

Section 6

Applicant experience and systems

6.1.1

Organisational Diagram

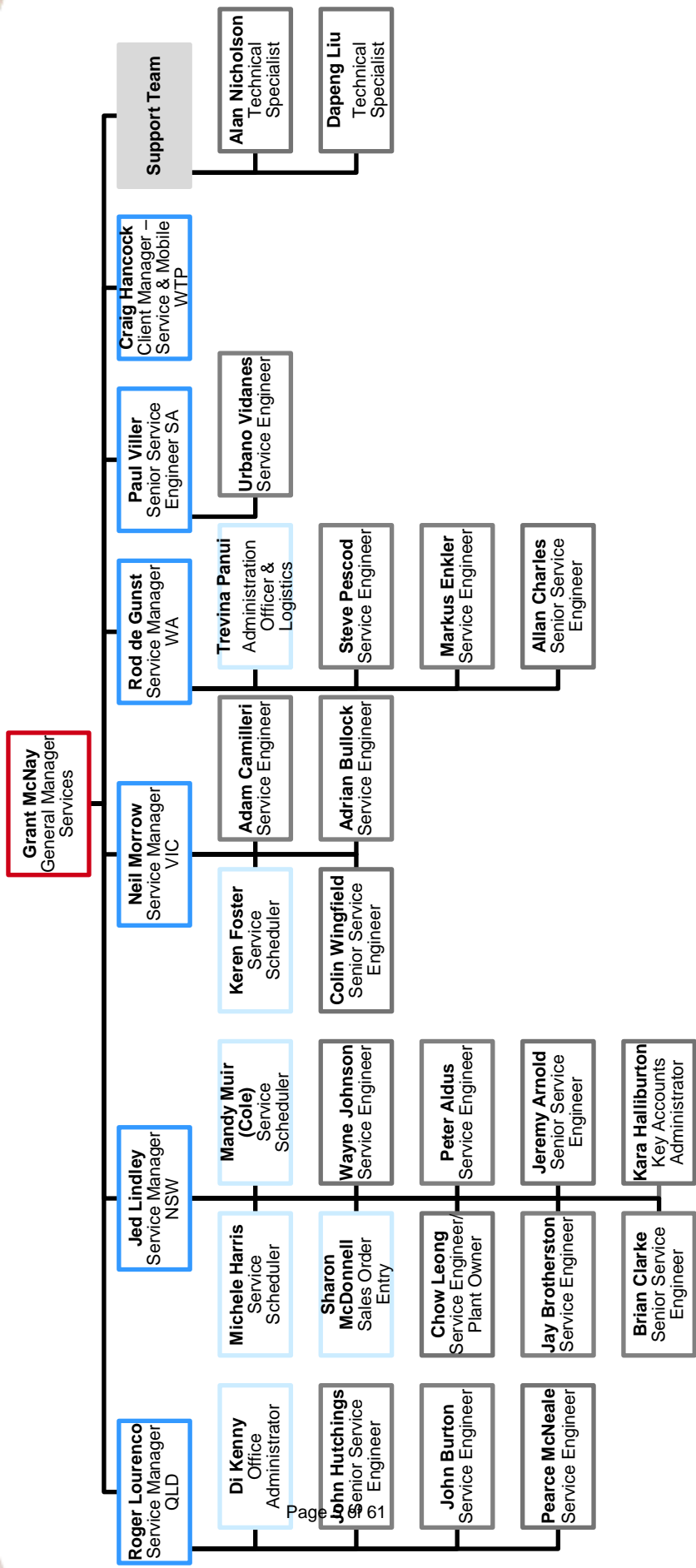
Veolia

Organisation Chart

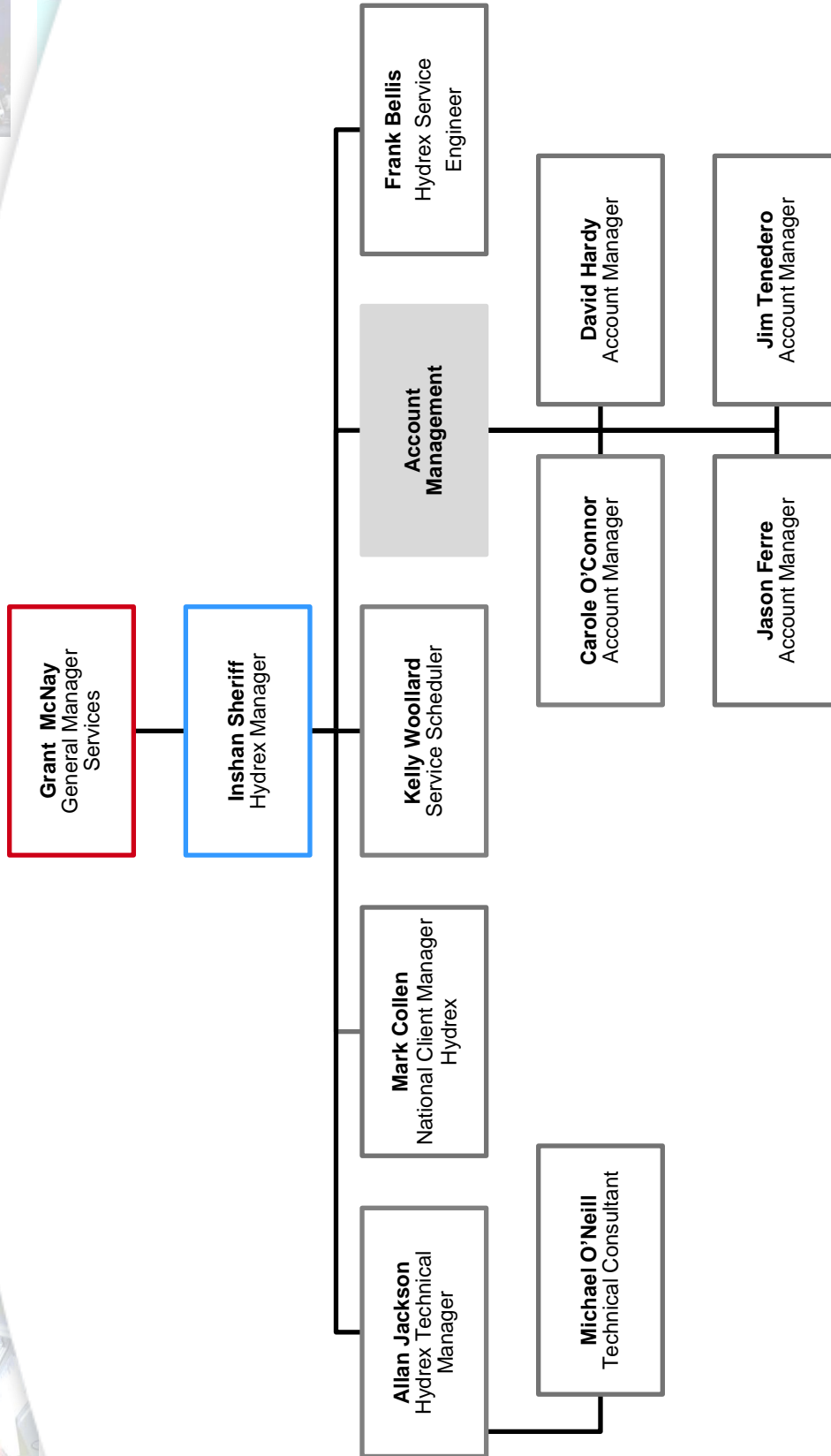
A collage of 20 images arranged in a grid-like fashion, separated by a large red diagonal stripe. The images depict various industrial and construction scenes: 1. A worker in a yellow safety vest and hard hat operating a control panel with multiple monitors. 2. A worker in an orange safety vest and hard hat kneeling on a grassy field, looking at a tablet. 3. A large industrial facility with multiple tall chimneys emitting smoke. 4. A worker in a yellow safety vest and hard hat operating a control panel. 5. A large industrial facility with multiple tall chimneys emitting smoke. 6. A worker in a yellow safety vest and hard hat operating a control panel. 7. A large industrial facility with multiple tall chimneys emitting smoke. 8. A worker in a yellow safety vest and hard hat operating a control panel. 9. A large industrial facility with multiple tall chimneys emitting smoke. 10. A worker in a yellow safety vest and hard hat operating a control panel. 11. A large industrial facility with multiple tall chimneys emitting smoke. 12. A worker in a yellow safety vest and hard hat operating a control panel. 13. A large industrial facility with multiple tall chimneys emitting smoke. 14. A worker in a yellow safety vest and hard hat operating a control panel. 15. A large industrial facility with multiple tall chimneys emitting smoke. 16. A worker in a yellow safety vest and hard hat operating a control panel. 17. A large industrial facility with multiple tall chimneys emitting smoke. 18. A worker in a yellow safety vest and hard hat operating a control panel. 19. A large industrial facility with multiple tall chimneys emitting smoke. 20. A worker in a yellow safety vest and hard hat operating a control panel.



