

Position title	Chief Executive Officer (CEO)
Reporting to	The Board
Functional team	Executive Leadership Group
Location	Sydney and as required
Date	February 2022

Purpose of Role
<p>The CEO will lead and drive the strategic direction and vision of Altogether Group. The CEO is responsible for leading the Senior Management Team in ensuring high quality and innovative product/service delivery that meets all quality, operational and financial targets. The CEO will also lead and direct business development, community engagement and manage the day-to-day operations of the organisation to achieve optimum outcomes as well as effective use of human resources and business assets.</p>

Key relationships		
<p>Direct reports:</p> <ul style="list-style-type: none"> <li>Executive Managers</li> <li>Executive General Manager</li> </ul>	<p>Key internal stakeholders:</p> <ul style="list-style-type: none"> <li>All</li> </ul>	<p>Key external stakeholders:</p> <ul style="list-style-type: none"> <li></li> </ul>

Core responsibilities, duties and accountabilities
<p><b>Strategy</b></p> <ul style="list-style-type: none"> <li>Oversee and develop the financial and operational well-being of Altogether Group by creating an environment and culture that focuses on fulfilling Altogether’s vision, and values.</li> <li>Partner with the executive management team to provide guidance on operational and strategic issues as they arise; including provision of strategic recommendations to direct reports based on financial analysis and projections, cost identification and allocation, and revenue/expense analysis.</li> <li>Develop business prospects by studying economic trends and revenue opportunities; project acquisition and expansion prospects; analyse organisational operations; identify opportunities for improvement, cost reduction, and systems enhancement; and accumulate capital to fund expansion.</li> <li>Oversee financial performance and risk profile while ensuring that all compliance and regulatory obligations are met; manage the design and implementation of new products/services; guide brand development and the implementation of effective marketing strategies.</li> <li>Represent Altogether at business functions, community events, industry training and events, and networking opportunities.</li> </ul>

- Cultivate relationships and maintain open communication channels with shareholders, government entities, stakeholders, the public and the media.
- Engage the Board around issues, trends, and changes in the operating model and operational delivery.
- Update job knowledge by remaining aware of new regulations, participating in educational opportunities, reading professional publications, maintaining personal networks, and participating in professional organisations.

### Financial & Operational Management

- Monitor company performance by measuring and analysing results, initiating corrective actions, and minimising the impact of variances.
- Oversee the budgeting process, and the implementation of budgets, so as to monitor progress and present operational metrics both internally and externally.
- Ensure timely and accurate reporting of key events regarding operations to officers, managers and other appropriate stakeholders to keep all relevant parties informed.
- Oversee the preparation and approval of all operational and financial reporting materials and metrics for Altogether's board of directors; including monthly and annual financial statements.
- Report to the Board of Directors with accurate and timely information regarding Altogether's overall performance, including financials, risk ratings, compliance and growth prospects.
- Increase revenues and income; implement operating cost controls in the areas of staffing, supplies, purchased services where needed.

### Team Management

- Develop and manage direct reports; guide larger multidisciplinary teams outside of direct reporting lines.
  - Engage other members of the senior management team to facilitate cross-department collaboration to ensure that all departments and senior management support Altogether's evolving strategy, operational delivery, and data collection needs.
  - Ensure Altogether is staffed with well-trained, high-quality, values-aligned and engaged employees at all times.
  - Work closely with the executive management team to develop effective hiring, training, and compensation plans to attract and retain quality talent.
  - Lead and guide employees with a focus on consensus building, engaging and empowering them to be successful in serving stakeholders and customers.
  - Provide guidance on attracting and developing key team members for Altogether as and when needed.
- Demonstrating quality workplace practices consistent with Altogether's quality policies and procedures.

### Risk Management and Compliance accountabilities

- Behaving in a professional, careful and conscientious manner that contributes to an effective risk management and compliance culture.
- Compliance at all times with Altogether's policies and procedures and with the law.
- Reporting potential and actual compliance breaches and new risks.
- Keeping up to date with relevant changes in legal and other requirements, identifying and reporting compliance breaches, identifying and assessing risks.

## Workplace Health & Safety accountabilities

- Executing a duty of care that ensures the health, wellbeing and safety of self and others at all times.
- Demonstrating safe workplace practices consistent with Altogether's WHS policies and procedures.
- Proactively identifying unsafe workplace conditions and/or practices and taking preventive and corrective actions as applicable.
- Key contributor to workplace safety improvements, particularly in relation to infrastructure design, construction and commissioning practices.

## Environmental accountabilities

- Executing a duty of care with regard to the environment
- Demonstrating workplace practices consistent with Altogether's environmental and sustainability policies and procedures.

## Quality accountabilities

- Understand and execute quality standards outlined in Altogether quality and management plans, policies and procedures, including the Business Management System and ISO 9001 Quality Management Systems.
- Take ownership of work, participate in quality improvement training and track quality performance to continually identify methods for improvement
- Build and retain channels to connect with customers and get instant feedback

## Qualifications & Experience

### Qualifications:

- MBA or bachelor's degree in business, finance, accounting, or equivalent experience.
- Master's degree preferred.

### Experience:

- Minimum of 10 years at senior leadership and or senior management level, including extensive commercial experience.

## Skills and Personal Attributes

### Skills and Attributes:

- Mature and proactive, with evidence of having worked with integrity as a valued and respected leader of a similar sized organisation.

- Demonstrated excellence in leading an organisation, managing teams, ensuring profitability, steering culture and providing a living example of the 'way we do things around here.'
- Skill in examining, developing, reengineering, and recommending policies and procedures across the entire organisation.
- Strong analytical skills and experience interpreting a strategic vision into an operational model.
- A collaborative and flexible style, with a strong service mentality. Needs to be seen as a team player who is committed to lifelong learning.
- A hands-on leader with integrity and a desire to work in a dynamic, mission and values-driven environment.
- An effective communicator, with strong oral and written skills.
- Strong commitment to developing team members.
- In-depth understanding of the industry including risk management, compliance, and regulatory requirements, with a passion for Altogether's' mission.

Other relevant requirements:

- Flexibility to travel
- Driver's licence
- Full Covid-19 Vaccination

### Important additional information

The manager will discuss all elements of the role brief with the post holder, it is recognised that role requirements may change over time to align with business need.

The information contained within this role brief is provided for guidance, is not contractual, and is not an exhaustive list of all accountabilities that the post holder may have.

As Altogether is a geographically dispersed organisation there may be a requirement to travel to other sites in support of business delivery.

Acknowledgement		
Manager Name:		
Signature:		Date:
Employee Name:		
Signature:		Date:

Position title	Executive General Manager Growth
Reporting to	CEO
Functional team	Growth
Location	Sydney and as required
Date	February 2022

## Purpose of Role

The primary purpose of the EGM Growth is to accelerate economic growth by attracting and identifying investment and supporting the internal business of Altogether.

Using your knowledge of Altogether, it's products and services you will look for new ways to improve product quality and build off of existing offerings.

## Key relationships

<p>Direct reports:</p> <ul style="list-style-type: none"> <li>EM Growth</li> </ul>	<p>Key internal stakeholders:</p> <ul style="list-style-type: none"> <li>EM Energy</li> <li>EM SUS</li> </ul>	<p>Key external stakeholders:</p> <ul style="list-style-type: none"> <li>Government bodies</li> <li>Clients</li> <li>Community stakeholders</li> <li>Industry associates</li> </ul>
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## Core responsibilities, duties and accountabilities

- Researching potential new leads and keeping on top of developments in the industry
- Scope and develop proactive market-led new business opportunities that align with Altogether's strategic priorities
- Contacting prospective clients through a variety of mediums – this could include reaching out on social media, phoning, emailing or meeting in person
- Working with other teams and colleagues to help align offerings with the needs of clients
- Holding presentations and demonstrations for potential clients
- Communicating with and informing existing clients in a way that supports an ongoing relationship.
- Demonstrating quality workplace practices consistent with Altogether's quality policies and procedures.
- Conduct market scans of the external environment to identify areas of unmet need in the community.
- Analyse and report key metrics to various stakeholders including the MA Board and CEO
- Alongside other leaders, represent Altogether to government, clients and other funders and community stakeholders.
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## Risk Management and Compliance accountabilities

- Behaving in a professional, careful and conscientious manner that contributes to an effective risk management and compliance culture.
- Compliance at all times with Altogether's policies and procedures and with the law.
- Reporting potential and actual compliance breaches and new risks.
- Keeping up to date with relevant changes in legal and other requirements, identifying and reporting compliance breaches, identifying and assessing risks.

