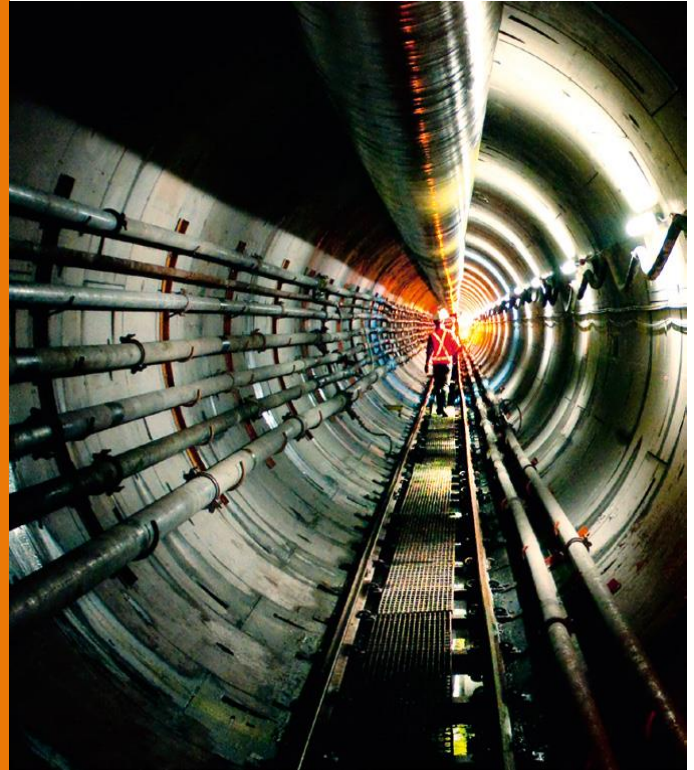


YARRA VALLEY CULTURE WATER

PAT MCCAFFERTY

18 MARCH 2015





ABOUT YVW

- Serving 1.8 million people
- Revenue \$950 M pa
- Assets \$4 B
- 19,200 kms of pipes
- 9 sewage treatment plants
- 550 staff