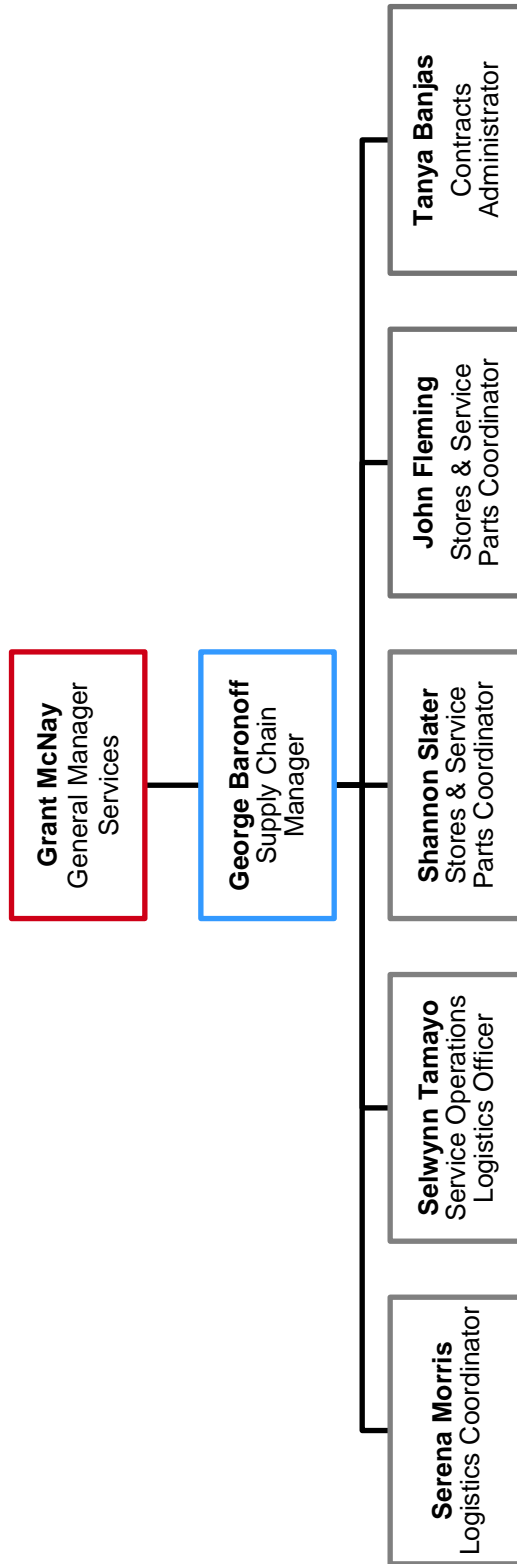
Services Group - Operations

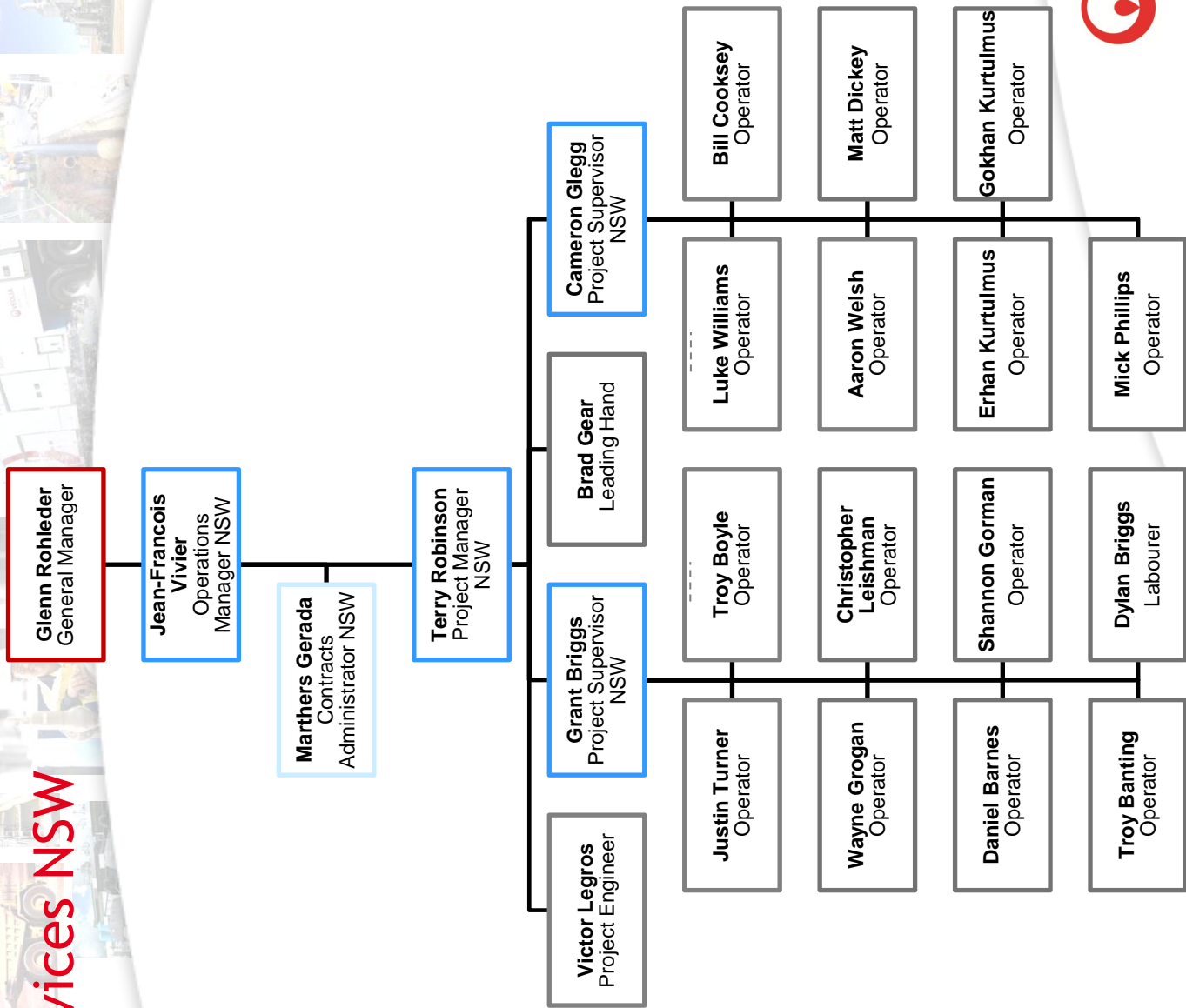


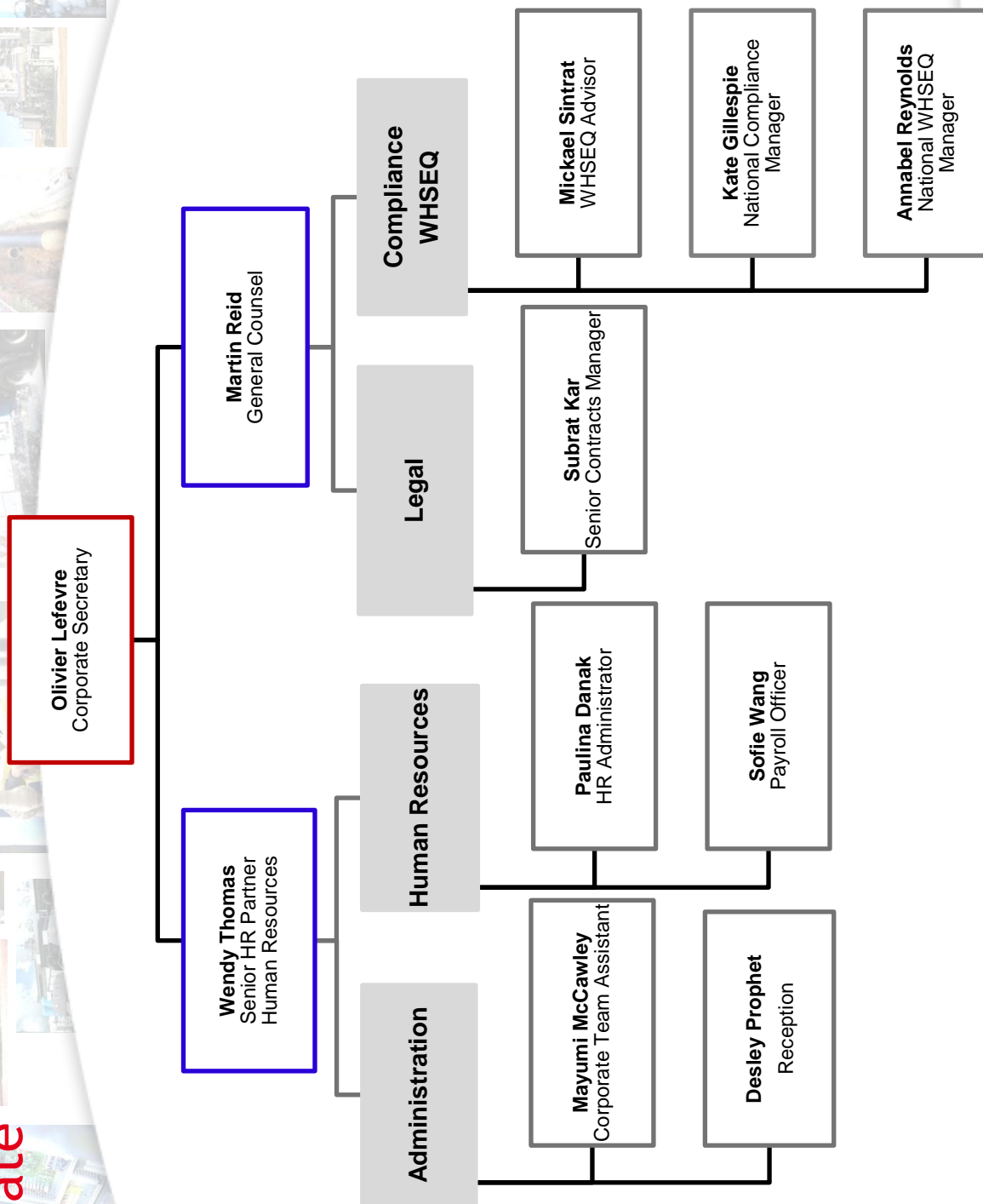
Services Group - Hydrex



Services Group - Logistics







Veolia

Organisational Diagram for Holding Structure

Veolia Environnement SA
RCS Paris 403 210 032
Inc 24/11/1995

99.99% → **Veolia Eau – Compagnie Generale des Eaux SCA (VECGE)**
RCS Paris 572 025 526
Inc 2/12/1929

50% → **Veolia Transport**
See Separate Chart

66% → **Dalkia International SCA**
Lille RCS 403 211 295
See Separate Chart for Subsidiaries

99.99% → **Veolia Proprete SA**
RCS Nanterre 572 221 034
Inc 18/10/1912
100% through other subsidiaries in the UK

100% → **Veolia Water SA**
RCS Paris 421 345 042

100% → **Veolia Water Solutions & Technologies SA**
RCS Creteil 414 986 216

100% → **Veolia Water Australia Pty Ltd (VWA)**
ACN 061 161 279

100% → **Veolia Water Network Services Pty Ltd (VWNS)**
ACN 124 372 050
Inc 12/3/2007

100% → **Phito Pty Ltd**
ACN 123 247 405

100% → **VWNS Constructions Pty Ltd**
ACN 138 255 535

100% → **Veolia Water Solutions & Technologies (Australia) Pty Ltd**
ACN 055 254 003

100% → **Veolia Water Solutions & Technologies (New Zealand) Limited**
286182

100% → **Veolia Environmental Services (Australia) Pty Ltd (VESA)**
ACN 051 316 584

100% → **Bendigo Water Services Pty Ltd**
ACN 087 333 088

100% → **Comgen Australia Pty Ltd**
ACN 050 242 441

1 Preference Share → **See Separate Chart for Subsidiaries**

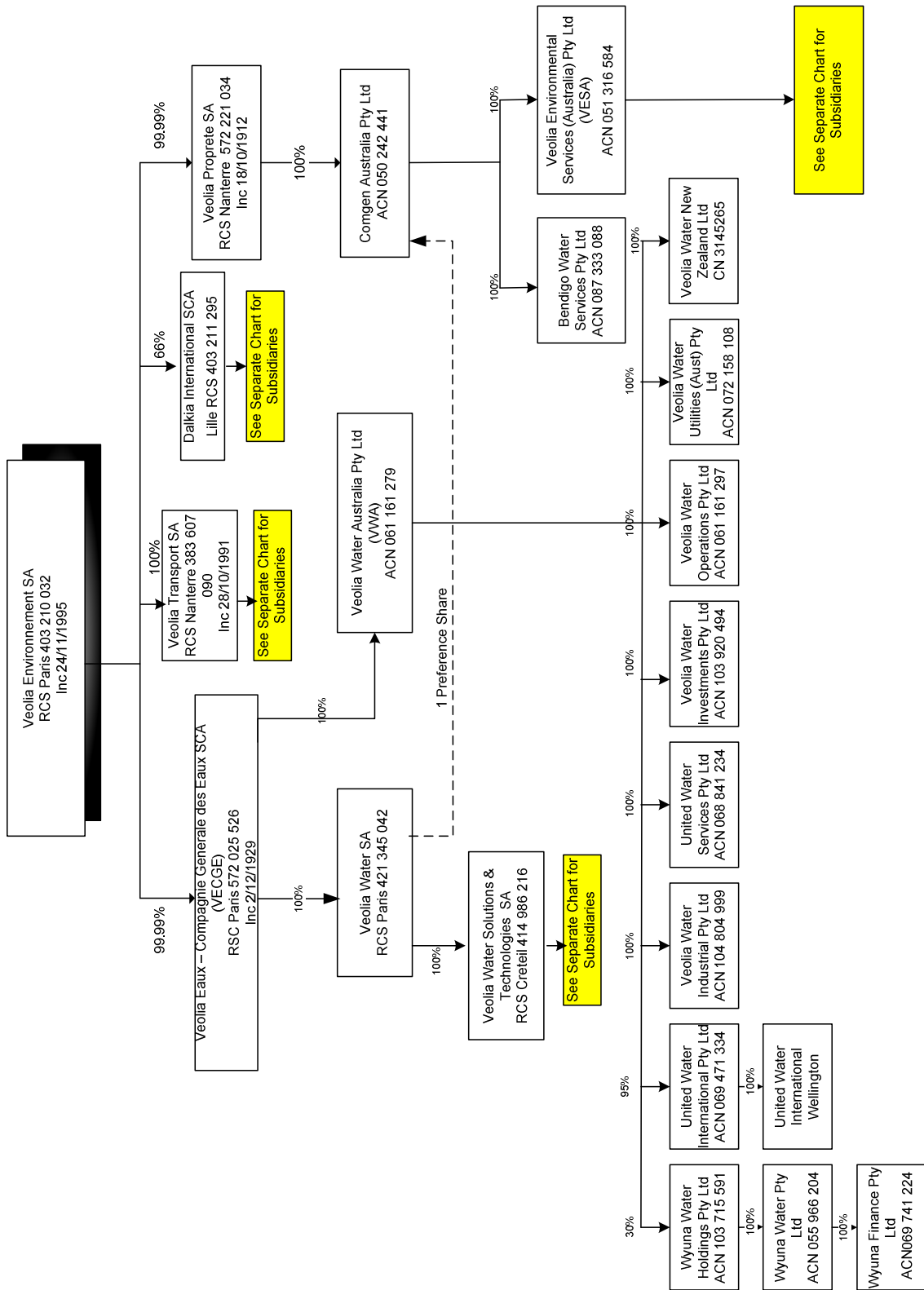
WHOLLY OWNED SUBSIDIARIES

- Amow Limited** (Inc in St Lucia)
- Australian Green Energy Pty Ltd**
ACN 107490 200
- NSW Liquid Treatment Pty Ltd**
ACN 103 030 324
- Sydney Recycling Centre Unit Trust**
- Waste Management Services Pty Ltd**
ACN 066 446 437
- Allied Industrial Services Pty Ltd**
ACN 000 148 407