## Workplace Health & Safety accountabilities

- Executing a duty of care that ensures the health, wellbeing and safety of self and others at all times.
- Demonstrating safe workplace practices consistent with Altogether's WHS policies and procedures.
- Proactively identifying unsafe workplace conditions and/or practices and taking preventive and corrective actions as applicable.
- Key contributor to workplace safety improvements, particularly in relation to infrastructure design, construction and commissioning practices.

## Environmental accountabilities

- Executing a duty of care with regard to the environment
- Demonstrating workplace practices consistent with Altogether's environmental and sustainability policies and procedures.

## Quality accountabilities

- Understand and execute quality standards outlined in Altogether quality and management plans, policies and procedures, including the Business Management System and ISO 9001 Quality Management Systems.
- Take ownership of work, participate in quality improvement training and track quality performance to continually identify methods for improvement
- Build and retain channels to connect with customers and get instant feedback

## Qualifications & Experience

### Qualifications:

- Tertiary level qualifications in Business Development, Economics or Finance or Marketing or significant experience

### Experience:

- Extensive business development experience ideally gained in a corporate business setting
- Exceptional communication and interpersonal skills

- Experience in people management, mentoring and leading high performance teams
- Experience in managing a large variety of internal and external stakeholders
- Extensive commercial and financial acumen, including ability to assess the financial viability of potential opportunities
- Understanding of the current and emerging government environment for community services, or ability to rapidly understand this context

## Skills and Personal Attributes

### Skills & Personal Attributes:

- strong communication and presentation skills.
- the ability to influence and negotiate with others.
- commercial awareness.
- the ability to think creatively and strategically.
- organisational skills.
- self-motivation and the ability to be motivated by targets.
- resilience.

### Other relevant requirements:

- Flexibility to travel
- Driver's licence
- Full Covid-19 Vaccination

## Important additional information

The manager will discuss all elements of the role brief with the post holder, it is recognised that role requirements may change over time to align with business need.

The information contained within this role brief is provided for guidance, is not contractual, and is not an exhaustive list of all accountabilities that the post holder may have.

As Altogether is a geographically dispersed organisation there may be a requirement to travel to other sites in support of business delivery.

## Acknowledgement

Manager Name:

Signature:

Date:

Employee Name:

Signature:

Date:





Position title	Executive Manager – Sustainable Utility Services
Reporting to	Executive General Manager – Operations
Functional team	Project Delivery and Scheme Operations
Location	Sydney based, with travel to all site locations as required
Date	28 Mar 2017

## Purpose of Role

The primary purpose of this role is to manage the Project Delivery and Utility Operations functions of the Altogether's\* business, with overall accountability for project planning, procurement, contract management, design, construction, project management, commissioning, operation and maintenance of Altogether's multi utility facilities and network infrastructure.  
 (\*to be read as including all Altogether's subsidiaries)

## Key relationships

<p>Direct reports:</p> <ul style="list-style-type: none"> <li>Senior Scheme Implementation Manager</li> <li>Water Scheme Operations Manager</li> <li>Network Manager</li> </ul>	<p>Key internal stakeholders:</p> <ul style="list-style-type: none"> <li>Board</li> <li>Group CEO</li> <li>EGM -Operations</li> <li>EGM - Growth</li> <li>Operations Leadership Team</li> <li>Strategic Leadership Team</li> </ul>	<p>Key external stakeholders:</p> <ul style="list-style-type: none"> <li>Regulators (IPART, DPE, EPA, AER)</li> <li>Public Utilities</li> <li>MCo &amp; Key Investors</li> <li>Key Contractors and Suppliers</li> </ul>
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## Core responsibilities, duties and accountabilities

- Oversee the delivery and operation of multi utility schemes from a cost, efficiency and risk perspective.
- CAPEX cost estimating and project delivery methodology and program input to business development and proposals.
- Contract management to protect the company's commercial position with both client and supply chain.
- Effectively liaise with project stakeholders on an ongoing basis.
- Prepare and present management reports that concisely and accurately provide
  - Develop and keep current the systems, standards, policies and procedures required to enable and support industry best practice in all project delivery and scheme operations activities.
  - Coordination of all regulatory compliance monitoring and reporting associated with the design, construction and operation of all Altogether's infrastructure.
  - Develop and support any business relationships vital to the success of Altogether Group.

- Ambassador for maintaining/improving the Altogether's brand to all stakeholders including clients, customers, supply chain, and regulators.
- Close liaison with Retail Operations functional team in support of customer enquiries of a technical nature.
- Develop and keep current the systems, standards, policies and procedures required to enable and support industry best practice in all multi utility project delivery and scheme operations activities.
- Demonstrating quality workplace practices consistent with Altogether's quality policies and procedures.
- relevant information concerning the status of projects in delivery phase to the CEO and Board. Demonstrating quality workplace practices consistent with Altogether's quality policies and procedures.

### Risk Management and Compliance accountabilities

- Behaving in a professional, careful and conscientious manner that contributes to an effective risk management and compliance culture.
- Compliance at all times with Altogether's policies and procedures and with the law.
- Reporting potential and actual compliance breaches and new risks.
- Leading contributor to workplace safety improvements, particularly in relation to infrastructure design, construction, commissioning and scheme operations practices

### Workplace Health & Safety accountabilities

- Executing a duty of care that ensures the health, wellbeing and safety of self and others at all times.
- Demonstrating safe workplace practices consistent with Altogether's WHS policies and procedures.
- Proactively identifying unsafe workplace conditions and/or practices and taking preventive and corrective actions as applicable.
- Leading contributor to workplace safety improvements, particularly in relation to infrastructure design, construction and commissioning practices.

### Environmental accountabilities

- Executing a duty of care with regard to the environment
- Demonstrating workplace practices consistent with Altogether's environmental and sustainability policies and procedures.
- Manage incidents to minimise environmental impacts

### Quality accountabilities

- Understand and execute quality standards outlined in Altogether quality and management plans, policies and procedures, including the Business Management System and ISO 9001 Quality Management Systems.

- Take ownership of work, participate in quality improvement training and track quality performance to continually identify methods for improvement
- Build and retain channels to connect with customers and get instant feedback

### Qualifications & Experience

#### Qualifications:

- Relevant tertiary qualifications

#### Experience:

- A strong background and understanding of the water and/or utilities industry.
- Advanced knowledge of statutory and regulatory frameworks for the design and construction of water industry infrastructure and associated utilities.
- At least 15 years' experience in delivery, operations and/or maintenance of water/sewerage infrastructure.
- Advanced knowledge of statutory and regulatory frameworks for the operation of water industry infrastructure and associated utilities.
- General understanding of supporting activities and relative sequencing associated with the design and construction of water industry infrastructure (eg. commissioning, metering, customer billing and administration)
- Extensive experience in stakeholder management in a project delivery and scheme operations context
- Extensive experience in customer liaison and service delivery.

### Skills and Personal Attributes

#### Skills:

- Advanced workforce management, organisational and delegation skills to oversee activities carried out across multiple sites.
- Ability to improve business performance through change management.
- Ability to identify and mitigate risks associated with the delivery and operations of infrastructure.
- Advanced procurement and commercial management skills for large value contracts
- Ability to identify, implement and manage all forms of technology associated with water industry infrastructure.

#### Personal Attributes:

- Straight forward, self-confident and high self-awareness
- Ability to work independently in a small enterprise environment
- Ability to contribute to a workplace environment that fosters learning, teaching, personal and professional growth, risk-taking, innovation and fun.

#### Other relevant requirements:

- Strong skills in troubleshooting, problem-solving, and conflict resolution.

### Important additional information

The manager will discuss all elements of the role brief with the post holder, it is recognised that role requirements may change over time to align with business need.

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As Altogether is a geographically dispersed organisation there may be a requirement to travel to other sites in support of business delivery.

