

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.
- SPRINT ③ 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.
- SPRINT ④ 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

Ngā mihi

Kevin

