

## Minutes

<b>Board meeting</b>	Public session	
<b>Date</b>	29 April 2026	
<b>Venue</b>	Watercare House, Level 4 Boardroom, 73 Remuera Rd, Remuera and via Microsoft Teams	
<b>Time</b>	10:20am	
<b>Attendance</b>		
<b>Board of Directors</b>	<b>Watercare staff</b>	<b>Guests</b>
Geoff Hunt (Chair) John Crawford Julian Smith Andrew Clark Karen Sherry Graham Darlow  <b>Via Microsoft Teams</b> Rukumoana Schaafhausen	Jamie Sinclair - Chief Executive Sarah Phillips - Chief People Officer Angela Neeson - Chief Financial Officer Tuan Hawke - Acting Chief Operations Officer Priyan Perera - Chief Strategy and Planning Officer Mark Crowle - Chief Programme Delivery Officer Richie Waiwai - Tumuaki Rautaki ā-lwi me ngā Hononga Brent Evans - Acting Chief Corporate Affairs Andrew Mercer - Head of Health, Safety and Wellbeing (from start until end of item 6) Emma McBride - Head of Legal and Governance Grace Eliseeva - Legal Counsel  <b>Via Microsoft Teams</b> Connie Rowe - Head of Communications and Marketing	Cr Ken Turner, Watercare's Lead Counsellor  <b>Via Microsoft Teams</b> Trudi Fava, Principal Advisor CCO Governance and External Partnerships at Auckland Council  Amelia Wade, Senior Reporter, The Post
<b>1.</b>	<b>Opening karakia</b>	
	Rukumoana Schaafhausen opened the meeting with a karakia.	
<b>2.</b>	<b>Apologies</b>	
	There were no apologies.	
<b>3.</b>	<b>Quorum</b>	
	A quorum was established.	
<b>4.</b>	<b>Declaration of any conflicts of interest</b>	
	Andrew Clark noted his usual conflict of interest when it comes to tax issues, as he is the CFO of Ports of Auckland Limited.	

	No other conflicts of interest were noted.
<b>5.</b>	<p><b>Minutes of the previous meeting of 31 March 2026 board meeting</b></p> <p><i>The board <b>resolved</b> that the minutes of the public session of the board meeting held on 31 March 2026 be confirmed as true and correct.</i></p>
<b>6.</b>	<p><b>Public deputations</b></p> <p>Amelia Wade from the Post attended the meeting online, as an observer.</p> <p>There were no other public deputations.</p>
<b>7.</b>	<p><b>Health, safety, and wellness update</b></p> <p>Andrew Mercer took the report as read and responded to questions from the Board. The following key points were made:</p> <ul style="list-style-type: none"> <li>• Sarah Philips commended Andrew for effectively bridging the work of the operational and health and safety teams. The HSW team is conducting very detailed critical risk reviews. This also aligns with the policy set out in the most recent HSW Amendment Bill.</li> <li>• The board noted it was very positive that all metrics were green in the latest health, safety and wellbeing update.</li> <li>• Andrew noted that the team is focused on getting their people out on site as much as they can. The team also focuses on serious close calls.</li> <li>• Lead and Lag indicators were discussed, and it was suggested the best measure of success is reduction in harm.</li> <li>• It was observed that in last year’s ISO review, we had 7 non-conformances. This year, we have only had one non-conformance, which demonstrates the evolution of the health and safety journey.</li> <li>• The Chair suggested that the Board spend more time out on operational sites and a schedule will be arranged.</li> </ul> <p><i>The board <b>noted</b> the report.</i></p>
<b>8.</b>	<p><b>Chief Executive’s report</b></p> <p>The CE introduced the report, which was taken as read. The following key points were made.</p> <ul style="list-style-type: none"> <li>• The CE acknowledged the passing of Sharon Hawke (Ngāti Whātua Ōrākei) and noted he had attended her tangi.</li> <li>• We are closely monitoring supply chain challenges from the Middle East conflict and engaging with MBIE to ensure we are receiving notifications as we are a critical supplier.</li> <li>• The Watercare 5-year strategy has now been rolled out to the business, and the focus is now on delivery.</li> <li>• The staff eNPS engagement score remains strong.</li> <li>• The Customer trust score for March was 58, above the target of 55.</li> <li>• The Developer NPS score is rebounding due to our 1:1 engagement with developers.</li> </ul>

	<ul style="list-style-type: none"> <li>There was a brief update on the recent boil water notice that occurred in April. The Chair of Watercare and the Chair of Taumata Arowai had met to discuss the approach going forward, noting that some false negative tests are inevitable.</li> </ul> <p><i>The board <b>noted</b> the report.</i></p>
9.	<p><b>Board planner</b></p> <p><i>The board <b>noted</b> the board planner.</i></p>
10.	<p><b>Directors' appointment terms, committee memberships and meeting attendances</b></p> <p><i>The board <b>noted</b> the report.</i></p>
11.	<p><b>Disclosure of directors' and executives' interests</b></p> <p><i>The board <b>noted</b> the report.</i></p>
12.	<p><b>General business</b></p> <p>There was no other general business.</p> <p>The public session closed at 10:45am.</p>

CERTIFIED AS A TRUE AND CORRECT RECORD

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 Geoff Hunt, Chair