2020
STRATEGY

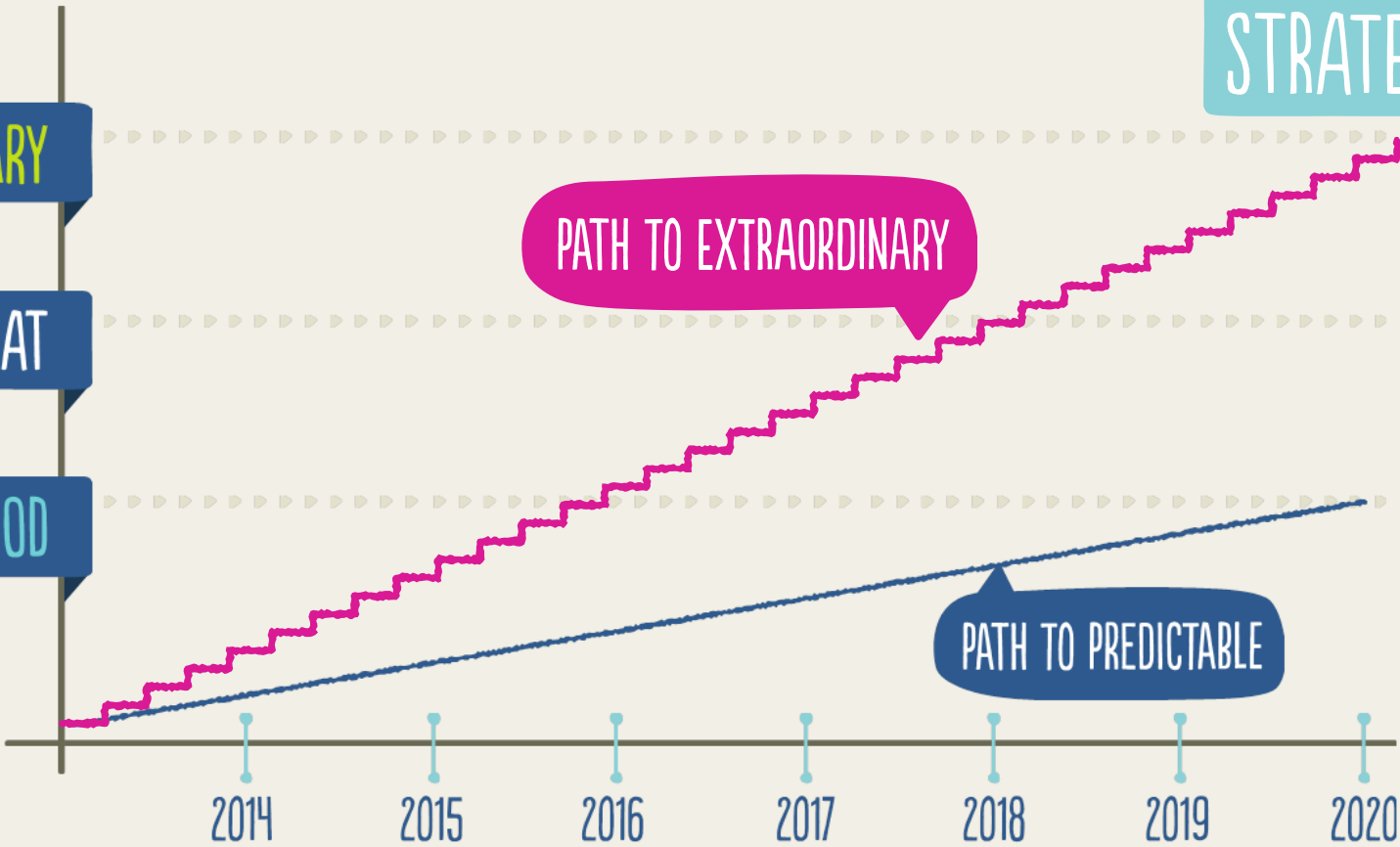
EXTRAORDINARY

GREAT

GOOD

PATH TO EXTRAORDINARY

PATH TO PREDICTABLE



WE ARE YARRA VALLEY WATER



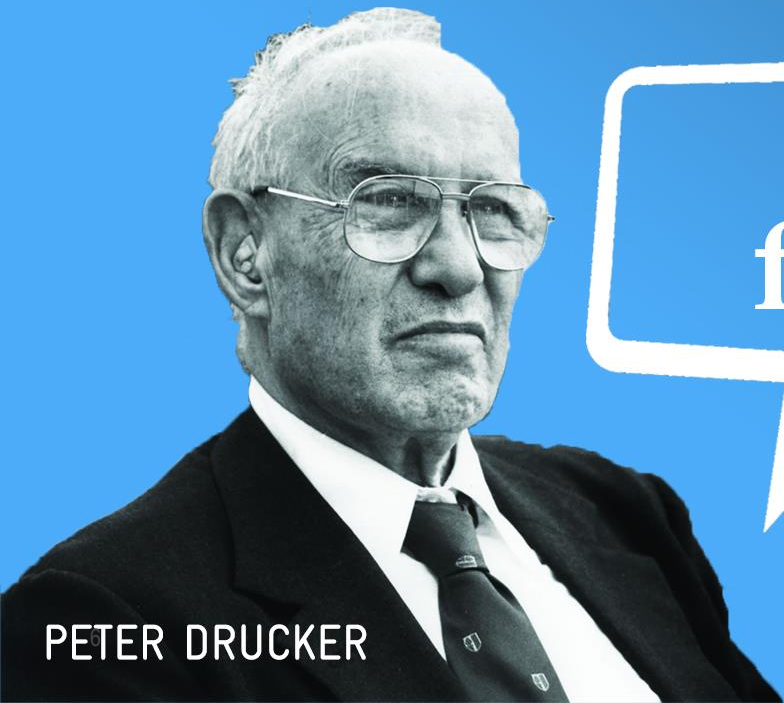
OUR PURPOSE IS TO PROVIDE
EXEMPLARY WATER AND SANITATION
SERVICES THAT CONTRIBUTE TO THE
HEALTH AND WELLBEING OF CURRENT
AND FUTURE GENERATIONS.



