

## Appendix 3.7.1.1

### Draft Water Quality Policy

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**Date Adopted:**

**Details of NEV Water Utility Management Meeting:**

**Approved by:**

**Seconded by:**

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## 1. Context

Narara Ecovillage Co-operative Ltd (NEV) as the network and retail license holder under Water Industry Competition Act (WICA) will be responsible for the construction, operation and maintenance of all potable and non-potable water infrastructure from source to customer connection within the Narara Ecovillage site.

## 2. Purpose

This document sets out NEV's commitment to quality control in supplying its potable and non-potable water products through the application of a management approach that is underpinned by the relevant frameworks within contemporary Australian water cycle guidance, including (but not limited to):

- The Framework for Management of Drinking Water Quality (Australian Drinking Water Guidelines 2011)
- The Framework for Management of Recycled Water Quality and Use (Australian Guidelines for Water Recycling 2006)
- Drinking Water Source Assessment and Treatment Requirements (WSA 2002 –September 2015-1.2)

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### 3. Water Quality Policy

NEV must comply with all applicable health and environmental regulations and any conditions attached to its WICA license in supplying potable and recycled water products to its customers.

NEV is committed to providing safe, high-quality potable and non-potable water that consistently meets the requirements of NSW Health legislation and guidelines, NSW Office of Water (now called DPI Water) approvals, the relevant Australian Guidelines and consumer expectations.

To achieve this NEV will:

- Ensure that the protection of public and environmental health is recognised as being of paramount importance.
- Maintain communication and partnerships with all relevant agencies involved in management of water resources, including waters that can be recycled
- Engage appropriate scientific expertise in developing non-potable water schemes
- Recognise the importance of community participation in decision-making processes and the need to ensure that community expectations are met
- Manage water quality at all points along the delivery chain from source to the water's end use (customer and environment)
- Use a risk-based approach for water product management in which potential threats to water quality along the source-to-end-use supply chain are identified and managed accordingly
- Integrate the needs and expectations of our water users, communities and other stakeholders, regulators and employees into planning processes
- Establish regular monitoring of control measures and water quality and establish effective reporting mechanisms to provide relevant and timely information and promote confidence in the water supply system and its management
- Develop appropriate contingency planning and incident response capability
- Participate in relevant research and development activities to ensure continuous improvement and continued understanding of water quality issues and performance
- Contribute to the development of industry regulations and guidelines and other standards relevant to public health and the water cycle
- Continually improve our practices by assessing performance against corporate commitments and stakeholder expectations

All managers, workers and contractors involved in the supply of potable and non-potable water products are responsible for understanding, implementing, and continuously improving the water product management system as relevant. Membership and participation in professional associations dealing with the management and use of potable and non-potable water products is encouraged.

### 4. Drinking Water Quality Policy

NEV will work on an ongoing basis with our stakeholders to manage the multiple barriers that protect and maintain water quality from catchment to consumer.

Priorities will be set using an objective, risk-based approach to water quality management, to improve the quality of water supplied and the reliability with which that quality is achieved.

A 'quality assurance program' that complies with the Public Health Regulation 2012 (NSW) will be documented within and maintained from our Drinking Water Management System. In turn, this system has adopted the Framework for Management of Drinking Water Quality given in the Australian Drinking Water Guidelines 9 (NHMRC, NRMCC, 2011).

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All NEV members are stakeholders in the water supply and treatment system. As such all members must ensure that their activities do not compromise drinking water quality. All NEV members are required to be alert to external risks to the drinking water, e.g., algal blooms, wildfire, dead animals in the dam and unauthorised access to the dam water. NEV members will facilitate community involvement in water quality management via appropriate activities such as participation in Streamwatch.

The NEV maintenance staff and the NEV Water Utility Management team are responsible for understanding and working in accordance with relevant aspects of the Drinking Water Management System.

Monitoring drinking water quality will be conducted independently by NSW Health and the NEV Water Utility Management team will report the results of that monitoring to the NEV community.

The Drinking Water Management System is an operational management system that will be adequately resourced, maintained and improved indefinitely as a core and ongoing function of Narara Ecovillage Co-operative Limited.

