



MOM 360 OFFERING

Manage, Operate and Maintain



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MANAGE, OPERATE & MAINTAIN

A sustainable approach to water excellence.

Implementing a Manage, Operate and Maintain programme for various water plants.



Reliable Service



Sustainable
Operations



Community
Impact



Long-Term
Value

What is MOM 360?

- ✓ Total care of the entire plant = MOM 360 (Manage, Operate and Maintain)
- ✓ A MOM 360 contract ensures that a plant is operated efficiently, safely, and in compliance with standards by qualified specialists.
- ✓ It reduces operational risk, prevents costly equipment failures, and guarantees consistent water quality while allowing the customer to focus on their core business.

KEY ELEMENTS



**Establishing KPIs
on relevant WTP**



**Stakeholder's involvement,
Contractual and Scope**



**Production
Volumes**



**Equipment
Performance**



**Consumables
– Chemicals
/ Emergency
Operational Spares**



**Asset
Care**



**Evaluation
Reporting**

WHAT WE WILL BE MEASURED AGAINST:

Process Variable

Turbidity, Conductivity, pH

Production Volumes

Plant Output

Availability

Design vs Actual Operating Times

Total Volumes

Delivered Treated Water

OEE Figures

(Operational
Effectiveness Evaluation)

Consumptions Chemicals, Consumables & Energy

Downtimes Scheduled and Unscheduled (Breakdowns)



STAKEHOLDER'S INVOLVEMENT, CONTRACTUAL AND SCOPE

Responsibility and accountability clearly defined in a Binding Contract

WATER QUALITY

Influent Water Quality

Treated Water Quality

Compliant with Local Legislation

EQUIPMENT PERFORMANCE

Plant Availability

Equipment Reliability (MTBF)

Recoveries

CONSUMABLES

Operational Spares

Operational Media

Operational Chemicals

ASSET CARE

Predictive Maintenance

Preventative Maintenance

Emergency Maintenance

EVALUATION REPORTING

Daily/Weekly/Monthly Report

Visual With Graphs and Information

Real Time Reporting Online

PRODUCTION VOLUMES

Treated Water / Waste Streams as per Agreement

WHAT MAKES UP THE MAINTENANCE PLAN FOR PLANT/EQUIPMENT

Planned maintenance activities designed to keep plant and equipment running safely, reliably, and for as long as possible, while keeping costs under control.

Simple and structured maintenance processes that bring managers, operators, and technicians together to support safe operations, good quality, and business profitability.

The right tools and support in place, including a maintenance management system, well-managed spare parts, and properly trained staff.

A review system that checks all areas of asset care and maintenance to ensure continuous improvement.



Manning

24-hour shift cover or 12-hour shift cover

- ✓ Operators
- ✓ Technician
- ✓ Supervisor

Monitoring

Manually with Visual Management Boards

- ✓ Process Quality Parameters (Internally & Externally – Independent Laboratory)
- ✓ Chemical and Power Consumptions
- ✓ Production Volume
- ✓ Plant Downtime
- ✓ OEE