EMBEDDING OUR 2020 STRATEGY VIDEO



CULTURE



eats strategy
for breakfast

PETER DRUCKER

EXTRAORDINARY PERFORMANCE



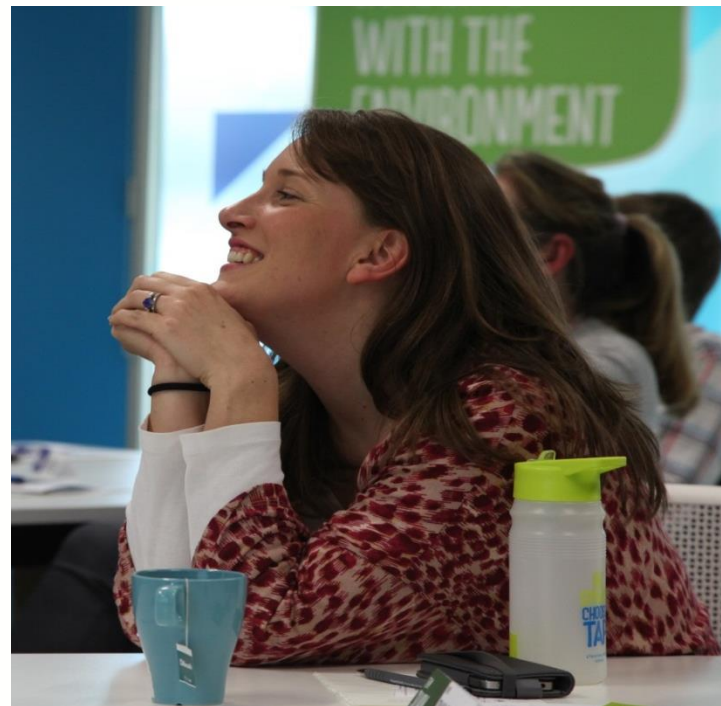
- ✓ Our vibrant culture fosters collaboration, candour, and confidence
- ✓ Our leaders create an environment to achieve breakthrough
- ✓ We have highly capable and engaged people who achieve extraordinary outcomes

CULTURE: WHY BOTHER?

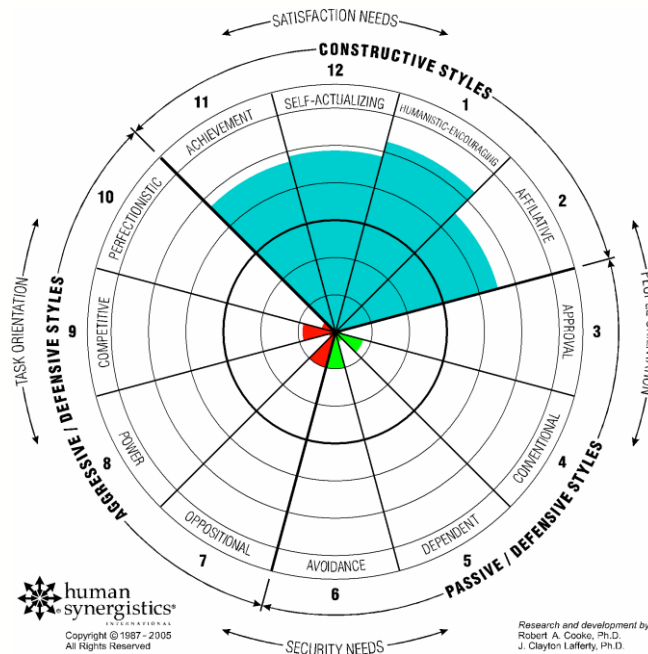
Gallup Research Report “Companies that invest in engaging staff and developing a positive culture have **27 %** higher profits, **50%** higher sales, **50%** higher customer loyalty, **38%** above-average productivity”