## 5. Recycled Water Quality Policy

NEV is committed to meeting the relevant regulatory requirements surrounding non-potable water products through the application of a management approach that is underpinned by the relevant frameworks within contemporary Australian water cycle guidance including (but not limited to) the Framework for Management of Recycled Water Quality and Use (Australian Guidelines for Water Recycling 2006).

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## Appendix – 3.7.1.2 Draft Customer Service Charter

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# Customer Service Charter

This Customer Service Charter applies to all of Narara Ecovillage Co-operative Limited's (NEV) potable and non-potable water products.

At NEV, we strive to be recognised for our personal responsibility and genuine commitment to all customers.

As a retailer of potable and non-potable water products, we ensure that you receive the benefit of our extensive knowledge and the highest standard of customer service.

As an operator, we are committed to delivering you a reliable water supply service, with ongoing operation and maintenance of NEV water infrastructure to ensure it meets your needs.

## Customer safety

Nothing is more important than your health. We will only deliver your water supply that complies with relevant health regulations and guidelines. If you ever have a concern, please contact us immediately on 1300 NARARA (1300 62 72 72).

## Reliable supply

Whatever your needs or concerns, we're here to help you with your water needs. NEV has support personnel on call 24/7 and can be accessed by calling the 1300 NARARA (1300 62 72 72) number.

Online monitoring of each NEV system is undertaken and any priority alarm event triggered by your site will be detected via automatic alerts, allowing NEV personnel to respond quickly to incidents or adverse events should they occur.

## Accurate bills

We aim to provide you with an accurate and timely bill as per your service contract.

## Meeting your needs

We will always seek to offer you the most suitable system engineered specifically for your needs, along with competitive prices and the information you need to make an informed decision.

## Your privacy

We are committed to protecting your privacy and complying with applicable laws.

## Complaint handling

If you have any concerns, or wish to lodge a complaint, we will do our best to solve your problem promptly. For issues requiring further investigation we aim to reach a solution as soon as possible. To lodge a complaint, please call 1300 NARARA (1300 62 72 72).

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## Appendix 3.7.1.3

# Draft NEV Water Environmental Management Procedure

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**Date Adopted:**

**Details of NEV Water Utility Management Meeting:**

**Approved by:**

**Seconded by:**

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## Document Creation and Review

Revision No	Author	Reviewed By	Approved By	Date
1	Geoff Cameron	Donna Carey		1 December 2015

## Document Control

Revision No	Status	Issued To		Date
		Name	Organisation	

### 1. Context

The proposed scheme forms part of the NEV residential sub-division project. NEV, as the WICA license holder, is responsible for the construction, operation and maintenance of all water infrastructure from source to customer connection.

### 2. Purpose

The aim of the Environment Management Procedure (EMP) is to detail the potential environmental impacts from NEV's water and wastewater services operations, and the mitigation measures to be employed to minimise or alleviate these potential impacts.

The area covered by this procedure is Lot 13 in Deposited Plan 1126998, which is the site of the proposed NEV residential sub-division project.

### 3. Abbreviations

CAR	Corrective Action Request
ERA	Environmental Risk Assessment
EMP	Environment Management Procedure
HACCP	Hazard Analysis and Critical Control Points
NEV	Narara Ecovillage Co-operative Limited
PIC	Peripheral Interface Controller

### 4. Environmental Policy

It is the responsibility of all workers and contractors to adopt environmentally-responsible work practices.

The *Environmental Protection Act* imposes a General Environmental Duty on all workers, namely that “a person must not carry out any activity that causes, or is likely to cause, environmental harm unless the person takes all reasonable and practicable measures to prevent or minimise the harm.”

NEV is committed to responsible environmental management, and conducts all operations considering environmental sustainability. NEV manages all operations and activities in compliance with applicable environmental laws, regulations and licences. NEV provides sustainable solutions in the water recycling industry. All projects are executed in a manner that is sensitive to both the client's and the community's environmental management objectives.

