

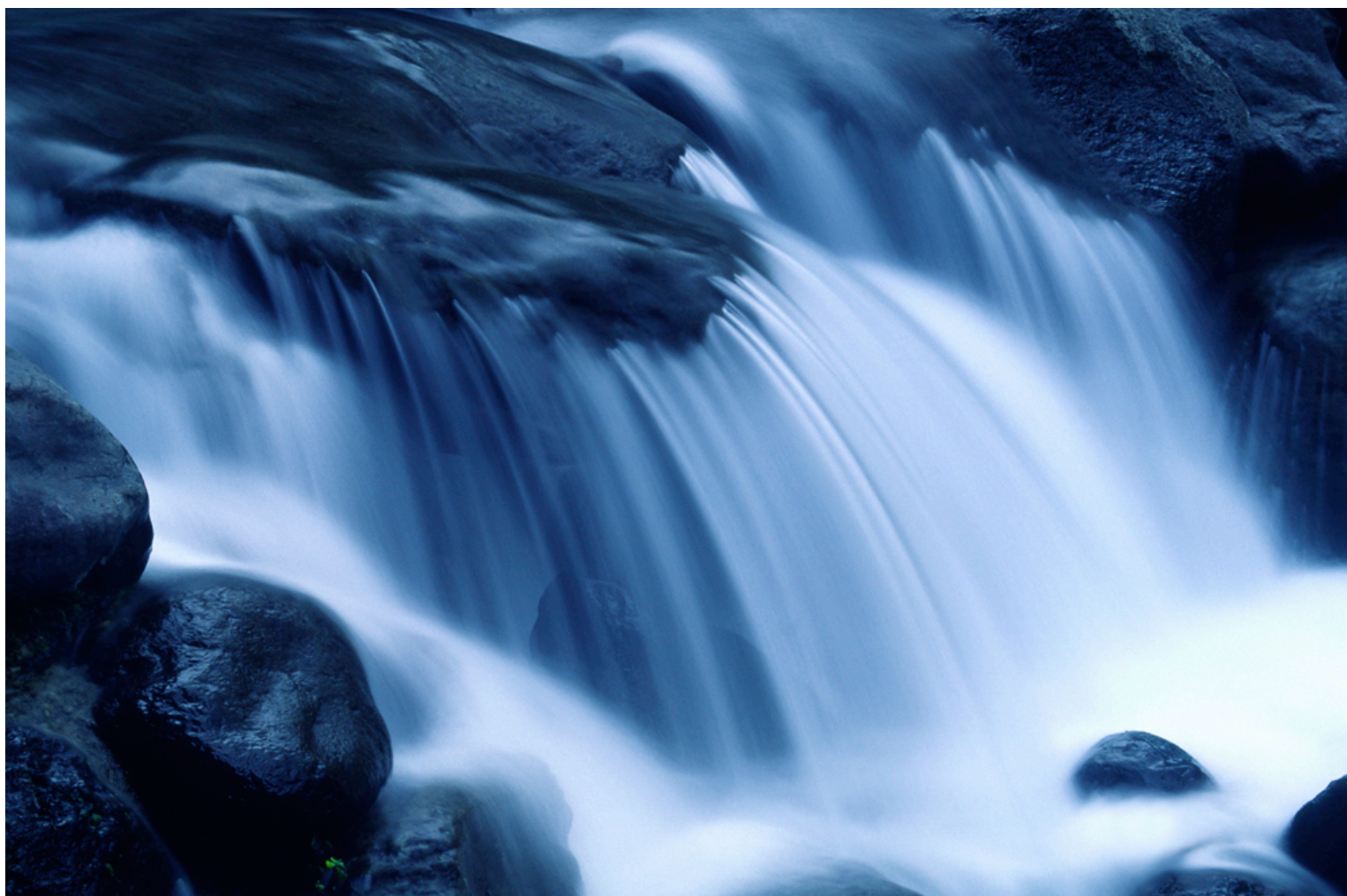
# Viridis Consultants Pty Ltd

## Capability Statement



## Company Details

<b>Company Name</b>	Viridis Consultants Pty Ltd (Viridis)
<b>Location</b>	Corporate House, Building 1 747 Lytton Road, Murarrie, QLD, 4172
<b>Postal address</b>	PO Box 131, Bulimba, QLD, 4171
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<b>E-mail</b>	info@viridis.net.au
<b>Year established</b>	2008
<b>Web address</b>	<a href="http://www.viridis.net.au">www.viridis.net.au</a>
<b>ABN</b>	49 129 185 271
<b>Professional Indemnity Insurance</b>	CGU Insurance Ltd, \$10m
<b>Public Liability Insurance</b>	GIO General Ltd, \$20m
<b>Workers' Compensation</b>	WCA090106378



## Services

Viridis provides consultancy and auditing services to public utilities, government and private sector clients.

Our niche area is water quality management, however, we have a broad range of expertise. Viridis has been specialising in water quality and environmental management since 2008 and in doing so has developed:

- our own risk assessment methodology based on our extensive risk assessment experience, across a range of applications and ISO 31000
- templates for DWQMPs and RWMPs for different jurisdictions, to comply with specific regulatory requirements
- a processes for the analysis of extensive and complex water quality datasets using *Minitab*
- our own environmental aspects and impacts methodology for large organisations and projects.

We provide these services nationally and have experience in operating in regional Australia. We regularly undertake work in regional Queensland, New South Wales and Victoria.

Viridis is focused on building long-standing relationships with our clients through the provision of quality services, which drives the way we do business. On every project we strive to work closely with our clients to develop practical, useful and situation specific solutions. As a result our clients like what we do, over 90% of our projects are repeat business or referrals.

### **Management Systems**

- drinking water quality management plans – development and implementation
- recycled water management plans (incl CSG)
- beneficial use applications (BUA) for CSG water
- quality management systems – ISO 9001
- environmental management systems – ISO 14001
- HACCP
- ISO 22000
- PAS 55 and ISO 55000
- incident management plans
- development of forms and procedures

### **Risk Management**

- risk management – ISO 31000
- qualitative and quantitative risk assessments
- risk management improvement plans
- strategic planning

### **Auditing**

- drinking water quality
- recycled water management