Acknowledgement		
Manager Name:		
Signature:		Date:
Employee Name:		
Signature:		Date:

Position title	Process Engineer
Reporting to	Water Scheme Operations Manager
Functional team	Operations
Location	Altogether Head Office, with travel to all site locations as required
Date	Converted May 2021 (last content edit Oct 2019)

## Purpose of Role

The primary purpose of this role is to identify, define, implement and manage continuous improvement of the Local Water Centres (sewage and/or stormwater treatment facilities), water distribution and sewerage networks and on-property infrastructure within Altogether Systems' (Altogether's) water utility schemes in order to provide:

- a reliable and safe supply of drinking and/or recycled water (where applicable) and
- sewerage services.

The role will ensure compliant water quality, public health, safety and customer requirements are continually met in an efficient and sustainable manner in the provision of these products and services.

## Key relationships

<p>Direct reports:</p> <ul style="list-style-type: none"> <li>• Nil</li> </ul>	<p>Key internal stakeholders:</p> <ul style="list-style-type: none"> <li>• Operations team</li> <li>• Retail team</li> <li>• Project Delivery team</li> <li>• HSE Manager</li> <li>• Risk &amp; Compliance team</li> <li>• Finance Team</li> </ul>	<p>Key external stakeholders:</p> <ul style="list-style-type: none"> <li>• Altogether Systems customers</li> <li>• Contractors and suppliers</li> <li>• Building/Facility Managers</li> <li>• Public utilities and Councils</li> <li>• Regulators (e.g. IPART, NSW Health, EPA)</li> </ul>
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## Core responsibilities, duties and accountabilities

- Establish and manage performance management frameworks for Local Water Centres, water distribution and sewerage networks and on-property infrastructure that allow the Operations team to assess compliance with Altogether's policies and procedures, regulatory requirements, customer expectations and industry best practice including financial targets.
- Identify, design, obtain approval and implement performance management improvements for Local Water Centres, water distribution and sewerage networks and on-property infrastructure that allow the Operations team to comply with Altogether's policies and procedures, regulatory requirements, customer expectations and industry best practice including financial targets.
- Design and implement short term and long term water quality results evaluation including reviewing and analysing results (laboratory and plant analysers) to ensure compliance.

- Oversee and identify improvements to the process control and monitoring systems including field devices, programmable logic controllers and SCADA systems.
- Provide process support and technical expertise to the Operations team as required.
- Work with the Project Delivery team in the design, construction, commissioning and transition to operations of Local Water Centres, water distribution and sewerage networks and on-property infrastructure.
- Manage process engineering consultants in their provision of products and services on Local Water Centres, water distribution and sewerage networks and on-property infrastructure.
- Respond to requests for information from both internal and external stakeholders as required.
- Support, and develop content for, implement, and ensure adoption and improvement of relevant Business Management System documentation.
- Support other facets of Operations as required from time to time.
- Be an ambassador for maintaining and improving Altogether's brand to all stakeholders including clients, customers, supply chain, and regulators.
- Demonstrate workplace practices consistent with Altogether Systems' policies and procedures.
- Drive the continuous improvement and planning activities including the development of business cases as required

### Risk Management and Compliance accountabilities

- Behaving in a professional, careful and conscientious manner that contributes to an effective risk management and compliance culture.
- Compliance at all times with Altogether's policies and procedures and with the law.
- Identify and report potential and actual compliance breaches and new risks.

### Workplace Health & Safety accountabilities

- Executing a duty of care that ensures the health, wellbeing and safety of self and others at all times.
- Demonstrating safe workplace practices consistent with Altogether's WHS policies and procedures.
- Proactively identifying unsafe workplace conditions and/or practices and taking preventive and corrective actions as applicable.
- Key contributor and role model in identifying and acting on workplace safety improvements, particularly in relation to infrastructure design, construction and commissioning practices.

### Environmental accountabilities

- Executing a duty of care with regard to the environment
- Demonstrating workplace practices consistent with Altogether's environmental and sustainability policies and procedures, particularly in relation to the operation and maintenance of infrastructure.

### Quality accountabilities

- Understand and execute quality standards outlined in Altogether quality and management plans, policies and procedures, including the Business Management System and ISO 9001 Quality Management Systems.
- Take ownership of work, participate in quality improvement training and track quality performance to continually identify methods for improvement
- Build and retain channels to connect with customers and get instant feedback

### Qualifications & Experience

#### Qualifications:

- Process/ chemical, mechanical or electrical engineering degree
- Formal qualifications in a recognised continuous improvement methodology such as Six Sigma or Lean Sigma is preferred, but not essential.
- Completion or working towards completion of Certificate III in Water Industry Treatment (or other specialty in the National Water Training Package) is preferred, but not essential.
- Current driver's licence.
- Construction induction card (white card).

#### Experience:

- Wastewater treatment plant experience preferred including experience in biological treatment processes
- Exposure to control systems including PLCs and SCADA is essential
- Background and understanding of the water treatment/utilities sector.

### Skills and Personal Attributes

#### Skills:

- Proficient in Microsoft Office.
- Experience in analytics, data manipulation and MS Excel is essential (MS Access is preferred)
- Experience in business case development
- Experience in stakeholder management in an operations context and across business units.
- Experience in Oracle Netsuite is preferred but not essential
- Experience in Computerised Maintenance Management Systems (PC and mobile applications)
- Strong skills in troubleshooting, problem-solving, and conflict resolution.

#### Personal Attributes:

- Ability to work independently in a small enterprise environment and be a self-starter.
- Ability to manage time and prioritise competing responsibilities.
- Dedication to continuous improvement and identifying and implementing areas for process improvement and efficiency whilst maintaining compliance with regulations and Altogether's systems and processes.
- Positive team-orientated attitude, working collaboratively as well as autonomously in a small enterprise environment.
- Straight forward, self-confident and high self-awareness.

- Ability to contribute to a workplace environment that fosters learning, teaching, personal and professional growth, calculated risk-taking, innovation and fun.

Other relevant requirements:

- Flexibility to travel intrastate and interstate as required from time to time.

### Important additional information

The manager will discuss all elements of the role brief with the post holder, it is recognised that role requirements may change over time to align with business need.

The information contained within this role brief is provided for guidance, is not contractual, and is not an exhaustive list of all accountabilities that the post holder may have.

As Altogether is a geographically dispersed organisation there may be a requirement to travel to other sites in support of business delivery.

### Acknowledgement

Manager Name:

Signature:

Date:

Employee Name:

Signature:

Date:





Position title	Senior Scheme Implementation Manager
Reporting to	Executive Manager Sustainable Utility Services
Functional team	Sustainable Utility Services
Location	Sydney-based, with travel to site locations as required
Date	November 2019 (converted February 2022)

### Purpose of Role

The primary purpose of this role is to manage the delivery of new utility services schemes for Flow and its subsidiaries, with accountability for project planning, procurement, contract management, design, construction, and project management of new facilities and network infrastructure both directly and through delegation to and guidance of Scheme Implementation Managers

### Key relationships

<p>Direct reports:</p> <ul style="list-style-type: none"> <li>• Scheme Implementation Managers</li> <li>• Project Engineers</li> <li>• Graduate Engineers</li> <li>• Site Managers</li> </ul>	<p>Key internal stakeholders:</p> <ul style="list-style-type: none"> <li>• Water Scheme Operations Manager</li> <li>• Water Scheme Operators</li> <li>• Asset Manager</li> <li>• Risk &amp; Compliance team</li> <li>• Retail Operations team</li> <li>• Finance team</li> </ul>	<p>Key external stakeholders:</p> <ul style="list-style-type: none"> <li>• Property developers</li> <li>• Other clients (e.g. Councils)</li> <li>• Contractors and suppliers</li> <li>• Public Utilities</li> <li>• Local Councils</li> <li>• Regulators (IPART, EPA)</li> </ul>
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### Core responsibilities, duties and accountabilities

- Be accountable for the successful delivery of projects in the delivery phase according to the agreed project program and budget using cost, program, quality and risk controls to maintain or better the budgeted margin and meet or exceed project drivers and stakeholder expectations
- Guide and develop Scheme Implementation Managers to set and achieve clear, systemised approach to scheme delivery to achieve successful scheme delivery
- Procurement and contract management in accordance with relevant business procedures to protect the company's commercial position with both client and supply chain
- Effectively communicate project expectations to team members and stakeholders
- Effectively liaise with project stakeholders on an ongoing basis and document follow-up actions and agreements
- Employee management, guidance, development and performance assessment of direct reports
- Prepare and present management reports that concisely and accurately provide relevant information concerning the status of schemes in delivery phase to the Executive and Board
- Close liaison with Utility Operations and Retail Operations functional teams for them to provide inputs to project delivery process
- Capture lessons learned and continuously improve the delivery process and outcomes

- Assist with cost estimating, technical solution, project delivery methodology, and program development input to business development and proposals as required
- Develop and keep current the systems, standards, policies and procedures required to enable and support industry best practice in all scheme delivery activities
- Assist in the education of staff and contractors to ensure implementation of Flow's corporate systems, standards, policies and procedures to meet HSE and QA requirements
- Coordination of all regulatory compliance monitoring and reporting associated with the design and construction of Flow's infrastructure to your allocated projects
- Ambassador for maintaining/improving the Flow brand to all stakeholders including clients, customers, supply chain and regulators
- Demonstrating quality workplace practices consistent with Flow's quality policies and procedures.

