Minutes

Board meeting	Public session
Date	28 October 2026
Venue	Watercare House, Level 4 Boardroom, 73 Remuera Rd, Remuera and via Microsoft Teams
Time	10:00am to 10:39am

Attendance		
Board of Directors	**Watercare staff**	**Guests**
Geoff Hunt (Chair) Andrew Clark Graham Darlow Derrick Adams Julian Smith John Crawford **On Microsoft Teams** Rukumoana Schaafhausen	Jamie Sinclair – Chief Executive Mark Bourne – Chief Operations Officer Andrew Mercer – Head of Health, Safety and Wellbeing (from start until end of item 7) Chris Bauckham – Security Specialist (from start until end of item 6) Matthew Hill – Head of Legal and Governance Izzy Mohammed – Legal and Governance Advisor	Linda Mee, resident of Wai o Taiki Bay (from start until end of item 6) Councillor Ken Turner, Watercare Lead Councillor **On Microsoft Teams** Trudi Fava, Principal Advisor CCO Governance and External Partnerships, Auckland Council

1.	**Opening karakia** The Chair opened the meeting, and Julian Smith led the karakia.
2.	**Apologies** Karen Sherry sent her apologies.
3.	**Quorum** A quorum was established.
4.	**Declaration of any conflicts of interest** Andrew Clark noted his usual conflict of interest when it comes to tax issues, as he is the CFO of Ports of Auckland Limited.
5.	**Minutes of the previous meeting of 29 September 2026 board meeting** *The Board **resolved** that the minutes of the public session of the board meeting held on 29 September 2026 be confirmed as true and correct.*

6.	**Public deputations** Linda Mee, resident of Wai o Taiki Bay presented to the Board regarding wastewater overflows into the Tāmaki Estuary and the impacts on the Glen Innes community. Key points from their deputation included: • Glen Innes is experiencing significant population growth, with around 10,000 new homes planned and the population expected to increase from approximately 80,000 to 120,000 over coming decades. • Residents feel their concerns are not being heard and that decisions are made without meaningful consideration of community feedback. • Historic wastewater overflows into the Tāmaki Estuary continue to be a concern, particularly given the estuary is used by local families for swimming and fishing. • While acknowledging Watercare's investment in pump station upgrades and wastewater storage infrastructure, Linda considered further investment was required to address wastewater issues in the upper estuary catchment, particularly around the Wai o Taiki Bay. • Linda requested the Watercare Board prioritise investment to improve water quality in the area and, if this could not be achieved in the near term, consider supporting local access to swimming facilities. • Concerns were raised regarding Auckland Council's proposed three-metre-wide pathway above wastewater infrastructure within the Wai o Taiki Bay Reserve, including the potential impact on ageing wastewater assets, future maintenance access, and erosion issues. The Chair thanked Linda for her deputation and acknowledged the concerns raised. The Chair noted the Board had heard the issues clearly and would consider the matters raised and provide a formal response in due course. Councillor Ken Turner, Lead Councillor for Parks at Auckland Council, thanked Linda for her feedback and advised he would follow up on the parks-related matters raised.
7.	**Health, safety, and wellness update** The CE introduced the report, and Andrew Mercer spoke to the health, safety, and wellness update. The following key points were made: • Health and safety performance remained stable during the reporting period; however, a significant high-potential close call relating to control works had occurred and could have resulted in a serious incident. • Implementation of the DoneSafe system was progressing, with positive feedback received from employees participating in training and early-stage deployment. The Board noted that the DoneSafe system is used across various external organisations such as Aurecon, Tonkin & Taylor, Vector and Auckland Council. • In response to the Board's query regarding workforce engagement with DoneSafe, it was noted that feedback to date had been obtained from a small user group, with the full rollout scheduled to go live on 1 November 2026. • The Board discussed health and safety governance training for the Board with Kyle McWilliams. Andrew Mercer will coordinate an in-person training session likely as a half-day session. • In response to questions regarding the average return-to-work period of 52 days, Andrew Mercer advised that the measure was influenced by a small number of significant cases involving extended absences.

	• The Board requested additional information on the return-to-work measure, including data excluding the outlier cases. *The Board **noted** the report.*
8.	**Chief Executive's report** The CE introduced the report, which was taken as read. The following key points were made: • The Water New Zealand Conference was well attended and provided positive recognition for a number of Watercare staff. The Board noted that next year's conference will be held in Auckland from 13 to 17 September 2027 and discussed ensuring appropriate Board representation. • The Board received an update on weather conditions and drought preparedness. Current storage levels had just dipped below the historical average. The potential for a dry and windy summer period was noted, as was the importance of maintaining a proactive approach to water conservation messaging and demand management. • Five consent non-compliances had been recorded across the portfolio during the reporting period, which was very low and a good result for the organisation. The CE advised that compliance performance continued to be closely monitored. • The Board discussed public awareness of water conservation. The CE advised that Watercare was increasing its focus on customer education regarding the value of water, water conservation behaviours, and the importance of reporting leaks. This work is being supported by demand management initiatives, including pressure management programmes, with an increased emphasis on bringing customers on the journey as conditions become drier. • Customer performance indicators remained broadly consistent with previous reporting periods. The Board noted that affordability continues to be a key concern for customers, alongside improving public understanding and awareness of Watercare's services and investment programmes. • People metrics remained relatively stable across the organisation. The Board noted that a review of recruitment processes was underway to improve attraction outcomes and workforce planning. • The Board discussed Māori outcomes and the reference in the report to Te Mana o te Wai. The CE advised that this relates to matters being considered through the Water Services Strategy, with mana whenua and iwi engagement forming a key component of future planning. Further discussion on this area was scheduled for the upcoming water services strategy Board workshop. • In response to questions regarding changes to drinking water standards, Mark Bourne clarified that the drinking water quality standards themselves had not changed. Rather, amendments had been made to quality assurance rules, including changes to reporting timeframes and reporting methodologies, as well as technical changes relating to the monitoring of cyanobacteria in water supply dams. • The Board discussed recruitment and vacancy metrics, including the time required to recruit and onboard employees. The CE noted that recruitment performance measures, including average days to fill roles, were reported within the Chief Executive's report. *The Board **noted** the report.*
9.	**Board planner** *The Board **noted** the board planner.*

10.	**Directors' appointment terms, committee memberships and meeting attendances** The Board discussed the concentration of Director terms expiring in 2027 and the importance of maintaining continuity through staggered appointments. Trudi Fava advised that a paper would be provided to Auckland Council's Performance and Appointments Committee to consider future appointment sequencing and term dates. *The Board **noted** the report.*
11.	**Disclosure of directors' and executives' interests** *The Board **noted** the report.*
12.	**General business** The public session closed at 10:39am.

CERTIFIED AS A TRUE AND CORRECT RECORD

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Geoff Hunt, Chair