



# Capability Statement

## Water Resource Management System

Simmonds & Bristow is a water industry and environmental laboratory, consulting & training organisation servicing regional utilities, resorts, industry and existing or developing communities within Australia and the South Pacific.

Our Water Resource Management System (WaterRMS) is a comprehensive service package designed to address all the analytical, consulting, training and data management needs of our clients.

By choosing Simmonds & Bristow, you'll save time searching for suppliers for different aspects of your environmental compliance needs. We'll utilise our extensive industry experience to deliver the most cost-effective solution using environmental best practice.

### WaterRMS encompasses a wide range of services, including:

#### Laboratories:

State-of-the-art NATA accredited chemical and microbiological laboratory testing of

- Water & wastewater
- Sediment, soil & sludge
- Aggregates & concrete
- Dust
- Air

Our laboratories specialise in routine monitoring programs and provide sample kits free of charge.

#### Engineering Consultancy:

For sustainable engineering support, including:

- Treatment plant design and commissioning
- Treatment plant operations & maintenance
- Treatment plant performance evaluations & audits
- Troubleshooting advice for operators
- Compliance reporting

### Environmental Consultancy:

For a wide range of environmental monitoring & assessments, including:

- Water quality monitoring
- Site investigations including acid sulphate and contaminated sites
- Algae control and management plans
- Risk & hazard assessments
- Air emissions and modeling
- Occupational hygiene
- Environmental assessments
- EPA licencing
- Litigation investigations

### Training:

Nationally Recognised Water Industry & Laboratory Training courses, including:

- Certificates I, II, III and IV and Diploma in Water Industry Operations
- Short Courses in Water or Wastewater Treatment
- Short Course in Swimming Pool Operations
- Certificates III and IV and Diploma in Laboratory Techniques

### DataMine:

Managed database and online reporting package, which includes:

- Secure, hosted managed database
- Immediate availability of lab results
- Customised limit setting
- Automatic graphical reports
- Email notification of non-conformances (specific to your limits) and corrective actions
- Incident Management
- Audits & Compliance

WaterRMS and its components will be tailored to specifically suit your requirements.



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### Excellent Customer Service

At S&B, we're committed to providing the highest standard of customer service. When you choose Simmonds & Bristow, we allocate a single **Client Manager** to look after you and ensure your needs are met. Your Client Manager is the first point of contact when you call, and will be familiar with the work we do for you. We can also arrange for you to speak directly with our professional chemists, engineers and scientists as requested.

### Turnaround Time – a Key Performance Indicator

As water industry experts, we know that getting results or reports on time is crucial for operational decision-making and compliance issues. That is why we track Turnaround Time for all projects as a KPI. Since tracking our performance since 2004, we have consistently met our goal of 95% due delivery on time. What's more, in the rare event that your project runs longer than we anticipated, your Client Manager will contact you personally to let you know the details and when you can expect completion.



### Our Holistic Approach to Water Resource Management

