivery of Water Utilities Australia infrastructure in the defined Location(s).
- Communicate with Water Utilities Australia Senior Management Team to ensure they are well informed of issues and risks which require their attention or may impact budget or corporate reputation.
- Represent Water Utilities Australia in resolution of contractor, customer and stakeholder enquiries and complaints and suggest corrective actions.
- Co-operate with Water Utilities Australia stakeholders including Finance, Customer Service, Risk and Compliance, and Asset Management stakeholders to ensure the effective delivery of Water Utilities Australia infrastructure in the defined Location(s).

MINIMUM QUALIFICATIONS

Education and Experience:

- A degree qualification in Mechanical Engineering or similar is required.
- A qualification in Project Management is preferred.
- Demonstrated experience in Infrastructure Delivery and/or the management of contractors in complex infrastructure delivery projects is preferred.
- Previous experience in the operation and maintenance of water, wastewater or recycled water infrastructure is preferred.
- A current minimum Class “C” driver’s license is essential.

Necessary Knowledge, Skills, and Abilities:

- Knowledge and training in the occupational hazards and standard safety precautions.
- Ability to plan, organize, direct, review and supervise the work of semi-skilled and skilled personnel or contractors in the area of Infrastructure delivery for water, wastewater and recycled water infrastructure.
- Experience with materials, methods, practices, and equipment used in Infrastructure delivery for water, wastewater and recycled water infrastructure.



Water Utilities Group

- Ability to identify materials and resources required to solve problems, read and interpret plans and specifications, work from sketches, penciled layouts and blueprints, prepare plans for major projects, and prepare and maintain a variety of records and reports.
- Ability to supervise, train, develop, motivate and evaluate employees.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to remain calm in difficult situations, respond politely and courteously to contractor and customer inquiries and complaints.
- Skill in computer knowledge including use of word processing, spreadsheet modelling, and Microsoft Outlook (e-mail) and electronic communications.

Role Description for General Manager Operations 2018

Reports To

CEO (Suez Water)

Role Purpose

- To ensure efficient delivery of SUEZ Water 's contracts across the Australian and NZ operating facilities.
- To provide technical support to bidding, project and operational teams in the fields of water and wastewater treatment.

Key Responsibilities

1. *Safety, Health and Environment*

As a Person:

- Comply with all state and federal legislation, regulations, related to OH&S or the protection of the environment.
- Follow all OH&S and environmental policies and procedures in place within SUEZ and within NZWS.
- Follow all instructions given by the management in relation to the protection of the health and safety of themselves and others and protecting the environment.

As a Manager:

- ensuring compliance of operations with the requirements of all authorities and legislation and with SUEZ policies and procedures,
- ensuring operations are carried out safely for staff, the environment and the community;
- reporting OH&S and environmental performance of plants to the Board of Directors;

2. *Human Resources*

- In co-ordination with the Human Resources Manager, recruiting, supervising and motivating the operational team that includes Plant Managers and operational support staff,
- Ensuring resources and skills are available and consistent with the level of services required by SUEZ and its clients.

3. *Process*

- Ensuring satisfactory operation of all SUEZ operating facilities and

compliance of operations with contractual conditions and reporting performance to the Board of Directors;

- Ensuring that appropriate operating standards are set and reviewed when relevant to ensure continuous satisfaction of clients' needs
- Implement plant performance indicators to monitor and improve operational performance and efficiency
- Ensuring that company's policies and procedures are in place and are being followed at each facility;
- Assessing the continuous suitability of plants, processes and operations and promoting improvements when necessary.
- Technical Support – R&D:
 - Developing and managing the Research and Development Programme on specific sites;
 - Managing the technical relations with Suez and other related companies, and in particular with regard to Technical Services Agreement,
 - Providing technical and operational support to SUEZ team during preparation of offer, project planning, design, commissioning and construction activities,
 - Promoting new technology within SUEZ and its clients.

4. *Financial*

- Reviewing the plants' budget and ensuring plants operate within the agreed budget.

5. *Client Relations*

- Acting as the link between SUEZ and clients on contractual, process and technical issues

6. *External Organisations*

- Participating to SUEZ global marketing effort to further establish its credibility with respect to technical issues by: participation in professional organisation, writing technical papers, presenting conferences or debating in workshops.

7. *Contractors/ Suppliers*

- Review and approve main supply contracts
- Develop appropriate specifications for chemicals

Skills & Knowledge Required

Formal Education

- Tertiary qualifications in an engineering or scientific discipline related to the treatment of water and wastewater

Experience

- Substantial experience in technical development and operations management

Specific Skills

- Problem solving
- Leadership
- Communication at all levels within the organisation

Key Relationships

Internal Relationships

- Chief Executive Officer
- Chief Financial Officer
- Water Executives (DB, Tenders, BD) Plant Managers
- Technical teams
- Support Teams

External Relationships

- Clients
- Partners
- Regulators
- Industry Organisations

Manager

Employee

HEALTH, SAFETY, ENVIRONMENT & QUALITY MANAGER	Role Description
Year 2016	Head Office

Reports To

Chief Executive Officer – Water Division

Role Purpose

Lead the Health & Safety, Environment and Quality division within SUEZ Water to promote a culture of safe behaviour, environmental protection and quality processes. Ensure the ongoing compliance to international standards and continuing certification assurance.

