

# Papakura District

## Performance targets and service standards reporting 1 April 2025 to 31 March 2026

[Quarterly report on performance targets and measures and minimum quality service standards as required by  
Clauses 28 and 29 of the Local Government (Water Services Preliminary Arrangements) (Watercare Charter) Order 2025]



# Executive Summary

Veolia is pleased to publish our quarterly Watercare Charter report for the 12 months to 31 March 2026, presenting our achieved performance targets and service standards for the Papakura District. These results continue to demonstrate the **quality water and wastewater services** and **high levels of customer responsiveness** provided by Veolia to our customers in the Papakura District.

Veolia's performance results for the Papakura District continue to show strong operational performance across the diverse range of performance targets and service standards. **100% compliance** (6 of 6 measures) is achieved against the service standards under the Watercare Charter and **95% compliance** (21 of 22 applicable measures) is achieved against the performance targets under the Watercare Statement of Intent 2025-2028. Performance has been particularly strong on fault response times, water quality compliance, and network reliability. These results continue to demonstrate our ongoing commitment to operational excellence and the delivery of safe, reliable and high-quality water and wastewater services to the Papakura community.

## Charter Minimum Service Quality Standards

### Customer (operational responsiveness)

- ✓ Urgent water issues addressed promptly with 27 min response (target: 60 min) and resolved within 3.4 hrs (target: 5 hrs)
- ✓ Non-urgent issues resolved efficiently, attended within 0.8 days (target: 5 days) and completed in 1 day (target: 6 days)
- ✓ Wastewater overflows attended within 22 mins (target: 75 min) and resolved in 2.6 hrs (target: 5 hrs)

### Network Performance

- ✓ Strong network reliability with only 3 unplanned water supply interruptions per 1000 connections (target: <10)
- ✓ Real water loss at 118 l/c/d which is fully compliant with the Charter limit of 140 l/c/d
- ✓ Low wastewater overflow rate at 1.4 per 1000 connections (target: ≤5)

## Watercare Statement of Intent 2025-2028 Measures

### Quality

- ✓ Water: Full compliance with drinking water standards
- ✓ Wastewater: No regulatory enforcement actions

### Customer

- ✓ 3.4 water quality complaints per 1000 connections, well below the target of 10
- ✓ Very low wastewater complaint rates (blockages, overflows, odour) at only 4.3 per 1000 connections (target: ≤50)



# Performance Highlights - Q3 2025/26

## Meter Reading Performance

Veolia Papakura has made significant improvements to its meter reading performance in 2026. Veolia reads every meter in the district on a two-monthly cycle, with estimates provided in the intervening months. Read completion, which measures whether a meter reader successfully reaches each property when an actual read is due, has been achieved at **100%** in Q3 2025/26, meaning no customer has missed an actual read due to a failure to attend their property.

Where unscheduled estimates have occurred, these have been driven by on-site access issues rather than any failure to attend. This rate sits at 3% for Q3 2025/26. In order to further reduce unscheduled estimates, from May 2026, additional resources are being dedicated to a proactive meter relocation programme, which works to ensure meters are accessible to readers at the time of reading - resulting in more reliable billing for our community.

## Accelerated Pipe Relining Protects Papakura's Environment

Veolia's investment in a dedicated in-house relining team is delivering benefits for Papakura's wastewater infrastructure, with the lining of 1.72km of wastewater main in Q3 2025/26. The relining process extends the life of existing infrastructure without extensive excavation, reducing traffic impacts and disturbance. Prioritised by Veolia's robust condition and criticality data for the district, this investment translates to more reliable wastewater services, reduced risk of service interruptions, and proactive protection of the community and environment.

## Community Engagement - Papakura Parkfest 2026

The Papakura Veolia team was thrilled to participate in this year's free, all-ages summer community festival at Central Park in Papakura. The event brought together families and residents for a wonderful day of celebration, connection, and fun in the heart of our local community. Our team set up an engaging information stall to share what we do here in Papakura and how our services support the local community. It was a fantastic opportunity to meet residents face-to-face, answer questions, and strengthen the bond between Veolia and the people we serve.



# Context

## Background

This quarterly performance report forms part of the reporting requirements under the Local Government (Water Services Preliminary Arrangements) (Watercare Charter) Order 2025 (referred to within this report as “the Charter”). The Charter requires quarterly reporting on performance targets and service quality standards across Auckland's water and wastewater services. Within Auckland's Papakura District, water and wastewater services are provided to customers by Veolia while within the balance of the Auckland region these services are provided by Watercare Services Limited.

