










PLANT OPERATIONS SUPPORT PACKAGES

What Kind of Help Do You Need?	HELPING HAND	VALUABLE RELIEF	INTENSIVE SUPPORT	TURN-KEY SUPPORT	SUPPORT PLUS	PLANT SUPERVISOR/MANAGER	FIELD SERVICE TECHNICIANS
							
Our Operator's Assistants have no guaranteed qualifications but have been working on actual treatment plants. Their skills have been obtained through on-the-job-training and workplace inductions). Their work must be monitored by a supervisor and there must be a full Operator on-site. (Note: This can be the same person).	An experienced Operator! We'll guarantee he has plenty of experience with treatment plants. These well-seasoned Operators put the "valuable" in "valuable relief".	Designed for those times when you need extra support in short, concentrated bursts. This package factors in extended work hours (minimum 10 hours per day) for 1-2 weeks, using an aggregate rate. You get one of our "Valuable Relief" Operators for those intense periods when you really need it. Based on Operator working 10 hours per day 6 days consecutively, with a rest period on the 7 th day. Double time rates apply if Operator required to work on rest day.	A qualified Operator fully kitted out with dedicated vehicle and Engineering Support included! Available for a minimum commitment of one year, your Operator will live and be part of your community.	Want to build your own Package? Need an experienced Operator for more than a few weeks but less than a year? Need tools or testing equipment but not a vehicle? Work with us to build a custom package suited to your needs.	Need more than just a great Operator? Our Site Supervisors have at least their Certificate III qualification plus 10 or more years of experience on treatment plants. This package also includes full Engineering support from our team.	Do you need a mobile service technician to visit your plant and assist with minor on site works and maintenance? We can provide a plant service technician to assist you and/or to supervise third party contractors. And don't forget - our technicians come with full Engineering support from our team!	

WHAT COMES WITH YOUR OPERATOR?

	HELPING HAND	VALUABLE RELIEF	INTENSIVE SUPPORT	TURN-KEY SUPPORT	SUPPORT PLUS	PLANT SUPERVISOR/MANAGER	FIELD SERVICE TECHNICIANS
S&B PPE	✓	✓	✓	✓	✓	✓	✓
On Call Rate	✓	✓	Included in Aggregate Rate	✓	✓	✓	✓
Compliance Sampling	✗	✓	✓	✓	✓	✓	✗
Delivery of Samples to Lab	✗	✓	✓	✓	✓	✓	✗
Engineering Support	✗	✓	✓	✓	✓	✓	✓
Site Management	✗	✗	✗	✓	✓	✓	✗
Tool Kit	✗	✗	✗	✓	✓	✗	✓
Communications Kit	✗	✗	✗	✓	✓	✗	✗
Service Vehicle	✗	✗	✗	✓	✓	✗	✓
Testing Equipment	✗	✗	✗	✓	✓	✗	✗
Interpretive Reports with Trend Graphs	✗	✗	✗	✓	✓	✗	✗
Compliance Reporting	✗	✗	✗	✓	✓	✗	✗

Our experienced Plant Operations team will work with you to build your custom package, making sure to meet your needs and your budget, with just the right combination to deliver what you're looking for.

ADD-ONS (OPTIONAL EXTRAS)

Happy with your package but want to add in a little something more? These items can be added as indicated.

	HELPING HAND	VALUABLE RELIEF	INTENSIVE SUPPORT	TURN-KEY SUPPORT	SUPPORT PLUS	PLANT SUPERVISOR/MANAGER	FIELD SERVICE TECHNICIANS
Upgrade to Qualified Operator	✓	✓	✓	✓	✓	Already included!	N/A
Compliance Sampling	✓	✓	✓	✓	✓	✓	N/A
Deliver Sample Eskies to Laboratory	✓	✓	✓	✓	✓	✓	N/A
Compliance Reporting	✗	✓	✓	✓	✓	✓	N/A
Site Management	✗	✓	✓	✓	✓	Already included!	N/A

LOGISTICS

These items are required for all packages above. Unless shown as "included" in your package, they are assumed to be provided by you. S&B is happy to assist with other arrangements as necessary/preferred.

Contract establishment and planning (must include QA Plan, OHS Plan and Logistics Plan)

Access to Tool Kit, Testing Equipment & Communication Kit (Such as computer with internet, printer/scanner, mobile phone).