### Risk Management and Compliance accountabilities

- Behaving in a professional, careful and conscientious manner that contributes to an effective risk management and compliance culture.
- Compliance at all times with Altogether's policies and procedures and with the law.
- Reporting potential and actual compliance breaches and new risks.
- Keeping up to date with relevant changes in legal and other requirements, identifying and reporting compliance breaches, identifying and assessing risks.

### Workplace Health & Safety accountabilities

- Executing a duty of care that ensures the health, wellbeing and safety of self and others at all times.
- Demonstrating safe workplace practices consistent with Altogether's WHS policies and procedures.
- Proactively identifying unsafe workplace conditions and/or practices and taking preventive and corrective actions as applicable.
- Leading contributor to workplace safety improvements, particularly in relation to infrastructure design, construction and commissioning activities
- Championing safety in design reviews to optimise safe construction and operation of new infrastructure
- Manage incidents on your assigned projects to minimise illness and injury and report incidents in line with Flow policies and procedures

### Environmental accountabilities

- Executing a duty of care with regard to the environment
- Demonstrating workplace practices consistent with Altogether's environmental and sustainability policies and procedures.
- Provide support to the Water Operations team in managing incidents to minimise environmental impacts.

### Quality accountabilities

- Understand and execute quality standards outlined in Altogether quality and management plans, policies and procedures, including the Business Management System and ISO 9001 Quality Management Systems.
- Take ownership of work, participate in quality improvement training and track quality performance to continually identify methods for improvement
- Build and retain channels to connect with customers and get instant feedback

### Qualifications & Experience

#### Qualifications:

- Relevant tertiary qualification

#### Experience:

- A strong background and understanding of the water and/or energy utilities sectors
- Advanced knowledge of statutory and regulatory frameworks for the design and construction of utility infrastructure
- At least 10 years' experience in project management of infrastructure project delivery
- At least 15 years' experience in the design and construction of infrastructure

### Skills and Personal Attributes

#### Skills:

- Advanced, disciplined project management, organisational and delegation skills to oversee activities carried out across multiple projects and sites
- Advanced procurement and commercial management skills for large value contract with both clients and contractors
- Steadfast commitment to the achievement of deliverables on program
- Ability to identify and mitigate risks associated with the delivery of infrastructure
- Extensive experience in scoping and managing regulatory approvals
- General understanding of supporting activities and relative sequencing associated with the design and construction of utility services infrastructure (e.g. commissioning, metering, customer billing and administration)
- Extensive experience in stakeholder management in a project delivery context

#### Personal Attributes:

- Attention to detail and systemised approach to delivery
- Clear, concise verbal and written communication skills
- Ability to work independently in a small enterprise environment
- Strong skills in troubleshooting, problem-solving, and conflict resolution
- Ability to contribute to a workplace environment that fosters learning, teaching personal and professional growth, risk-taking, innovation and fun
- Straight forward, self-confident self-starter with high self-awareness

#### Other relevant requirements:

- Driver's licence
- General computing skills including Microsoft Office suite and Project

### Important additional information

The manager will discuss all elements of the role brief with the post holder, it is recognised that role requirements may change over time to align with business need.

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As Altogether is a geographically dispersed organisation there may be a requirement to travel to other sites in support of business delivery.

### Acknowledgement

Manager Name:		
Signature:		Date:
Employee Name:		
Signature:		Date:

Position title	Operations Manager
Reporting to	Executive Manager – Sustainable Utility Services
Functional team	Sustainable Utility Services
Location	Head Office, with travel to all site locations as required
Date	Dec 2020 (converted Feb 2022)

### Purpose of Role

The primary purpose of this role is to manage the operation and maintenance of Altogether’s regulated, operational water and energy schemes.

The role will ensure compliant water quality, public health and safety requirements are continually met in the provision of these products and services to Altogether’s customers.

### Key relationships

<p>Direct reports:</p> <ul style="list-style-type: none"> <li>• Water Operations Manager</li> <li>• Asset Manager</li> <li>• Network Engineer</li> <li>• Energy Operations Manager</li> </ul>	<p>Key internal stakeholders:</p> <ul style="list-style-type: none"> <li>• Scheme Implementation team</li> <li>• Retail team</li> <li>• Risk &amp; Compliance team</li> <li>• Corporate Services team</li> </ul>	<p>Key external stakeholders:</p> <ul style="list-style-type: none"> <li>• Altogether customers</li> <li>• Contractors and suppliers</li> <li>• Building/Facility Managers and Owners Corporations</li> <li>• Public utilities and Councils</li> <li>• Regulators (e.g. IPART, NSW Health, EPA, AER)</li> </ul>
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### Core responsibilities, duties and accountabilities

- Develop, review, implement and improve the Business Management System required to meet Altogether Licence, regulatory and commercial obligations.
- Develop, implement and improve Altogether’s asset management system.
- Manage and support the performance of all direct reports.
- Develop and manage the Operations team annual budget and prepare monthly management reports
- Plan for, manage and respond to internal and external audits.
- Provide advice and guidance to the Water Operations Manager on complex incidents in accordance with Altogether policies and procedures and regulatory requirements, including incident reporting and corrective action implementation.
- Provide advice and guidance to the Network Engineering Manager to support Altogether’s applications for environmental protection licences and implementation of associated compliance processes

- Provide advice and guidance to the Asset Manager in the development of optimal maintenance and capital replacement programs
- Development of systems for the efficient management of Altogether's energy systems including hot water systems, solar generation systems, combined heat and power and for interface with the Retail team on meter and telemetry investigations, replacements and connections/disconnections
- Select and manage contractors and suppliers to ensure compliance with Altogether's systems and procedures in their provision of products and services.
- Work with Altogether's Retail team to establish protocols and processes for managing various situations that have or will potentially impact customers, the environment or Altogether Systems licence provisions.
- Work with the Key Account Managers to enhance communications with Owners Corporations including education of requirements and reporting performance
- Respond to requests for information from both internal and external stakeholders as required.
- Work with the Scheme Implementation, Network Engineering and Water Operations teams to support design and construction and transition to operations of water and energy infrastructure.
- Be an ambassador for maintaining and improving Altogether's brand to all stakeholders including clients, customers, supply chain, and regulators.
- Demonstrate workplace practices consistent with Altogether Systems' policies and procedures.
- Demonstrating quality workplace practices consistent with Altogether's quality policies and procedures.

### Risk Management and Compliance accountabilities

- Behaving in a professional, careful and conscientious manner that contributes to an effective risk management and compliance culture.
- Compliance at all times with Altogether's policies and procedures and with the law.
- Reporting potential and actual compliance breaches and new risks.
- Conduct risk assessments and reviews and implement preventative measures to ensure risks are managed accordingly.
- Report notifiable incidents in accordance with regulatory requirements and Altogether processes.

### Workplace Health & Safety accountabilities

- Executing a duty of care that ensures the health, wellbeing and safety of self and others at all times.
- Demonstrating safe workplace practices consistent with Altogether's WHS policies and procedures.
- Proactively identifying unsafe workplace conditions and/or practices and taking preventive and corrective actions as applicable.
- Contribute to workplace safety improvements, particularly in relation to infrastructure operation and maintenance practices.