The Charter was established as part of the NZ Government's Local Water Done Well reforms, which aims to ensure efficient and affordable water services. For Auckland, the Charter sets requirements for quality service standards. Performance reporting provides transparency for customers on service delivery.

This report covers the 12 month period ending 31 March 2026 and reports against the Charter service standards and Watercare's SOI 2025-2028.

## Service Delivery in Papakura

Veolia provides water and wastewater services to over 75,000 people across the Papakura District. Our services in Papakura are provided under a long term Franchise Agreement with Watercare and include:

- ✓ Operating and maintaining water supply and wastewater systems
- ✓ Managing and renewing infrastructure assets
- ✓ Ensuring water quality compliance
- ✓ Environmental management
- ✓ Customer services and support
- ✓ Meter reading and billing

## Performance Reporting

This report presents Veolia's Papakura District non-financial performance against the service standards under the Charter and the performance targets under Watercare's SOI 2025-2028 measures<sup>1</sup>, demonstrating our delivery of safe, reliable, high-quality water and wastewater services to the Papakura community.

<sup>1</sup> Veolia does not report against financial performance measures. The Franchise Agreement under which Veolia provides water and wastewater services to our Customers in the Papakura District contains controls to limit charges to customers and ensure cost efficiency. This includes ensuring that our Papakura District customers on average pay no more for their water and wastewater services than Watercare customers in other parts of Auckland.



# Charter - Minimum Quality Service Standards

This section presents Veolia's performance against the minimum quality service standards specified in the Charter. These standards establish minimum requirements for water supply call-out responsiveness, unplanned interruptions, wastewater overflows, and network water loss. Our Papakura District customers continue to receive the benefit of **Veolia's 100% compliance** with the minimum quality service standards under the Charter (6 of 6 measures).

Charter Clause	Minimum quality service standard*	Charter Target	Result	Performance commentary
7(1)(a)	Monthly median resolution time for resolving <b>urgent water</b> supply call-outs: from the time that Veolia receives notification of the call-out, until the time Veolia receives notification that the person employed/engaged to respond to the call out that they have resolved the call out (rolling 12 month median)	≤5 hours	3.4 hours	
7(1)(b)	Monthly median resolution time for resolving <b>non-urgent water</b> supply: from the time that Veolia receives notification of the call-out, until the time Veolia receives notification that the person employed/engaged to respond to the call out that they have resolved the call out (rolling 12 month median)	≤6 days	1.0 days	
8	Number of unplanned <b>water</b> supply interruptions within the Veolia operated Papakura District networked reticulation system expressed per 1000 water supply connections (rolling 12 month)	<10	3.0	
9	The number of <b>wastewater</b> overflows within the Veolia operated Papakura District wastewater system, expressed per 1000 wastewater connections (rolling 12 month)	≤5	1.4	As per Charter definition includes all overflows from the wastewater network during dry weather conditions (less than 10mm of rainfall in the preceding 24 hours)
10	Median resolution time for resolving <b>wastewater</b> overflows: from the time Veolia receives notification of the overflow until when Veolia receives notification from the person employed /engaged to respond to the overflow that they have resolved the overflow (rolling 12 month average)	≤5 hours	2.6 hours	



Charter Clause	Minimum quality service standard*	Charter Target	Result	Performance commentary
11	Volume of real <b>water</b> loss from the Veolia operated Papakura District networked reticulation system (litres per water supply connection per day) (12 month rolling average)	≤140	118	

\* Appendix A sets out the methodology and assumptions used to measure our performance in relation to each of the above six standards as required by Charter Clause 29(2)(b).



# Watercare Statement of Intent (SOI) Performance Targets and Measures

This section presents Veolia's performance against the performance targets and measures within Watercare's Statement of Intent (SOI) 2025-2028. Building on the 100% compliance with Charter requirements (as detailed in the previous section), the SOI performance results demonstrate continued operational excellence across quality standards, customer service, network performance and infrastructure management. Performance results show **very strong** SOI compliance overall , with 21 of 22 applicable targets achieved across the diverse SOI Activity areas.