Harvard Business School report : “Businesses with high employee satisfaction show a 2:1 stock price improvement over competitors”

AonHewitt: “44% more employees are engaged, and twice as many employees will stay, in companies where culture is aligned with strategy”







Shaun McCarthy, Chairman/Director Human Synergistics Australia / NZ

2014/15 – PERFORMANCE RESULTS



WATER QUALITY
COMPLAINTS

LOWEST
ON
RECORD



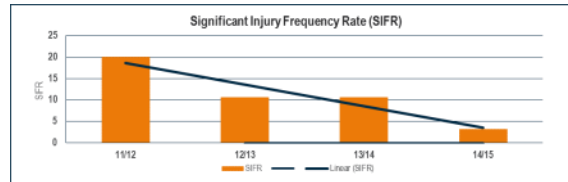
EWOV COMPLAINTS



BUSINESS CUSTOMER
SATISFACTION

“On track for
18% reduction”

OPEX REDUCTION



SIGNIFICANT
INJURIES

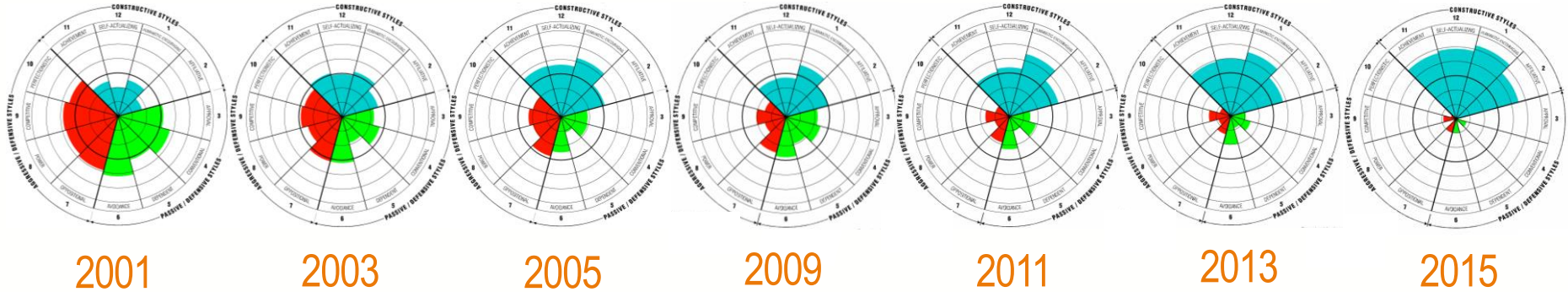
BEST EVER
SAFETY