Transport to/from Site plus Accommodation; Car Hire








ADVERSE WORKING CONDITIONS

The Water Industry Award 2010 provides for an allowance for adverse working conditions. Our base rates include provisions for Level 1 and Level 2 adverse conditions (Per the Award). For Level 3 Conditions, a \$15/hour charge will apply

The Level 3 working conditions allowance compensates for the nature of extremely obnoxious, offensive or dirty work in septic and sewerage treatment services, which typically includes working in digestion tanks at sewerage treatment works; entering and cleaning aeration ponds or wet wells at sewer pump stations; working in live sewers; or cleaning septic tanks, septic closets and/or chemical closets other than by mechanical means.



OPERATOR JOB DUTIES

WHAT CAN THEY DO? <small>Below we list some typical capabilities and job duties of Assistants, Operators, Supervisors and Technicians. A green indicator tells you that a) this person CAN do this task and b) this task is INCLUDED in this package.</small>	HELPING HAND 	VALUABLE RELIEF 	INTENSIVE SUPPORT 	TURN-KEY SUPPORT 	SUPPORT PLUS 	PLANT SUPERVISOR/MANAGER 	FIELD SERVICE TECHNICIANS 
Work in a Safe Manner	✓	✓	✓	✓	✓	✓	✓
Develop Job Safety Analyses for all sampling and servicing work.	✗	✓	✓	✓	✓	✓	✓
Assist in the preparation of Operation and Maintenance Manuals for Water and Wastewater Treatment plant operation and sampling activities.	✗	✓	✓	✓	✓	✓	✓
Carry out basic analysis of samples as required.	✗	✓	✓	✓	✓	✓	✗
Check and review recording readings	✗	✓	✓	✓	✓	✓	✓
Collect samples of water, wastewater, soils and other materials from field locations.	✓	✓	✓	✓	✓	✓	✗
Compile Site reports for Management	✗	✗	✗	✓	✓	✓	✓
Coordinate 3rd party Contracting works.	✗	✗	✗	✓	✓	✓	✗
Develop Standard Operating Procedures for all sampling and servicing work.	✗	✗	✗	✓	✓	✓	✗
Dosing of plant chemicals	✓	✓	✓	✓	✓	✓	✗
Maintain Site Records Sampling and Daily Testing	✓	✓	✓	✓	✓	✓	✗
Maintenance and Calibration of field equipment.	✓	✓	✓	✓	✓	✓	✗
Manage all on site installation, repair, maintenance and test tasks	✗	✗	✗	✓	✓	✓	✓
Mechanical and Electrical Equipment Monitoring	✓	✓	✓	✓	✓	✓	✓
Minor Site Maintenance	✓	✓	✓	✓	✓	✓	✓
Remote Monitoring Supervisory Control and Data Acquisition (SCADA) control systems.	✗	✓	✓	✓	✓	✓	✗
Notification of non-conformances - test results	✗	✗	✗	✓	✓	✓	✗
Operate and Service Water and Wastewater Treatment Plants.	✗	✓	✓	✓	✓	✓	✗
Operate forklifts, bobcats if skilled and have a ticket	✓	✓	✓	✓	✓	✓	✓
Organise Emergency pump outs	✓	✓	✓	✓	✓	✓	✓
Procurement of materials for minor works	✗	✗	✗	✓	✓	✓	✓
Provide quotes for plant upgrades and supervise upgrade work	✗	✗	✗	✓	✓	✓	✓
Review / develop operational checklists	✗	✓	✓	✓	✓	✓	✓
Trouble shooting any unforeseen circumstances	✗	✓	✓	✓	✓	✓	✗
Mowing, Edging and Weeding around the Plants	✓	✓	✓	✓	✓	✓	✗
Vehicle Pre-Start Checks	✓	✓	✓	✓	✓	✓	✓
Record Pump Readings	✓	✓	✓	✓	✓	✓	✓
Ability to work flexible shifts and to adapt to changing work schedules	✓	✓	✓	✓	✓	✓	✓
Manage/Supervise and Coordinate and/or assist inter and intra team communication and operations.	✗	✗	✗	✗	✗	✓	✗
Plan, allocate and control team resources.	✗	✗	✗	✗	✗	✓	✗
Comprehend customer requirements and make appropriate recommendations/briefings	✗	✗	✗	✓	✓	✓	✓
Cooperate with the technical team and share information across the organisation	✓	✓	✓	✓	✓	✓	✓
Diagnose errors or technical problems and determine proper solutions	✗	✓	✓	✓	✓	✓	✓
Produce timely and detailed service reports	✗	✗	✗	✗	✗	✗	✓
Providing service and customer support during field visits or dispatches	✗	✗	✗	✗	✗	✗	✓
Troubleshoot, test, repair and service technical equipment	✗	✗	✗	✗	✗	✗	✓
Coordinate and/or assist inter and intra team communication and operations.	✗	✗	✗	✓	✓	✓	✓