

<b>Title of Paper :</b>	Minutes of the Board Meeting - 15 <sup>th</sup> September 2015
<b>To be presented by:</b>	Chair
<b>Purpose of paper:</b> (approval/information)	For the Board to agree the minutes of its meeting for subsequent internet publication.
<b>Significant Issues:</b>	None

<b>Present:</b>	Len O'Hagan	Chairman
	John Rae	Non Executive Director
	Peter McNaney	Non Executive Director
	Trisha McAuley	Non Executive Director
	Jim McCall	Non Executive Director
	Kingsley Donaldson	Non Executive Director
	Sara Venning	Chief Executive
	Ronan Larkin	Finance & Regulation Director
	Sean McAleese	Customer Services Delivery Director
<b>In attendance:</b>	Mark Ellesmere	General Counsel & Company Secretary
	Martin McIlwaine	Interim Asset Management Director (Observer)
	Pauline Sterling	EA/CEO
	Dymphna Gallagher	Head of Safety & Asset Management ( <b>Item 2</b> )
	Bill Gowdy	Director of Engineering Procurement ( <b>Item 4</b> )
	Lewis Murray	Senior Category Manager ( <b>Item 7 (i &amp; ii)</b> )
	Terry Quinn	Head of M&E Services ( <b>Item 7 (iii)</b> )

There were no conflicts of interest declared at the beginning of the meeting.

The Chair welcomed new members of the Board to their first meeting.

- Draft Board Minutes - 28<sup>th</sup> July, 10<sup>th</sup> August and 21 August 2015**  
The draft minutes of the meetings on 28<sup>th</sup> July, 10 and 21<sup>st</sup> August 2015 were approved.

#### **Board Actions**

Board Actions were all complete or on course for completion within agreed timescales.

#### **2. Health and Safety Update**

- One reportable incident in period.
- Attendance below target - actions on-going to address this.
- Benchmarking underway in relation to lost day incident rate.
- Board Requested benchmarking on days lost due to sickness in the Northern Ireland context.
- Board asked the Risk Committee to review the form and content of the Health and Safety Board Report.

### 3. Main Board Report

#### Significant Issues in month

- The Chief Executive provided updates in relation to political developments, the recent status workshop and the review of industrial action.
- Progress is being made in relation to actions following on from the Pension Consultation including flexible retirement, pay less get less and a qualifying auto enrolment scheme.
- The business case for RPDM was submitted to DRD on 14<sup>th</sup> September.
- Recent Cryptosporidium Incident at UU discussed and the fact that NI Water has no reserves should a similar incident occur in NI - Board asked for the appropriate steps to be taken to bring this to the attention of the Department and other interested Stakeholders.
- Committee stage for consideration of the Water Bill has been extended to end of November - this presents further risk to the Company in terms of subsidy arrangements from April 2016 - risk to be raised as appropriate to DRD.

#### Customer

- Anticipate recovery of “calls not abandoned” target.
- Further analysis on-going in relation to customer satisfaction score.
- Communication strategy and stakeholder engagement plan to be presented at December meeting.

#### Finance, Governance and Risk

- Financial KPIs on target.
- Corporate risk 6 and opportunity 2 noted.
- Corporate Risk Register unusual in that some mitigating actions are out - with the control of the Company - Chair of Risk Committee and Management to consider current risk gradings as well as mapping stakeholder responsibility for risk mitigation where appropriate.

#### Compliance

- Water Quality and Wastewater Compliance on target. Some issues in relation to shell-fish waters on-going.

#### 4. PPP - Exceptions Report

The update report was noted. Payment of additional costs on Omega as a result of industrial action approved based upon the information provided. General discussion in relation to the on-going “Prudent Operator” claim.

#### 5. CWP - No Surprises Report

Update report noted - the form and content of the Board Report to be reviewed.

#### 6. Pension Scheme Trustee Company Nominated Directors

Approved based upon the information provided.

7. i. **STA - Collection and Disposal of Waste by Skip**  
ii. **C762 Contract Award - Sludge Management Services**  
iii. **C728 Contract Award - Mechanical Installation, Repair and Maintenance**  
Approved based upon the information provided within the reports.

**8. Procurement Activity Report**

Noted.

- Briefing on the Company's journey on procurement issues to be provided to new members.

**9. Forward Look**

- October Board meeting to take place at Capital House to include ACE Workshop.
- Communication Strategy and Stakeholder Engagement Plan to be included in December Agenda.
- PPP "Nominated Person" regime to be reviewed in due course.

**10. Any Other Business**

No items under Any Other Business.

Meeting concluded at 3.00 pm.