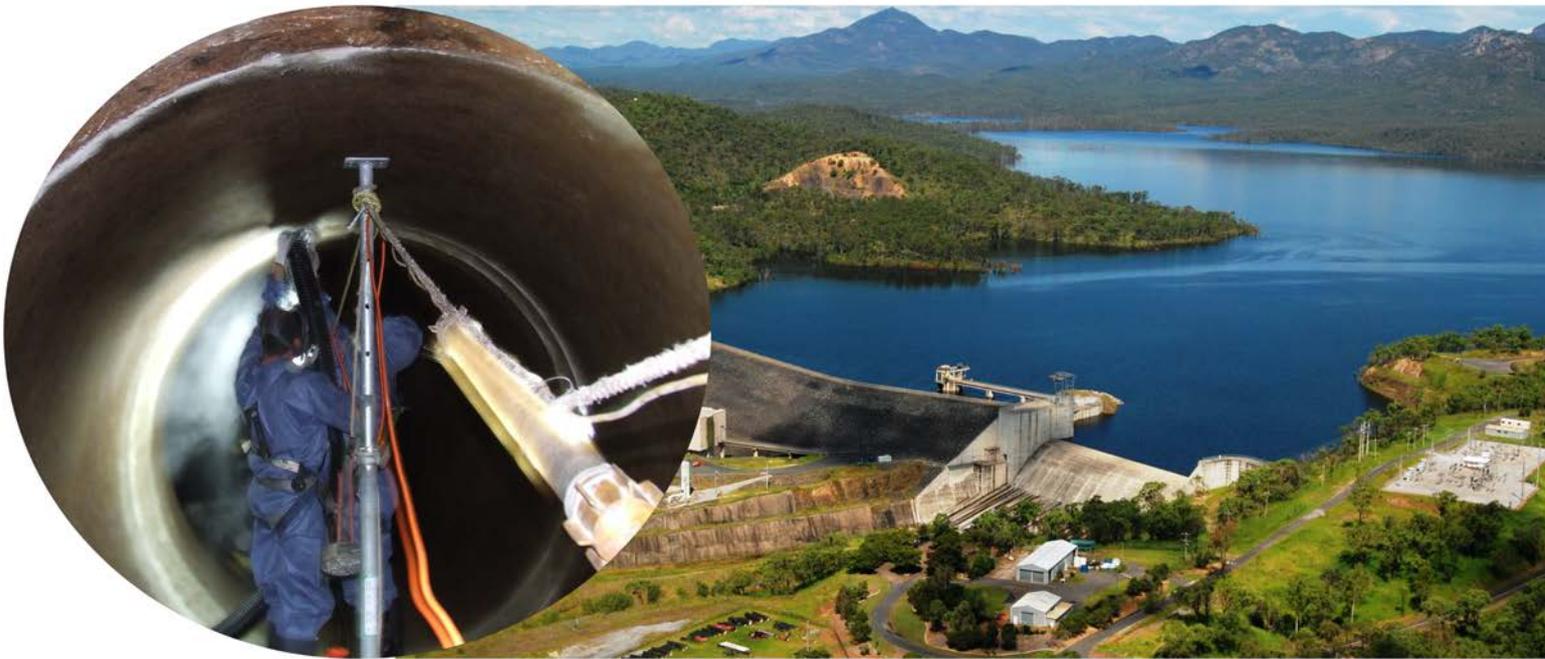


Gladstone Area Water Board (GAWB) are using ISO 55001 certification to demonstrate the sound asset practices that contribute to the setting of water prices.



“As a price regulated business, GAWB must demonstrate that decisions regarding our assets are prudent and efficient. Certification to ISO55001 in Asset Management demonstrates the sound asset practices that contribute to the setting of water prices.”

Jim Grayson  
CEO  
Gladstone Area Water Board

#### Client needs

- Demonstrate best practice
- Improve customer service delivery
- Comply with water industry regulations
- Improve value for our customers

#### Client benefits

- First water service provider in Australia
- Improved Asset Management controls
- Improved business performance
- Enhanced reputation as a well-managed business

## Client Background

The City of Gladstone is located in central Queensland, Australia and is a major export hub for heavy industrial trade. Industry based in Gladstone includes alumina refining, aluminium smelting, liquid natural gas, coal, oil, cement, chemical processing and power generation. Heavy industries in Gladstone require a reliable water source as an input into their processes. The Gladstone Area Water Board was established in 1973, and is the sole provider of bulk raw and treated water to the city's industrial, commercial and domestic users. As a commercialised entity GAWB has a key objective of ensuring its operations are as efficient as possible, with its prices being cost reflective and subject to a regulated pricing framework.