- quality management systems (QMS) – ISO 9001
- environmental management systems (EMS) – ISO 14001
- HACCP
- ISO 22000
- internal and second party audits

### **Facilitation**

- training
- workshops (including risk assessments)
- change management



## Capacity

Our most important assets are our people. We actively encourage our consultants to develop their skills and knowledge.

There are currently four full-time senior consultants delivering our projects. Projects are delivered as a team to provide contingency and internal review. There is capacity to increase our project delivery team to eight, should the workload require it.

Viridis has also been very successful in managing teams of sub-consultants, where additional skills or capacity is required to deliver projects.

### **James Howey M.Sc. B.Sc. – Director**

James is one of only a few certified drinking and recycled water QMS auditors and was the first in Queensland.

-  Exemplar Global (formerly RABQSA) Lead Drinking & Recycled Water QMS Auditor
-  Exemplar Global Skills Assessor
-  Exemplar Global Associate Environmental Auditor.

James specialises in management systems, risk assessments and facilitation. He has considerable experience in the preparation and implementation of management systems.

### **Karen Pither B.Sc. – Senior Consultant**

Karen has over 10 years experience in water, wastewater and environmental management. Karen is an experienced project manager, specialising in the development, implementation and audit of management systems, including drinking water, recycled water and environmental management systems, site-based management plans and risk based management plans.

Karen is an Exemplar Global recycled water lead auditor, with a background in recycled water regulation with the Queensland Government. She is a specialist in recycled water risk assessment and exposure assessments for recycled water reuse.

Karen's environmental experience includes the development of environmental management systems, environmental management plans and environmental risk assessment and environmental monitoring.

### **Tasleem Hasan M.Sc. B.Sc. – Senior Consultant**

Tasleem has 12 years of experience in drinking water quality management, including regulation, process improvement and monitoring. He has been working extensively in regional areas of Australia over the past three years, identifying and discussing key water supply issues and providing advice on potential improvements and regulatory compliance. These not only include engineering solutions but also establishing longer-term management systems for continued quality of service.

