

Reference (no./year)	Asset Management System Component	Issue	Auditor's recommendation	Management Action	Position Responsible (General Manager (GM), Office Manager (OM) etc.)	Target Date for Completion
R1/2017	A2 <i>Contingency Planning - Contingency plans are documented, understood and tested to confirm their operability and to cover higher risks.</i>	<p>GWC has developed a Contingency Plan Activation and Test Record in order to record outcomes from desktop reviews of the Plan. A review was conducted in June 2016 to confirm the content of the new Contingency Plan and actions to complete the Business Continuity Section.</p> <p>However, the new Contingency Plan has not been specifically tested via emergency incident scenario exercise. This was a recommendation previously made in the asset management system reviews in 2013 and 2015.</p>	<p>We recommend that GWC looks to carry out an emergency incident to test the procedures included in its updated Contingency Plan.</p> <p>It should also develop an annual testing plan to make sure these tests are carried out on a regular basis.</p>	<p>Identify and develop table-top emergency incident scenarios. Create a small team, (inclusive of selected Board members, employees, & relevant stakeholders) to work through the emergency scenario steps to review their effectiveness for the given emergency, identifying any deficiencies.</p> <p>Record results including participants, ideas identified and suggested improvements (if any) and keep these records as evidence of the table-top review.</p> <p>Utilise the results of the table-top review to amend or enhance emergency actions and procedures.</p> <p>Include in the 'Board meeting & compliance' Microsoft Outlook calendar an annual recurring reminder in to ensure annual testing is arranged and undertaken.</p>	General Manager & Office Manager & Operations Manager	04/12/2017
R2/2017	B2 <i>Asset Operations - Operational policies and procedures are documented and linked to service levels required.</i>	<p>The 2015 review noted that the AMP provided very little information related to operating the scheme and optimising the assets. A recommendation was that GWC develop additional sub- sections for inclusion in the AMP to provide an overview and file paths to the associated documents related to operating the assets to provide the optimal outcomes.</p> <p>Although GWC has created a number of new operations procedures, it has identified a number of additional procedural/policy documents that it has not yet started to develop. These include:</p> <ul style="list-style-type: none"> ▪ Meeting customer demand ▪ Balancing supply and demand management <p>Optimisation of the southern and Northern Borefield sources (taking into account the take or pay contract GWC has with Water Corporation).</p>	<p>We recommend that GWC completes the additional operational procedures that it has identified.</p>	<p>Complete additional operational procedures as identified:</p> <ul style="list-style-type: none"> • meeting customer demand • balancing supply & demand management • Southern/Northern borefield optimisation 	General Manager & Office Manager & Operations Manager	29/06/2018
R3/2017	B3 <i>Asset Operations - Operational policies and procedures are documented and linked to service levels required.</i>	<p>We observed that the Asset Operations Procedure included in its AMS references Operational Tasks and Action Plans that are included in Table 4.1 of the AMP. However, we note that Table 4.1 does not exist in the AMP. Instead, this information is included in the Operations Action Plan and Risk Assessment</p>	<p>We recommend that GWC corrects the reference in its Asset Operations Procedure to identify that the Operational Tasks and Action Plans are included in the Operations Action Plan and Risk Assessment.</p>	<p>Review and update Asset Operations Procedure</p>	General Manager/Operations Manager	31 March 2018
R4/2017	B3 <i>Asset Operations - Operational policies and procedures are documented and linked</i>	<p>We observed that GWC's Operations Action Plan appears to be more focused on customer service outcomes than actual asset operations. The Plan includes customer service issues such as complaints, customer charter and</p>	<p>We recommend that GWC reviews and updates its Operations Action Plan to include reference to asset operation outcomes, as set out in the various asset management documentation it has developed</p>	<p>Review and update Asset Operations Procedure</p>	General Manager/Operations Manager	31 March 2018

Reference (no./year)	Asset Management System Component	Issue	Auditor's recommendation	Management Action	Position Responsible (General Manager (GM), Office Manager (OM) etc.)	Target Date for Completion
	<i>to service levels required.</i>	consultation and also covers connections, meter readings and billing.				
R5/2017	<i>B2 Asset Maintenance - Maintenance policies and procedures are documented and linked to service levels required.</i>	We observed that although the maintenance policies had been reviewed and updated in July 2016, the procedures had not been reviewed since they were first developed in 2012.	We recommend that GWC reviews, and updates as required, any procedures that were not included in the 2016 review. The procedures will need to be updated when MEX is implemented to reflect the change to the new CMMS.	Review & update policies/procedures within the Asset Maintenance section of the AMS inclusive of reference to the MEX CMMS once implemented	General Manager, Office Manager & Operations Manager	29/06/2018
R6/2017	<i>B1 Asset Management Information Systems - Adequate system documentation for users and IT operators</i>	The Asset Management Information System policy was last updated in June 2016 but the procedure has not been updated since it was first developed in 2012.	We recommend that GWC reviews, and updates as required, the procedure. The procedure will need to be updated when MEX is implemented to reflect the change to the new CMMS.	Review & update the Asset Management Information policy.	General Manager & Office Manager	29/06/2018