

## SCOTTISH WATER BOARD MEETING MINUTES

<b>Date</b>	<b>31<sup>st</sup> May 2022</b>
<b>Start Time</b>	<b>9.50am</b>
<b>Finish Time</b>	<b>1.30pm</b>
<b>Place</b>	<b>Norton House Hotel, Edinburgh</b>

<b>Present:</b>	Dame Susan Rice	Chair
	Mr Douglas Millican	Chief Executive
	Mr Alan P Scott	Strategy & Commercial Director
	Mr Peter Farrer	Chief Operating Officer
	Mr Steven Dickson	Board Member
	Mrs Samantha Barber	Board Member
	Mrs Catriona Schmolke	Board Member
	Mr Iain Lanaghan	Board Member
	Mr Ken Marnoch	Board Member (Items 1 – 5 only)
	Mrs Deirdre Michie	Board Member
<b>In attendance:</b>	Professor Simon Parsons	Director of Strategic Customer Service Planning
	Mr Mark Dickson	Director of Capital Investment
	Mr Rob Mustard	Director of Digital & Transformation
	Mr Brian Strathie	Director of Finance
	Mrs Shirley Campbell	Director for People
	Mr Brian Lironi	Director of Corporate Affairs
	Mrs Emma Campbell	Corporate Secretary and Group Legal Counsel
	Mr Robert Stewart	General Manager – Investment and Business Strategy (Item 5(ii) only)

### PART I

#### 1. APOLOGIES

Apologies were received from Mr Graham Dalton.

#### 2. DECLARATION AND REGISTRATION OF INTERESTS/MATTERS ARISING

There were no interests which required declaration or registration. There were no matters arising.

#### 3. BOARD MINUTES (Part I)

- (i) Draft Minutes of the Board Meeting held on 4<sup>th</sup> May 2022  
The draft Minutes of the Board meeting held on 4<sup>th</sup> May 2022 were approved.

**Paper 50/22 approved.**

- (ii) Draft Minutes of the Audit & Risk Committee Meeting held on 4<sup>th</sup> May 2022  
The draft Minutes of the Audit & Risk Committee meeting held on 4<sup>th</sup> May 2022 were noted.

**Paper 51/22 noted.**

- (iii) Draft Minutes of the Audit & Risk Committee Meeting held on 25<sup>th</sup> May 2022  
Mr Lanaghan, Chair of the Audit & Risk Committee, provided a verbal report of the meeting held on 25<sup>th</sup> May 2022.
- (iv) Draft Minutes of the Remuneration Committee Meeting held on 26<sup>th</sup> May 2022  
Mrs Barber, Chair of the Remuneration Committee, provided a verbal report of the meeting held on 26<sup>th</sup> May 2022.

#### 4. OPERATIONAL & REGULATORY

- (i) Safety, Health & Wellbeing Report

Mr Farrer presented the paper, reporting that the RIDDOR Injury Frequency Rate and Total Recordable Injury Rate (TRIR) were on a stable trend. The Lost Time Frequency Rate (LTFR) and High Potential Incidents (HPI) were on an improving trend. During April 2022, no incidents were assessed as significant or offering an opportunity for wider business learning.

Mr Farrer reported that in-month absence figure for April 2022 was 2.98%. The number of COVID-19 absences had reduced, with 15 confirmed cases as at 10<sup>th</sup> May 2022. In response to a query from the Board, Mrs S Campbell confirmed that long COVID was now included as an absence category within Scottish Water's absence recording system, Goodshape. Mr Farrer advised that COVID-19 accounted for 14% of absences, with 0.23% of all absences recorded as long COVID. It was noted that the position in relation to long COVID was evolving and would be kept under review.

Mr Farrer advised that a Board sub-group comprising Mr S Dickson and Mrs Schmolke would provide input to the refresh of Scottish Water's Safety, Health & Wellbeing Strategy and he noted that they would also meet with Scottish Water's Health & Safety Managers.

The Board considered the results of the SW Cares weekly sentiment analysis, noting improved sentiment across all workstyles in April.

**Paper 52/22 noted.**

- (ii) Chief Executive Report

Mr Millican advised that over 500 leaders attended a series of 'Leading Together' events during May 2022. The Board noted that, on 26<sup>th</sup> May 2022, Mr Millican and Ms Karen Dee, General Manager for Waste Water Strategy, met the leader of the Liberal Democrats, Mr Alex Cole-Hamilton MSP, to discuss how Scottish Water manages the waste water network and the connection with the natural environment.

Mr Millican provided an update on performance, highlighting continued improvement across the customer experience measures.

**Paper 53/22 noted.**