

Nickel West

Leinster Water Services

Licence WL52



Post Audit / Review Implementation Plan

4 July 2023

Table of Contents

Document Control	2
Introduction	3
Operational Audit and Review	4

DOCUMENT CONTROL

Date	Document Issue	Details	Authored
01/06/2023	Original Issue	N/A	Manager HSE
04/07/2023	V2.0	Amended following ERA feedback	Manager HSE

INTRODUCTION

In accordance with Condition 5.3 of Water Services Licence WL52, an Operational Audit was undertaken with respect to drinking water and sewerage services to the township of Leinster. The audit was undertaken by independent experts **Quantum Assurance**, appointed by the Economic Regulation Authority (ERA). The audit report was provided to BHP on 18 May 2023.

As required by the 2019 Audit and Review Guidelines (ERA), BHP is required to submit a Post Audit Review Implementation Plan (PARIP), detailing the proposed actions to address recommendations made in the Operational Audit.

OPERATIONAL AUDIT AND REVIEW

Table One details the actions proposed to address non-compliances and recommendations arising from the Operational Audit and Review.

Table 1 - Post Audit / Review Implementation Plan

Recommendation reference	Non-compliance / Controls improvement	Auditors recommendation	Action proposed to be taken by the licensee	Responsible person(s)	Completion date
Recommendation 1/2022	<p>Customer Charter and Complaints Procedure Rating: C2 Obligation 148A - The licensee's complaints procedure must list the procedures available to the customer under the Act as to applying to the water services ombudsman or making an appeal from, or applying for a review of, the decision that gave rise to the complaint, if an appeal or review is available under regulations mentioned in section 222(2)(k).</p> <p>Rating: C2 Obligation 149 - The licensee's complaints procedure must be available on the licensee's website and a hardcopy provided to a customer upon request at no charge.</p>	<p>a) The complaints procedure in the Customer Charter - Leinster Drinking Water and Wastewater Services should be updated to include reference to applying to the Energy and Water Ombudsman (EWO) or making an appeal from, or applying for a review of, the decision that gave rise to the complaint. This should include providing a Freecall telephone number for the EWO.</p> <p>b) The Customer Charter - Leinster Drinking Water and Wastewater Services and the Managing Customer Feedback at Leinster Procedure should be available on the BHP Nickel West Leinster website.</p> <p>c) As required by the Code of Conduct (Customer Service Standards) 2018, the Customer Charter - Leinster Drinking Water and Wastewater Services should be updated to include the following:</p> <ul style="list-style-type: none"> • services for general enquiries for use by customers with hearing or speech impaired. • Interpreter services for general enquiries. • Large-print version of any of the licensee's publicly available documents. 	<p>BHP notes that the Customer Charter - Leinster Drinking Water and Wastewater Services is available on the BHP public website via</p> <p>https://www.bhp.com/-/media/bhp/regulatory-information-media/nickel/nickel-west/0000/regulatory-information/200513_niw-leinster-drinking-water-and-wastewater-services-customer-charter--rev0.pdf.</p> <p>The Customer Charter - Leinster Drinking Water and Wastewater Services will be updated as per the auditor recommendations.</p>	Superintendent Facilities Maintenance	30/09/2023
Recommendation 2/2022	<p>Website Link to Code of Conduct (Customer Service Standards) Rating: C2 Obligation 154A - The licensee must ensure that its website contains a link to the current version of this code appearing on the website that is maintained by or on behalf of the Western Australian Government and that provides public access to electronic versions of Western Australian legislation.</p>	The BHP Nickel West Leister website should include a link to the Water Services Code of Conduct (Customer Service Standards) 2018 on the WA government legislation site.	BHP will include via link a reference to the Water Services Code of Conduct (Customer Service Standards) 2018 on the BHP public website.	Superintendent Facilities Maintenance	30/09/2023

Recommendation reference	Non-compliance / Controls improvement	Auditors recommendation	Action proposed to be taken by the licensee	Responsible person(s)	Completion date
Recommendation 3/2022	<p>Preserved Supply Register Rating: C2 Obligation 154B - The licensee must maintain an up-to-date preserved supply register for the purposes of Part 9 of the Code if the licensee meets the criteria in clause 51(2). The register must record the prescribed information in clause 51(3) if the criteria in clause 51(2) applies to the licensee.</p> <p>Rating: C/NR Obligation 154C - The licensee must not, under section 95(1)(b) of the Act, reduce the rate of flow of a supply of water to a supply address recorded on the preserved supply register (Potable water only).</p> <p>Rating: C/NR Obligation 154D - Despite clause 43(3), in the case of a service interruption that will affect a supply address recorded on the preserved supply register, the notice required by clause 43(1) must be sent by post or delivered to that supply address.</p>	As required by the Code of Conduct (Customer Service Standards) 2018, a Preserved Supply Register should be maintained by NiW and this should be referenced in the Leinster Drinking Water Supply Operations and Maintenance Manual and the Leinster Drinking Water Incident Response Plan.	<p>BHP notes that Clause 51(2) does not apply to Water Licence WL52 as BHP does not issue service invoices to water users.</p> <p>Notwithstanding the above, an audit of service premises will be completed to determine if any customers met the requirements to be included on a Preserved Supply Register.</p> <p>A Preserved Supply Register will be introduced and maintained as per recommendation.</p>	Material Risk Owner - Potable Water Supply	30/09/2023
Recommendation 4/2022	<p>Payment of ERA Licence Fees Rating: C2 Obligation 155 - The licensee must pay the applicable fees and charges in accordance with the Economic Regulation Authority (Licensing Funding) Regulation 2014.</p>	The payment of any licencing fees due to the ERA should be included in a compliance calendar to ensure payments are made by the due date.	The NiW compliance register has been updated with appropriate prompts to satisfy this recommendation. Nil further action proposed at this time.	Manager HSE	N/A
Recommendation 5/2022	<p>Memoranda of Understanding with Department of Health Rating: C2 Obligation 184 - Where the licensee provides potable water, the licensee must enter into a Memorandum of Understanding with the Department of Health as soon as practicable after the commencement date or as otherwise agreed with Department of Health.</p>	The draft Memorandum of Understanding between the Department of Health and NiW for drinking water should be finalised as soon as possible.	BHP is working to enact the Memorandum of Understanding with the Department of Health and will complete all actions necessary and within BHP's control to enable enactment of this agreement by 30 September 2023.	Lead Energy Projects - Asset Integrity	30/09/2023

Recommendation reference	Non-compliance / Controls improvement	Auditors recommendation	Action proposed to be taken by the licensee	Responsible person(s)	Completion date
<p>Recommendation 6/2022</p>	<p>Family Violence Policy</p> <p>Rating: C2 Obligation 191 - The Licensee must have a family violence policy that sets out the matters specified in clause 5(1).</p> <p>Rating: C2 Obligation 192 - The licensee must have a family violence policy before the end of the six- month period starting on either: 9 December 2020; or if the day of the grant of the licensee's licence is after 9 December 2020, the day of the grant of the licensee's licence.</p> <p>Rating: C2 Obligation 193 - A licensee must publish its family violence policy on its website and provide a hard copy of the policy to a customer on request and at no charge.</p>	<p>NiW should develop a Family Violence Policy, publish it on the website and provide a hardcopy to customers upon request and at no charge.</p>	<p>The BHP Human Resources Policy - Family and Domestic Violence Support is available on the Company website at the following address:</p> <p>https://www.bhp.com/-/media/documents/business/2023/230309_familyanddomesticviolencesupportpolicyglobalnovember2020.pdf</p> <p>The Family and Domestic Violence Support Policy applies to all BHP employees (including fixed-term) who are directly experiencing family and domestic violence, using violence and abuse, or supporting a person who is experiencing family and domestic violence.</p> <p>BHP considers that clauses 5(1)(e), 5(1)(f) and 5(1)(g) of the Code are not relevant to Water Licence WL52 as BHP does not issue service invoices to water users.</p> <p>To ensure alignment with the requirements of section 5(1) of the Code which are relevant to WL52, BHP will satisfy this recommendation through either a revision of the Company Policy on Family and Domestic Violence, or through the creation and publish of a Family and Domestic Violence Policy specific to WL52.</p>	<p>General Manager Manager HSE</p>	<p>30/11/2023</p>

<p>Recommendation 7/2022</p>	<p>Website Link to Water Services Code of Practice (Family Violence)</p> <p>Rating: C2 Obligation 198 – A licensee must ensure that its website contains a link that provides access to the current version of the code as it appears on the website that is maintained by or on behalf of the Western Australian Government and that provides public access to electronic versions of Western Australian legislation.</p>	<p>NiW should publish a link on the NiW website to the current version of the Water Services Code of Practice (Family Violence) 2020 on the WA government legislation website.</p>	<p>BHP will include via link a reference to the Water Services Code of Practice (Family Violence Policy) 2020 on the BHP public website.</p>	<p>Manager HSE</p>	<p>31/08/2023</p>
<p>Recommendation reference</p>	<p>Non-compliance / Controls improvement</p>	<p>Auditors recommendation</p>	<p>Action proposed to be taken by the licensee</p>	<p>Responsible person(s)</p>	<p>Completion date</p>
<p>Recommendation 8/2022</p>	<p>Contingency Planning</p> <p>Rating: A3 Contingency plans are documented, understood and tested to confirm their operability and to cover higher risks.</p>	<p>a) As stated in the Leinster Drinking Water incident Response Plan, the Plan should be trialled annually, alternating each year between desktop and field exercises, in conjunction with the Department of Health. Suitable documentation of the trial / test and any corrective actions should be retained. b) The Incident Response Plan (due for review in August 2022) should be reviewed and updated.</p>	<p>The Leinster Drinking Water Incident Response Plan is currently under review.</p> <p>Concurrently, BHP is working to enter into Memorandum of Understanding with DoH with regard to the Leinster potable water scheme.</p> <p>Incident preparedness and the completion of emergency exercises will be detailed in these updated documents and implemented accordingly.</p>	<p>Manager HSE</p>	<p>1/09/2023</p>