Tasleem is an Exemplar Global drinking water lead auditor, with a background in water regulation with the Queensland Government.

Tasleem has also worked extensively in a number of Pacific island developing countries on various high profile WASH projects.

### **Scott Prenzler B.Eng – Senior Consultant**

Scott has more than 12 years experience in the water business including government, consulting and industry. He has a vast knowledge of guidelines and legislation as well as management systems. His roles required him to be proactive while using a collaborative approach with many clients.

At Brisbane Water Scott operated in a quality-controlled environment and was responsible for the implementation and maintenance of a certified ISO 14000 environmental management system (EMS). The EMS was a subcomponent of an Integrated Management System, including workplace health and safety and quality. More recently Scott guided

a team of scientists and engineers in the development of procedures required to implement the new recycled water regulatory framework including assessment methodology, process, checklists and training packages at the Department of Energy and Water Supply.

## Our Mission and Values

Viridis' mission is *improving client systems and processes, doing things properly.*

We strive to deliver on this mission with everything that we do. We honestly try to assist clients through the delivery of our projects. We do things properly, to deliver quality outcomes.

This is reflected in our core values that make Viridis who we are and motivates our personnel. These core values are what our culture is derived from and are:

### **Integrity**

Our over-riding focus is on achieving successful long-lasting relationships with clients that are built on a strong foundation of understanding, trust and credibility.

### **Respect**

We share information appropriately and responsibly. We listen and work collaboratively in the best interests of Viridis and it's clients. We believe in straight dealing in all matters. We believe in treating all people and places with respect and show empathy towards others.

### **Quality**

We demand service excellence through understanding client's needs and drivers. We deliver to a high standard so our clients perceive a quality product. We strive for improvement and never stop trying to better ourselves.

### **Fulfilment**

We are committed to ensuring that skills, knowledge and talent are proactively identified and developed. We enjoy our successes and take pride in our work.



## Track Record

Viridis has an excellent record in delivering projects on time and budget. This is shown by our high rate of repeat work and referrals. Over 90% of our work is through invitation.

### Management Systems

#### *Seqwater*

Viridis has undertaken the majority of risk assessments for bulk water supply used to under-pin the DWQMPs, including:

- ✔ Western Corridor Recycled Water Scheme
- ✔ most SEQ water treatment plants (approx. 40)
- ✔ bulk distribution network
- ✔ Tugun Desalination Plant
- ✔ SEQ Water Grid (operation of connected assets).

Viridis was engaged to review and revise Seqwater's EMS, which is to be certified to ISO 14000. Viridis also assisted Seqwater in the development of an asset management system, compliant with the new ISO 55000 standard.

#### *New South Wales Ministry of Health*

Viridis has been engaged by the New South Wales Ministry of Health to develop and/or implement drinking water management systems (DWMS) for a number of regional water utilities. DWMS development and/or support projects that have been delivered so far include:

- ✔ Bellingen Shire Council
- ✔ Tenterfield Shire Council
- ✔ Inverell Shire Council
- ✔ Singleton Council
- ✔ Essential Water, Broken Hill
- ✔ Tibooburra Water
- ✔ Jenolan Caves Trust
- ✔ Armidale Dumaresq Council
- ✔ Parkes Shire Council
- ✔ Walcha Council
- ✔ Liverpool Plains Shire Council
- ✔ Gwydir Shire Council
- ✔ Kyogle Council
- ✔ Carrathool Shire Council

#### *Queensland Urban Utilities*

Viridis was engaged by QUU to undertake the first regulatory review of the DWQMP. Viridis has also been re-engaged to undertake a water quality investigation on data from their verification monitoring program.





#### *Unitywater*

Unitywater has engaged Viridis to undertake water quality risk analysis for selected schemes to assist strengthen their drinking water quality risk assessments. Detailed water

quality data analysis will be undertaken and investigated as part of the project. Viridis is also assisting Unitywater to undertake pre-certification activities in order to achieve ISO 22000 certification. This includes the establishment of the HACCP Plan, comprehensive review of the ISO 22000 certification criteria, identifying where improvements are likely, and completion of required documentation critical to achieve certification.