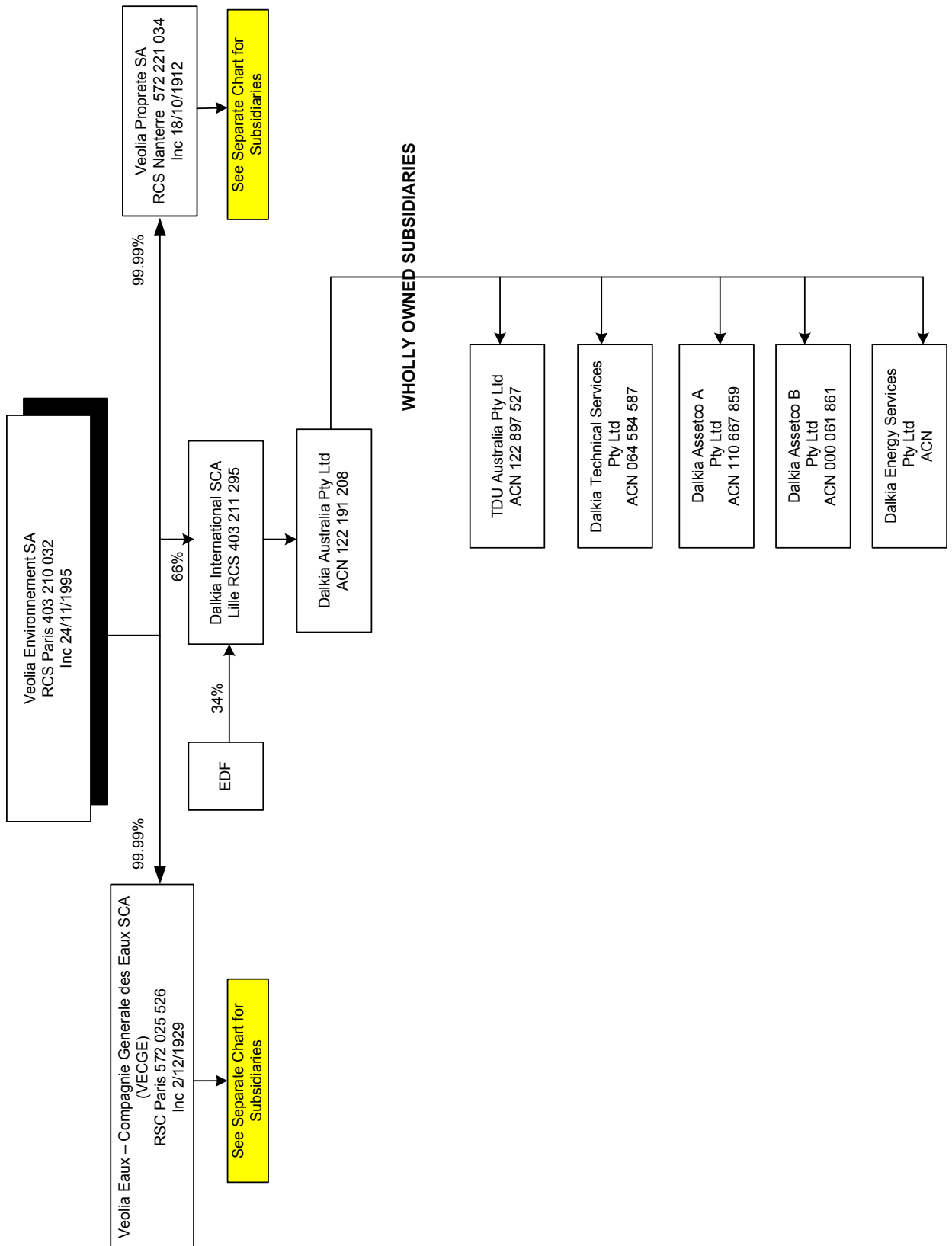
PARTIALLY OWNED SUBSIDIARIES

- Veolia Environmental Services (Jamaica) Ltd**
- Woodlawn Bioreactor Energy Pty Ltd**
ACN 107 490 219
- Earthpower Technologies**
Sydney Pty Ltd
ACN 085 528 427
50%
- Western Resource Recovery Pty Ltd**
ACN 099 144 180
50%
- Total Waste Management Pty Ltd**
ACN 077 898 667
50%

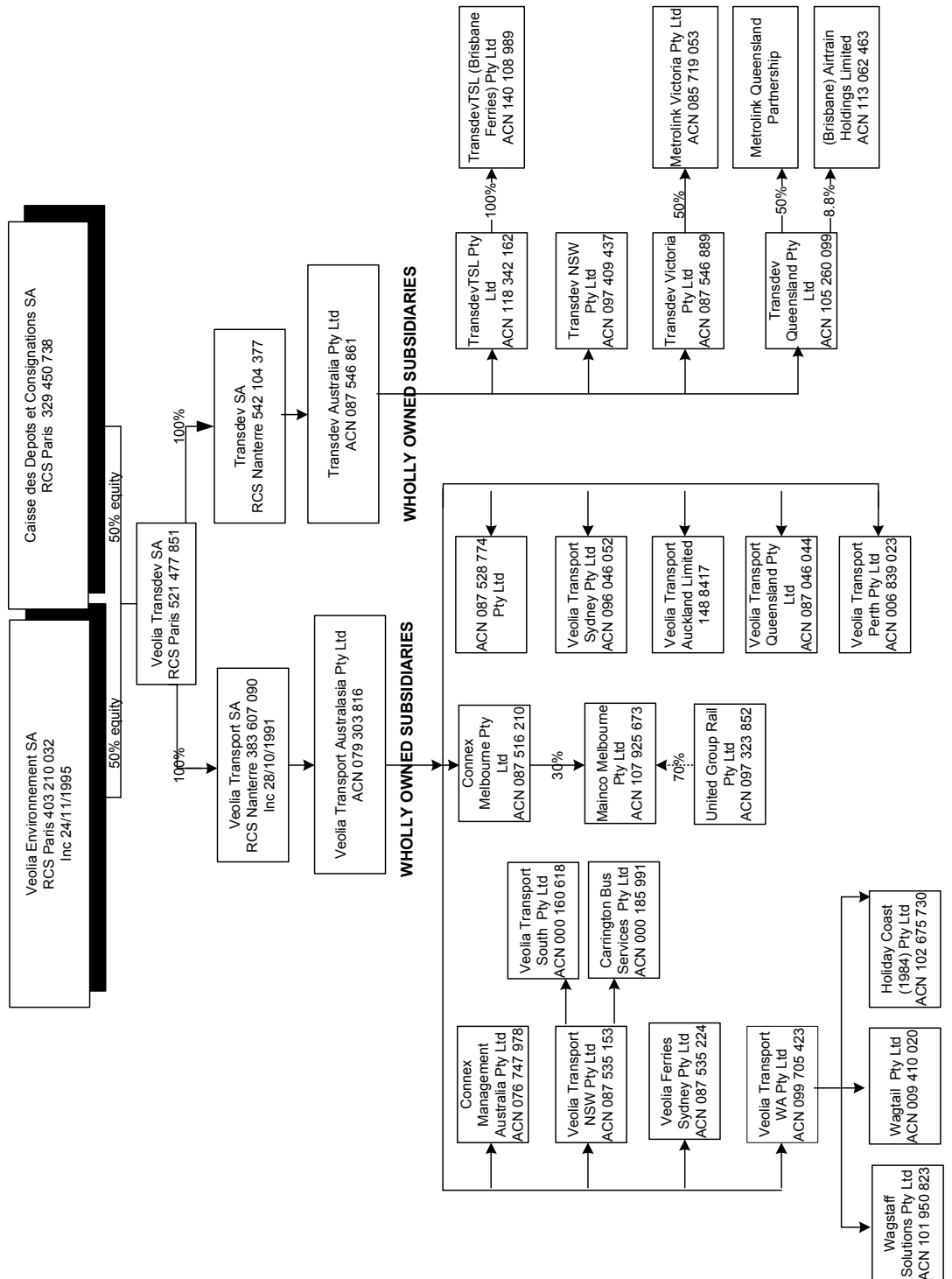
HOLDING STRUCTURE OF VEOLIA ENVIRONNEMENT INTERESTS IN AUSTRALIA



HOLDING STRUCTURE OF VEOLIA ENVIRONNEMENT INTERESTS IN AUSTRALIA



HOLDING STRUCTURE OF VEOLIA TRANSPORT INTERESTS IN AUSTRALIA



6.1.3

Key Personnel – Network Operator

Team

Appendix of the Site Analysis Plan.

As additional works are built, the process diagrams will be continuously updated to ensure that these are in-line with existing infrastructure.

7.2.2 Team with Appropriate Knowledge and Expertise

The members of the design team are listed below. Importantly the entire team and processes selected have the support and backing of VWS in Australia and our expertise and research and development capabilities worldwide.

Table 5: VWS Roles and Responsibilities

Phase	Responsible Person	Title
Project Management	Hugh Robinson	Project Manager
Design management		
Process	Hannah Lockie	Process Engineer
Electrical	Tom Lappalainen	Electrical Engineer
Civil	Lend Lease Communities	Authoriser
Mechanical	Michael Reid	Mechanical Engineer
Procurement	Hugh Robinson	Project Manager
Commissioning and Performance Test Management	Hannah Lockie	Process Engineer
Installation management	TBC	Project Engineer
O&M		
WHSEQ	Grant McNay	General Manager Services
O&M management	Jed Lindley	Operations manager
O&M	Chow Leong and Various service engineers	Service engineers

7.2.3 Assessment of water and sewage quality data

Summary actions:

- Assemble historical data about sewage, grey water or stormwater quality, as well as data from treatment plants and of recycled water supplied to users; identify gaps and assess reliability of data.
- Assess data (using tools such as control charts and trends analysis), to identify trends and potential problems.

