

Post-Review Implementation Plan – Asset Management review 2016-2019

Audit Ref 2019	Improvement Condition	Issue	Recommendation	Action Plan	Person Responsible/ Implementation Date
11/2020	Asset Planning	<ul style="list-style-type: none"> • Effectiveness criterion: Asset Management Plan covers key requirements; and • Details: <ul style="list-style-type: none"> ○ Reviewer noted several of the above descriptions/policies are presented as separate “stand alone” documents, which clearly contribute to the overall management of the assets. Such documents include the Strategic Plan, Water Services Procedures Manual and Emergency and Crisis Plans, Policy Manual and Asset Creation and Disposal procedures; and <p>The AMP does not indicate the existence of the associated documents, nor does it address all the twelve key processes subject to this Asset Management Review. However, they should be briefly described and referenced in the AMP and its table of contents. Similarly, reference to the AMP should also be made in each of these documents.</p>	<ul style="list-style-type: none"> • That the AMP document be revised to address each of the twelve processes and effectiveness criteria outlined in Table 23 of the ERA’s: “2019 Audit and Review Guidelines - Water Licences March 2019”; • That the AMP include - or at least summarises and references, all “stand alone” documents prepared for the management of HW’s assets; and <p>That each “stand alone “document also be referenced to the AMP.</p>	<p>Revise and update the Asset Management Plan (AMP) to incorporate recommendations where appropriate for the business:</p> <ol style="list-style-type: none"> 1. Check cross-references to other documents and check reverse cross-reference back to the AMP 2. Refer to the audit guidelines and review the process descriptions and expected outcomes 3. Address the Capex plan and 5 year opex/replex forward plan 	OM 30/08/2020
12/2020	Contingency Planning	<ul style="list-style-type: none"> • Effectiveness criterion; Contingency plans are documented, understood and tested to confirm their operability and to cover higher risks; and • Details: <ul style="list-style-type: none"> • HW has two separate documents which address procedures associated with risk. These are: • Crisis Management and Communications Plan (dated April 2019); and • Emergency Plan (dated September 	<ul style="list-style-type: none"> • That the Crisis Management and Communications Plan and Emergency Plan be amalgamated and included in the AMP; <p>That HW conducts in-house workshops at which field staff discuss and define the implications, reporting and actions required to manage and minimize the effects a proposed asset malfunction or failure scenarios. The scenarios should be prepared by the Works Manager who should</p>	<p>Revise and update the Emergency Management Plan (EMP) to incorporate recommendations where appropriate for the business; consider amalgamation of Crisis and Emergency Plan.</p> <p>Carry out workshop/desktop tests twice per year, approx. April and October</p>	OM 30/07/2020 Works Manager Ongoing to date 1 shutdown scenario workshop complete

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		<p>2018).</p> <ul style="list-style-type: none"> o These two documents should be amalgamated and included, or at least referred to, in the AMP; o While the documents provide valuable information for an overall management approach and the range of incidents which could occur, they provide no indication of reporting, advice or actions required of field staff in the event of a physical malfunction or failure of assets; and <p>Staff in the field has a sound knowledge of the system - due to their involvement on a daily basis in its operation and maintenance. HW should conduct in-house workshops at which field staff discuss and define the implications, reporting and actions required to manage and minimize the effects of asset malfunction or failure scenarios. The scenarios should be prepared by the Works Manager who should facilitate, rather than lead the discussions. Participants should be encouraged to consider implications such as cost, damage, time intervals, access, delays etc. Minutes of proceedings should be prepared and distributed to participants. Existing procedures should be amended if considered necessary. It is suggested that workshops be conducted twice yearly, each considering a major and one minor scenario.</p>	<p>facilitate, rather than lead the discussions.</p> <p>Participants should be encouraged to consider implications such as cost, damage, time intervals, access, delays etc. Minutes of proceedings should be prepared and distributed to participants. Existing procedures should be amended if considered necessary. Workshops should be conducted twice yearly, each considering a major and one minor scenario; and</p> <ul style="list-style-type: none"> • That in-house workshops include selected scenarios of Recommendation R10 of the 2016 Review e.g. dam outage/ shutdown, pipe burst etc. 	<p>Participate in annual Water corporation emergency scenario workshops</p>	<p>1 per annum last completed 24/10/2019</p>