### Environmental accountabilities

- Executing a duty of care with regard to the environment

- Demonstrating workplace practices consistent with Altogether's environmental and sustainability policies and procedures.

### Quality accountabilities

- Understand and execute quality standards outlined in Altogether quality and management plans, policies and procedures, including the Business Management System and ISO 9001 Quality Management Systems.
- Take ownership of work, participate in quality improvement training and track quality performance to continually identify methods for improvement
- Build and retain channels to connect with customers and get instant feedback

### Qualifications & Experience

#### Qualifications:

- Engineer with 15 years relevant experience in managing and working in utilities.
- Current driver's licence.

#### Experience:

- Wastewater treatment plant operating experience preferable, including an understanding of biological treatment processes.
- Significant experience in managing water quality and other business management systems.
- Experience in mentoring and leading people.
- Background and understanding of the water treatment/utilities sector.
- Exposure to the principles of asset management, including ISO 55000.

### Skills and Personal Attributes

#### Skills:

- Experience in water and wastewater treatment processes.
- People management skills to inspire direct reports towards success.
- Experience with operating control systems, as well as mechanical and electrical equipment.
- Proficient in Microsoft Office.
- Procurement and commercial management skills
- Experience in stakeholder management in an operations context and across business units, including the ability to present business cases and ideas in a compelling way.
- Experience in Oracle Netsuite is preferred but not essential.
- Experience in Computerised Maintenance Management Systems (PC and mobile applications) is essential.
- Strong skills in troubleshooting, problem-solving, and conflict resolution.

#### Personal Attributes:

- Inherent commitment to compliance and driving a compliance culture
- Ability to work independently in a small enterprise environment and be a self-starter.
- Attention to detail and systemised approach



- Clear, concise verbal and written communication skills including the ability to clearly articulate, record, assign and follow up on actions.
- Ability to manage time and prioritise competing responsibilities.
- Dedication to continuous improvement and identifying and implementing areas for process improvement and efficiency whilst maintaining compliance with regulations and Altogether's systems and processes.
- Positive team-orientated attitude, working collaboratively as well as autonomously in a small enterprise environment.
- Straight forward, self-confident and high self-awareness.
- Ability to contribute to a workplace environment that fosters learning, teaching, personal and professional growth, calculated risk-taking, innovation and fun.

Other relevant requirements:

- Flexibility to travel intrastate and interstate as required from time to time.

### Important additional information

The manager will discuss all elements of the role brief with the post holder, it is recognised that role requirements may change over time to align with business need.

The information contained within this role brief is provided for guidance, is not contractual, and is not an exhaustive list of all accountabilities that the post holder may have.

As Altogether is a geographically dispersed organisation there may be a requirement to travel to other sites in support of business delivery.

Acknowledgement		
Manager Name:		
Signature:		Date:
Employee Name:		
Signature:		Date:

The purpose of this document is to provide a template for creating forms for the Altogether Business Management System (BMS)

Please note that another template is available for forms to be created in landscape.

Forms created in excel shall have the same information in the header and footer as presented in this form template.

- The style for bullet points is Altogether List Bullet 1
  - The style for bullet points is Altogether List Bullet 1
1. List number
  2. List number
  3. Records

Other document elements:

- Emphasis Box
- Or Recommendation Box
- Or Tasks from Water Guidelines

**Table 1 Text**

Name	Role	Organisation

<b>Position title:</b>	Network Engineering Manager
<b>Reporting to:</b>	Executive Manager, Sustainable Utility Servicing
<b>Functional team:</b>	Sustainable Utility Servicing
<b>Location:</b>	Sydney-based, with travel to site locations as required

### PURPOSE OF ROLE

The primary purpose of this role is to provide network engineering expertise to the Sustainable Utilities Servicing team for the delivery of new utility schemes within Flow, with task-level responsibility for project planning, procurement, contract management, design and construction of network projects.

### KEY RELATIONSHIPS

<b>Direct reports:</b> <ul style="list-style-type: none"> <li>• DA Reviewer</li> </ul>	<b>Key internal stakeholders:</b> <ul style="list-style-type: none"> <li>• Project Delivery team</li> <li>• Water Operations team</li> <li>• Retail team</li> <li>• Risk &amp; Compliance team</li> </ul>	<b>Key external stakeholders:</b> <ul style="list-style-type: none"> <li>• Property developers and their contractors</li> <li>• Other clients (eg. Councils)</li> <li>• Contractors &amp; suppliers</li> <li>• Public utilities</li> <li>• Regulators (IPART, EPA)</li> </ul>
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### CORE RESPONSIBILITIES, DUTIES AND ACCOUNTABILITIES

#### Directly:

- Be accountable for the engineering, delivery and contract management of the on-lot and network infrastructure including measures to maintain or improve water balance
- Development and maintenance of the Network Management Procedure
- Preparation of monthly management reports that concisely and accurately provide relevant information concerning the status of network projects, compliance certificates, connection forecasts, cost and revenue forecasts, commercial and technical risks
- Maintenance of the centralized development profile records ('Lot connections' register or equivalent) as current for the reliance of others for cashflow forecasting and client invoicing
- Procurement of term contracts for on-lot and network infrastructure supply and installation contracts as they become due for renewal
- Contract superintendent/manager for design, supply, installation and quality control contracts associated with on-lot and network infrastructure

- Development, implementation and regular review of integrated water management plans for each scheme in accordance with the Integrated Water Management Policy
- Feasibility investigation, identification, recommendation and implementation (when approved) of water balance projects to achieve the aims of the Integrated Water Management Policy and to minimise water scheme opex including data acquisition, collation, management and analysis for this purpose
- Working knowledge of WICA licence boundaries and client agreements in the context of connection applications
- Close liaison with Risk and Compliance team to identify WICA and POEO licence application/variation requirements and take responsibility for providing relevant technical and scheme information for those applications and assessments
- Review of quality control packages for new development stages and ‘gatekeeper’ for the issue of compliance certificates
- Regular review of internal/external resourcing and structure and recommending solutions to improve efficiency and focus on priorities
- Ambassador for maintaining/improving the Flow brand to all stakeholders including clients, customers, supply chain, and regulators

**Directly and indirectly (as manager of other internal/external resources):**

- Maintenance and implementation of the quality management process for network assets constructed by Flow, its developer clients and others (including but not limited to the Developer Works Installation Guidelines, infrastructure design standards) to ensure good quality outcomes and minimisation of life cycle costs for new assets
- Develop and keep current the systems, standards, policies and procedures required to enable and support industry best practice in all activities
- Review of all home DA plans and BASIX certificates for their compliance with Flow’s requirements
- Management of engineering design consultants (particularly network reticulation civil and hydraulic designers) and water balance modellers
- Liaison with developers’ design consultants in their development of reticulation network detailed designs and review of those designs against Flow’s standards
- Responding to requests for information from developers’ contractors during the installation of reticulation network infrastructure
- Management of reticulation quality control inspection process, inspectors and associated documentation
- Ensure that As Built, DBYD and asset management records are kept up to date and respond to DBYD enquiries where not handled by the automatic reply service
- Timely provision of network information to the Asset Manager for recording in the asset management system
- Close liaison with Water Operations and Retail functional teams to provide technical assistance relating to reticulation network design, construction and operations and manage the handover process and requirements
- Demonstrating quality workplace practices consistent with Flow’s quality policies and procedures.

### RISK MANAGEMENT AND COMPLIANCE ACCOUNTABILITIES

- Behaving in a professional, careful and conscientious manner that contributes to an effective risk management and compliance culture.
- Compliance at all times with Flow’s policies and procedures and with the law.
- Reporting potential and actual compliance breaches and new risks.
- Keeping up to date with relevant changes in legal and other requirements.
- Identifying and reporting compliance breaches.
- Identifying, assessing and managing risks.

### WORKPLACE HEALTH & SAFETY (WHS) ACCOUNTABILITIES

- Executing a duty of care that ensures the health, wellbeing and safety of self and others at all times.
- Demonstrating safe workplace practices consistent with Flow’s WHS policies and procedures.
- Proactively identifying unsafe workplace conditions and/or practices and taking preventive and corrective actions as applicable.
- Key contributor to workplace safety improvements, particularly in relation to infrastructure design, construction and commissioning practices and safety in design.