#### *Queensland Regional Councils*

Viridis has developed and/or reviewed DWQMPs for a number of regional water service providers in Queensland, including:

-  Carpentaria Shire Council
-  Cloncurry Shire Council
-  Mount Isa City Council
-  Mount Isa Water Board

#### *Queensland Department of Environment and Resource Management (now Department of Energy and Water Supply)*

Viridis was engaged by the Office of the Water Supply Regulator (now Queensland Water Supply Regulator) to prepare and deliver a training package on the preparation of Drinking Water Quality Management Plans for small and medium drinking water service providers across Queensland.

#### *Northern Rivers Water Group*





Viridis prepared Drinking Water Management Systems (DWMS) for five northern NSW councils in the Northern Rivers Water Group. The DWMS is a quality assurance program that addresses the 12 elements of the Australian Drinking Water Guidelines (ADWG) and the draft NSW Guidelines for Drinking Water Management Systems.

#### *SunWater*

Viridis was engaged to develop a Recycled Water Management Plan for the Glebe Beneficial Use Scheme, which will transport treated CSG water from QGC's Woleebee Creek WTP to Glebe Weir. Water from this scheme will be beneficially used for livestock watering, crop irrigation, industrial activities, maintenance, commissioning and urban water supply.

#### *Sinclair Knight Mertz*

Viridis has sub-consulted to SKM on a number of occasions providing expert skills in the area of recycled water management.

-  Cairns Dual Pipe Recycled Water Scheme RWMP
-  Goodna STP Upgrade RWMP
-  Barwon Water West Edge Recycled Water Treatment Plant Feasibility
-  Kenya - Chinchilla RWMP (CSG).

#### *LinkWater (now Seqwater)*

LinkWater's ISO 22000 system was audited and gained certification. This was an outstanding achievement and unique to the sector in Queensland considering the framework encompasses the whole organisation. The system, which was designed by Viridis, has also been commended by a recent Queensland Competitions Authority audit and won an AWA award – best program.



### *Brisbane City Council*

Brisbane City Council, City Projects Office has a certified EMS. Viridis was engaged to assist in closing out a number of audit non-conformances. Among these was a complete revision of the aspects and impacts.

## **Risk Management**

Viridis is heavily involved in the risk management area. Most of the 'Management System' projects that are undertaken involve an element of risk assessment. Details of the water quality management and environmental aspects and impacts risk assessment have been shown above.

### *SunWater*

Viridis undertook a desktop risk assessment to assess the impacts of introducing treated coal seam gas water into a terminal storage for supply to existing customers including mine sites and livestock producers.

### *Victorian Department of Health*

Viridis was engaged by the Department of Health to undertake a risk review of a Victorian water utility. This was a review of all operations and practices to determine the root cause of any deficiencies in risk management, in relation to the provision of safe drinking water.

### *Teys Australia*

Teys is the second largest meat processor and exporter in Australia. Viridis has been engaged to undertake a risk assessment of its wastewater management system at its Biloela plant.

## **Auditing**

### *Seqwater*

Seqwater is Scheme Manager for the Western Corridor Recycled Water Scheme. As such they are required to submit internal audit reports to the regulator. Viridis was engaged to undertake an audit of one of the scheme provider RWMPs.

### *Queensland Urban Utilities*

Recently, Viridis undertook the regular internal audit and external regulatory audit for the Gatton RWMP. In an earlier project, Viridis was engaged by QUU to audit the conditions of the approval, as required by the regulator. The approval was under the Commonwealth Environmental Protection and Biodiversity Conservation Act (1999) for one its sewage treatment plants located adjacent to a RAMSAR wetland.

### *GWMWater*

Viridis undertook the audit of the risk management plans (21 plans in total) against the required scope and delivered the audit report, with opportunities for improvement, which was accepted by GWMWater.