Digital

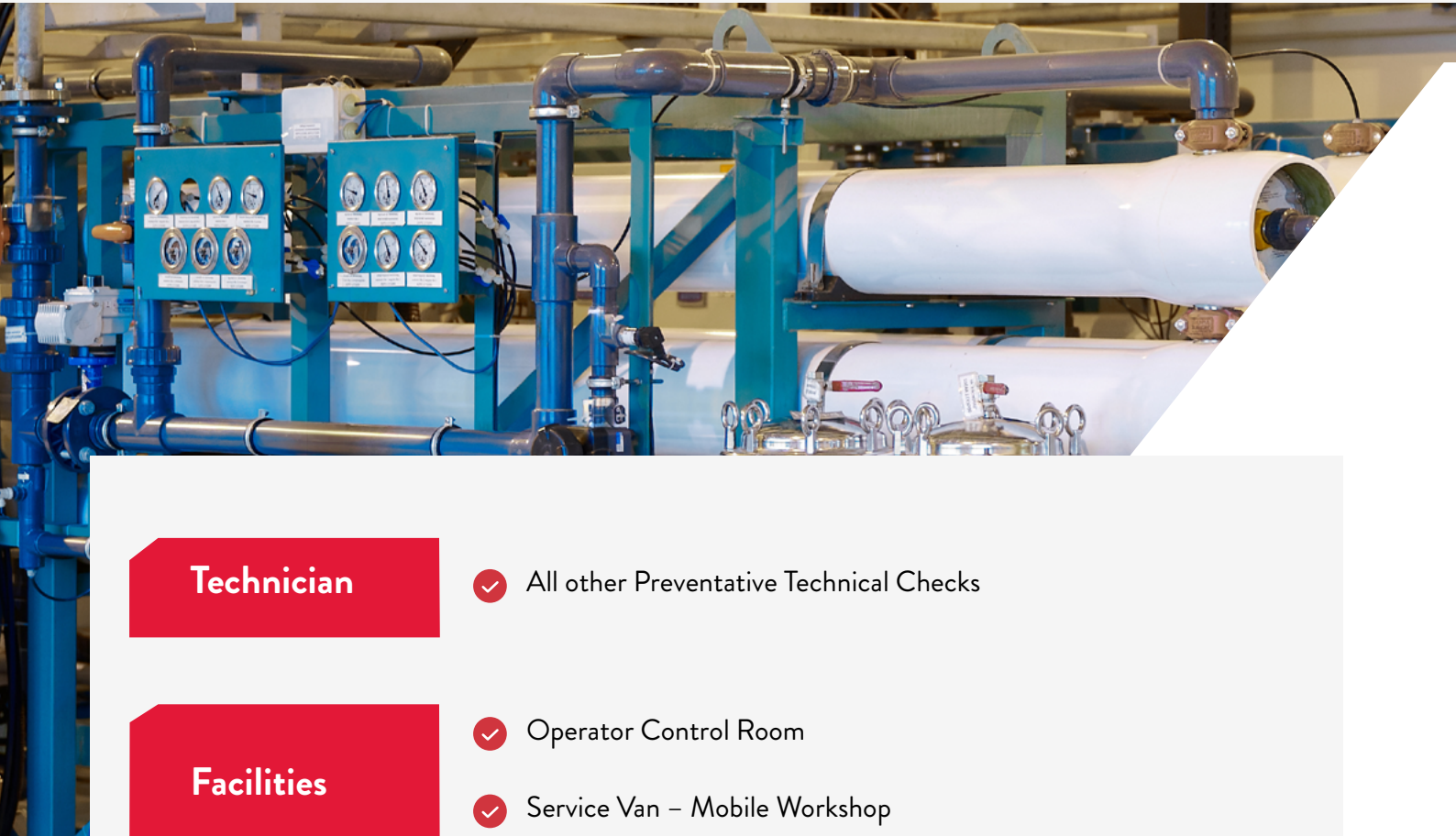
- ✓ Real Time Monitoring
- ✓ SMS Notification on Critical Parameters

Reporting

- ✓ Weekly
- ✓ Monthly
- ✓ 3 Monthly – Steercom

Maintenance Operator

- ✓ First Line Preventative Maintenance (Visual Inspections and Cleaning)



Technician

- ✓ All other Preventative Technical Checks

Facilities

- ✓ Operator Control Room
- ✓ Service Van – Mobile Workshop
- ✓ Storage Area for the Critical Spares and Consumables

Protocols

Planned Work

- ✓ Preventative Workflow
- ✓ Job Request Workflow

Unplanned Work

- ✓ During Office Hours
- ✓ After Hours

Meetings

- ✓ Monthly
- ✓ 3, 6 or 12 Monthly Steercom Meeting

PROCESS TRAINING

OPERATOR TRAINING IN ASSET CARE AND MAINTENANCE

Training operators on all processes involved in Asset Care and Maintenance ensures that equipment is operated correctly and cared for on a daily basis.

