



**InfraCore**

Essential Contracting Solutions  
He Toki Taukari Whakaea

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INFRACORE OPERATIONS REPORT – Q3









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Summary



Chair Update

Key Highlights & Challenges

Financial Summary & Position

Performance Measures

Looking Forward – Q4 and Beyond





## Highlights

- Contract with MSD has been refreshed and will provide an opportunity for a further 10 trainees through InfraCore.
- Department of Corrections relationship remains strong with InfraCore providing opportunities for a further 4 candidates.
- InfraCore internal systems development continues with a number of improvements from the last quarter including:
  - Meter Reading
  - Additional information relating to client assets and service delivery continues
  - Interactive dashboard creation continues for internal and external stakeholders



## Highlights

- Business Optimisation programme is still key in the organisation, and we have employed a Business Partner to ensure we continue to gain traction for initiatives throughout the operational business.
- InfraCore has continued on our paperless journey and have implemented Microsoft Teams across the business. This has enabled a number of efficiencies including:
  - Access to SOPs for operational teams
  - Information sharing across the organisation
  - Internal communication
  - Greater quality of file management
- Successful external audit, despite the protracted timeline due to auditor shortages across NZ
- Excellent engagement from the Health and Safety Committee. Improvements with investigation timelines.



## Challenges

- The impact of COVID-19 continues to disrupt operations.
- Impact of “The Great Resignation” and availability of workers within the region.
- Availability of some plant and equipment, including additional vehicles for operational teams is challenging. Timing delays for orders.
- Delays in availability of materials for repairs and maintenance of large equipment. Causing some operational downtime.

# Financial Summary



Revenue down to Budget  
\$1,223k

- Loss of revenue from lockdown - \$262k
- Reduced staff numbers due to positive cases
  - Not able to progress on projects
  - Reduced variable income



Expenses down to Budget  
\$1,246k

- Staff vacancies
- Reduced direct costs from decrease in project revenue



Profit up to Budget \$23k

# Measures

7	3	-	-
On Track	Measures in place to ensure On Track	Off Track	Not Measured

- 7 of the 10 performance measures are on track to Q3, including the financial measures.
- KPI scoring as a result of COVID resourcing constraints and personnel shortages has been impacted. InfraCore has been working on a proactive management plan to increase scoring across the SLA's.



## Next Stage for InfraCore – Growth & Opportunity



Looking  
Forward

- **Build Capability:**
  - Internally – Development of Teams
  - Externally – Bring desired skills into organisation
  - Experts in the industry
- **Build Capacity:**
  - Building scale and robust delivery channels
  - Increased plant and equipment, scale of equipment internally
- **Build Diversity:**
  - In revenue streams through varied work
  - In skillset across the business through a range of talented people
  - In strategic partners through a number of key alliances developed



# Questions?