Environmental management objectives include:

- Complying with all relevant environmental, contractual, legal, licence and other requirements
- Minimising direct and indirect emissions to land, air and water
- Considering local environmental conditions and the community
- Ensuring our suppliers and contractors consider our environmental requirements

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- Being prepared to respond to environmental incidents and to mitigate impacts

These environmental management objectives are met through:

- Identification of environmental aspects during HACCP workshops
- Evaluation of the potential impacts of these aspects on the environment
- Implementation of a management plan to mitigate or prevent those impacts
- Applying principles of hazard identification, risk assessment and risk control following the Risk Management Procedure
- Establishment of a monitoring and reporting program
- Continual review, upgrade and improvement of objectives and targets within the EMP

In order to maintain a high level of environmental awareness all workers, supervisors and managers work in accordance with formal environmental practices. All requirements for environmental responsibility are integrated into work practices and decision making, and every person, contractor and company operating on behalf of NEV is held accountable for their environmental performance.

NEV management and the NEV Environment Health and Safety Officer in particular shall ensure that all workers, contractors, suppliers and companies operating on NEV work sites are familiar with the Environmental policy.

## 5. Environmental Risk Assessment and Register

A specific environmental risk assessment (ERA) approach is to be undertaken to establish the environmental risks associated with this project. This is conducted by the Environment Health and Safety Officer, and approved by the CEO. The ERA will be conducted in accordance with the below procedure, which is in accordance with AS/NZS 4360:2004 Risk Management. The outcomes are recorded in the ***Risk Assessment and Risk Register***.

## 6. Control and Monitoring Measures

Site maps are to be prepared and maintained for:

- Building layout
- Potable and recycled water infrastructure
- Sewerage infrastructure
- Storm water infrastructure
- Power lines
- Gas pipes
- Streams and drains
- Bulk and hazardous substance storage

Control and monitoring measures are implemented to manage environmental risks of NEV projects, defined during the ERA process. These are recorded in the HACCP and ERA process and generally include the below items.

- Production of fit-for-purpose recycled water, utilising ultrafiltration membrane bioreactor technology for recycled water treatment and first-stage disinfection
- Online monitoring with alarms, and sewer bypass where available
- UV disinfection as a second-stage disinfection barrier
- On-line monitoring of UV disinfection process using UV photo-intensity monitoring
- The use of chlorination as a third-stage disinfection barrier
- The implementation of HACCP from design to commissioning
- Applying appropriate buffer zones to maintain sufficient distances from surface waters where irrigation of recycled water is carried out
- Proper signage of recycled water storage tanks and irrigation schemes in accordance with AS 1319 and PIC requirements

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- Use of lilac-coloured pipe and plumbing fittings to indicate recycled water, in accordance with relevant plumbing codes
- Compliance with PIC requirements for backflow prevention and discharge from the greywater system to sewer
- The use of enclosures and submersible pumps to reduce noise
- The use of aerobic processes and odour scrubbing and venting to stacks, to mitigate the risk of odour generation
- The implementation of ongoing servicing, monitoring, third-party auditing and reporting systems to maintain consistent recycled water quality
- Community information and education programs where required, designed to assist residents, facility management and visitors to become familiar with the benefits and precautions associated with the recycled water scheme
- Management of the irrigation scheme based on flow monitoring, site and soil assessment

## 7. Environmental Monitoring

### 7.1 Water quality monitoring

An **Integrated Water Cycle Management** plan has been prepared to sustainably manage water and wastewater at the Narara Site.

Detailed risk assessments have been prepared from source to the customer connection points; sewage management and recycled water. The irrigation scheme has been conceived after completing a Land Capability Assessment, specific to this site, to ensure sustainable irrigation and management of the water cycle. A low rate of irrigation is to be used to minimise the possibility of recycled nutrients entering waterways.

The process design does not involve discharge of water or waste products into the reservoir or streams.

Periodic sampling to monitor source water quality will be included as part of the ongoing management of the Narara Dam reservoir. This will likely include sampling at various locations and depths around the reservoir. The sampling program will be detailed in the **Reservoir Management Plan**.