### ENVIRONMENTAL ACCOUNTABILITIES

- Executing a duty of care with regard to the environment
- Demonstrating workplace practices consistent with Flow’s environmental and sustainability policies and procedures.
- Manage incidents to minimise environmental impacts

### QUALIFICATIONS & EXPERIENCE

#### Qualifications:

- Tertiary qualifications relating to hydraulic and/or mechanical engineering

#### Experience:

- A strong background and understanding of the water utility sector
- At least 2 years’ experience in the design and construction of water utility infrastructure, preferably in an urban development environment
- Experience with the design and/or installation of pressure sewer systems desirable

### SKILLS AND PERSONAL ATTRIBUTES

**Skills:**

- Advanced skills in pipeline hydraulics and/or mechanical engineering design and construction
- Advanced, disciplined organisational skills
- General understanding of supporting activities and relative sequencing associated with the design and construction of utility services infrastructure (eg. commissioning, metering, customer billing and administration)
- Demonstrable leadership skills and coordination of internal/external resources to achieve a common goal
- Clear, concise verbal and written communication skills
- Strong skills in troubleshooting, problem-solving, and conflict resolution
- Ability to contribute to a workplace environment that fosters learning, teaching, personal and professional growth, risk-taking, innovation and fun

**Personal Attributes:**

- Steadfast commitment to the achievement of deliverables on program
- Attention to detail and systemised approach to delivery
- Confidence and experience in managing stakeholders including the delivery of clear instructions and guidance
- Ability to work independently in a small enterprise environment
- Takes ownership of deliverables and drives them to completion
- Straight forward, self-confident self-starter with high self-awareness

**Other relevant requirements:**

- Flexibility to travel
- Driver's licence
- General computing skills

Position title	Asset Manager
Reporting to	Water Scheme Operations Manager
Functional team	Operations
Location	Altogether Head Office, with travel to all site locations as required
Date	Converted May 2021 (last content edit Nov 2019)

## Purpose of Role

This position implements and manages all aspects of engineering and asset management to ensure Altogether’s water and utility asset meet Altogether’s compliance requirements and deliver the desired balance of cost, risk and performance. The role’s scope ranges from strategic and asset management planning to specification of maintenance tactics, operational reporting and continuous improvement.

## Key relationships

<b>Direct reports:</b> <ul style="list-style-type: none"> <li>• Nil</li> </ul>	<b>Key internal stakeholders:</b> <ul style="list-style-type: none"> <li>• Operations team</li> <li>• Retail team</li> <li>• Project Delivery team</li> <li>• Network Engineering team</li> <li>• HSE Manager</li> <li>• Risk &amp; Compliance team</li> </ul>	<b>Key external stakeholders:</b> <ul style="list-style-type: none"> <li>• Altogether Systems customers</li> <li>• Contractors and suppliers</li> <li>• Building/Facility Managers</li> <li>• Public utilities and Councils</li> <li>• Regulators (e.g. IPART, NSW Health, EPA)</li> </ul>
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## Core responsibilities, duties and accountabilities

<b>Leadership:</b> <ul style="list-style-type: none"> <li>• Contribute to business unit and organisational plans to ensure there is alignment between the asset management and organisational plans</li> <li>• Implement and manage an asset management system:             <ul style="list-style-type: none"> <li>• that allows Altogether to meet its regulatory and compliance requirements and is</li> <li>• consistent with other organisational management systems</li> </ul> </li> <li>• Identify, establish and implement appropriate asset management objectives ensuring their alignment to the organisational objectives</li> <li>• Manage Altogether’s strategic asset management plan (SAMP)</li> <li>• Uphold the organisational values and behaviours</li> <li>• Maintain effective communications with internal and external authorities</li> </ul>
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### Operations:

- Draft, obtain approval for and implement recommendations contained in Asset Management Plans to ensure assets meet relevant legislative and regulatory requirements, Altogether growth targets and the asset management objectives defined in the SAMP.
- Identify and establish performance monitoring and reporting systems to measure the performance of the asset management system and Altogether's assets.
- Establish and operate a continuous improvement process for the asset management system and Altogether's assets including the establishment of a reliability, availability, maintainability and safety improvement program and activities
- Identify and establish processes for determining the maintenance tasks that are appropriate for Altogether's assets
- Establish maintenance and condition monitoring strategies for all Altogether assets and develop optimal asset renewal strategies
- Establish, implement and manage the Altogether Computerised Maintenance Management System (CMMS) ensuring that associated business processes, master data, organisational roles, operator and maintainer competencies, reporting and system functionality:
  - are appropriate for Altogether's asset management system
  - ensure assets meet the asset management objectives and organisational requirements.
  - support Altogether's operational and asset management related compliance requirements
- Represent Altogether as required at relevant external forums, and present a professional and positive image of the Company
- Undertake feasibility and engineering assessments on development proposals across the Altogether business
- Undertake management of Contractors and undertake supervisory duties from time to time of projects
- Manage Contracts and Contractors in the provision of design, consulting, investigative, operations and maintenance activities and services
- Manage and undertake maintenance planning and scheduling required to coordinate the delivery of maintenance activities, including scheduling plant shutdown
- Approve, review and develop technical standards as well as ensuring operation and maintenance continuity in supply is maintained across all networks to all customers
- Support the Emergency response capability and operation of the business with internal staff and local contractors as required
- Oversee SCADA and remote telemetry operations as needed.
- Oversee and advise relevant staff on systems operations and asset management plans, registers, databases and records.
- Oversee all interfaces with third parties, as well as internal requests for asset equipment location and technical data sheets.
- Ensure all assets are operated and maintained to good industry standards and remain compliant.
- The position has an on-call requirement.

### Financial accountabilities

- Prepare and obtain approval for annual engineering and asset management budgets consistent with the activities identified in the asset management plans
- Manage asset management and engineering expenditure, analyse variances and initiate corrective action to ensure all departmental costs are within budget



- Comply with Altogether's delegation and procurement policy

### Risk Management and Compliance accountabilities

- Behaving in a professional, careful and conscientious manner that contributes to an effective risk management and compliance culture.
- Compliance at all times with Altogether's policies and procedures and with the law.
- Identify and report potential and actual compliance breaches and new risks.
- Comply with the requirements of all relevant legislation, standards and codes pertaining to the functions of your role
- Comply with all internal and external audit requirements
- Manage contracts and agreements in your business area
- Report compliance non-conformances in accordance with company reporting protocols

### Workplace Health & Safety accountabilities

- Executing a duty of care that ensures the health, wellbeing and safety of self and others at all times.
- Demonstrating safe workplace practices consistent with Altogether's WHS policies and procedures.
- Proactively identifying unsafe workplace conditions and/or practices and taking preventive and corrective actions as applicable.
- Key contributor and role model in identifying and acting on workplace safety improvements, particularly in relation to infrastructure design, construction and commissioning practices.
- Comply with all relevant legislation, laws, regulations, standards and codes as required by the company
- Report all incidents in accordance with company reporting protocols

### Environmental accountabilities

- Executing a duty of care with regard to the environment
- Demonstrating workplace practices consistent with Altogether's environmental and sustainability policies and procedures, particularly in relation to the operation and maintenance of infrastructure.

### Quality accountabilities

- Understand and execute quality standards outlined in Altogether quality and management plans, policies and procedures, including the Business Management System and ISO 9001 Quality Management Systems.
- Take ownership of work, participate in quality improvement training and track quality performance to continually identify methods for improvement
- Build and retain channels to connect with customers and get instant feedback

### Qualifications & Experience

#### Qualifications:

- Engineering Degree required
- Membership of a relevant professional organisation e.g. Engineers Australia; Asset Management Council
- Competency based certification or formal qualifications in asset management is preferred
- Current Driver's Licence

#### Experience:

- Experience in field of engineering or a related trade highly regarded
- Utilities industry experience preferred
- Maintenance experience preferred
- Proficient in computerised maintenance management systems
- Asset management experience
- An excellent track record in implementing systems and continuous improvements
- Significant technical experience around business analysis, process design, service design

### Skills and Personal Attributes

#### Skills:

- Proven ability to analyse and understand a commercial situation or problem, to challenge thinking and to make and/or recommend appropriate business decisions
- Demonstrate a consistent and dependable work ethic in order to deliver against objectives
- Views business issues and processes through the eyes of the customer (internal or external)

#### Personal Attributes:

- Able to process numerical data, financial and statistical information
- Ability to present information in a concise and professional way
- Ability to proactively manage multiple projects and work streams, monitoring deliverables and deadlines to ensure obligations are managed and met
- Self-motivated and proactive, both in respect to managing workload and own professional development

#### Other relevant requirements:

- Flexibility to travel intrastate and interstate as required from time to time.