To service the demand of the local industrial customers, GAWB must maintain a reliable operation around the clock. Raw water is pumped from its Awoonga Dam along a delivery network of pipelines and reservoirs direct to its customer's interface. An interruption to water supply can result in an interruption to a customer's process. GAWB's annual allocation of 78,000 mega litres from Lake Awoonga ensures industry's needs are met.

Reliable and safe drinking water supply is equally as important. GAWB operates and maintains two water treatment plants with a combined capacity of 60 mega litres per day. GAWB treats its raw water according to Australian Drinking Water Guidelines and provides it on bulk to Gladstone Regional Council for distribution to domestic customers. GAWB's environmental responsibility includes ensuring the aquaculture of the Boyne River System, which flows through Lake Awoonga, is maintained. The major activity in this regard is the restocking of diadromous fish species into the lake. GAWB operates a fish hatchery to help meet this requirement.

The Gladstone communities are proud of their Lake Awoonga. GAWB encourages activities around the lake through the provision of free to public picnic, playground, boating, fishing and camping facilities.

## Why certification?

A major focus point for GAWB was to ensure the long and short term water needs of current and future customers were met in ways that were environmentally, socially and commercially sustainable. This was achieved by continuously planning for these needs and developing, operating and maintaining the infrastructure required in a sustainable manner, while minimizing the impact its operations have on the environment.

GAWB was focused on improving their asset management system over a number of years and an overall goal was to achieve early certification in ISO 55001 Asset Management. With an existing relationship with BSI Group, GAWB didn't hesitate to contact them to help achieve their ISO 55001 certification. BSI was proactive by providing the team Asset Management training, conducting a gap analysis and mapping out business functions.

BSI Client Managers, Jim Riddle and Dale Hickman assisted GAWB with the entire negotiation process. Operations and Maintenance Manager, John Tumbers, says "working closely with Jim and Dale was fantastic from start to finish."

CEO, Jim Grayson says that achieving certification has been a key aspiration for GAWB. "We're proud to become the first Australian water provider to certify our Asset Management System. This achievement showcases not only our organization, but the entire Gladstone region as leaders in the Australian industry."

## Benefits

GAWB is committed to continually improving their asset processes and systems, whilst focusing on improved integration within all management systems. John Tumbers said that customers will now have the knowledge that assets are managed in accordance with the principles of the standard, in order to manage cost, risk and performance. "Since we've been promoting the standard we've established an asset management improvement plan

where we can continually work on our improvements."

With the assistance of BSI Group, GAWB understands the structured approaches available for value realization from assets.

## Implementation

ISO 55001 defines the requirements for an integrated, effective management system for assets; in much the same way as ISO 9001 specifies the essential features of a quality management system. Because of GAWB's experience with BSI for ISO 9001, AS/NZS 4801 and ISO 14001, the company found implementation of the new standard relatively straightforward. The main objective was to achieve certification and be leaders within the water industry, says Jim Grayson.

Management was engaged through weekly briefings of progress and the executive team acted as the body to review and approve relevant decisions and documents. Jim says "with the lack of examples and interpretation, it was harder than anticipated, however Jim and Dale were very patient with the entire process, making it easier than expected."

Jim Grayson continued, "a key to success has been the universal desire to improve asset management within GAWB, from the Board of Directors to the shop floor. Everyone has a role to play."

## BSI's role

BSI has a longstanding relationship with GAWB, having been heavily involved in certifying them previously to AS/NZS 4801, ISO 9001 and ISO 14001. "We have an excellent working relationship built up over time with BSI," says CEO Jim Grayson. "They've been on hand for guidance throughout the entire certification process."

Jim concludes by saying "certification isn't the end of the journey. It is a commitment to continuous improvement for the benefit of our customers and the wider Gladstone community."

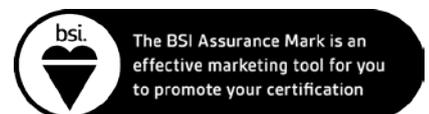
Find out how BSI can help your business make excellence a habit.

Visit [bsigroup.com/en-au](https://bsigroup.com/en-au)

Ph: 1300 730 134

Email: [info.aus@bsigroup.com](mailto:info.aus@bsigroup.com)

Web: [bsigroup.com/en-au](https://bsigroup.com/en-au)



The trademarks in this material (for example the BSI logo or the word "KITEMARK") are registered and unregistered trademarks owned by The British Standards Institution in Australia and certain other countries throughout the world.