CV

HUGH ROBINSON

Project Manager

Overview

I am competent individual who has successfully managed his own engineering business for the last eight years and before that worked in various engineering roles mainly in a project environment. Throughout my engineering career, I have always involved myself in the broader aspects of a business. The keys to my success have been an enquiring mind and the tenacity to obtain the desired result. In many cases my technical understanding of the small detail whether it was a straight engineering problem or something associated with accounting principles or marketing strategy has allowed me to add value to the situation and to guide and mentor others to obtain the desired outcome. As my experience has ranged from small to large companies I have an appreciation of both teamwork and procedural systems but also of having to resolve matters on your own and take responsibility for your actions. As an Engineer my experience has stretched from high level project management through to the hands on welding, machining and assembly of equipment.

Qualifications

Bachelor in Mechanical Engineering, UTS - 1989

Masters in Engineering Management, UTS - 1994

Professional affiliations

Referees

Project Manager

Key Attributes

- Successfully sourced contract manufacturing work through the creation of relationships with other manufacturers adding additional work.
- The development of the company's vision, goals and strategic plan and the development of marketing strategies for new and mature products.
- Managed the implementation of a new computerised manufacturing system including both material requirements planning and financial accounting system.
- Responsible Engineer for the preparation and monitoring of construction programme including co-ordination of maintenance groups using Primavera software.
- Managed all aspects of the contract ranging from discussions on technical and commercial issues, through to overseeing the design, administration of contracts and on site supervision of installation crew.

Key Experience

Project

APLNG RO Plant (QLD), 2012 - Ongoing

Role

Project Manager

Project Manager for the design and supply of sixteen (16) RO Skids and associated ancillary equipment to APLNG. The project involves the design and supply of equipment with a considerable portion of overseas manufacture in a contract that has very specific technical requirements.

Project	Siemens Ltd, at South Windsor, 2011
Role	Project Manager
Manage a project with a variety of internal projects to improve quality and throughput. This included the design, manufacture and installation of new curing ovens, and modification to existing with new platform and services.	
Project	HJN International Pty Ltd, 2010
Role	Project Manager
Managed an existing company which supplied agricultural equipment which was a combination of imported and in-house manufactured items. The company produces a range of products that cover the spectrum from simple sheet metal components to complex machines with over 30,000 individual parts and driven by PLC systems.	
Project	ConSep Pty Ltd, 2002
Role	Project Manager
Managed all aspects of the contract ranging from discussions with Bovis Lend Lease on technical and commercial issues, through to overseeing the design, administration of contracts and on site supervision of installation crew.	



HANNAH LOCKIE

Senior Process Engineer

Overview

Hannah is a process engineer with over 6 years of experience in water and wastewater treatment, and 3 years of research (PhD) and lecturing experience in the Department of Chemical and Biomolecular Engineering at Melbourne University. Hannah has worked as a consultant in Melbourne, Tasmania, Dubai, Singapore, Doha and Peru, primarily in options evaluation, strategy development, concept design, Biowin process modelling and detailed process design of municipal water, wastewater and industrial wastewater treatment plant facilities.

Qualifications

Bachelor of Environmental Engineering (Hons),
University of Melbourne, 2005

Doctorate of Chemical Engineering,
University of Melbourne, 2012

Professional affiliations

Australian Water Association

IChemE

Key Attributes

- Comprehensive understanding of a wide range of treatment processes for drinking water, municipal wastewater and industrial water treatment. Includes pharmaceutical wastewater, dairy wastewater and mining wastewater.
- Hands-on, practical approach to process problem identification and troubleshooting. Proven experience in solving problems and optimizing outcomes for client's benefit.
- Management of the dedicated process design team for specific project. Focused on the best possible process solution for lowest whole of life cost.
- Functional and detailed design of biological wastewater and biosolids treatment plants, including for nutrient removal.
- Operational cost minimisation including wastewater source management, chemical dosing reduction and aeration system optimisation.

Referees

Lead
Process
Engineer

Key Experience

Project

TasWater 2013 - 2014, Tasmania

Role

Lead Process Engineer

Assessment of process upgrade requirements and control system recommendations/design for water and wastewater treatment plants in regional Tasmania (Forth WTP, Burnie WTP and Zeehan WTP). Includes assessment of existing equipment and process performance, evaluation of preferred replacement technologies, conducting workshops with plant operators and engineers, and preparation of P&ID's and control philosophy.

Project	Glasko Smith Klein 2012 - 2013, Victoria
Role	Lead Process Engineer
Industrial wastewater treatment load reduction and wastewater treatment process assessment. Includes onsite industrial wastewater management (e.g. source management and separation technologies), assessment of Trade Waste discharge requirements, and offsite aerobic treatment, anaerobic treatment, and filtration options.	
Project	BHPBio 2012 - 2014, Western Australia
Role	Process Engineer
Oily wastewater treatment plant functional design and detailed design for six iron ore car workshops at Port Hedland. Process performance requirements, technology selection based on multi-stage removal of hydrocarbons and heavy metals, instrumentation and monitoring requirements, preparation of P&ID, risk assessment of plant civil and mechanical design, HAZOP presentation, specification for process equipment and detailed design.	
Project	Keppel Seghers (2008), Doha
Role	Process Engineer
Doha North Sewage Treatment Works: Functional design and detailed design, including mass balance, Biowin modelling, P&ID drawings and process control description for 250 ML/day wastewater treatment plant at a Greenfield site, including inlet works, activated sludge (with biological nutrient removal), microfiltration, UV disinfection and aerobic digestion.	



MICHAEL REID

Mechanical Engineer

Overview

Michael Reid is an experienced drafter in the water industry. He has more than 3 years of experience designing installations in the industry. His experience includes civil guidance/design, plant layout, piping design and skid design. Michael is studying engineering at university and applies engineering skills to his drafting role. This combined with both office and site experience allows Michael to design innovative and cost effective solutions for a range of scenarios with minimal supervision from others. This makes Michael a valuable asset for a design team as he can take initiative and work independently with minimal supervision.

Qualifications

Studying Bachelor of Engineering.
University of Technology Sydney.

Advanced Diploma in Mechanical
Technology, Sydney Institute of
TAFE.

OH&S general induction.

Professional affiliations

Key Attributes

- Civil guidance/design, with a strong understanding of how design affects costs. With respect to labour costs as well as material costs.
- Experience with piping and skid design. Designs for various industries, experience ranges from tightly specified oil & gas industry jobs to municipal jobs following company standards.
- Comprehensive understanding of plant layout. Site experience having seen how office designs evolve and improve on site allows better initial design to minimise future on site issues.
- Strong ability to follow procedures. Advantageous for document control and quality assurance. Ability to work effectively as part of a team, with other drafters, engineers, suppliers, clients and site personnel.
- Experience drawing P&ID's as well as strong general knowledge of processes involved and ability to review as well as draft.

Referees

Mechanical
Engineer

Key Experience

Project

Rosehill Recycled Water Treatment Plant, NSW - In commissioning

Role

Mechanical Engineer

Recycling primary treated effluent to a standard for use in industry. Processes include Ultra Filtration, Reverse Osmosis and De-ionisation as well as associated tanks, pumps and piping. Initial design, including site layout and drawings for supplier quotation and designing of the Reverse Osmosis skids.

Project	Vales Point Power Station Water Reclamation Plant
Role	Mechanical Engineer
<p>Recycling secondary treated effluent to be fed to power station demineralisation plant for boiler make up. Processes include Ultra filtration and Reverse osmosis. 2 plants were separated by a 1.8 km pipeline. Initial plant layout and civil design under guidance from the senior engineer.</p>	

Jed Lindley – NSW Service Manager

Jed Lindley holds the position of NSW Service Manager with a background of 25 plus years experience in the water industry. The Bingara Gorge project forms part of the NSW operation, with Jed providing managerial and technical support for the project.

Prior to Jed moving into the Service Managers role in 2011, Jed has operated in the capacity as a Senior Service Engineer/Technical Support officer, Piloting Engineer, Water Processing Service Manager, Site Supervisor and Commissioning Engineer.

Jed's experience ranges across applications in Effluent Treatment, Reuse, Laboratory/Research, Drinking Water, Food & Beverage, Power Stations, Healthcare & Pharmaceutical and covers technologies including SCION, CDI, Carbon Filtration, Ion Exchange Softening, CMF, Media Filtration, Actiflo, Clarification, Reverse Osmosis and distillation.

Chow Leong – Plant Operator/Service Engineer

Chow is employed in the capacity of Plant Operator/Service Engineer with the responsibility for the day to day operation of the Bingara Gorge plant, holding a Waste Water Operators certificate.

Chow has a Bachelor of Science degree and brings over 12 years of experience in Waste Water and Sewerage Treatment Plants which includes Process Design, Equipment selection, Plant Operation, Maintenance and trouble shooting.

Chow has experience in technologies which include Ultrafiltration membrane plant, Iron removal systems, Nitrate removal systems, Clarification, Reverse Osmosis and distillation.

Chow has been the Plant Operator/ Service engineer at Bingara Gorge since the start of operations in 2009 under the current WICA licence for the scheme.

Wayne Johnson - Veolia Water Service Engineer

Wayne is employed in the position of Service Engineer, providing Service and Operational support and backup for Chow Leong on the Bingara Gorge project

Wayne has extensive experience in the water industry in the areas of Laboratory/Research, Power Stations, Effluent Treatment, Drinking Water, Reuse

Experience with Veolia Technologies :

- Veolia WRP Operator/Support Vales Power 2008-March 2014, Duties - Operation/Maintenance/Remote Monitoring/administration.
- Veolia Plant Operations Support Bluescope 2005-2013, Duties - Operation/Maintenance/Remote Monitoring of Reverse Osmosis, submerged design Cross Flow Microfiltration Plant & Demineralisation Plant - 150m³/hr capacity.
- Veolia Services Support – Eraring Power Station RWP RO&CMF Plant..
- Veolia Services Support – Darling Quarter RWP MBBR, MBR, RO Plant.
- Veolia Services Support – Bingara Gorge Ecodisk Biological Process, UF , UV Treatment Plant.

Veolia Completed Courses - CMF Training Veolia Water Levels 1 & 2, Veolia Reverse Osmosis Training, Lockout Tagout Veolia Water, First Aid, Forklift License.

Peter Aldus - Veolia Water Service Engineer

Peter operates in the capacity of Service Engineer providing Service and Operational support and back up for Chow Leong on the Bingara Gorge project, having completed the qualifications in Wastewater Treatment Operator Part 1 & 2 – Advanced Treatment.

Peter brings experience in Power Stations, Healthcare & Pharmaceutical, Effluent Treatment, Drinking Water & Reuse.

Experience with Veolia Technologies :

- Veolia Plant Operations Support Bluescope 2007-2013, Duties - Operation/Maintenance/Remote Monitoring of Reverse Osmosis, submerged design Cross Flow Microfiltration Plant & Demineralisation Plant - 150m³/hr capacity.
- Veolia Services Support – Eraring Power Station RWP RO&CMF Plant.
- Veolia Services Support – Mckee Power Plant - RWP RO&CMF Plant
- Veolia Services Support – Liddel Power Station -
- Veolia Services Support – Darling Quarter RWP MBBR, MBR, RO Plant.
- Veolia Services Support – Bingara Gorge Ecodisk Biological Process, UF , UV Treatment Plant.

Position Descriptions

Veolia Water Solutions & Technologies Position Description

1 POSITION DIMENSIONS:

Position Title	Project Manager
Department	Design & Build (Operations)
Location	Pymont (and site as required)
Reports to	Operations Manager
Number of direct reporting staff	Project dependent
Number of indirect reporting staff	Project dependent
Effective date	June 2014

2 PRIMARY OBJECTIVES/JOB PURPOSE:

Responsible for project quality, costs and timescales and coordinating the dedicated project team while maintaining the Company's contractual commitments and financial targets.