## SOI Activity: Delivering safe and reliable water and wastewater services to Papakura District Customers 24/7

WATER - QUALITY MEASURES			
SOI performance measure	Target SOI 2025-2028	Quarter 3 Result	Performance commentary
Compliance with Taumata Arowai Quality Assurance Rules T3 – Chemical water quality. The extent to which the Veolia operated Papakura District drinking water supply complies with Drinking Water Quality Assurance Rules T3 (rolling 12 month)	100%	100%	Water treatment for the supply of water to the Papakura District is undertaken by Watercare. Result as provided and reported by Watercare.
Compliance with Taumata Arowai Quality Assurance Rules T3 – Cyanotoxins water quality. The extent to which the Veolia operated Papakura District drinking water supply complies with Drinking Water Quality Assurance Rules T3 (rolling 12 month)	100%	100%	Water treatment for the supply of water to the Papakura District is undertaken by Watercare. Result as provided and reported by Watercare.



<b>WATER - QUALITY MEASURES</b>			
<b>SOI performance measure</b>	<b>Target SOI 2025-2028</b>	<b>Quarter 3 Result</b>	<b>Performance commentary</b>
Compliance with Taumata Arowai Quality Assurance Rules D3 – Residual disinfection (chlorine) water quality. The extent to which the Veolia operated Papakura District drinking water supply complies with Drinking Water Quality Assurance Rules D3 (rolling 12 month)	100%	100%	
Compliance with Taumata Arowai Quality Assurance Rules D3 – Disinfection by-products water quality. The extent to which the Veolia operated Papakura District drinking water supply complies with Drinking Water Quality Assurance Rules D3 (rolling 12 month)	100%	100%	
Compliance with Taumata Arowai Quality Assurance Rules D3 – Plumbosolvent metals water quality. The extent to which the Veolia operated Papakura District drinking water supply complies with Drinking Water Quality Assurance Rules D3 (rolling 12 month)	100%	100%	
Compliance with Taumata Arowai Quality Assurance Rules T3 – Bacterial water quality. The extent to which the Veolia operated Papakura District drinking water supply complies with Drinking Water Quality Assurance Rules T3 (rolling 12 month)	100%	100%	Water treatment for the supply of water to the Papakura District is undertaken by Watercare. Result as provided and reported by Watercare.
Compliance with Taumata Arowai Quality Assurance Rules T3 – Protozoal water quality. The extent to which the Veolia operated Papakura District drinking water supply complies with Drinking Water Quality Assurance Rules T3 (rolling 12 month)	100%	100%	Water treatment for the supply of water to the Papakura District is undertaken by Watercare. Result as provided and reported by Watercare.
Compliance with Taumata Arowai Quality Assurance Rules D3 – Microbiological water quality. The extent to which the Veolia operated Papakura District drinking water supply complies with Drinking Water Quality Assurance Rules D3 (rolling 12 month)	100%	100%	



WATER - CUSTOMER MEASURES			
SOI performance measure	Target SOI 2025-2028	Quarter 3 Result	Performance commentary
<p>The total number of complaints received by Veolia about any of the following:</p> <ul style="list-style-type: none"> <li>a) drinking water clarity</li> <li>b) drinking water taste</li> <li>c) drinking water odour</li> <li>d) drinking water pressure or flow</li> <li>e) continuity of supply</li> <li>f) Veolia's response to any of these issues</li> </ul> <p>expressed per 1000 connections to the Veolia operated Papakura District networked reticulation system (rolling 12 month)</p>	≤ 10	3.4	
Median response time for attendance for urgent call-outs: from the time that Veolia receives notification to the time that service personnel reach the site (Water, rolling 12 month median)	≤ 60 mins	27 mins	
Median response time for resolution of urgent calls-outs: from the time that Veolia receives notification to the time that service personnel confirm resolution of the fault or interruption (Water, rolling 12 month median)	≤ 5 hours	3.4 hours	
Median response time for attendance for non-urgent call-outs: from the time that Veolia receives notification to the time that service personnel reach the site (Water, rolling 12 month median)	≤ 5 days	0.8 days	
Median response time for resolution of non-urgent call-outs: from the time that Veolia receives notification to the time that service personnel confirm resolution of the fault or interruption (Water, rolling 12 month median)	≤ 6 days	1.0 days	