PERFORMANCE



STRATEGY
ALIGNMENT

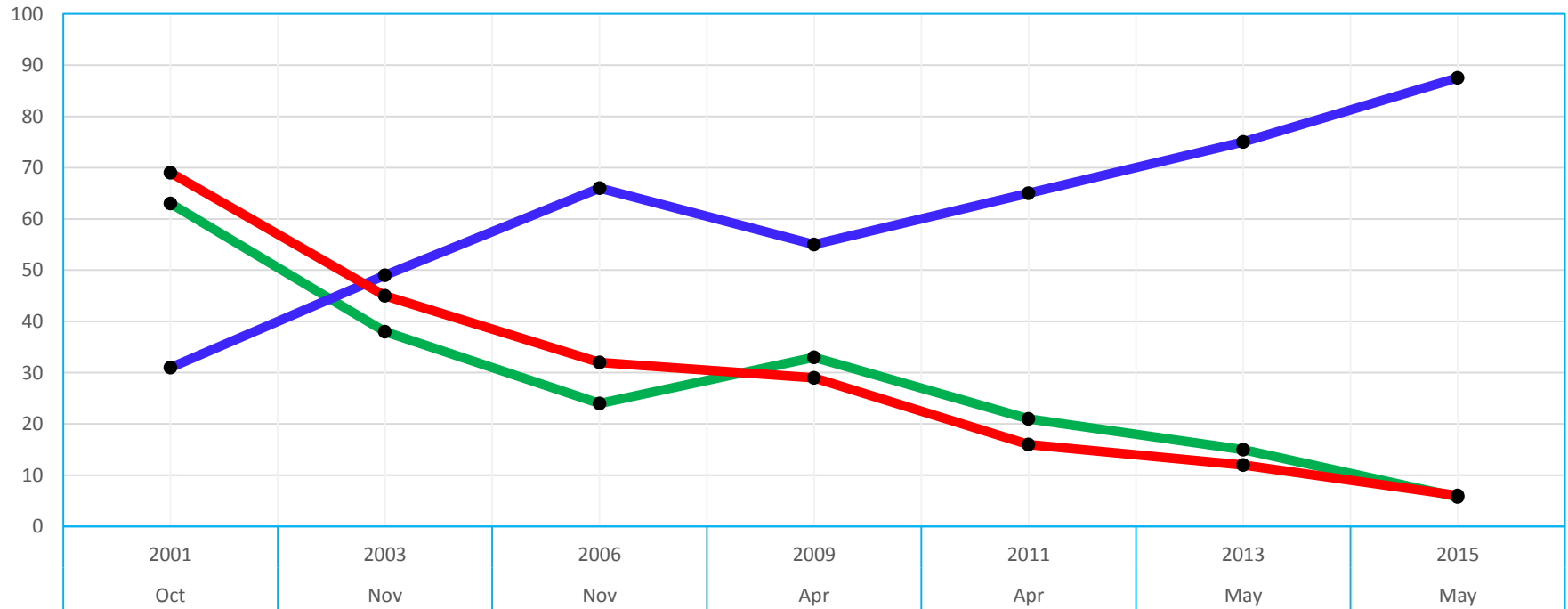
WORLD
LEADING

CULTURE TRANSFORMATION TAKES TIME

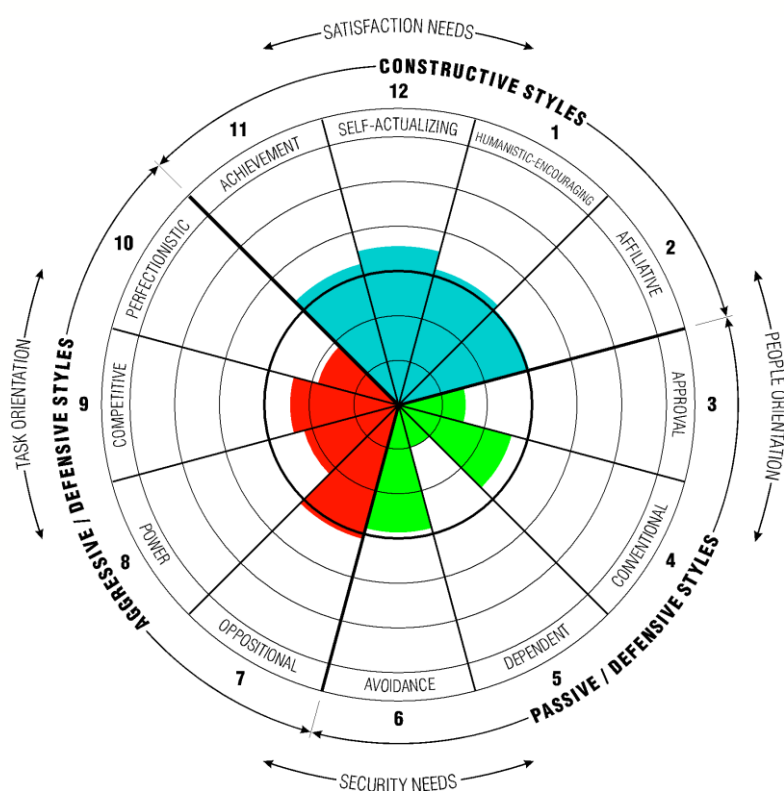
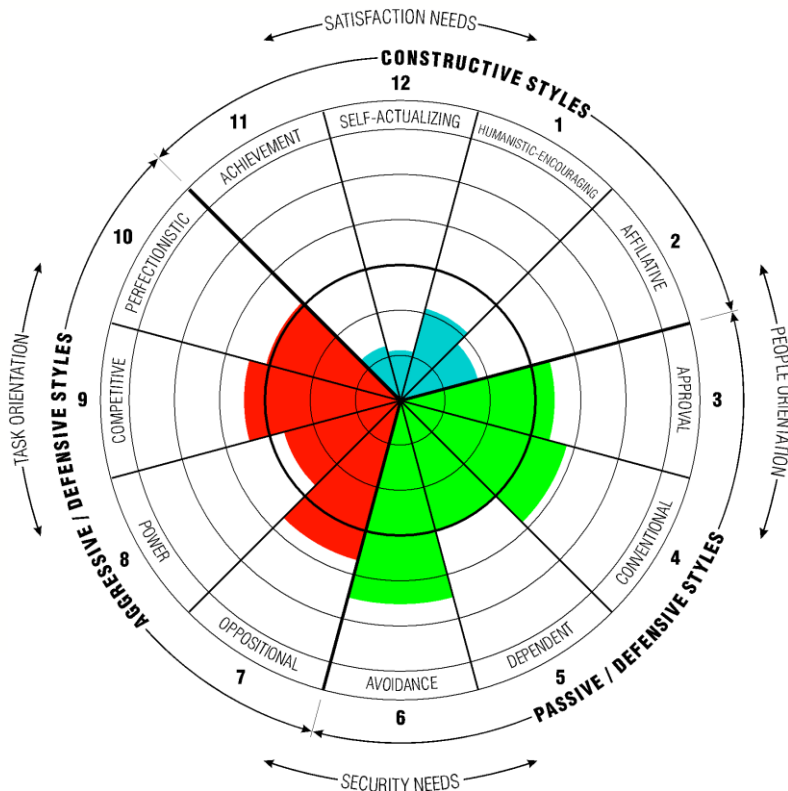


BUT IT'S WORTH IT!

YVW CULTURE CHANGE

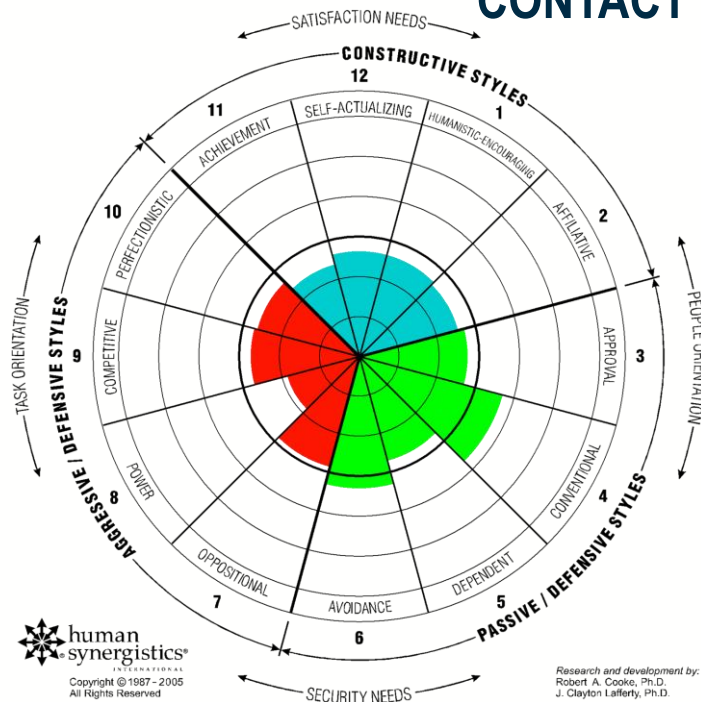


DO LEADERS MAKE A DIFFERENCE?