3 KEY TASKS / RESPONSIBILITIES

1. Assisting the Proposals Manager in the contract drafting phase and checking the documents before signing.
2. Defining the general project schedule including links and key dates for all the parties involved (design, purchases, works, commissioning, and joint contracting parties and sub-contractors).
3. Checking the validity of technical decisions made within the framework of the project.
4. Participating in the selection of sub-contractors and suppliers
5. Monitoring and coordination of all works – design, procurement, construction, commissioning, testing and defects liability periods.
6. Managing non-compliance issues and proposing preventive and corrective measures.
7. Formulating budget forecasts, updating them and transmitting them to the Project Accountant.
8. Supplying information to draw up budget statements and, if necessary, monitoring collection of payments from the client.
9. Identification and management of project risks.
10. Submitting all proposals to improve the margin on the project.
11. Managing all claims over the project

12. Keeping informed on technical and regulatory changes
13. Conducting commercial negotiations with suppliers to achieve the best price while meeting the defined specifications.
14. Ensuring that supplies comply with safety standards.
15. Applying the procedures defined by the Quality Assurance System (Integrated Management System)

4 KEY PERFORMANCE INDICATORS:

- Ability to complete the project within the given timeframes
- Ability to complete the project according to specification
- Ability to complete the project according to budgetary restraints

5 PERSON SPECIFICATION:

5.1 Qualifications:

- Bachelor of Engineering essential

5.2 Experience:

- Experience managing water, wastewater and industrial projects
- Process/chemical background preferred

5.3 Personal Attributes:

- Excellent leadership skills
- Strong written and verbal communication
- High attention to detail
- Ability to meet strict deadlines
- Able to deal effectively with personnel at all levels eg. Site contractors, clients, senior management staff etc.

5.4 Other relevant skills or information:

Some travel to project sites required

6 SIGNATORIES

Approved by:

Signed: _____

Date: _____

Job Holder:

I acknowledge that I have read and understood the duties and responsibilities as listed in this position description and have been provided a copy for my reference.

Signed: _____

Page 29 of 36 Date: _____

Veolia Water Solutions & Technologies (Australia) Job Description and Specification

Title: Senior Process Engineer
 Department: Design & Build
 Date Raised: June 2014
 Reports Directly to: Process Engineering Manager

1. POSITION DIMENSIONS:

No. of direct reporting staff 0
 No. of indirect reporting staff: 0

2. PRIMARY OBJECTIVE:

To provide process design and technical support for water/wastewater plants for the Design & Build group
 To mentor junior and graduate engineers.

3. DISCIPLINE RESPONSIBILITIES:

3.1 Quality and Performance

1. Ongoing involvement to improve the efficiency of the Process Team.
2. Assist in the design and implementation of QA procedures and system.
3. Ongoing involvement in the REX Continuous Improvement Engineering System.
4. Ensure design changes are reviewed, approved, recorded maintained and communicated to all relevant groups.

3.2 Specific responsibilities

1. Detailed process design of water and wastewater treatment systems including the preparation of process flow diagrams, process & Instrumentation diagrams, process schedules, data sheets etc. for both tenders and projects.
2. Provide support to business development group, commissioning and project delivery teams as requested.
3. Keep up to date with the latest technical and regulatory changes,
4. Ensure the design verification process is carried out,

5. Ensure design changes are reviewed, approved, recorded, maintained and communicated to all relevant groups (DCN)
6. Provide process input for preparation of operating and maintenance manuals (DCS),
7. Liaise with other engineering disciplines to undertake tender and detailed design and internal/external reviews,
8. Management of the finalisation of projects for process deliverables.
9. Assist in the development of Company standards designs and associated standards process deliverables.
10. Organise ongoing training for junior/graduate engineers on process capabilities.
11. Develop and/or monitoring tools/solutions/software for the process team.
12. Assisting in promoting sustainable design and value added engineering within the team.
13. Work related duties as required by the Process Engineering Manager

4. CORPORATE VALUES:

4.1 Organisational Culture:

- ☐ Initiate an active role in contributing towards developing a positive organisational culture within Veolia Water Solutions & Technologies.
- ☐ Work in a team environment.
- ☐ Assist in nurturing a culture built on trust, open and honest effective communication, with a strong focus on “value added” customer service – “quality on time”.

4.2 Customer Service:

- ☐ Provide courteous and helpful assistance to internal and external customers.
- ☐ Monitor service to customers through department KPIs, foster a “value added” approach with the department and recommend improvement opportunities.

5. PERSON SPECIFICATION:

5.1 Education and Training

- ☐ Degree in process engineering or other relevant qualification.

5.2 Experience:

- ☐ The position requires process engineering qualifications (Tertiary BE(chem..) preferable).
- ☐ > 10 years water or wastewater treatment design, commissioning experience

5.3 Travel:

- ☐ The position requires the ability to travel either interstate or overseas at short notice. Typical duration of travel ranges from 2 days to 3 weeks.

6. SIGNATORIES

Approved by:

I acknowledge that I have read and understood the duties and responsibilities as listed in this job description and have been provided a copy for my reference.

Signed: _____

Date: _____

Note: this position description shall be reviewed on an annual basis during the performance review.

Veolia Water Solutions & Technologies

Position Description

1 POSITION DIMENSIONS:

Position Title	Electrical Project Engineer
Department	VWS Engineered Solutions Group
Location	Seven Hills
Reports to	Project Delivery Manager NE Region
Number of direct reporting staff	0
Number of indirect reporting staff	0
Effective date	August 2011

2 PRIMARY OBJECTIVES/JOB PURPOSE:

To work with the Project Managers and Commissioning Supervisor providing electrical engineering assistance for the installation and commissioning of Water Treatment Projects.

Responsible for aiding in the project delivery, safety, environmental, quality, costs and timescales during the course of project lifecycle to assist with maintaining the Company's contractual commitments and financial targets.

3 KEY TASKS / RESPONSIBILITIES

1. Work with Project Management and the Commissioning Supervisor to provide electrical engineering assistance in the delivery of Projects.
2. Provide PLC programming expertise during the installation and commissioning of Projects.
3. Work with the Tendering and Business Development teams to provide electrical engineering support during the development of potential projects and tenders.
4. Checking the validity of technical decisions made within the framework of the project.
5. Participating in the selection of sub-contractors and suppliers
6. Assist with the monitoring, coordination of all works – design, procurement, construction, commissioning, testing and defects liability periods.
7. Managing non-compliance issues and propose preventive and corrective measures.
8. Assist in the identification and management of project risks.
9. Keeping informed on technical and regulatory changes

2

10. Ensuring that the project complies with safety standards and is carried out in line with our BSI certifications on Quality, Environment and Safety.
11. Participate in the preparation and reviewing of Project Management plans, OHSE plans, HAZOP's, Risk Assessments, Safe Work Method Statements and JSA's.
12. Applying the procedures defined by the Quality Assurance System (Integrated Management System)
13. Liaise with and provide assistance to service teams across the North East Region during quieter times and on more technical projects.

4 KEY PERFORMANCE INDICATORS:

- Ability to provide expert electrical engineering to projects
- Ability to complete the project meeting all OHSE requirements
- Ability to complete the project according to specification
- Ability to constructively assist with completing the project according to budgetary restraints

5 PERSON SPECIFICATION:

5.1 Qualifications:

- Relevant formal Engineering qualifications (e.g. Bachelor of Engineering)

5.2 Experience:

- Experience managing water, wastewater and industrial projects
- Must have PLC programming experience (Preferably Allen Bradley and/or Siemens)

5.3 Personal Attributes:

- Excellent leadership skills
- Strong written and verbal communication
- High attention to detail
- Ability to meet strict deadlines
- Able to deal effectively with personnel at all levels eg. Site contractors, clients, senior management staff etc.

5.4 Other relevant skills or information:

Travel to project sites required and will include from several days to potentially several weeks at a time away on some occasions.

6 SIGNATORIES

Approved by:

Signed: _____

Date: _____

Job Holder:

I acknowledge that I have read and understood the duties and responsibilities as listed in this position description and have been provided a copy for my reference.

Signed: _____

Date: _____

Veolia Water Solutions & Technologies (Australia) Job Description and Specification

Title: Mechanical Engineer
Department: Engineering
Date Raised: March 2011
Reports Directly to: Mechanical Engineering Manager

1 POSITION DIMENSIONS:

No. of direct reporting staff : 0
No. of indirect reporting staff: 0

2 PRIMARY OBJECTIVE:

To provide mechanical design and technical support for municipal and industrial water / wastewater plants.

3 DUTIES AND RESPONSIBILITIES:

- Detailed mechanical design of process and mechanical equipment;
- Hydraulic design calculations;
- Support the tendering department with design information to prepare tenders for water / wastewater treatment projects,
- Support the project managers with design information and services for the procurement, construction, installation, commissioning and testing of water and wastewater treatment projects,
- Review design inputs and ensure these are incorporated into the design;
- Assign and control design activities within a designated design team;
- Prepare and maintain design programmes and ensure deadlines are met;
- Plan and conduct design review meetings and ensure records are produced and maintained;
- Ensure the design verification process is carried out;
- Ensure design changes are reviewed, approved, recorded, maintained and communicated to all relevant groups;
- Review and action non-conformances;
- Review design outputs;
- Liaise with process engineers, electrical engineers and drafting resources as required;
- Provide input for, and review of; plot plans, general arrangement drawings, piping arrangements, equipment detail drawings, etc... in conjunction with the drafting team;

- Preparation of equipment specifications and data sheets. Liaison with equipment suppliers and subcontractors. Review of equipment quotations and final technical recommendation for purchase;
- Supervision / site inspections of mechanical installation of water/wastewater treatment plants;
- Commissioning of water/wastewater treatment plants;
- Preparation of operating and maintenance manuals;
- Liase with other engineering disciplines to undertake tender and detailed design;
- Keep up to date with the latest technical and regulatory changes,
- Work related duties as required by the Engineering Manager.

4 KEY RESULT AREAS (KRA'S):

4.1 Organisational Culture:

- ☐ Initiate an active role in contributing towards developing a positive organisational culture within Veolia Water Solutions & Technologies.
- ☐ Work in a team environment.
- ☐ Assist in nurturing a culture built on trust, open and honest effective communication, with a strong focus on "value added" customer service.

4.2 Customer Service:

- ☐ Provide courteous and helpful assistance to internal customers.
- ☐ Monitor service to customers, foster a "value added" approach with the department and recommend improvement opportunities.

5 PERSON SPECIFICATION:

5.1 Education and Training

- ☐ Tertiary qualifications in a similar field
- ☐ CPEng status desirable

5.2 Experience:

- ☐ This position requires mechanical engineering qualifications and > 10 yrs water / wastewater treatment design, installation and commissioning experience.

6 SIGNATORIES

Approved by:

I acknowledge that I have read and understood the duties and responsibilities as listed in this job description and have been provided a copy for my reference.

Signed: _____

Date: _____

Veolia Water Solutions & Technologies

Position Description

1 POSITION DIMENSIONS:

Position Title	Senior Service Engineer
Department	Services
Location	NSW
Reports to	NSW Manager - Services
Number of direct reporting staff	0
Effective date	April 2015

2 PRIMARY OBJECTIVE:

- ☐ Assist with the development of strategic plans in NSW for the Service Group, to achieve optimum profitability and effective use of the group's' assets and human resources.
- ☐ To manage assigned current accounts and develop sales into new accounts. To assist the Service Manager in profit and loss responsibilities in order to achieve short and long term business/policy objectives that maximise sales and profitability.
- ☐ To provide both internal and external technical support to the Service Group regarding VWS products, spares and services.
- ☐ To prepare Service quotations for Standard plant, refurbishments, spare parts, Service Agreements and minor projects.

