Minutes

Board meeting	Public session
Date	30 September 2025
Venue	Watercare House, Level 4 Boardroom, 73 Remuera Rd, Remuera and via Microsoft Teams
Time	9:50am

Attendance		
Board of Directors	**Watercare staff**	**Guests**
Geoff Hunt (Chair) Frederik Cornu (except for item 2) John Crawford Rukumoana Schaafhausen Graham Darlow Julian Smith Karen Sherry **Via Microsoft Teams** Andrew Clark	Angela Neeson (Chief Financial Officer) Richie Waiwai (Tumuaki Rautaki ā-Iwi me ngā Hononga) Sarah Phillips (Chief People Officer) David White (Acting Chief Programme Delivery Officer) Suzanne Lucas (General Manager – Capital Delivery) Andrew Mercer (Head of Health, Safety and Wellbeing) (from the start until the end of item 7) Tim Scheirlinck (Head of Water Planning and Acting Chief Strategy and Planning Officer) Sharon Danks (Head of Water and Acting Chief Operations Officer for water) Emma McBride (Head of Legal and Governance) Tere Ryan (Security Specialist) Brent Evans (Head of External and Strategic Relations) (from start until the end of item 2) **Via Microsoft Teams** Jamie Sinclair (Chief Executive) Meg Wiltshire (Chief Corporate Affairs Officer) (until end of item 5) Jonathan Piggot (Head of Wastewater and Acting Chief Operations Officer for wastewater) (for item 2 only) Matthew Hill (Senior Legal Counsel)	**Guests from Auckland Council** Councillor Ken Turner, Watercare's Lead Councillor Councillor Greg Sayers (via Microsoft Teams, for the second half of Item 2) Trudi Fava, Principal Advisor CCO Governance and External Partnerships **Members of the public** Kereama Nathan, Te Herenga Waka o Orewa Marae (for item 2) Derek Manning, Downer New Zealand

2.	**Public deputations** The Chair welcomed Derek Manning, who is attending the board meeting as an observer. He then invited Mr Nathan to provide his public deputation. **Deputation from Kereama Nathan** The Chair welcomed the members of the public present and invited Kereama Nathan to present. The following points were discussed: • Te Herenga Waka o Orewa Marae is in Silverdale and near the Weiti River. It has been there since 2012. The marae plays a role of kaitiaki, protecting the awa as part of the environment and a local resource. The marae has been working hard on the local riparian spaces. • Watercare's Blue Gum Pump Station is in close proximity to the marae. There have been odour issues for a long time, but it has recently got worse. There have been four wastewater overflows from the pump station this year, in March, April and two in August. • The best outcome would be the removal of the pump station, but the marae recognises that expecting that is unrealistic in the short term. • The marae has grave concerns about the frequency of the overflows and formally requests that Watercare address the recurring wastewater problems and develop a plan to prevent future overflows as a priority. • While Mr Nathan has phoned and met with Watercare numerous times over the last year or so, the rising main continues to break/overflow. For this reason, he has come to the board meeting, in person, to present his concerns directly to the Board. • The marae would like to partner with Watercare as the wastewater infrastructure is maintained and revitalised in the area. There are signs of life in and around the awa, but with intensification comes the need for a higher focus and higher priority to protect the awa. **Deputation from Councillor Greg Sayers** Councillor Greg Sayers then presented, and the following points were discussed: • Councillor Sayers expressed his gratitude on behalf of his constituents in the Rodney area as Watercare has invested significant amounts in the area, including Warkworth, Wellsford and Te Hana. • The amounts involved, particularly on the new Snells Beach Wastewater Treatment Plant ($450m) and the new plants in Wellsford ($70m), could not have been paid for by Rodney alone, and are only possible as they are now part of the SuperCity/Auckland Council. • The communities in these areas are very grateful, and Watercare's investment in the area has not gone unnoticed. Cr Sayers thanked Watercare for their bold decision making and for future proofing this growing area of Auckland. The Chair thanked both for their deputations and advised Mr Nathan that a formal written response would be sent to him from the board next week.
1.	**Minutes of the previous meeting of 26 August 2025 board meeting** *The board **resolved** that the minutes of the public session of the board meeting held on 26 August 2025 be confirmed as true and correct.*
3.	**Health, safety, and wellness update** Andrew Mercer presented the report which was taken as read. The following key points were made:

	• The board thanked Andrew for the information about Health & Safety Reform and what it means for Watercare. From previous discussions, the changes tend to be on critical risk management, which is something Watercare has been improving for some time. The other changes impact smaller businesses and are therefore not as relevant for Watercare. • HSE Global, a health and safety consultant, was engaged about two years ago and made recommendations to the board. Andrew took over soon after the receipt of the recommendations and implemented these. The recommendations included integration between the different business units within Watercare. The board acknowledged the good work on implementing the recommendations. • The business is rolling out new safety goals for people leaders and has reestablished the Executive Safety Committee. The key is ongoing improvement and visibility of a health and safety mindset. • The reforms are proposing to change the Approved Code of Practice (ACOP) framework so industries can submit their own ACOPs. It is widely recognised in the industry that there is space for developing more and our contractors are keen to see this too. • Watercare can take a leadership role in ACOPs relating to the water industry, and already connects with Australia through the Water Services Association of Australia (WSAA) for example in relation to hydrogen sulphide exposure limits. • Regarding the incident involving fireworks and damage to a reticulated gas pipe near a Watercare worksite, this was responded to by the fire service and made safe. We are reviewing this, and our other sites, from a security perspective. • In response to a question from the Board, it was clarified that kaimahi check oxygen levels before entering digesters for renewal works and they wear an oxygen monitor. • Over the last five years or so there has been a shift in public sentiment and teams are seeing more aggressive behaviour from the public. This is being felt across industries and sectors with public-facing functions (eg supermarkets, airlines, utilities). Last month, there was a firearm-related incident, and this month there are knife and dog incidents. We have increased the rate of our security training and we now flag sites with potentially dangerous dogs. • Much of the security training is about disengaging and having an escape plan. We run one-on-one and group sessions with MSN, laboratory sampling teams and our Newmarket receptionist, and offer training to our contractors as well. • Dangerous dogs have become more of a problem right across Auckland and the board asked management to consider whether, as a responsible employer, something more could be done, including engaging with our counterparts at the Council, and to keep the board updated. • The board requested that, once the data are available (acknowledging that it only began in January), the critical risk inspections and events graphs (on page 13 of the pack) include a comparison with the previous year's data. *The board **noted** the report.*
4.	**Review of the Corporate Governance and Board Committees' Charters** Emma McBride introduced the report which was taken as read. The following key points were made: • In the Corporate Governance Charter, under the new water services legislation, the statement of intent will be replaced with a Water Services Strategy. • For the Audit and Risk Committee Charter, there will be an on-going question of where responsibility for the oversight plans will fall, once they are developed. This is something to revisit as they are developed and implemented. • The Economic Regulation Committee may be able to be disestablished in the near future as Charter reporting and implementation becomes "BAU".

	*The board **approved** the revisions to the Corporate Governance Charter, the Audit and Risk Committee Charter, the Asset Management Committee Terms of Reference and the Economic Regulation Committee Terms of Reference.*
5.	**Chief Executive's report** The CE introduced the report, which was taken as read. The following key points were made. • The Local Government (Water Services) Act 2025 (previously known as "Bill 3") was enacted in August and the CE acknowledged its significance. There are new opportunities and new compliance obligations, and a significant amount of work for the team. • The Commerce Commission has started consultation on the information disclosure aspects of enduring economic regulation, and we need to respond by 20 October 2025. This is a significant step in our regulatory journey. Initial information disclosure will include asset management and financial aspects. We will be completing a submission and the expectation is that Watercare may be subject to both the Charter and the information disclosure requirements for two years before the Charter expires in mid-2028. ***Key performance measures*** • The targets for water consumption measures are being finalised with Council. We have worked out the methodology, and will present those to the board via the October 2025 board pack. We will then seek the Council's assistance to amend the Statement of Intent (SOI) to incorporate the agreed targets, so we can start reporting for Q1 FY26. • The board requested commentary be included in relation to the capital expenditure spend. ***Customer and communities*** • The bypass pipeline installed on the Elizabeth Street bridge (which became operational in mid-August) is working as expected and there have been no significant overflows. As a result, oyster harvesting has resumed. • Unfortunately, there was a blockage in Warkworth due to fats, oils and wet wipes. This received some media attention, but it was not an infrastructure failure. There is a need for a targeted community education campaign, delivered with sensitivity given the ongoing works. • There has been an increased amount of engagement with strategic stakeholders, including meetings with the developer community, with a focus on the customer experience. ***Mana whenua and iwi engagement*** • There has been an enormous amount of engagement. Whakawhanaungatanga has been extended to Ngāti Manuhiri, Te Uri o Hau, Ngāti Maru, Ngāti Pāoa, Ngā Maunga Whakahii o Kaipara, and Ngāti Whanaunga. Site visits were undertaken with Ngāti Manuhiri to Snells Beach, Waiwera, and Red Beach, and with Te Uri o Hau at Kaiwaka. • Monthly hui are now confirmed with 12 iwi, ensuring consistent engagement and visibility across kaupapa. • The biosolids and metro servicing issues were socialised with all iwi. Waiohua iwi have expressed interest in engaging collectively. ***People***