### 7.2 Soil Monitoring

Soil capacity assessment was carried out as part of the **Integrated Water Cycle Management Plan**. This concluded that all the soils tested are suitable for long-term irrigation of effluent provided the nutrient deficiencies are addressed and the soil organic carbon content is maintained.

As recommended in this report, soils used for irrigation disposal will be retested for nutrients, pH and organic carbon after 3 years of effluent irrigation.

### 7.3 Waste Management

The Environment Health and Safety Officer will conduct and document periodic audits to ensure compliance with the site's waste management policies and procedures.

The audit will ensure waste materials are recycled or reused where practical, including:

- Paper and board
- Metals
- Oils
- Plastics
- Plastic wrap
- Wood
- Fluorescent light tubes
- Batteries
- Timber pallets

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## 7.4 Other Environmental Monitoring

Environmental odour impacts will be assessed as recommended in the ***Odour Impact Assessment Report***.

Environmental noise impacts will be assessed as recommended in the ***Noise Impact Assessment Report*** and the ***Noise and Vibration Management Plan***.

## 7.5 Site Inspection

Site inspections are to be conducted regularly and documented.

Inspections are to include:

- Waste disposal and recycling facilities
- All bulk and chemical storage areas are sealed and bunded to prevent leaching of products onto the soil or waterways
- Erosion and sediment control
- Inspections to assess if there is scope for additional energy and water consumption efficiencies through improved energy and water use practices
- Noting actual and potential situations, considering the full range of operating conditions, including possible incidents, start-up and shut-down operations, observed changes in environmental conditions and potential emergency situations such as fire, explosion and spillage of hazardous materials.

## 7.6 Audit

The Environment Health and Safety Officer will conduct and document periodic environmental audits to ensure compliance with the environmental policies and procedures.

The Environment Health and Safety Officer will be responsible for the development and implementation of the Environmental Audit Schedule.

The applicable Australian Standard, AS/NZS ISO14010:1996 titled '*Guidelines for environmental auditing - General principles*' defines an environmental audit as a:

“systematic, documented verification process of objectively obtaining and evaluating evidence to determine whether specified environmental activities, events, conditions, management systems or information about these matters conform to audit criteria and communicating the results of this process”

Audit criteria will be determined from the nominated environmental legislation, approvals, policies, standards, codes of practice, guidelines, Project Environmental Management Plans (Project EMP), Contractor's Environmental Management Plans (Contractor's EMP) and procedures.

The audit criteria will provide the basis against which the auditor compares collected audit evidence.

The audit will include whether all environmental incidents are investigated and reported and that environmental audit reports are correctly documented.

The Environment Health and Safety Officer will ensure all workers are trained in emergency response in the event of an environmental incident.

Having completed the collection of evidence, the audit observations should be reviewed and collated to determine if any environmental management activities do not conform to the audit criteria. Adverse or non-conforming activities requiring corrective action should be the subject of a Corrective Action Request (CAR) and be documented in a clear, concise manner and supported by audit evidence.

Minor items that need improvement, but do not constitute a clear breach of environmental standards, may be the subject of an “audit observation”. It would be expected that the contractor would respond to an observation by remedying their practices.

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## 7.7 Environmental Incident Investigation and Reporting

This procedure applies to the management of environmental incidents occurring on or extending off site. Incidents include complaints from people external to the site.

It is important that NEV workers are able to:

- Identify what is an environmental incident
- Take appropriate immediate action to control an incident
- Know the reporting requirements

The following hierarchy applies in the immediate response to an incident:

- Ensure health and safety first
- Shut off the source, if possible
- Contain contaminants
- Report
- Clean up

Incident management procedures and response should be appropriate to:

- The site
- Scale of the environmental incident
- Resources available
- Geographical location and sensitivity of receiving environment

## 8. Resources and Documents

The following documents are to be kept on file by the Environment Health and Safety Officer.