3 DUTIES AND RESPONSIBILITIES:

1. Participation in the establishment of the Service Group objectives, policies and programmes within the context of the overall corporate goals and, where appropriate, recommend standards and set targets (sales, marketing, distribution and administration).
2. Participation in the preparation of the NSW Service budget, budget revisions, reports and forecasts and ensure they are presented in a timely manner to Service Manager.
3. To assist in the appraisal of the NSW activities according to overall strategies and objectives, and monitor and evaluate the NSW performance, and the efficiency of staff and procedures.
4. Assist in the preparation and of the Strategic Map – Service Group.
5. Review technical, profit and commercial aspects of all quotations for services, standard products and equipment and obtain necessary sign off's in accordance with the "Limitations Of Authority" policy prior to presenting quotations to customers.

6. To maintain technical know-how on industry trends and on VWS products and services.
7. To maintain the company vehicle allocated to him/her in a high standard of clean and roadworthy condition.
8. Assist to manage Service activities in order to maintain current accounts and grow with new business opportunities.
9. Ensuring that service contracts are renewed in a timely manner and that customer files are organised, backed up, up to date and accessible.
10. Ensuring that service contracts are properly priced and that margin is delivered in line with business expectations. That they are regularly reviewed and increased in line with business requirements, CPI and supplier increases.
11. Assist with selecting and training of staff.
12. Provide technical information, support and troubleshooting to other field staff and customers.
13. Ensuring all Service Group activities comply with company HSE requirements and relevant acts, legal documents and ethical standards.
14. Maintaining necessary contact with major customers, suppliers, industry associates and government representatives to achieve the objectives of the business.
15. Any other work-related duties as required by the Operations Manager.

4 ENTREPRENEURIAL COMPETENCIES

4.1 NETWORKING

Demonstrate the ability to build networks (a set of co-operative relationships with individuals whose help is needed for a manager to function effectively) both internally and externally.

4.2 INNOVATION & VALUE ADDING

Encourage, promote and deliver innovative solutions and practices to the service business by challenging conventional methods, encouraging free and lateral thought whilst fostering the exchange of information and ideas. Build value through personal and team efficiency and spirit enhancing cultural and financial outcomes within the service business.

4.3 NEGOTIATION SKILLS

When representing the organization in negotiating the most advantageous outcome possible in any given situation must be achieved.

5 CULTURAL REQUIREMENTS OF THE WORKPLACE (DESIRED BEHAVIOURS)

5.1 ORGANISATIONAL CULTURE:

Initiate an active role in contributing towards developing a positive organisational culture within VWS. Assist in nurturing a culture built on trust, open and honest effective communication, with a strong focus on “value added” customer service.

5.2 INNOVATION & VALUE ADDING

Encourage, promote and deliver innovative solutions and practices to the service business by challenging conventional methods, encouraging free and lateral thought whilst fostering the exchange of information and ideas. Build value through personal and team efficiency and spirit enhancing cultural and financial outcomes within the service business.

5.3 CUSTOMER SERVICE:

Monitor service to customers, foster a “value added” approach with the department and recommend improvement opportunities.

5.4 TEAMWORK:

Demonstrate teamwork to all levels of VWS in all aspects of work and help promote continuous improvement throughout the organisation.

5.5 OCCUPATIONAL HEALTH, SAFETY & ENVIROMENT

Play an active role within the organisation to ensure that HSE is given the highest priority. Maintain awareness of correct technique for use of, and applications requiring Personal Protective Equipment (PPE) and/or safety apparatus. Ensure that PPE full safety kit is maintained in proper working order.

5.6 REPORTING:

Prepare regular activity reports and maintain up-to-date detailed knowledge of competitor activities (products, place, price, promotional activities in relation to VWSA product offerings).

6 KEY PERFORMANCE INDICATORS (KPI'S):

- ☐ Revenue and business contribution of the Service Group
- ☐ As per categories for performance evaluation in VWS employee performance appraisal.
- ☐ High team morale congruent with organizational culture. Achievements as agreed of revenue and profit goals. Development of new sales/accounts, reduction in operating expenses, increased market share and brand name awareness.
- ☐ Utilisation rates, advance scheduling and invoicing time.

7 PERSON SPECIFICATION: FORMAL QUALIFICATIONS AND EXPERIENCE

7.1 QUALIFICATIONS:

- ☐ Relevant formal Engineering qualifications (e.g. Certificate in Engineering and/or Trade course Electrical and/or Mechanical).

7.2 EXPERIENCE:

- ☐ Minimum of five (5) years in the Industrial Water Treatment Sector preferred.

7.3 SPECIFIC KNOWLEDGE OR REQUIREMENTS:

- ☐ Electrical, mechanical, chemistry and/or engineering or marine engineering and/or Biological Sciences. At least five (5) years experience in the Industrial Water Treatment Technology.
- ☐ To have sound knowledge technically and commercially, of the water treatment industry.

7.4 OTHER:

- ☐ PC skills in Microsoft PowerPoint, Excel, Word and Outlook.
- ☐ Local and interstate travel will be required.
- ☐ Dress code/standards apply.

7.5 EQUIPMENT USED:

- ☐ Lap-top Computer with internet access
- ☐ Mobile Phone
- ☐ Respiratory protection equipment.
- ☐ Personal protective equipment.
- ☐ IMT equipment.
- ☐ Water test kit.
- ☐ VWS supplied tools.

8 SIGNATORIES

Approved by:
(General Manager)

I acknowledge that I have read and understood the duties and responsibilities as listed in this job description and have been provided a copy for my reference.

Signed:_____

Date:_____

Veolia Water Solutions & Technologies

Position Description

1 POSITION DIMENSIONS:

Position Title	Technical Specialist (External Field Based)
Department	Solutions
Location	Kilburn
Reports to	Operations Manager - Service
Number of direct reporting staff	0
Number of indirect reporting staff	0
Effective date	January 2013

2 PRIMARY OBJECTIVES/JOB PURPOSE:

- ☐ To provide both internal and external technical support to the Service Group and assist with setting objectives of field service staff to ensure that they meet these objectives. To support the Operations Management team and help manage all activities in Australia & New Zealand in order to maintain current accounts and develop sales into new accounts.
- ☐ To provide both internal and external technical support to the Service Group customers regarding VWS products, spares and services.
- ☐ To prepare Service quotations for Standard plant, refurbishments, spare parts, Service Agreements and minor projects.

3 KEY TASKS/RESPONSIBILITIES

General:

- ☐ Participate in the establishment of the Service Group objectives, policies and programmes within the context of the overall corporate goals.
- ☐ Participate in the preparation of the Service Group budgets, reports and forecasts and ensure they are presented in a timely manner to Operations Manager.
- ☐ To report to the Operations Manager on progress and issues likely to affect the achievement of team objectives.
- ☐ Comply with all VWS Policies, Procedures and Work Instructions applicable to relevant activities.
- ☐ Complete required training. This includes Technical and OH&S Training.

Technical Support:

- ❑ Provide both internal and external technical support to assist in the preparation of quotes for approval by others.
- ❑ Provide technical information, support and troubleshooting to customers.
- ❑ Develop technical reference information for Solutions Group staff.
- ❑ Develop Failure Mode Effects Analysis plans for standard plant where required.
- ❑ Assist in the implementation of the Strategic Map – Service Group.
- ❑ To establish, meet with and maintain relationships with the customer's designated site contact/s at an executive level to ensure site account security.
- ❑ Keep informed of and pass on to other staff relevant knowledge in the water treatment field - products and technology, market / competitor intelligence, commercial information.
- ❑ To maintain technical know-how on industry trends and on VWS products and services.

Mentor and Coach:

- ❑ Provide technical training for services group staff.
- ❑ Provide technical information and knowledge on each job to service engineers.

Reporting:

- ❑ Maintain effective records and progress reports on quotations log, contract service support activities.
- ❑ Attend Service Operations management meetings and provide activity updates on your "Activity Follow-up" report.
- ❑ Any other work-related duties as required by Operations Manager.

4 CULTURAL REQUIREMENTS OF THE WORKPLACE (DESIRED BEHAVIOURS)

4.1 Organisational Culture:

Initiate an active role in contributing towards developing a positive organisational culture within VWS. Assist in nurturing a culture built on trust, open and honest effective communication, with a strong focus on "value added" customer service.

4.2 Innovation & Value Adding

Encourage, promote and deliver innovative solutions and practices to the service business by challenging conventional methods, encouraging free and lateral thought whilst fostering the exchange of information and ideas. Build value through personal and team efficiency and spirit enhancing cultural and financial outcomes within the service business.

4.3 Customer Service:

Monitor service to customers, foster a "value added" approach with the department and recommend improvement opportunities.

4.4 Teamwork:

Demonstrate teamwork to all levels of VWS in all aspects of work and help promote continuous improvement throughout the organisation.

4.5 Occupational Health, Safety & ENVIRONMENT

Play an active role within the organisation to ensure that HSE is given the highest priority. Maintain awareness of correct technique for use of, and applications requiring Personal Protective Equipment (PPE) and/or safety apparatus. Ensure that PPE full safety kit is maintained in proper working order.

5 KEY PERFORMANCE INDICATORS (KPI'S):

- ☐ Revenue and business contribution of the Service Group
- ☐ As per categories for performance evaluation in VWS employee performance appraisal.
- ☐ High team morale congruent with organizational culture. Achievements as agreed in MBO, of revenue and profit goals. Development of new sales/accounts, increased market share and brand name awareness.

6 PERSON SPECIFICATION:

6.1 Qualifications:

- ☐ Relevant formal Engineering qualifications (e.g. Certificate in Engineering and/or Trade course Electrical and/or Mechanical).

6.2 Experience:

- ☐ Experience in at least 2 of the following over 3-5 years is essential:
 - Extensive technical experience with VWS standard plant
 - Good understanding of water treatment processes and technologies.
 - Good understanding of VWS administration and financial processes.

6.3 Specific knowledge or requirements:

- ☐ To have sound knowledge in process and technical, aspects of the water treatment industry.
- ☐ Has a strong understanding of OH&S in the workplace.

6.4 Other:

- ☐ Skills in Microsoft Office (Word, Excel, Outlook, PowerPoint).
- ☐ Local and interstate travel may be required.
- ☐ Basic industrial process knowledge

6.5 Equipment:

- ☐ PC with internet access.
- ☐ Personal Protective Equipment.
- ☐ IMT Equipment.
- ☐ Mobile phone
- ☐ Motor Vehicle

7 SIGNATORIES

Approved by:

Signed:_____

Date:_____

Job Holder:

I acknowledge that I have read and understood the duties and responsibilities as listed in this position description and have been provided a copy for my reference.