### Important additional information

The manager will discuss all elements of the role brief with the post holder, it is recognised that role requirements may change over time to align with business need.

The information contained within this role brief is provided for guidance, is not contractual, and is not an exhaustive list of all accountabilities that the post holder may have.

As Altogether is a geographically dispersed organisation there may be a requirement to travel to other sites in support of business delivery.

Acknowledgement		
Manager Name:		
Signature:		Date:
Employee Name:		
Signature:		Date:

Position title	Head of Legal and Risk
Reporting to	Executive Manager – Corporate Services
Functional team	Corporate Services
Location	Sydney
Date	July 2021

### Purpose of Role

To lead the Legal and Risk functions of Altogether to support business goals and manage risks being accountable for ensuring that accurate legal and compliance advice is provided to the business to support agile commercial initiatives.

To ensure internal and external compliance audits are carried out efficiently and action items are closed out in a timely manner, that risks are understood and reported on in a clear manner, incidents are responded to quickly and in compliance with our regulatory obligations, contract negotiations are conducted in a way that builds value and manages risk and that legal disputes are resolved.

### Key relationships

<b>Direct reports:</b> <ul style="list-style-type: none"> <li>• General Counsel</li> <li>• Legal Counsel</li> <li>• Risk &amp; Compliance Officer – Water</li> <li>• Risk &amp; Compliance Officer - Energy</li> <li>• HSEQ Officer</li> </ul>	<b>Key internal stakeholders:</b> <ul style="list-style-type: none"> <li>• Executive Manager – Corporate Services</li> <li>• Executive Management Team</li> <li>• Board</li> </ul>	<b>Key external stakeholders:</b> <ul style="list-style-type: none"> <li>• Regulators</li> <li>• Contractual counterparties</li> <li>• Legal and risk advisors</li> <li>• Specialist technical advisors</li> <li>• Key Altogether customers, clients and suppliers</li> </ul>
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### Core responsibilities, duties and accountabilities

- Provide legal and regulatory interpretation advice, contractual drafting and legal dispute resolution expertise to the Altogether business
- Provide senior liaison with Altogether’s regulators, including IPART, AER, AEMO and NSW Health (and, to the extent necessary, ASIC, ACCC, EPA, Worksafe NSW, Worksafe QLD and OAIC)
- Lead, optimise and provide oversight to the Legal and Risk function, comprising of:
  - Legal advice, contractual drafting and legal dispute resolution
  - Health, Safety, Environment and Quality management systems, ESG reporting (through GRESB), internal audits and certification;
  - Regulatory compliance with water, energy and other applicable regulatory requirements;
  - Risk reporting and management, including Altogether’s insurance program
  - Incident management and reporting in line with regulatory obligations
- Report to the executive team and board as required regarding legal, compliance, HSEQ and risk matters.

- Deliver services to meet business goals, within budget and in a timely and professional manner.
- Lead continuous improvement in the legal and risk function in line with Altogether's values.
- Demonstrating quality workplace practices consistent with Altogether's quality policies and procedures.

### Risk Management and Compliance accountabilities

- Behaving in a professional, careful and conscientious manner that contributes to an effective risk management and compliance culture.
- Compliance at all times with Altogether's policies and procedures and with the law.
- Reporting potential and actual compliance breaches and new risks.
- Keeping up to date with legal and regulatory changes that may impact Altogether's business, customers or people.
- Keeping up to date with evolving risks in and to Altogether's business, customers or people.

### Workplace Health & Safety accountabilities

- Executing a duty of care that ensures the health, wellbeing and safety of self and others at all times.
- Lead Altogether's workplace health and safety governance framework.
- Demonstrating safe workplace practices consistent with Altogether's WHS policies and procedures.
- Proactively identifying unsafe workplace conditions and/or practices and taking preventive and corrective actions as applicable.

### Environmental accountabilities

- Executing a duty of care with regard to the environment
- Demonstrating workplace practices consistent with Altogether's environmental and sustainability policies and procedures.
- Lead Altogether's environmental governance framework.
- Ensure on-time completion of ESG reporting as required by the Board and oversee completion of ESG action plans

### Quality accountabilities

- Understand and execute quality standards outlined in Altogether quality and management plans, policies and procedures, including the Business Management System and ISO 9001 Quality Management Systems.
- Ensure that Altogether's ISO certifications are maintained and applied to all business divisions and processes
- Take ownership of work, participate in quality improvement training and track quality performance to continually identify methods for improvement
- Build and retain channels to connect with customers and get instant feedback
- Lead quality function and the application of certified systems across the Altogether business

### Qualifications & Experience

#### Qualifications:

- Australian Lawyer with current Practising Certificate essential
- Formal qualifications in risk management or auditing looked on favourably

#### Experience:

- This is a senior role requiring significant (8+ years) in-house legal experience
- Experience in risk, audit and/or compliance functions looked on favourably
- Experience in the utilities sector looked on favourably
- Experience leading professional teams looked on favourably

### Skills and Personal Attributes

#### Skills:

- Excellent and proven commercial legal skills, contract drafting, statutory and regulatory interpretation
- Communication and presentation skills fit for purpose for a range of different stakeholders (including regulators, board, executive team and internal clients)

#### Personal Attributes:

- Trusted and confident advisor
- Builds rapport and earns recognition as a leader regardless of title
- Resilience and ability to think clearly and act intentionally during demanding situations
- Ability to improve team performance through motivation and change management
- Ability to foster a workplace culture that balance collaboration and independent initiative in a medium-sized enterprise environment

#### Other relevant requirements:

- Ability to travel within Australia as reasonably necessary to support the business

### Important additional information

The manager will discuss all elements of the role brief with the post holder, it is recognised that role requirements may change over time to align with business need.

The information contained within this role brief is provided for guidance, is not contractual, and is not an exhaustive list of all accountabilities that the post holder may have.

As Altogether is a geographically dispersed organisation there may be a requirement to travel to other sites in support of business delivery.

Acknowledgement		
Manager Name:	Mark Edler	
Signature:		Date:
Employee Name:		
Signature:		Date:

Position title	Executive Manager – Retail and Marketing
Reporting to	Executive General Manager – Operations
Functional team	Retail and Marketing
Location	Sydney
Date	Sept 2019

## Purpose of Role

Provide leadership to develop and grow the Altogether's Retail model and Marketing Strategy for Altogether\* business. With overall accountability for Altogether's Marketing and Retail Strategy, the end to end Retail and Embedded Agency operations functions\*\* for Altogether.

\*to be read as including all Altogether Systems' subsidiaries

\*\* Collections activities will be managed by EM Finance except for any customers in the hardship program which will be managed within Retail.

## Key relationships

<p>Direct reports:</p> <ul style="list-style-type: none"> <li>Customer Connections Manager</li> <li>Retail Operations Manager</li> <li>Social Media &amp; Communications Manager</li> <li>Retail Compliance Team Leader</li> </ul>	<p>Key internal stakeholders:</p> <ul style="list-style-type: none"> <li>Board</li> <li>Executive General Manager - Growth</li> <li>Operations Leadership Team</li> <li>Meter2Cash Solutions</li> <li>Strategic leadership Team</li> </ul>	<p>Key external stakeholders:</p> <ul style="list-style-type: none"> <li>Regulators (IPART, DPE, EPA, AER, Dept Health)</li> <li>Public Utilities</li> <li>MCo &amp; Key Investors</li> <li>Developer Clients</li> <li>Customers</li> <li>Community Stakeholders (community interest groups, councils)</li> </ul>
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## Core responsibilities, duties and accountabilities

<ul style="list-style-type: none"> <li>Retail – management and oversight of:             <ul style="list-style-type: none"> <li>Multi Utility Retail and model through the implementation of compliant systems and processes</li> <li>Customer Experience strategy and promotion of voice of the customer</li> <li>Retail regulatory compliance obligations and reporting</li> </ul> </li> <li>Community Engagement – management and oversight of:             <ul style="list-style-type: none"> <li>Community engagement strategy</li> </ul> </li> <li>Marketing and Communications - management and oversight of:             <ul style="list-style-type: none"> <li>Brand strategy</li> <li>Social media strategy</li> <li>Manage key communications channels for products &amp; services to customers, clients and stakeholders (website, social media, collateral and events)</li> </ul> </li> </ul>
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- Contribute to product development
- Support Business Development
- Issues and Crisis Management
  - Advise & manage comms for crisis situations
- General
  - ambassador for maintaining/improving the brand to all stakeholders including clients, customers, supply chain, and regulators
  - demonstrating quality workplace practices consistent with quality policies and procedures.
- Demonstrating quality workplace practices consistent with Altogether's quality policies and procedures.