WATER - NETWORK PERFORMANCE MEASURES			
SOI performance measure	Target SOI 2025-2028	Quarter 3 Result	Performance commentary
The percentage of real water loss from the Veolia operated Papakura District networked reticulation system (rolling 12 month average)	≤13%	13.1%	<p>The real water loss percentage of 13.1% continues to slightly exceed the SOI target of ≤13%, however represents an improvement from 13.5% reported in the previous quarterly period. Water loss at 118 l/c/d remains fully compliant with the Charter's primary standard of ≤140 l/c/d, improving from 122 l/c/d in the previous quarterly period.</p> <p>Veolia continues to actively monitor and manage water loss from the Papakura water supply network through ongoing leakage minimisation programmes, including proactive leak detection surveys, district metering and pressure management, timely repair of leaks, and targeted renewal of ageing infrastructure. A comprehensive leak detection survey of the Takani water supply zone (~117 km of water network) was completed in March/April 2026, with identified leaks being prioritised and progressively repaired.</p>

WASTEWATER - QUALITY MEASURES			
SOI performance measure	Target SOI 2025-2028	Quarter 3 Result	Performance commentary
<p>Compliance with Veolia's resource consents for discharge from its sewerage system measured by the number of:</p> <p>a) abatement notices b) infringement notices c) enforcement orders d) convictions</p> <p>received by Veolia in relation to those resource consents (rolling 12 month)</p>	<p>a) ≤ 2 b) ≤ 2 c) ≤ 2 d) 0</p>	<p>a) 0 b) 0 c) 0 d) 0</p>	



<b>WASTEWATER - CUSTOMER MEASURES</b>			
<b>SOI performance measure</b>	<b>Target SOI 2025-2028</b>	<b>Quarter 3 Result</b>	<b>Performance commentary</b>
The total number of complaints received by Veolia about any of the following: a) sewerage odour b) sewerage system faults c) sewerage system blockages d) Veolia's response to issues with its sewerage system expressed per 1000 connections to the Veolia operated Papakura District networked sewerage system (rolling 12 month)	≤ 50	4.3	
Attendance at sewerage overflows resulting from blockages or other faults: median response time for attendance - from the time that Veolia receives notification to the time that service personnel reach the site (Wastewater, rolling 12 month median)	≤ 75 min	22 mins	
Attendance at sewerage overflows resulting from blockages or other faults: median response time for resolution - from the time that Veolia receives notification to the time that service personnel confirm resolution of the blockage or other fault (Wastewater, rolling 12 month median)	≤ 5 hours	2.6 hours	



<b>WASTEWATER - NETWORK PERFORMANCE MEASURES</b>			
<b>SOI performance measure</b>	<b>Target SOI 2025-2028</b>	<b>Quarter 3 Result</b>	<b>Performance commentary</b>
The number of dry weather overflows from Veolia's sewerage system, expressed per 1000 sewerage connections to that sewerage system (rolling 12 month)	≤ 5	0.1	For Auckland wide comparable reporting, this measure includes only wastewater overflows that enter a waterway during dry weather conditions (less than 10mm of rainfall in the preceding 24 hours)
Average number of wet weather overflows per engineered overflow point per discharge location (rolling 12 month)	≤ 2 overflows per year	0.04	



## SOI Activity: Strengthening our relationships with customers, developers, community stakeholders, and our Maori partners

SOI performance measure	Target SOI 2025-2028	Quarter 3 Result	Performance commentary
Community trust score (rolling 12 month average)	≥55	Auckland wide reported metric	Data is collected and reported by Watercare at an Auckland-wide level (including Papakura) - refer Watercare reporting.
Customer Net Satisfaction Score (rolling 12 months)	≥45	Refer performance commentary	Comparable customer satisfaction measurement has been established for the Papakura District aligned with Watercare's Auckland regional approach. Reporting against this measure will commence later in 2025/26 once sufficient survey responses have been received to provide meaningful results.
The average consumption of drinking water per day per resident within the Papakura District (litres plus/minus 2.5%) (rolling 12 month average)	253 litres	Auckland wide reported metric	Data is reported by Watercare at an Auckland-wide level (including Papakura) - refer Watercare reporting.
Percentage of customer complaints resolved within ten days of notification	≥95%	100%	Comparable customer complaint monitoring processes have been implemented for the Papakura District aligned with Watercare's Auckland regional approach. Veolia is undertaking continual staff training to ensure these processes are embedded in our business. We are pleased to report complaint resolution data for the first time, this result is reflective of a <b>three-month period</b> from 1 January 2026 to 31 March 2026.