When operators understand how assets function, how to identify early warning signs, and how maintenance processes work, they become an active part of the maintenance strategy rather than relying solely on technicians.

Operator involvement supports early fault detection, proper equipment use, and better communication with maintenance teams, contributing to improved plant reliability and performance.

Overall, trained operators strengthen the asset care culture/ownership and help ensure plant and equipment operate safely, reliably, and efficiently.

MAINTENANCE MANAGEMENT SYSTEM

MAINTENANCE CONNECT

Maintenance Connect is a centralised system for managing on-site maintenance activities, including both **preventive maintenance and breakdown response**.

The system is used to allocate work to technicians through electronically generated job cards linked to specific plant and equipment.

Technicians capture detailed feedback on all completed work directly in the system; including actions taken, time spent, and supporting evidence, such as photographs, where required. This ensures traceability, accountability, and a complete maintenance history for each asset.

In the event of a breakdown, Maintenance Connect enables rapid logging, assignment, and tracking of repair activities, supporting reduced downtime and effective fault resolution.

Overall, Maintenance Connect supports a structured preventive maintenance strategy aimed at improving plant reliability, ensuring optimal equipment performance, and maintaining assets in a safe and compliant condition.

MANAGEMENT SYSTEM

TECHNICIAN MANAGEMENT AND JOB ALLOCATION

The system provides real-time feedback capabilities for both breakdown repairs and routine maintenance activities.

Upon completion of a task, technicians are required to capture comprehensive feedback directly into Maintenance Connect, including:

- ✓ Work performed and corrective actions taken
- ✓ Root cause identification (where applicable)
- ✓ Time spent on the task
- ✓ Parts or materials used
- ✓ Equipment condition observations

The system allows for supporting evidence to be uploaded, such as photographs or documentation, ensuring transparency, verification of work completed, and a reliable maintenance history for each specific plant or asset.

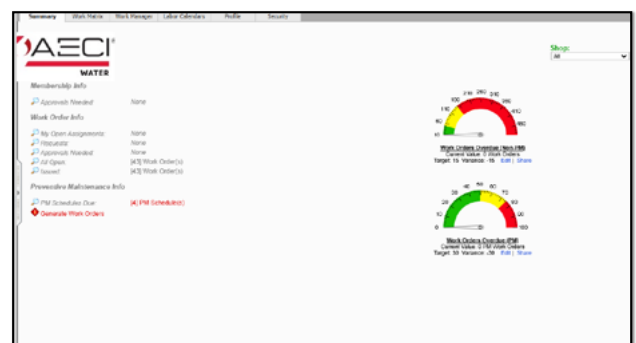
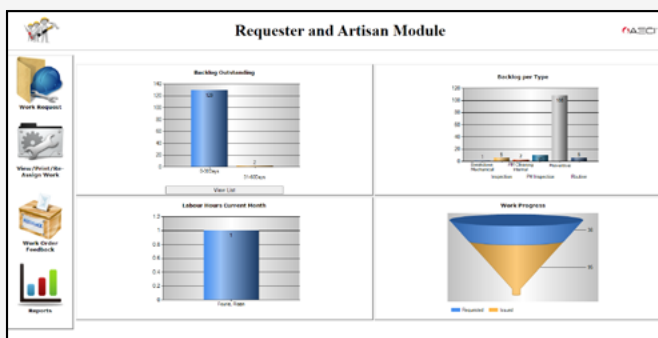
- ✓ Easy to access for technicians and operators
- ✓ Linked to aeiworld.com email address
- ✓ Live fault and breakdown logs
- ✓ Live reports



MANAGEMENT SYSTEM – OPERATOR VIEW



MANAGEMENT SYSTEM – AECI VIEW

[illegible]

good chemistry