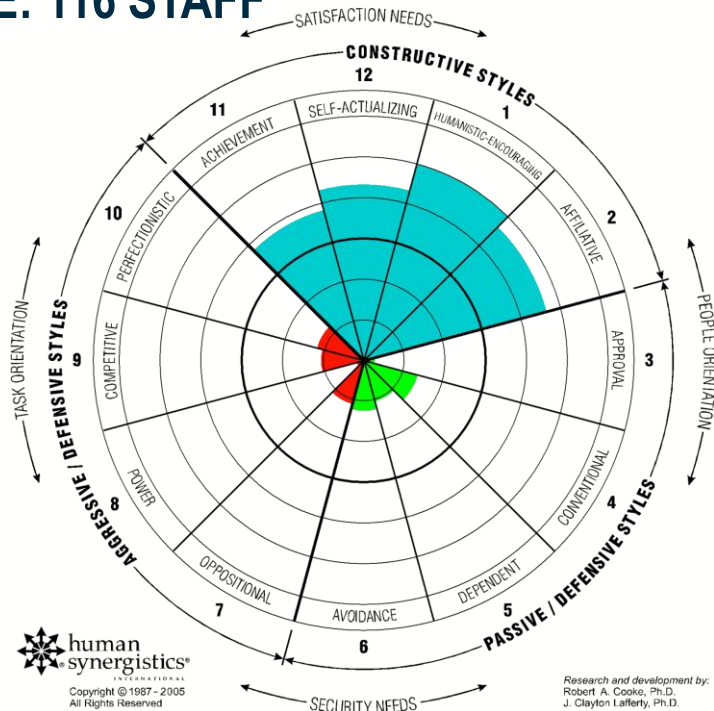


BUT WHAT ABOUT THOSE REALLY DIFFICULT TEAMS?