## SOI Activity: Improving our organisational performance in relation to our core strategic outcomes

SOI performance measure	Target SOI 2025-2028	Quarter 3 Result	Performance commentary
We will implement Mitigation measures in line with our emissions reduction targets scope 1 and 2) (rolling 12 month)	Not applicable (refer Performance commentary)	<1,000 tonnes CO2e	Emissions results for network asset activities only.  The Watercare SOI target of <139,170 tonnes CO2e is not directly translatable to an equivalent Papakura District target. This is due to Watercare being responsible for both treatment and network assets (with treatment facilities being where the greatest proportion of emissions occur), while Veolia is responsible for only network assets.



# Appendix A: Charter Minimum Quality Service Standards - Methodology and Assumptions

Charter Clause	Minimum quality service standard	Charter Target	Methodology	Assumptions
7(1)(a)	Monthly median resolution time for resolving <b>urgent water</b> supply call-outs: from the time that Veolia receives notification of the call-out, until the time Veolia receives notification that the person employed/engaged to respond to the call out that they have resolved the call out (rolling 12 month median)	≤5 hours	<p><b>Identify eligible service requests:</b> Include all Priority 1 water supply call-outs during the reporting 12 month period</p> <p><b>Calculate resolution time</b> For each eligible call-out, calculate the time taken to resolve: Start time = Notification received Resolution Time = Service restored time</p> <p><b>Determine the median</b> Use the set of resolution times to calculate the median in minutes</p> <p><b>Convert to hours</b> Divide the median resolution time (in minutes) by 60 to express the result in hours</p>	An urgent water supply call-out is defined as a Priority 1 service request relating to an incident affecting multiple properties where customers are without water, there is risk to people or property, and/or the leak appears large. A call-out is considered resolved when Veolia receives notification from the responding personnel that the water supply has been permanently restored.
7(1)(b)	Monthly median resolution time for resolving <b>non-urgent water</b> supply: from the time that Veolia receives notification of the call-out, until the time Veolia receives notification that the person employed/engaged to respond to the call out that they have resolved the call	≤6 days	<p><b>Identify eligible service requests</b> Include all water call-outs that are not Priority 1 during the reporting 12 month period</p> <p><b>Calculate resolution time</b></p>	A non-urgent water supply call-out is defined as any service request relating to a leak, disruption, or other fault that is not a Priority 1 service request.



Charter Clause	Minimum quality service standard	Charter Target	Methodology	Assumptions
	out (rolling 12 month median)		<p>For each eligible call-out, calculate the time taken to resolve:                      Start time = Notification received                      Resolution Time = Service restored time</p> <p><b>Determine the median</b>                      Use the set of resolution times to calculate the median in minutes</p> <p><b>Convert to days</b>                      Divide the median resolution time (in minutes) by 60 to express the result in hours and by 24 to express the result in days.</p>	
8	Number of unplanned <b>water</b> supply interruptions within the Veolia operated Papakura District networked reticulation system expressed per 1000 water supply connections (rolling 12 month)	<10	<p><b>Identify all unplanned water supply</b> interruptions over the 12 month period. This includes all service requests classified as Priority 1, and all other service requests related to loss of supply.</p> <p><b>Determine the number of water supply connections</b>, through Veolia's account management system which links customer accounts to property addresses. The end of period number of connections is applied to calculate this measure.</p> <p><b>Calculate the result using the formula</b>                      Number of unplanned water supply interruptions / number of connections at the end of the period * 1000</p>	Unplanned water interruptions is a service request classified as Priority 1 and all other service requests related to loss of supply.
9	The number of <b>wastewater</b> overflows within the Veolia operated Papakura District wastewater system, expressed per 1000 wastewater connections (rolling 12 month)	≤5	<p><b>Identify all wastewater overflows</b> over the 12 month period as defined under the Charter</p> <p><b>Determine the number of wastewater connections</b> through Veolia's account management system which links customer</p>	A wastewater overflow is defined in the Charter as an overflow from any part of the wastewater network, up to the point of any consumer's connection, that is caused by a blockage, leak, plant failure, equipment damage, or other fault. A wastewater overflow does not include an overflow