	• There has been a slight increase (less than 1%) in staff turnover, the first time turnover has not fallen in 18 months. This is attributed to the rolling 12-month calculations rather than a significant rise in departures. • The high leave liability in the Operations team remains an issue. The board noted the challenge of managing leave for 24/7 teams and the associated health and safety risks. Sharon Danks explained that the team is being encouraged to take more leave. It was noted that when looked at from a per FTE perspective, the high leave balance in Operations is generally in line with the rest of Watercare. • The board requested a resourcing plan for the operations team as a priority action for November/December 2025 board meeting. ***Operations*** • Watercare was fully compliant in relation to drinking water and had excellent results for resource consent compliance and in its performance metrics. ***Risk*** • There were four whistleblower incidents which have all been investigated and addressed. In response to a question from the board, it was clarified that Watercare does have a conflict of interest policy, and an interests register for Board members and Executives. Senior leaders and employees in the procurement team must also make an annual declaration about any conflicts of interest. Not all employees make a declaration every year. The Internal Audit team will review whether this level of disclosure (rather than getting all staff to do a yearly declaration) remains fit for purpose. • LGOIMA requests continue to track high and consistent. The option of proactively releasing more information was raised, but there is no major theme and releasing more information would be unlikely to reduce the number of LGOIMA requests. ***Capital delivery*** • The Snells Beach wastewater treatment plant is now operational. It is now taking all the flow from that catchment. • The final details are being worked through for the Warkworth Growth Servicing Pipeline before we get the contract underway. • The Central Interceptor continues to progress and we will be diverting the northern system in Q1 or Q2 next calendar year. • For the Queen Street diversion works, microtunnelling commenced from the Mayoral Drive jacking pit, jacking down Queen St towards the Wellesley St shaft. We have been working through stakeholder issues given the high hoardings in the area. • There is now a dedicated programme for renewals work, with $500m of work planned over the coming 18 months. A portion of this work should be contracted by Christmas. • The Chair thanked and farewelled David White, as this is his last board meeting before returning to Australia. David White noted his two key messages for Watercare as he departs is: continue to have a relentless focus on safety – get out and about and talk to the teams on site; and remember and celebrate the amazing job that Watercare does delivering its core business - safe and reliable water/wastewater services 24/7/365. *The board **noted** the report.*
6.	**Asset Management Committee meeting update** Graham Darlow, Chair of the Asset Management Committee (AMC), provided an update. • The Māngere Biosolids Servicing Project will have a long list of options by December 2025 and a shortlist by March 2026.

	• Biosolids will be addressed at every AMC meeting from now on. • The AMC discussed bringing forward some proposed works for the Kelmarna Collector (part of the Western Isthmus Water Quality Improvement Programme). It was determined that more work was needed on the business case before it could go to the board. *The Board **noted** the update.*
7.	**Economic Regulation Committee meeting update** There was no Economic Regulation Committee meeting.
8.	**Board planner** The Operating Cost and Efficiency Improvement Plan required under the Charter will need to be approved at the December 2025 meeting. *The board **noted** the board planner.*
9.	**Directors' appointment terms, committee memberships and meeting attendances** *The board **noted** the report.*
10.	**Disclosure of directors' and executives' interests** The Chair noted he had resigned from the Preston 2 Trust Limited. *The board **noted** the report.*
11.	**General business** The Chair addressed Cr Turner and thanked him for his time as Watercare's Lead Councillor noting that the Board appreciated in particular his forthrightness and plain speaking and wished him all the best for the upcoming local body elections. Cr Turner thanked the Chair in response. The public session closed at 11:05am.

CERTIFIED AS A TRUE AND CORRECT RECORD

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Geoff Hunt, Chair