IMPROVING HOW WE OPERATE 21/22 PROGRAMME

19 July 2021

Kia ora team,

A quick update for you on the Improving How We Operate programme.

If you recall, we kicked off the programme on 1 June. We have started 5 key projects or sprints and are making steady progress with each. Here is a bit of a snapshot of progress to date:

- SPRINT ① Undertake a remuneration review for frontline staff. There is a high interdependency on sprint 2. The graduated structure we are working on helps shape the outcome here. We are consolidating market data from strategic pay and Fulton Hogan.
- SPRINT 2 Introduce a graduated structure to our frontline teams including the establishment of Deputy Team Leaders. Draft structures have been developed for our different functional teams and are being kicked around with our frontline leaders.
- Increase our incident response capability and mode of operation. Incident response equipment has been ordered including emergency pumps and an incident response unit. Recruiting more capability to support the management of incidents. We've reviewed the escalation framework.
- Document (or where necessary develop) clear standard operating procedures and processes. We have brought together existing processes from Wellington Water (QPULSE) and Fulton Hogan. We are in the process of aligning and prioritising Standard Operating Procedures for finalisation and implementation. A user-friendly website accessible by everyone is under development for access to the documents.
- SPRINT (5) Develop a comprehensive training and development framework for frontline staff. We have developed an approach that looks at pathways for development, accelerated development for new trainees leveraging a 6-week training programme and have advertised for an operational training and development manager.

We hope that gives you a bit of a flavour for what progress has been made. Below is the final programme which includes the 21 sprints of work we will work through. Please feel free to drop us a line on improvinghowweoperate@wellingtonwater.co.nz

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IMPROVING HOW WE OPERATE 21/22 PROGRAMME

2021 2022 **AUGUST** OCTOBER **NOVEMBER** DECEMBER **FEBRUARY** JUNE JULY **SEPTEMBER JANUARY** MARCH MAY Indertake a remuneration review for frontline staff Introduce a graduated structure to our frontline teams including the establishment of Deputy Team Leaders Document (or where necessary develop) clear standard operating procedures and processes Develop a comprehensive training and development framework for frontline staff (6) 7 Develop our very own skills training facility 8 Implement group engagement action plan (9) (10) (11) Review and enhance our workflow for key activities including the triage processes Review roles and responsibilities between planning and delivery and supporting resourcesour frontline teams Create clear people policies and procedures that are consistent across the two home organisations (15) Review Maximo system usability, stability and support (19) (20) Review core activities that could be insourced (rather than outsourced)

