



## Customer Profile

# Sydney Water

### Customer

Sydney Water

### Term

10 years (2020 - 2030)

### Value

\$55m p.a.

### Location

Sydney, NSW

## Maintenance and Facilities Management

Programmed is the Maintenance and Facilities Management partner of the B2G (Better Together) Joint Venture which consists of the following delivery partners:

Fulton Hogan Industries Pty Ltd; Abergeldie Contractors Pty Ltd; Stantec Australia Pty Ltd (in partnership with Atlas).

### Contract history

In December 2019, Programmed along with our Joint Venture Partners, was selected to provide a range of services; Engineering Design, Construction, Maintenance and Facilities Management for the Western Region of Sydney Water's assets with a value of approximately \$2bn over the ten-year life of the contract. The primary objectives of this new operational model were to:

- ▶ Improve collaboration and integration across the value chain
- ▶ Effective management of lifecycle costs across all stages of asset lifecycles
- ▶ Effective management of safety
- ▶ Deliver outcomes that customers value
- ▶ Promote innovation for new and improved solutions
- ▶ Develop flexible model providing long term stability and promoting partnerships.

### Joint Venture Partners

Programmed is the Maintenance and Facilities Management partner of the B2G (Better Together) Joint Venture which consists of the following delivery partners:

- ▶ Fulton Hogan Industries Pty Ltd; Abergeldie Contractors Pty Ltd; Stantec Australia Pty Ltd (in partnership with Atlas).

## Scope of services

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We provide Mechanical, Electrical and Civil Maintenance services across the large portfolio of water and wastewater assets.

The scope includes:

- ▶ Hydraulic services, electrical services, mechanical services, fire services, vertical transport, automatic doors and gates, structural elements, pest control, fencing, cleaning and waste services and grounds maintenance. Network assets under maintenance include potable water systems, storm water systems, mains and submains, back-up generators, UPS supply systems, Building Management Systems, bushfire sprinkler systems, EWIS, VESDA, native bushland maintenance and bushfire hazard reduction
- ▶ In addition, we provide Facilities Management services at various offices and depot locations and undertake Capital Projects

Services include cleaning, grounds, HVAC, Fire Systems, PestControl, Fencing, Water Cooling Towers, Roadways and general handyman services. We also maintain internal services such as electrical services, IT, evacuation plans, furniture and fittings.

Programmed directly delivers grounds, cleaning, plumbing, electrical services and handyman services, driving significant cost savings to Sydney Water.

Assets include:

Wastewater treatment plants (WWTPs), Sewage treatment plants (STPs), Water recycling plants (WRPs), Chemical treatment plants (CTPs), Water treatment plants, Dosing facilities, Water filtration plant, Water and Wastewater pipelines, Stormwater channels and pipes, Water and Wastewater pumping stations, Drainage Pump Stations and Reservoirs.

Programmed was chosen to lead the Transition for the B2G JV due to our experience in mobilising and transitioning large complex contracts of a similar size. Due to the sheer scale and scope of the contract the transition period was six months. The initial Discovery Phase focussed on establishing processes and future cultural approach. Being co-located with the other two Regional Delivery partners enabled solid foundations to be laid for ongoing success and collaboration.

- ▶ The Western Region contains 106 reservoirs, 1 Major Hazard Facility (MHF), 4 recycled water storage reservoirs, 6 Water storage reservoirs, 78 Water Pumping Stations, 276 Wastewater Pumping Stations, 10 Recycled Water Pumping Stations, 1 Water Treatment Plant, 14 Wastewater Treatment facilities, 3 Wastewater Storage facilities and 17 sewage treatment plants, 9,189km of water pipelines and 9,929km wastewater pipelines
- ▶ Programmed maintains 927 buildings at 519 active sites totalling over 7,799,000m<sup>2</sup> and 203 decommissioned buildings. We also deliver monthly maintenance services to over 2,160,944m<sup>2</sup> of grounds and gardens per month
- ▶ In the six months since contract commencement we have delivered minor works to the value of \$3m
- ▶ We manage an average of 2,300 Work Orders per month.

## Notable assets in scope include:

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- ▶ The MHR has three 24,000 litre Chlorine tankers on site supplying Sydney's most crucial pieces of infrastructure with two pipelines (2.1 m and 3m diameter) to carry water between Warragamba Dam and Prospect Reservoir
- ▶ 60 megalitre water storage assets
- ▶ 1700mm Critical Hollow Jet Valves at Prospect Reservoir
- ▶ A section of pipeline from Warragamba Dam which measures 3m and 2.1m in diameter and can supply 2600 megalitres a day
- ▶ 310 kW submersible pumps, Pump Station Depth 19m