

## Minutes

<b>Board meeting</b>	Public session
<b>Date</b>	31 March 2026
<b>Venue</b>	Watercare House, Level 4 Boardroom, 73 Remuera Rd, Remuera and via Microsoft Teams
<b>Time</b>	10:00am

Attendance		
Board of Directors	Watercare staff	Guests
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 Mark Bourne - Chief Operations Officer Priyan Perera - Chief Strategy and Planning Officer Mark Crowle - Chief Programme Delivery Officer Richie Waiwai - Tumuaki Rautaki ā-Iwi me ngā Hononga Andrew Mercer - Head of Health, Safety and Wellbeing (from start until end of item 6) Tere Ryan - Security Specialist Emma McBride - Head of Legal and Governance Izzy Mohammed - Legal and Governance Advisor	<b>Members from Commerce Commission</b> Charlotte Reed, Commerce Commission Head of Water Regulation  <b>Members from Auckland Council</b> Trudi Fava, Principal Advisor CCO Governance and External Partnerships  <b>Members from the public</b> Harley James, Beca
<b>1.</b>	<b>Opening karakia</b> Julian Smith opened the meeting with a karakia.	
<b>2.</b>	<b>Apologies</b> Cr Ken Turner sent his 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 25 February 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 25 February 2026 be confirmed as true and correct.</i></p>
<b>6.</b>	<p><b>Public deputations</b></p> <p>There were no public deputations. Harley James from Beca attended the meeting in person, as an observer.</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>• The worker with a crushed finger is making a good recovery and we are sharing our learnings from this injury with our teams. We will advise the board whether the worker was wearing gloves when the injury occurred.</li> <li>• The Board requested that the report be updated to include an indication of how we are tracking, possibly with a RAG colour status.</li> <li>• In relation to the Permit Audit compliance rate of 88%, Andrew explained that many of the non-compliances are administrative gaps, which lead to non-compliance, rather than a critical control gap.</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 Board thanked Management for the work they had done revising and updating the CE report template and the overall improvement in the board papers since last month.</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>• There was a robust discussion regarding the precautionary boil water notice for Herald Island in February 2026. The discussion touched on Taumata Arowai's policy around boil water notices, and whether such a notice is necessary after only one positive result where all other samples on the same day, in the same area, were negative, and where chlorine was also present in the positive result.</li> <li>• Mark Bourne noted that Taumata Arowai has been taking a stronger position on the requirement for more boil water notices than in the past, with one recently in Hamilton and another in Christchurch. The regulator is currently drafting a policy they plan to roll out mid-year, after which we can expect more clarity in their approach.</li> <li>• The Board was concerned to ensure that public health was balanced against other factors, as we do not want to unnecessarily alarm the public or get to the point where boil water notices are issued frequently, but withdrawn swiftly, such that people become blasé.</li> <li>• Mark Bourne also confirmed that we are conducting a thorough audit and review of our water sampling taps. Those near vegetation or exposed to wind and rain are more likely to result in a false-positive. If necessary, taps will be upgraded or moved to more protected sites.</li> <li>• The Board was concerned to learn that we cannot recover all our costs for work on private plan changes and Fast Track Applications. Trudi Fava confirmed that she will raise this with her Council colleagues so we can find a pragmatic solution.</li> </ul>

	<ul style="list-style-type: none"> <li>• The Board noted the dip in the Trust Score. Mark Bourne explained that a significant water outage in Mangere, caused by third party damage, resulted in 777 contacts from customers, with some phone calls abandoned.</li> <li>• Jamie Sinclair recently visited a proposed marae site in the Waitakere Ranges with Te Kawerau ā Maki.</li> <li>• The Board observed that the letter from the Parliamentary Commissioner for the Environment provides some useful observations around Watercare’s investment in infrastructure and our Network Discharge Consent.</li> <li>• The results of our “Pulse” staff engagement survey are in. Participation was high and the score remains stable, dipping just 0.1 points to 7.8. eNPS is 31.</li> <li>• Sarah Phillips explained that the sick leave balance is slightly above average, but not unexpected given the many operational and physical roles we have.</li> <li>• In relation to the changes to the Constitution, the Board queried the requirement to act in the best interests of the Council rather than the Company. Emma McBride explained that this clause is there to protect board members, should they ever end up acting in the best interests of the Council, rather than the Company.</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>Julian Smith advised that he has been appointed to the Strategic Advisory Board for the Ministry of Environment. The Board’s will oversee the roll-out of the Resource Management Act reforms.</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 10:36am.</p>

CERTIFIED AS A TRUE AND CORRECT RECORD

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Geoff Hunt, Chair