Signed:_____

Date:_____

Authorised Third Parties



Team Bio's 2015

August, 2015

Name & Role	Responsibilities and back ground
<p>Scott Taylor Executive General Manager</p>	<p>An experienced senior executive and company director, Scott is accountable for the performance and growth of Living Utilities.</p> <p>Scott previously managed Infigen Energy's Australian and US businesses. Prior to Infigen, Scott has held a number of senior roles including Group Head of Sustainability, Head of Risk Management for Specialised Funds (Babcock & Brown), Chief Risk Officer (Queensland Rail) and various Head of Information Management and Technology roles with energy companies.</p> <p>As a graduate of the Australian Defence Force Academy and Royal Military College Duntroon, Scott has a solid background in infrastructure, utilities, transport, manufacturing, logistics and supply chain management. He is also a graduate and facilitator in strategy and risk with the Australian Institute of Company Directors and Fellow of the Risk Management Institute of Australia.</p>
<p>David Radford, General Manager, Project Solutions</p>	<p>David joined Lend Lease in mid 2011. David is responsible for the delivery and operation of Barangaroo assets and Special Purpose Vehicle businesses, as well as overseeing Living Utilities pipeline development and infrastructure solutions.</p> <p>David brings to Lend Lease more than 25 years of experience working across a wide range of aspects in property development. With a career commencing in architecture David moved through design management to Project Director roles where he was responsible for statutory planning, design, program, tenant procurement, construction and financial performance of commercial and mixed-use projects.</p> <p>Prior to joining Lend Lease David held positions at Brookfield Multiplex and Mirvac. In the latter period David has worked on a number of large scale mixed use precinct-scaled projects where utility scaled opportunities.</p> <p>David holds a Bachelor's Degree and Post-Graduate Diploma in Architecture from Glasgow University and a Masters of Property Development from the University of Technology, Sydney.</p>
<p>Alan Daly Senior Finance Manager</p>	<p>Alan Joined Living Utilities at the beginning of 2015 as Senior Finance manager to run the Finance Function and back office in support of the Living Utilities growth strategy.</p> <p>Alan has worked in senior finance roles in Australia for the past 16 years, including 4 years at the renewable energy business Infigen and 3 years at the state owned generator Delta Electricity both of which included the financial and commercial implementation of a number of generation projects.</p> <p>Prior to that Alan worked for over 10 years in the advertising industry in both the UK and Australia and has also held roles in the oil and gas industry and the restaurant business. Alan has a Bachelor of Arts Degree in Business Studies and is a qualified Management Accountant.</p>

Name & Role	Responsibilities and back ground
<p>Paul Dunne National Development Manager</p>	<p>Paul's central focus is the management of the development pipeline and the interface with the various Lend Lease business units across Australia. He specialist in leading start up enterprises in the energy and property sectors. Over 20 years' experience in a variety of roles at senior management and board level.</p> <p>Within his role Paul supports the business units in their efforts to make informed choices with respect to headwork's and precinct solutions. A crucial element in his work is blending the economics with the technical solutions to create the best platform for the individual projects. In addition to project establishment Paul supports the projects from inception to completion from a development perspective.</p> <p>Paul is a Chartered Engineer, holds a Bachelor's Degree (Honours) in Engineering from Trinity College Dublin and a Post-Graduate Diploma in Financial Management from the ACCA.</p>
<p>Duncan St Clair Operations Manager</p>	<p>Duncan joined Lend Lease in late 2013 as the Operations Manager for the Green Utilities team bringing 20 years' experience within the utilities industry. He specialises in understanding long term asset management and risk management across utility operations.</p> <p>In his current role, Duncan is responsible for mobilising Lend Lease Green Utility assets, ensuring long term sustainable operations meet stakeholder needs and supporting the Green Utilities team development aspirations.</p> <p>Prior to joining Lend Lease, Duncan was Head of Energy Services across the Pacific Region for Dalkia, a global specialist in district thermal utility solutions. He managed a team of direct and indirect staff of over 300+ employees and partnered with over 2000 local, national and international clients across various sectors.</p> <p>Duncan has held a variety of roles including qualified HVAC specialist, Mechanical Project Management and many mid and senior management roles. Duncan is a trade qualified HVAC specialist, qualified Facilities Manager (specialised in technical services) and has received global leadership training from Australia, Malaysia, China and India.</p>
<p>Georgia Watt Administration Manager</p>	<p>Georgia joined the team at the end of 2014 as Administration Manager. She has a solid background of administration, systems and process, and organisation. She has worked in a variety of industries, including airline services and manufacturing. She is also a qualified chef.</p> <p>In her current role she is responsible for managing the administration programs for Living Utilities including electronic records management, compliance, stakeholder management and communications including the Living Utilities website. She also provides admin support for the procurement and supplier management processes, as well as executive support for the leadership team.</p>

Name & Role	Responsibilities and back ground
<p>Andy Carr Infrastructure Manager</p>	<p>Andy is an experienced infrastructure professional, with a proven track record of leading organisational change, and implementing operational excellence in a range of areas including energy, project delivery, engineering and contract management.</p> <p>Previously Andy has had such roles as the General Manager Projects and Construction within a major energy services business, responsible for the development, procurement and delivery of an annual program of gas and electricity network projects valued at over \$250m.</p> <p>He has led large mutli-disciplinary teams of up to 150 people in complex and challenging operational environments, providing services to 1.5 million customers, established networks procurement strategy and major service provider contracts with an annual combined budget of \$150M that delivered favorable capex and opex regulatory and business outcomes and led cultural change focusing on operational excellence to embed new organisational design, processes and systems across a team of 130 project and construction professionals.</p> <p>Andy has held roles at Jemena, URS Corporation and the Department of Defence and holds a Masters of Engineering Studies (Energy Policy and Planning) and a Masters of Management (Strategy).</p>
<p>Mark Lombardi Senior Commercial Manager</p>	<p>Mark is a well rounded executive with broad commercial expertise, business development, and a solid track record in dealing with complex operations and projects across a number of disciplines, geographies and industries.</p> <p>He is accomplished at managing challenging commercial negotiations, developing intuitive commercial solutions, building effective professional relationships; leading teams and developing staff at both strategic and operational level</p> <p>His experience includes demonstrated success in operations management; financial control; business transformation and driving cultural change; management of commercial business development functions; strategic planning, M&A and integration.</p> <p>Mark has previously worked at companies such as Transfield, Spark Infrastructure group and Leightons. Mark has a Master of Business Administration (Strategic Management) and a Master of Applied Finance (Corporate Finance)</p>
<p>George Etnasios Business Solutions Manager</p>	<p>George has a strong background in project and technology management, and the creation and management of high performing multi-disciplined operational and project teams.</p> <p>A successful track record in translating business strategies into technology solutions and implementing technology and business projects to business deadlines, budget, and agreed customer success factors. nrastructure and Applications</p> <p>His technical skills include Delivery and Operations, Project Program and Portfolio, Management , Operations Management & Service Delivery ,Vendor Management – Managed, Services and Project Services Resource Management Financial Management & Risk Management</p>

Name & Role	Responsibilities and back ground
<p>Kate Nelson Development Manager</p>	<p>Kate joined Lend Lease in early 2011. In her current role as Business Solutions Manager for Living Utilities, Kate's key focus is to facilitate and support the development of scalable business capabilities, and lead the Living Utilities team through the strategic change associated with organisational growth.</p> <p>Kate brings to Lend Lease more than 12 years of experience across a wide range of disciplines, including; business development, business process improvement, construction and infrastructure project and program management, engineering, and key account management.</p> <p>As a chemical engineering graduate from the University of Queensland, Kate began her career as a Process Engineer at a manufacturing plant in regional NSW, followed by product and technical key customer account management (in both Australia and London), and has extensive project management experience – both in construction and infrastructure, as well as business transformational.</p> <p>Most recently in Lend Lease Kate has been responsible for developing and executing a program of work to simplify and improve Lend Lease's operations, and lead the service delivery component of an internal team of specialist business consultants and analysts.</p>
<p>Bob Norris Technical Manager</p>	<p>Bob joined Lend Lease in early 2013 as the Technical Manager for the Green Utilities team bringing 30 years' experience within the service and utilities industries.</p> <p>In his current role, Bob is responsible for the management of all technical engineering and performance matters for the delivery and operation of Barangaroo operating assets together with Living Utilities pipeline development and infrastructure solution-sets.</p> <p>Prior to joining Lend Lease, Bob was Pacific Engineering Manager for Dalkia Energy Solutions responsible for significant energy project development including district energy systems, combined heat and power, and guaranteed performance based solutions. Utilising his strong analytical skills and sound engineering knowledge Bob has the proven ability to identify and develop long term operational energy projects and forge lasting client relationships.</p> <p>Bob's career has developed from apprenticeship as a maintenance fitter to the position of Hospital Engineer and ultimately Senior Engineer. Following permanent migration to Australia in 1994 Bob was engaged as a Senior Mechanical Engineer with a leading consultancy firm and later promoted to associate. In 1998 Bob formed his own practice, Ecology Engineering, prior to joining Schneider Electric in 2005 in a National Energy Engineering role.</p>

Name & Role	Responsibilities and back ground
Hugh Robinson Commercial Analyst	<p>Hugh joined Lend Lease in 2012. Hugh is accountable for financial analysis and decision support for the Living Utilities portfolio. In his career Hugh has analysed a diverse range of projects including renewables, oil and gas, energy markets and all forms of power station. His country analysis experience includes Indonesia, Australia, Chile and NZ. Previous to Lend Lease he worked with Origin's strategy division and Connell Wagner's systems division.</p> <p>Hugh has degrees in Engineering and Finance.</p>
Chris Dumbrell Water Services Manager	<p>Chris has recently joined Lend Lease at the end of 2014. Chris is an experienced project and asset manager that has a wide range of experience multiple industry sectors including water, roads and entertainment.</p> <p>His experience in the water sector is wide ranging with expertise in operations, maintenance and asset management of wastewater, recycled water, surface water, groundwater and desalination assets. He has demonstrated an ability to optimise reliability of assets whilst sustainably reducing expenditure in operations both in Australia and internationally.</p> <p>Chris has previously held roles with organisations such as Transfield Services, Veolia Water and Bilfinger Berger Services.</p> <p>Chris holds a diploma in Electrical Engineering, as well as qualifications in Frontline Management and Occupational Health and Safety. He is an accredited RCM2 Facilitator (Aladon Network).</p>
Hamed Fararoui Electrical Services Manager	<p>Hamed is responsible for providing technical advice on and assessing electrical infrastructure solutions for Lend Lease developments.</p> <p>Hamed has 8 years experience delivering utility distribution network designs ranging from small scale residential & commercial developments to large high profile projects such as the Hunter Expressway, Ausgrid Transmission Cable Alliance and Barangaroo South Embedded Network.</p> <p>Hamed holds a Bachelor of Electrical Engineering from University of New South Wales and a Masters in Engineering Management from University of Technology Sydney.</p>

Profiles

Name & Role	Responsibilities and back ground
Jamie Howieson Development Manager	<p>Jamie Howieson joined Lend Lease in 2007 and has over 20 years of experience specialising in delivering complex engineering projects in the water industry for government, private enterprise and Alliance partnerships.</p> <p>His expertise includes; a strong track record in project management services across a variety of projects specialising involving key water infrastructure, government environmental programmes and recently setting up private utilities for Lend Lease Communities and Urban Regeneration involving sewage treatment, recycled water, chilled water and Solar to ensure projects meets key sustainability targets and delivers the best possible project outcomes</p> <p>He holds a Bachelor of Civil Engineering degree and is proactive in continual professional development to remain abreast of industry initiatives and best practice.</p>
Andrew Richardson Water Development Manager	<p>Andrew joined the Living Utilities team in July 2014 as Water Services Development Manager. Andrew has extensive experience in the water and wastewater industry, in both rural and urban settings.</p> <p>Throughout 16 years of experience, Andrew has worked in a range of roles, including design and construction, and operation of water and wastewater treatment plants in both the municipal and industrial sectors.</p> <p>He has undertaken extensive specialist training, holds a Bachelor of Chemical Engineering and a Masters of Business Administration and has the expertise and the experience necessary to manage high performing teams.</p> <p>Andrew has previously held roles with organisations such as Transfield Services, Veolia Water and Degremont.</p>
Jamie Howieson Development Manager	<p>Jamie Howieson joined Lend Lease in 2007 and has over 20 years of experience specialising in delivering complex engineering projects in the water industry for government, private enterprise and Alliance partnerships.</p> <p>His expertise includes; a strong track record in project management services across a variety of projects specialising involving key water infrastructure, government environmental programmes and recently setting up private utilities for Lend Lease Communities and Urban Regeneration involving sewage treatment, recycled water, chilled water and Solar to ensure projects meets key sustainability targets and delivers the best possible project outcomes</p> <p>He holds a Bachelor of Civil Engineering degree and is proactive in continual professional development to remain abreast of industry initiatives and best practice.</p>