Provide the interface with Suez, its clients and the industry on Health, Safety, Environmental and quality policy.

Key Responsibilities**1. Safety, Health and Environment*****As a Person:***

- Comply with all company policies, procedures and statements
- Support the accreditation to AS/NZS 4801, OHSAS 18001 ,ISO 14000, ISO 9001
- Follow all WH&S and environmental policies and procedures in place within Suez.
- Provide expert safety and environmental advice and support to the business

As a Manager:

- Promote Suez safety culture and standards, achievements and philosophies in business actions.
- Ensure WH&S and environmental requirements are reflected in the entire engineering design of projects.
- Work with the business lead team to plan and prioritise safety activities to drive a safety culture of ownership and empowerment at the business level
- Promote and actively engage in safety interactions within the business
- Designated management representative appointed by Senior Management to manage, maintain and report on management system performance for the Business

Unit

2. *Human Resources*

- Ensure appropriate resources are available to execute the WH&S, Environmental and Quality Management plans of the Company
- Encourage and support individual team members to achieve their full potential
- Engage the support of specialist contractors to work in conjunction with Suez staff to meet our WH&S, Environmental and Quality Management objectives and obligations
- Member of the Business Unit lead team
- Train and coach the HSEQ team
- Manage Workers Compensation claims and Rehabilitation Program
- Return to Work Coordinator. Training shall be undertaken with the relevant state WorkCover Authority, NSCA or similar qualified organization
- Liaise with insurance companies and solicitors for workers compensation litigation

3. *Process*

- Provide leadership to ensure that the Company adheres to the highest WH&S, Environmental and Quality Management standards.
- Monitor & review implementation of WHS&E systems across the Business Unit
- Monitor compliance with legal and other requirements
- Management Systems implementation:
 - Develop and modify company policies & procedures to ensure regulatory compliance
 - Ensure SUEZ Australia's management system documents are aligned with Omega processes
 - Work with the business to simplify and standardise management systems processes

- **Management System Integration**

- Work with the National EQS Team to develop a best practice integrated management system that meets the requirements and needs of both the Water & Treatment Solutions and Recycling & Recovery divisions
- Ensure all incidents involving personal injury and near miss are fully investigated
- Coordinate internal audit program at plants & head office
- **Prepare annual Environmental Reports (with line management)**
- **Prepare annual regulatory reporting (with line management)**

4. Financial

- Nil

5. Client Relations

- All Suez Clients (H&S counterpart managers)

6. External Organisations

- NSCA , IFAP & other WHS training institutions
- Standards Australia
- External certifiers
- Regulators

Skills & Knowledge Required

Formal Education

- Tertiary qualification preferable

Experience

- WHS&E leadership in an construction and utility/industrial environment
- Experience in developing and implementing WHS&E management systems
- Developing and implementing Quality Management systems
- Experience in driving cultural change in safety context within an organization
- Knowledge & experience with Major Hazardous Facility safety & security regulations

Specific Skills

- Ability to work with people (in constructive assisting way)
- Ability to plan and prioritise with multiple tasks at hand
- Ability to serve more than one manager
- Positive attitude to work and ability to meet deadlines
- Good communication skills (written & verbally)
- SAP reporting module & Microsoft Office suite of products
- Thorough approach with attention to detail
- Auditing

Key Relationships

Internal Relationships

- Suez WHS Director & staff

- Executive Managers, General Managers , Operations & Plant Managers, Finance & Admin Managers, Human Resources Managers , Business Development Managers, Proposals Managers, Bid Managers,
- Systems Manager, Company Safety Manager, Company Environmental Manager
- Administrative staff at head office
- Operational staff at treatment plants
- Project delivery staff on construction projects

External Relationships

- NSCA , IFAP
- Recall Total Management
- Standards Australia
- External auditors
- Accreditation bodies
- Regulators

Work Environment

- Required to travel to provide support to company operations in Australia & New Zealand.

Manager

Employee

Role Description for Plant Coordinator

November 11, 2018

Reports To

Operations Support Manager

Role Purpose

To follow SUEZ procedures to efficiently and safely operate and maintain the Vales Point Reclamation Plant

Key Responsibilities

1. *Safety, Health and Environment*

- Comply with all state and federal legislation, regulations, related to OH&S or the protection of the environment.
- Follow all H&S and environmental policies and procedures in place within SUEZ,
- Follow all instructions given by the management in relation to protection the health and safety of themselves and others and protecting the environment
- Ensure compliance to the Plant's Safety, Occupational Health and Environmental requirements by:
 1. following written procedures and demonstrating a pro-active commitment to safety
 2. participating in regular audits and reviews of the system

2. *Human Resources*

- Maintain morale and open communications to all levels at all times. Be part of a motivated work team

3. *Process & Maintenance*

As the Plant Coordinator you will be responsible for:

- Monitor the Plant controls and respond to process and equipment alarms
- Co-ordinate provision of consumables to sustain the operation
- Troubleshoot process issues
- Perform calibrations on instrumentation
- Undertake maintenance on plant assets
- Unload treatment chemicals
- Conduct Plant inspections
- Operational feedback to client representatives

4. Financial

- Awareness of budget constraints and the need for financial efficiency

5. Client Relations

- Liaise with client as necessary

6. External Organisations /Contractors /Suppliers

- Liaise with contractors, suppliers and service providers as required.
- Communicate with suppliers of chemicals and equipment as needed.