### *Ballina Shire Council*

Viridis has conducted a pre-operational Recycled Water Management Plan audits for both the Ballina and Lennox Heads recycled water schemes.

### *Barwon Water*

The Northern Water Plant required an audit following one year of operation, in accordance with licence conditions. Viridis conducted an audit of the Health and Environmental Management Plan and Recycled Water Quality Management Plan to fulfil this condition.

### *Victoria Health*

Viridis conducted an audit of risk management practices of a Victorian water utility to identify any issues in relation to risk management. The root causes of issues were identified and recommendations developed.

## **Facilitation**

All of the risk assessments that have been undertaken have been done so in a workshop environment. Viridis has gained significant expertise in the delivery of workshops: gathering pertinent information from attendees and developing ideas.

Workshops undertaken, excluding risk assessment, include:

- 🌱 LinkWater (now Seqwater) – business process mapping of works planning and network isolations
- 🌱 Queensland Department of Infrastructure and Planning – construction of the Wyaralong Water Treatment Plant
- 🌱 Seqwater – identification of critical incidents.



## Quality Management System

Viridis operates within a quality management system (QMS) in accordance with ISO 9001. This system incorporates our environmental safety and risk management.

### Quality

The quality of the services that we deliver is of primary importance. Viridis has a Project Management Manual that governs the way our projects are delivered. This includes the following:

- ✓ project risk management
- ✓ project health and safety plans
- ✓ technical reviews and hold points
- ✓ time and cost management
- ✓ conflict resolution
- ✓ deliverable quality.

### Safety

Viridis acknowledges its responsibility to workplace health and safety management and complies with all relevant legislation. We are committed to providing and maintaining a safe and healthy working environment for our employees and to ensure the safety of others affected by our operations. All projects have a health and safety review and a project specific plan is developed where required.

Viridis has never had a lost time injury.

### Environment

Our environmental policy shows our commitment to the environment. Some of the ways that we try to minimise our impact on the environment is through the purchase of green power, the carbon off-set of travel and encouraging a paperless office.

### Risk Management Approach

We take a risk-based approach to the management of our projects and have developed procedures within our QMS that ensure project risks are managed effectively and consistently. Relevant procedures within our QMS include:

- ✓ Project Management Manual
- ✓ Management Review and Quality Audits
- ✓ Risk Management Procedure
- ✓ Non-conformance, Corrective and Preventative Actions
- ✓ Communicating and Managing Service Delays
- ✓ Resolving Client Issues
- ✓ Resolving Actual and Potential Conflicts of Interest.



# Customer Service and Market Response

## Relationships and Communication

Viridis is notable for successful project delivery. We develop close working relationship with clients and interact proactively with organisations and governments agencies. Our team demonstrates high communication standards by providing regular project updates, ensuring that all issues raised are resolved in a consistent and logical manner. To guide our staff on customer service and communication, we implement the following procedures:

- Communication and Managing Service Delays
- Resolving Client Issues and Resolving Actual
- Potential Conflicts of Interest.

## Responsiveness

We are a small niche consultancy, which means that our clients receive personalised service. Our project management style is collaborative, and we pride ourselves on being available to our clients and proactive in achieving results. Our systems have been established around the provision of personalised service and we are able to be flexible and take action when required.

## Continuous Improvement and Innovation

Viridis is committed to providing quality outcomes and providing our clients with a cost effective service and high quality product. We are committed to understanding the clients objectives and operate within a continual improvement program in order to always provide the best possible advice.

We recognise that the success of the company is built upon providing a quality service to our clients. With this in mind we:

- actively and professionally manage our projects and place emphasis on the time, cost, quality and business relationship aspects of our client's needs
- seek opportunities to add value to our client's businesses by providing specialist advice and direction
- ensure our internal systems are operated in accordance with ISO 9001
- operate a continuous learning environment under which on-going development is a high priority
- seek feedback on all our projects to see how we can improve.

## Memberships

Viridis is a silver corporate member of the Australian Water Association (AWA).

Viridis staff are committee members on the AWA specialist networks for Recycled Water and WASH.



[www.viridis.net.au](http://www.viridis.net.au)