Profiles

Name & Role	Responsibilities and back ground
Laura Dunphy Development Manager	
Warda Anwar Graduate	<p>Warda joined the Living Utilities as a Graduate Engineer in March 2015.</p> <p>Warda completed a Bachelor of Chemical Engineering from the University of New South Wales. As part of her final year project she completed an honours project assessing the relative role of dissolved air flotation as a pre-treatment system for seawater desalination; for which she was awarded the '2013 NCEDA honours scholarships' on behalf of the National Centre of Excellence in Desalination Australia.</p> <p>Prior to commencing the graduate programme with Living Utilities Warda worked at the Gold Coast Desalination Plant with Veolia Water as an undergraduate process engineer.</p>
David Toh Graduate	<p>David joined the Living Utilities team in March of 2015 as part of the Lend Lease Living Utilities Graduate Program.</p> <p>David has had experience working in transportation and defence industries both locally and internationally. He has undertaken internships with the Land Transport Authority (LTA) of Singapore where he helped design the HVAC systems for underground subway stations and the Defence Materiel Organisation (DMO) in Australia where he was responsible for a Launch and Recovery System for UAVs.</p> <p>David holds a Bachelor of Engineering (Honours) majoring in Mechatronics as well as a Bachelor of Commerce majoring in Finance from the University of New South Wales.</p>
Steven Huang Graduate	<p>Steven joined the Living Utilities team in March 2015 as a Graduate Engineer. Steven has worked in the rail and air filtration industry on a number of projects with experience in engineering design, drafting, documentation, and commissioning.</p> <p>Steven holds a Bachelor of Mechanical Engineering (Hons) from the University of New South Wales with a special interest in building services engineering and green building technologies.</p>

6.2.3

Key Personnel - Retail Activities

6.2.3(a)

Service Engineer

Veolia Water Solutions & Technologies, Australia Position Description

1 POSITION DIMENSIONS:

Position Title	Service Engineer / Plant Owner
Department	NSW Service Department
Location	Seven Hills NSW
Reports to	NER Operations Manager
Number of direct reporting staff	Nil
Number of indirect reporting staff	Nil
Effective date	May 2011

2 PRIMARY OBJECTIVES/JOB PURPOSE:

Support the NSW Service Group in the areas of

- Water Treatment Plant Operations
- To ensure effective and optimal operation and maintenance of VWS Recycled Water Treatment Plants.
- After Market Services and spares
- Std Plant and Equipment Supply
- Refurbishments and minor projects

3 KEY TASKS/RESPONSIBILITIES (NO PARTICULAR ORDER)

1. Ensure optimal operations of VWS Recycled Water Treatment Plants
2. Maintain and service VWS Recycled Water Treatment Plants
3. Provide technical support and troubleshooting for standard plant and related equipment to field staff and customers.
4. Installation, commissioning and project management.
5. Prepare technical and cost proposals for the basis of quoting mechanical water treatment service agreements and mechanical water treatment equipment.
6. Develop technical reference information for Service Group staff.
7. Developing prospects for standard plant and engineered systems.
8. Develop quotations for the sale of Engineered Systems and Standard Plant and Equipment to customers.
9. Maintain effective records and progress reports on technical support, troubleshooting, plant audits and sales activities.
10. Advise Operations Manager where VWS resources should be focused to achieve higher ESI/Std Plant/Service sales in NSW
11. Provide technical training for Service Group staff.
12. Perform site audits, assessing the quality of service work and potential for business development.
13. Carry out scheduled or breakdown services **on an as needs basis** as directed by Service Manager
14. Assist in the direction and preparation of marketing plans, key customer strategies and sales forecasts recommended by the VWSA management team and ensure adequate support is provided to the field service group.
15. To assist in the appraisal of the group's activities according to overall strategies and objectives, and monitor and evaluate the group's performance, and the efficiency of VWSA staff and procedures.
16. To assist in the review of the group's operating costs particularly with regard to labour requirements planned business programmes and inventory/van stock levels.

4 MANAGEMENT COMPETENCIES – KEY RESULT AREAS (KRA'S):

The generic management competency standards required for managers at VWSA are broken up into three main categories – interpersonal, managerial and entrepreneurial competencies.

4.1 Interpersonal Competencies

4.1.1 LEADERSHIP AND TRAINING

Influencing others to engage in the work behaviours needed to reach organisational goals. Demonstrate leadership to subordinates in all aspects of work by leading by example. Ensure that staff are adequately trained and have necessary resources to achieve goals.

4.1.2 MOTIVATIONAL SKILLS

Contribute to the organizations effectiveness through understanding the philosophy behind motivation and team building in order to strengthen employee commitment and individual performance.

4.1.3 EFFECTIVE SUPPORTIVE COMMUNICATION

Demonstrate the ability to process information through effective supportive communication skills through verbal, nonverbal, written and symbolic methods.

Foster and develop a positive organisational culture, built on trust, open and honest effective two-way communication, with a strong focus on “value added” customer service.

4.1.4 CONFLICT RESOLUTION

Facilitate effective conflict resolution to promote compatible, workable differences between employees, in order to develop a co-operative work environment.

4.1.5 FEEDBACK SKILLS

Master key points of both positive and negative feedback. Develop strategies to ensure feedback is specific rather than general, impersonal- Job related, well timed and understood. Appraise staff activities regularly according to individual results and performance.

4.1.6 TRAINING AND DEVELOPMENT

Ensure all staff maintain detailed knowledge of the VWSA products and services, and carry out regular Training Needs Analysis (TNA) with all staff in accordance with the HR team.

4.1.7 CUSTOMER SERVICE

Monitor service to customers, foster a “value added” approach with the department and recommend improvement opportunities. Ensure regular customer analysis is conducted

4.2 Managerial (not applicable)

4.3 Entrepreneurial Competencies

4.3.1 NETWORKING

Demonstrate the ability to build networks (a set of co-operative relationships with individuals whose help is needed for a manager to function effectively) both internally and externally.

4.3.2 INNOVATION & VALUE ADDING

Encourage, promote and deliver innovative solutions and practices to the service business by challenging conventional methods, encouraging free and lateral thought whilst fostering the exchange of information and ideas. Build value through personal and team efficiency and spirit enhancing cultural and financial outcomes within the service business.

4.3.3 NEGOTIATION SKILLS

Representing the organization in negotiating the most advantageous outcome possible in any given situation.

5 CULTURAL REQUIREMENTS OF THE WORKPLACE (DESIRED BEHAVIOURS)

5.1 Organisational Culture:

Initiate an active role in contributing towards developing a positive organisational culture within VWSA. Assist in nurturing a culture built on trust, open and honest effective communication, with a strong focus on “value added” customer service.

5.2 Innovation & Value Adding

Encourage, promote and deliver innovative solutions and practices to the service business by challenging conventional methods, encouraging free and lateral thought whilst fostering the exchange of information and ideas. Build value through personal and team efficiency and spirit enhancing cultural and financial outcomes within the service business.

5.3 Customer Service:

Monitor service to customers, foster a “value added” approach with the department and recommend improvement opportunities.

5.4 Teamwork:

Demonstrate teamwork to all levels of VWSA in all aspects of work and help promote continuous improvement throughout the organisation.

5.5 Occupational Health & Safety

Play an active role within the organisation to ensure that OH&S is given the highest priority. Maintain awareness of correct technique for use of, and applications requiring Personal Protective Equipment (PPE) and/or safety apparatus. Ensure that PPE full safety kit is maintained in proper working order.

5.6 Reporting:

Prepare regular activity reports as required by the Service Manager and raise the awareness for potential improvement opportunities for all business activities in NSW and National Service Team. Maintain up-to-date detailed knowledge of competitor activities (products, place, price, promotional activities in relation to VWSA product offerings).

6 KEY PERFORMANCE INDICATORS (KPI'S):

As per KPI's in VWSA North Eastern Region budgets for field service team.

As per categories for performance evaluation in the VWSA employee performance appraisal.

High team morale congruent with organizational culture. Achievements as agreed in Management by Objectives (MBO), of revenue and profit goals. Development of new sales/accounts, reduction in operating expenses, increased market share and brand name awareness.

7 PERSON SPECIFICATION:

7.1 Formal Qualifications and Experience

7.1.1 Qualifications:

- Secondary, tertiary.

7.1.2 Experience:

- Minimum of eight (3) years in a similar environment.
- Extensive technical experience with significant responsibilities

7.1.3 Specific knowledge or requirements:

- To have a good knowledge technically and commercially, of the water treatment industry.
- To have a good understanding of accounting principles and the ability to prepare budgets, minimise costs and maximise profits as per our organisational goals.
- Supervisory skills.
- Customer service skills

7.1.4 Other:

- PC skills in Microsoft PowerPoint, Excel, Access, Word and Outlook.
- Local and interstate travel may be required. Able to Assess Water Analysis
- High VWSA and Industry Product Knowledge
- Basic Industrial Process Knowledge

7.1.5 Equipment Used:

- Company PPE
- Computer
- Mobile Phone
- Tool of Trade Vehicle
- Tools required for servicing purposes

8 SIGNATORIES

Approved by:
(Service Manager)

I acknowledge that I have read and understood the duties and responsibilities as listed in this job description and have been provided a copy for my reference.

Signed: _____

Date: _____

6.2.3(b)

Key Accounts Administrator

Veolia Water Solutions & Technologies Position Description

1 POSITION DIMENSIONS:

Position Title	Key Accounts Administrator
Department	Services Group - Operations
Location	Kings Park
Reports to	Service Manager NSW
Number of direct reporting staff	0
Number of indirect reporting staff	0
Effective date	February 2015

2 PRIMARY OBJECTIVE:

- ☐ To manage the customer database for key client.

3 DUTIES AND RESPONSIBILITIES:

- ☐ Manage customer database for key client and issue monthly reports.
- ☐ Schedule work instructions for operations staff on LATIS
- ☐ Prepare and issue invoices and reminders to key client's customers
- ☐ Liaise and assist key client in relation to customer enquiries (financial)
- ☐ Prepare and raise monthly claims and invoices to key client within timelines nominated in contract
- ☐ Raise purchase orders for key site service maintenance activities
- ☐ Organise and perform quarterly meter readings at key site
- ☐ Download bank payments and upload to database
- ☐ Record customer complaints for IPART reporting, provide assistance / stats for IPART audit
- ☐ Provide monthly Contractor Hours and Greenhouse Energy Report to key client
- ☐ Maintain all accounts payable/receivable and processing orders
- ☐ Capture all costs expended on project and submit to accounts before month end
- ☐ Monitor service to customers, foster a "value added" approach with the department and recommend improvement opportunities
- ☐ Maintain project files and archiving

- ☐ Provide current Certificates of Currency for all required insurances and maintain up to date log of Customers requiring these Certificates and distribute efficiently
- ☐ Provide support where required to Project Managers
- ☐ Other duties as required to administer contract.

4 KEY RESULT AREAS (KRA'S):

TBA

5 PERSONNEL SPECIFICATION:

5.1 Experience:

- ☐ Demonstrated effective management of databases and records
- ☐ Experience in a tier 2 or tier 3 company
- ☐ Customer relationship management experience.

5.2 Personal characteristics:

- ☐ Ability to complete tasks within the given timeframes and respect deadlines (eg. accounting cut-off)
- ☐ Ability to maintain high level of accuracy in data entry, raising purchase orders, processing invoices, raising invoicing etc
- ☐ Enthusiastic, positive attitude to tasks and colleagues
- ☐ Customer focused, confident phone manner
- ☐ Task orientated
- ☐ Systematic, well organised and reliable
- ☐ Confident and calm under pressure.

6 SIGNATORIES

Approved by:

I acknowledge that I have read and understood the duties and responsibilities as listed in this job description and have been provided a copy for my reference.

Signed: _____

Date: _____