- Technical information on contaminants  
e.g. Material Safety Data Sheets, ChemAlert database, environmental effects, site specific disposal options
- Site plans/maps showing relevant information  
e.g. drainage, hazardous substances locations and quantities
- Contact information for emergency services and external specialists/resources
- Environmental Issues Register information

## 9. Procedures/ Work Instructions

The following documents are to be kept on file by the Environment Health and Safety Officer.

- Checklists (Action cards specific to an officer's role and responsibilities) shall be prepared that detail staff responsibilities, actions to be taken and notification requirements  
(Note: Ensure that checklists cover workers such as security, operating staff, line management, technical specialists, media liaison officer)
- Procedures shall be prepared that detail site-specific response actions

It is a requirement that a system be established to manage incidents in the longer term to ensure that appropriate follow-up action is completed with the aim of improving environmental performance. The elements of the system are:

- • Reporting and recording
- • Investigation
- • Corrective actions including action plans

The Environment Health and Safety Officer will be responsible for determining if the incident requires reporting to State or Federal authorities, based on the degree the incidents or activities cause or threaten environmental harm.

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The minimum information to be collected or requested on an environmental incident should meet the requirements of the site's environmental approvals and may include:

- Witness name(s)
- Date and time of incident or when discovered
- Description of the incident or complaint details
- Initial action taken to prevent impact, contain material or respond to complaint

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# Appendix 3.7.1.4 NEV Project Risk Assessment Nov 2015

Risk #	Risk	Impact	Initial Risk rating (Before management strategies in place)	Risk Management Strategies		Residual Risk (Once management strategies in place)
				Action	Risk Owner & Timeframe	
1	<b>Risk: Financial Risks</b>  Source: Actual revenues and costs depart from NEV Financial model	a. Increased costs (Interest, Infrastructure costs, delays) b. Decreased sales revenue or loans withdrawn c. Inability to secure loan funds d. Market value of members properties may fall e. Members may be unable to fund their property purchase f. Major reduction in approved blocks  all leading to financial distress.	Consequence: Major  Likelihood: Possible  Risk Rating: <b>High</b>	Maintain a low debt to equity ratio, increase equity if necessary Get firm quotes from reputable suppliers, use fixed price contracts with delay LDs where possible Use member expertise where available Structures which are uneconomic to remediate can be removed. Tightly manage project schedule Active management of DAs, WICA, enquiries, new memberships and member feedback, pro-active marketing programs and stakeholder relations Sound financial management and reporting systems, alternative lenders Use reputable design consultants and set minimum standards, high quality infrastructure build. Adequate insurance & contingency	Team Leaders to manage as part of their key deliverables in line with the Project Budget, Schedule	Consequence: Major  Likelihood: Unlikely  Risk Rating: <b>Medium</b>
2	<b>Risk: Insurmountable roadblock uncovered during Project</b>  Source: Unforeseen complex issue with limited scope for resolution, delayed or no WICA licence or poor outlook for house site sales	Leads to the abandonment of the Project due to a roadblock that cannot be removed.	Consequence: Major  Likelihood: Unlikely  Risk Rating: <b>Medium</b>	Local market investigated through survey work, planning & analysis. Roadblocks identified and a resolution methodology formulated. Involvement of skilled experts across the roadblocks. Key stakeholder feedback mechanism so that project can be externally scrutinised.	Team leaders, reporting monthly through the Project Director to the Board	Consequence: Major  Likelihood: Rare  Risk Rating: <b>Medium</b>
3	<b>Risk: Negative Stakeholder Reaction</b>  Source: Negative press or public comments made about NEV or NELN, significant negative response to construction activities or re-zoning application.	Leads to drop in memberships, no or delayed WICA licence, no re-zoning or difficult stage 2 DA conditions or reduction in number of blocks.	Consequence: Major  Likelihood: Possible  Risk Rating: <b>High</b>	Stakeholder contact controlled by Board/Project Director/Community Development team. Key stakeholders contacted early and briefed on project. Allow presentation in forums where feedback is possible. Press contact strictly controlled.	Project Director for planning & Community Director for community during DA phase	Consequence: Major  Likelihood: Unlikely  Risk Rating: <b>Medium</b>
4	<b>Risk: Lack of required skills (commercial, community, social, technical, regulatory)</b>  Source: Consultants, contractors, team leaders and project managers incorrectly selected &/or badly managed.	Project fails to deliver or can't proceed.	Consequence: Severe  Likelihood: Possible  Risk Rating: <b>High</b>	Review of skill sets of Consultants, Team Leaders & Teams to the required work scope. Use of contractors with proven experience in specialised areas. Regular review of team performance and scrutiny by Steering committee and Board.	Team Leaders during team set-up, Board and Steering Committee during contractor engagement	Consequence: Severe  Likelihood: Rare  Risk Rating: <b>Medium</b>