Skills & Knowledge Required

- MF/RO plant operations

Formal Education

- Trade certificate in M, E or E&I desirable
- Year 12 minimum
- Certificate III in water Treatment or equivalent preferred

Experience

- At least 3 years experience in the water, petrochemical or other automated industry incorporating PLC /DCS technology

Specific Skills

- Excellent people skills and communication
- Hands on approach to problem solving
- Confined space trained
- First Aid trained
- Fork lift license
- Driver's license
- Ability to be trained specifically to the Training Matrix as determined by the requirements of the role.

Key Relationships

Internal Relationships

- Operations Support Manager
- General Manager Operations, East

- SUEZ Team Members
- On site contractors

External Relationships

- Equipment suppliers
- Chemical suppliers
- Client operational personnel

Manager

Employee

Role Description for Kooragang Industrial Water Scheme

Plant Technician

November 11, 2018

Reports To

Operations Support Manager

Role Purpose

To efficiently and safely operate and maintain the Kooragang Industrial Water Scheme (KIWS) which includes the Mayfield West Advanced Water Treatment Plant (MWATP) and its associated pipeline networks as per the relevant site operations and maintenance manuals and procedures.

Key Responsibilities

1. Safety, Health and Environment

- Comply with all state and federal legislation and regulations related to WH&S or the protection of the environment.
- Comply with the Network Operator and Retail Supplier license requirements and as per the Water Industry Competition Act (WICA) and Regulations administered by the Independent Pricing and Regulatory Tribunal (IPART).
- Follow all OH&S and environment policies and procedures in place within SUEZ.
- Ensuring compliance to the KIWS Occupational Safety and Environmental requirements by following written procedures and demonstrating a pro-active commitment to safety and participating in regular audits and reviews of the site and corporate management systems

2. Human Resources

- Be part of a motivated work team

3. Production Duties

The main production duties included, but are not limited to the following:

- Process, plant and equipment monitoring and supervision.
- Liaise with the Operators of the Waste Water Plant that provides the influent to the plant
- Liaise with the treated water customers to ensure continuity of supply and information related to plant issues that may impact supply of treated water.
- Work Clearance and Contractor Control – management of contractors on site ensuring compliance to Work Clearance procedure.
- Chemical Area management – monitoring of chemical systems including stock management and chemical unloading and transfer management.
- Process instrumentation – verification and calibration of on-line instrumentation to ensure process quality.

- Conduct Public Tours of the Facility as and when required.
- Complete the logs as described in the operations manual.
- To assist in the preparation of daily, weekly, monthly and annual reports.
- Be available to be part of an on-call roster to monitor and respond to plant issues after hours and weekends

4. *Maintenance Duties*

The main maintenance duties include, but are not limited to the following:

- Carry out tasks as described in the Work Orders issued via the Computerised Maintenance Management System (CMMS) and input data and comments to ensure maintenance history is recorded.
- Report all equipment breakdowns or plant/process abnormalities via the CMMS.
- Liaise with contractors and perform isolations and issue Work Clearances as per procedure
- Be involved pro-actively in plant optimisation, upgrades and process modifications.
- Be available to work a reasonable amount of extra hours as allowed for in the salary package.

5. *Financial*

- Awareness of budget constraints and the need for financial efficiency.
- Assist in the preparation of annual operating budgets.
- To assist in the preparation of customer invoices.
- To undertake other administrative tasks such as matching supplier/contractor invoicing etc.

6. *Client Relations*

- Liaise with the KIWS owners Kooragang Water Pty Ltd
- Liaise with treated water customers (currently only Orica)
- Liaise with Sampling and Analytical service providers

7. *External Organisations*

- Liaise with operators of the Shortland Waste Water Works (Veolia)
- Liaise with contractors, suppliers and service providers as required.
- Communicate with suppliers of chemicals and equipment as needed.

8. *Contractors/ Suppliers*

- To be advised

Skills & Knowledge Required

Formal Education

- Trade certificate in M, E or E&I desirable
- Year 12 matriculation as a minimum
- Certificate III in Water Treatment

Experience

- At least 3 years experience in the water, petrochemical or other automated industry incorporating PLC /DCS technology

Specific Skills

- Excellent people skills and communication
- Hands on approach to problem solving
- Confined space trained
- First Aid trained
- Fork lift license
- Drivers license
- Ability to be trained specifically to the Training Matrix as determined by the requirements of the role.

Key Relationships

Internal Relationships

- KIWS Transition Manager
- Plant Coordinator
- General Manager Operations
- Maintenance Manager
- Administration & Management Systems Coordinators
- Suez Water & Treatment Solutions Team Members
- On site contractors

External Relationships

- b

Manager

Employee