CONTACT CENTRE: 116 STAFF



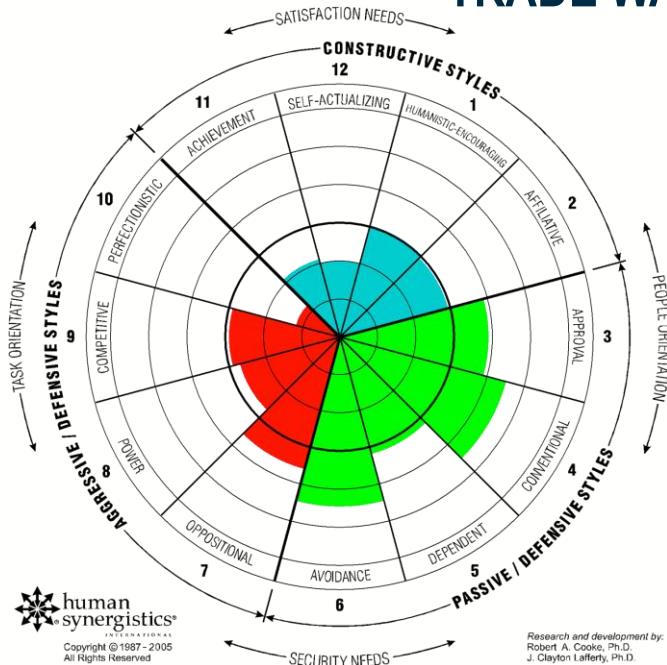
2013



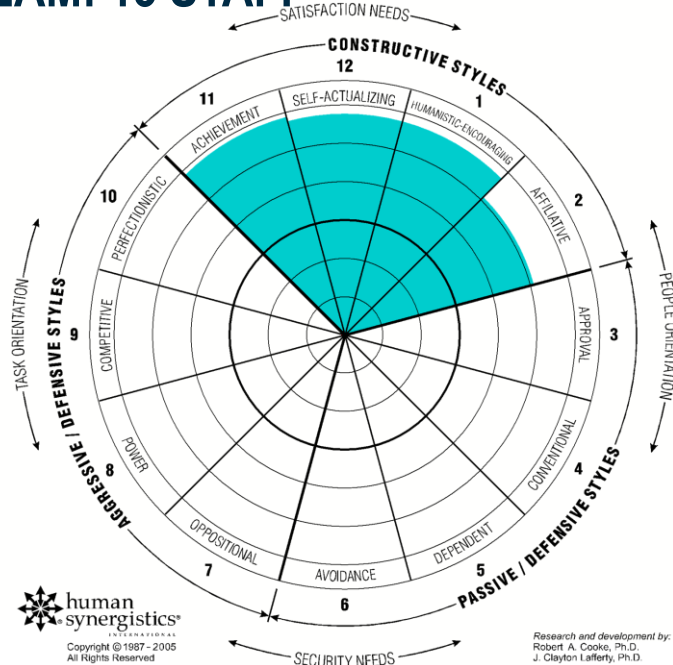
2015

BUT WHAT ABOUT THOSE REALLY DIFFICULT TEAMS?

TRADE WASTE TEAM: 13 STAFF

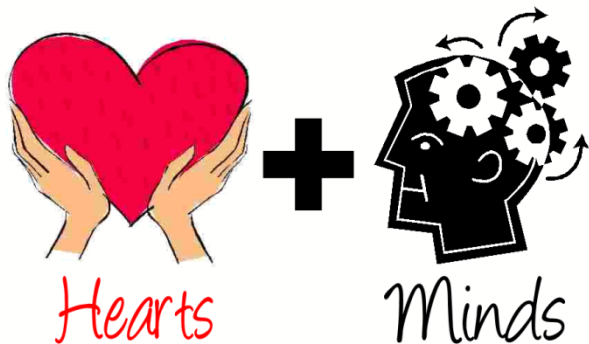


2013

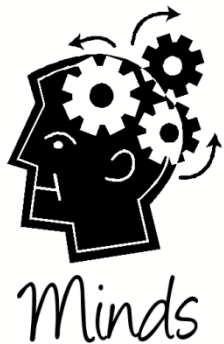


2015

THE CULTURE / PRODUCTIVITY EQUATION



+



=

Positive
Productive
Culture

SO WHAT DID WE DO?



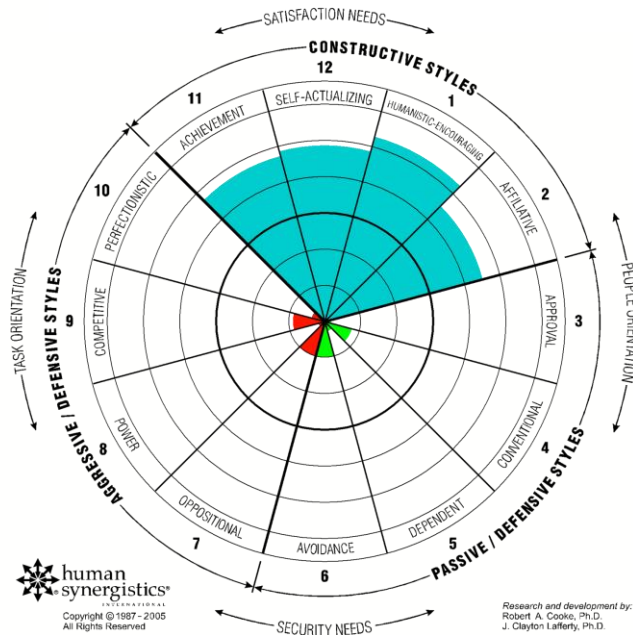
creating a vibrant workplace together!

OUR CULTURE JOURNEY



SUMMARY

- 'WHY?'
- Strategy
- Leadership Commitment and Capability
- Engagement and Alignment
- Conversation





Yarra
Valley
Water