Risk #	Risk	Impact	Initial Risk rating (Before management strategies in place)	Risk Management Strategies		Residual Risk (Once management strategies in place)
				Action	Risk Owner & Timeframe	
5	<p>Risk: <b>Major disagreement between NEV members or group of members leave project</b></p> <p>Source: Poor communication, over regulation or poor justification of proposals. Dysfunction or dissatisfaction within teams, lack of transparency or disagreement on approach/results</p>	Direct negative impact on schedule and budget, delays to decisions and schedule or an overall poor final outcome. Loss of key personnel.	<p>Consequence: <b>Moderate</b></p> <p>Likelihood: <b>Possible</b></p> <p>Risk Rating: <b>Medium</b></p>	Use of dynamic governance decision making. Alignment and commitment of NEV members prior to start of each phase, across concepts, policy, budget, work scope, structure and methodology. Constant communication amongst teams and members, particularly on draft deliverables and progress updates during project management.	Project Director through regular communication with members and the Steering Committee	<p>Consequence: <b>Moderate</b></p> <p>Likelihood: <b>Unlikely</b></p> <p>Risk Rating: <b>Medium</b></p>
6	<p>Risk: <b>Scope</b></p> <p>Source: Poor project specifications, poor internal stakeholder engagement</p>	Project produces, or leads to unsatisfactory outcomes, or time/budget is wasted.	<p>Consequence: <b>Major</b></p> <p>Likelihood: <b>Possible</b></p> <p>Risk Rating: <b>Medium</b></p>	Define scope as detailed as possible for budget purposes and agree between parties. Use of member review. Engagement with broader suppliers and users. Involvement of relevant experts on the team across the scope items.	Project Director, particularly when drafting or reviewing deliverables	<p>Consequence: <b>Major</b></p> <p>Likelihood: <b>Rare</b></p> <p>Risk Rating: <b>Low</b></p>
7	<p>Risk: <b>NEV Budget Insufficient</b></p> <p>Source: Poor project planning, management, scope definition and scope change procedures</p>	Lack of funds to complete the work, or significant time pressure placed on the team with corresponding drop in work quality.	<p>Consequence: <b>Moderate</b></p> <p>Likelihood: <b>Possible</b></p> <p>Risk Rating: <b>Medium</b></p>	Use a sensible contingency on consultants and infrastructure. Appoint a formal project manager and cost controller to track deliverables, schedule and budget to flag any required scope corrections early.	Project Director and steering committee through monthly review reporting to Board	<p>Consequence: <b>Moderate</b></p> <p>Likelihood: <b>Unlikely</b></p> <p>Risk Rating: <b>Medium</b></p>
8	<p>Risk: <b>Project runs over schedule</b></p> <p>Source: Teams drop too far into unnecessary detail, poor general management, poor or delayed decision making, reliance on outside parties, poor project controls</p>	Project goes over budget and/or fails to progress the necessary items to resolve the Project. This could lead to a poor Project outcome.	<p>Consequence: <b>Major</b></p> <p>Likelihood: <b>Possible</b></p> <p>Risk Rating: <b>Medium</b></p>	Good project decision management and schedule analysis. Flexibility within the team to adjust as the scope and results evolve. Use of formal project controls and project manager to keep the project on track.	Project Director with regular project controls input.	<p>Consequence: <b>Major</b></p> <p>Likelihood: <b>Rare</b></p> <p>Risk Rating: <b>Low</b></p>