### Risk Management and Compliance accountabilities

- Behaving in a professional, careful and conscientious manner that contributes to an effective risk management and compliance culture.
- Compliance at all times with Altogether's policies and procedures and with the law.
- Reporting potential and actual compliance breaches and new risks.
- Keeping up to date with relevant changes in legal and other requirements, identifying and reporting compliance breaches, identifying and assessing risks.

### Workplace Health & Safety accountabilities

- Executing a duty of care that ensures the health, wellbeing and safety of self and others at all times.
- Demonstrating safe workplace practices consistent with Altogether's WHS policies and procedures.
- Proactively identifying unsafe workplace conditions and/or practices and taking preventive and corrective actions as applicable.

### Environmental accountabilities

- Executing a duty of care with regard to the environment
- Demonstrating workplace practices consistent with Altogether's environmental and sustainability policies and procedures.

### Quality accountabilities

- Understand and execute quality standards outlined in Altogether quality and management plans, policies and procedures, including the Business Management System and ISO 9001 Quality Management Systems.
- Take ownership of work, participate in quality improvement training and track quality performance to continually identify methods for improvement
- Build and retain channels to connect with customers and get instant feedback

### Qualifications & Experience

#### Qualifications:

- Relevant degree or diploma qualifications

#### Experience:

- A strong background and understanding of the water and/or energy utilities and/or infrastructure sectors
- Strong background in utility retail operations management, customers acquisitions, billing and collections encompassing at least five years in one or more of these disciplines
- Experience in managing quality assurance and continuous improvement programs
- A background in marketing, sales, social media and stakeholder communications management (desirable)
- Previously involved in successful implementation of community engagement and consultation processes (desirable)

### Skills and Personal Attributes

#### Skills:

- Highly developed organizational and planning skills, time management skills and written/oral communications skills
- Highly collaborative leadership style with the ability to respond quickly and effectively to ever-changing situations
- Ability to coach, mentor and lead a diverse staff to deliver best in class client service
- Engaging and highly effective interpersonal, communication and presentation skills that cultivate and grow lasting business relationships both internally and externally
- Ability to work independently in a small enterprise environment
- Ability to improve business performance through change management
- Strong skills in troubleshooting, problem-solving, and conflict resolution

#### Personal Attributes:

- Pragmatic, facilitative approach
- Solution provider, problem solver
- Strong inter-personal skills
- Straight forward, self-confident and high self-awareness

#### Other relevant requirements:

- Flexibility to travel
- High proficiency in MS Office suite

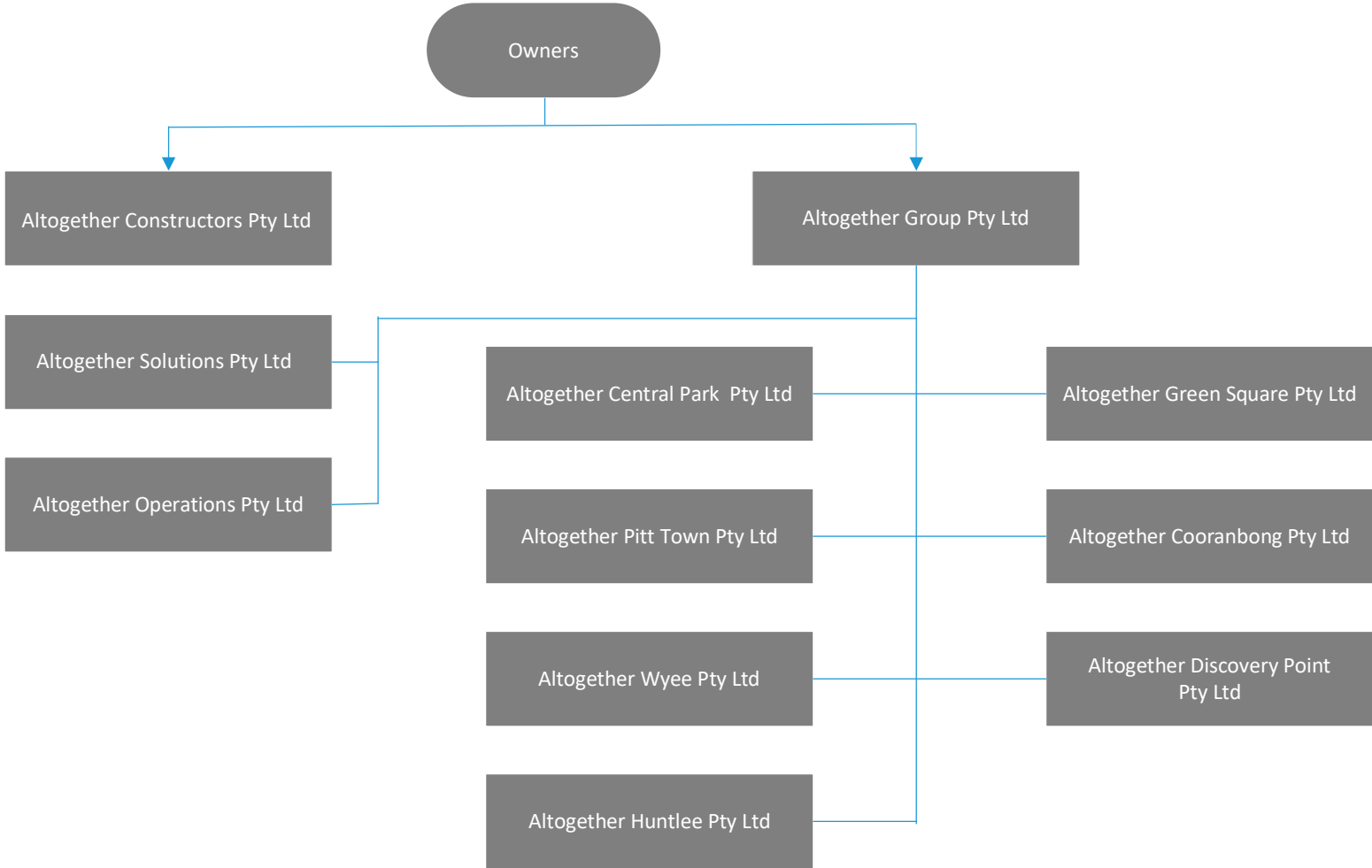
### Important additional information

The manager will discuss all elements of the role brief with the post holder, it is recognised that role requirements may change over time to align with business need.

The information contained within this role brief is provided for guidance, is not contractual, and is not an exhaustive list of all accountabilities that the post holder may have.

As Altogether is a geographically dispersed organisation there may be a requirement to travel to other sites in support of business delivery.

Acknowledgement		
Manager Name:		
Signature:		Date:
Employee Name:		
Signature:		Date:





# Certificate of Registration on Change of Name

This is to certify that

**FLOW SYSTEMS PTY LTD**

**Australian Company Number 136 272 298**

did on the twelfth day of January 2021 change its name to

**ALTOGETHER GROUP PTY LTD**

**Australian Company Number 136 272 298**

The company is a proprietary company.

The company is limited by shares.

The company is registered under the Corporations Act 2001 and is taken to be registered in New South Wales and the date of commencement of registration is the twenty-seventh day of March, 2009.

Issued by the  
Australian Securities and Investments Commission  
on this twelfth day of January 2021.

A handwritten signature in black ink that reads 'James Shipton'.

James Shipton  
Chair

CERTIFICATE