Charter Clause	Minimum quality service standard	Charter Target	Methodology	Assumptions
			<p>accounts to property addresses. The end of period number of connections is applied to calculate this measure.</p> <p><b>Calculate the result using the formula</b>                      Number of wastewater overflows / number of wastewater connections at the end of the period * 1000</p>	<p>resulting from stormwater infiltration associated with the occurrence of more than 10mm of rainfall in the preceding 24 hours.</p>
<p><b>10</b></p>	<p>Median resolution time for resolving <b>wastewater</b> overflows: from the time Veolia receives notification of the overflow until when Veolia receives notification from the person employed /engaged to respond to the overflow that they have resolved the overflow (rolling 12 month median)</p>	<p>≤5 hours</p>	<p><b>Identify all wastewater overflow service requests</b> over the 12 month period</p> <p><b>Calculate resolution time</b>                      For each service request, calculate the time taken to resolve:                      Start time = Notification received                      Resolution Time = Service restored time</p> <p><b>Determine the median</b>                      Use the set of resolution times to calculate the median in minutes</p> <p><b>Convert to hours</b>                      Divide the median resolution time (in minutes) by 60 to express the result in hours</p>	<p>A wastewater overflow is defined in the Charter as an overflow from any part of the wastewater network, up to the point of any consumer's connection, that is caused by a blockage, leak, plant failure, equipment damage, or other fault. A wastewater overflow does not include an overflow resulting from stormwater infiltration associated with the occurrence of more than 10mm of rainfall in the preceding 24 hours.</p>
<p><b>11</b></p>	<p>Volume of real <b>water</b> loss from the Veolia operated Papakura District network reticulation system (litres per water supply connection per day) (rolling 12 month average)</p>	<p>≤140</p>	<p>The calculation of Real Water Loss in the network is <b>total system input volume (bulk supply volume), less water sales, less accountable water losses</b> (made up of customer meter under-registration, unbilled authorised consumption and unauthorised consumption).</p> <p><b>Total system input volume</b> is measured by Bulk Supply Point (BSP) metering</p> <p><b>Determine billed consumption</b> using customer water meter readings within the 12</p>	<p>Water loss calculations operate on a <b>two-month lag</b> aligned with our bi-monthly meter reading cycle, allowing for the most accurate analysis based on available consumption data.</p> <p><b>Accountable water loss</b> includes the following categories:</p> <ul style="list-style-type: none"> <li>• Customer meter under registration: 5% of total billed consumption</li> <li>• Unbilled authorised consumption: 0.5% of system input volume</li> </ul>



Charter Clause	Minimum quality service standard	Charter Target	Methodology	Assumptions
			<p>month period, with pro-rated consumption calculated between meter readings at the start and end of the period</p> <p><b>Determine accountable water losses</b> by reference to generally accepted categories of water use in the water balance that cannot be measured. These are: customer meter under registration, unbilled authorised consumption, unauthorised consumption.</p> <p><b>Determine the number of water connections</b> through Veolia's account management system which links customer accounts to property addresses. The end of the period number of connections is applied to calculate this measure.</p> <p><b>Calculate result</b>                      Real water loss per connection, per day =                      (Total system input volume – billed consumption – accountable water losses) /                      number of water connections / number of days over the period.</p>	<ul style="list-style-type: none"> <li>Unauthorised consumption: 0.45% of system input volume</li> </ul>



# Approvals

## Management Approvals

Prepared by:

**Brad Laughton - Regional Lead**

Approved by:

**Dave Neru - NZ Country Manager**

## Leadership Team Approvals

Approved by Veolia's New Zealand leadership team on 15 May 2026.



# Statutory Declaration

I, Daniel Spiller, Chief Operating Officer - Water and Director of Veolia Water Services (ANZ) Pty Ltd, of Yeerongpilly, Brisbane, solemnly and sincerely declare:

1. That the following information in this report is true and accurate to the best of my knowledge and belief :


all historical information disclosed in this report under clauses 28 and 29 of the Local Government (Water Services Preliminary Arrangements)(Watercare Charter) Order 2025; and

all historical information from which that disclosed information is derived; and

2. That all forecasts and estimates in this report are demonstrably reasonable.

I make this solemn declaration conscientiously believing the same to be true and by virtue of the Oaths and Declarations Act 1957.

Declared at Brisbane, 20 May 2026


DocuSigned by:  
  
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**Daniel Spiller**

Before me:

Jane Sandilands  
\_\_\_\_\_

Name of official witness:

DocuSigned by:  
  
6A7BE66AG3F3494...

Signature of official witness:

