

# one

## Wash this space!

Discover what's  
happening at  
Whitlingham  
Water Recycling  
Centre and other  
AMP6 schemes on  
pages 8 and 9.



### Remote access.

Find out about some of  
our new web portals  
on pages 6 and 7.

### On course for success.

@one Alliance colleagues are  
helping to train our workforce  
of the future. Page 11.





# Building on a positive start to AMP6

Our AMP6 programme is very much underway, with 213 projects worth £326m already through Delivery Milestone 1 (DM1), and many more

projects to come. Year 1 spend will be in the region of £100m and Year 2 is shaping up to be in the region of £200m. A significant spend so early in the AMP programme!

The @one Alliance 'white book' initiatives have a huge part to play in AMP6 and they are already starting to make a difference. We have some stretching targets, including a 60 per cent reduction in embodied carbon and a 50 per cent reduction in time, but I'm confident we can meet these challenges if we deliver the change set out in the initiatives.

As we deliver our programme, we continue to put absolute emphasis on health and safety. Our Living in an Injury-Free Environment (LIFE) programme is in the early stages but going well and is sure to positively impact our performance in this area. I'd encourage you all to get involved in LIFE when it reaches your part of the programme.

Remember, this is your magazine. If you have a story to tell, please give Grant Tuffs, Customer and Communications Manager, a call on 01733 414 108, or email [gtuffs@anglianwater.co.uk](mailto:gtuffs@anglianwater.co.uk)

Thank you all for your hard work this year and I wish you a happy, safe and healthy Christmas and New Year.

**Dale Evans**  
Director @one Alliance



Whitlingham Water Recycling Centre. Find out more on page 9.

## PERFORMANCE > FAST FACTS

All facts correct at time of going to print.

NOVEMBER 2015

We're at the halfway point of Year 1 of AMP6, and the @one Alliance has followed on from the success of AMP5 with a good start.



0.0

AFR target is 0.1

Embodied Carbon 52%

Embodied Carbon target is 60%



0% 50% 100%

## COMMERCIAL PERFORMANCE

Commercial performance consists of three levels:

Base is  
0%–22.5%

Stretch is  
22.5%–30.5%

Frontier  
is 30.5%+



# We're onto a winner with our environmental initiatives!



Some of our Sustainability Champions and fellow @one Alliance colleagues celebrate success at the Energy Institute awards.

The @one Alliance proved it is an industry-leading organisation in its quest to save carbon and unnecessary waste by sweeping the boards at two prestigious awards ceremonies held in London in November.

Several sustainability champions and fellow @one Alliance colleagues celebrated success at the Energy Institute awards, winning the Environment award for our Sustainability in Design initiative that helped us beat the carbon challenge for AMP5.

Kate Simpson, @one Alliance Project Manager, Carbon and Sustainability also took the Energy Champion award for her commitment and drive to make people aware of sustainability.

Meanwhile, the @one Alliance Cambridge Water Recycling Centre Growth Project team was awarded a Silver Green



Kate Simpson, winner of the Energy Champion award.

Apple award at a special presentation ceremony at the Houses of Parliament.

The award was for environmental best practice for the innovative industrialised construction approach used on the scheme. This included using off-site and prefabricated technologies, helping to reduce waste including diverting 99 per cent of construction waste from landfill to reuse on site.



Left: Ceri Williams (Cambridge Water Recycling Manager), Carol Hardingham (Environmental Manager), Paul Garner (Construction Manager), Sharad Gupta (Project Manager), Richard Scott (Works Manager).

# Dace aces her accounting diploma



Congratulations to Cost Controller Dace Meskauskiene, who has gained an Association of Accounting Technicians (AAT) Level 3 Diploma in Accounting.

Dace, who works in Cost Capture, within the Asset Data Management Team, studied in her own time, while working full-time, successfully passing the associated examinations in September.

"I feel that, having completed this course, it has improved my ability to interrogate cost data and complete my cost capture duties in my day-to-day role," said Dace.

Dace has some good advice for colleagues who are contemplating undertaking a professional qualification in their area of expertise.

"Just believe in yourself and push yourself because no one else is going to do it for you," she said.

"Believe me, it's all worthwhile in the end."

See more about our carbon work on page 5.



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# The importance of

# Living in an Injury-Free Environment

The @one Alliance continues to lead the way in health and safety performance, upholding an accident frequency rate (AFR) of zero – a target we want to maintain throughout AMP6 and beyond.

"It's a fantastic achievement, but we need to balance pride and quiet acknowledgement with caution to avoid complacency," said Richard George, Head of Operations. "It's also about going beyond zero AFR – we're now looking at all accidents and lost-time incidents, not just the reportables. This will include traffic-related incidents, as well as the health and wellbeing of our employees."

## Health

One way of achieving this is to encourage everyone across the @one Alliance to embrace the powerful **Living in an Injury-Free Environment (LIFE)** programme and AMP6 mantra of 'happier, healthier, safer'.

"LIFE is the key in guiding us to the next level of safety, health and wellbeing," explained Richard.

"It's steered by our LIFE Leadership team – initially volunteers from across the @one Alliance, developed into our core team of passionate and committed LIFE Orientation Leaders, who find time to lead this programme in addition to their day job."

To help us with guidance and maintaining the LIFE ethos and principles, we have a full-time LIFE Coordinator – Michael Doyle – who Richard calls "inspirational in his dedication to our behavioural safety programme".

"We're aiming to get 3,000 people through the LIFE orientation sessions over the next three years – that's everyone in the @one Alliance plus our Tier 1, Tier 2 and

extended supply chain," added Richard.

"We're lucky to have some inspirational speakers from amongst our teams to kick off each orientation. This really 'sets the tone' for the session to follow, helping attendees explore the benefits of personal and behavioural safety, and the potential implication of accidents or injury, not only on individuals, but also families and friends."

So far, LIFE is getting very positive feedback from those who have attended, including our supply chain partners.

"There is a growing groundswell of interest and the team is expanding the number of Orientation Leaders – taken from the @one Alliance and our supply chain – to allow the programme to grow to two orientations a week to meet demand," explained Richard.

"The @one Alliance Organisational Development team is doing a great job working with the LIFE Leadership team to help schedule the orientation attendees."

Richard added: "During 2016, we'll be arranging a LIFE Stand-Down Day to examine our progress, achievements and success of this changed approach. Plans are being developed to keep track of the impact of the health and wellbeing initiatives as they land over the coming months and years."

## Safety

A calendar of events is being developed by the Safety team to communicate and deliver ideas about safety.

"We have a strong plan for AMP6 so we can



become even more market-leading and collaborative in our approach to safety – building on the great work and initiatives already in place," explained Richard.

"We're developing and using technology to record events on site and will be embedding and enhancing this over the coming year."

The @one Alliance has recently completed an independent review of its safety systems and ways of working to make sure we are doing the best we can for our employees and partners.

"We're examining the outputs of the review and will use this information to improve our safety management, as an integrated alliance, and to make sure we are as safe as we can possibly be with everyone's responsibilities clear and understood," said Richard.



"We're aiming to get 3,000 people through the LIFE orientation sessions over the next three years – that's everyone in the @one Alliance plus our Tier 1, Tier 2 and extended supply chain."

Richard George, Head of Operations.

# Event reinvigorates our carbon saving challenge

THIS BALLOON IS THE SIZE OF 1kg OF CO<sub>2</sub>

A series of carbon-related exercises, events and workshops took place at Thorpe Wood House over five days in October, generating plenty of discussion and positive feedback.



Tubes Scaffolding supported our Carbon Week.



Kate Simpson, @one Alliance Project Manager, Carbon and Sustainability, says the purpose of Carbon Week was twofold: to underline the importance

of reducing carbon, and to help improve @one Alliance employees' understanding of carbon in order to help the organisation reduce emissions and hit our carbon targets.

"Everything has a carbon cost, but we tried to make it about more than just numbers – we wanted to make carbon more accessible so people could connect with it and make sense of what is essentially quite a hard concept to get to grips with," explained Kate.

As such, each day was dedicated to a different source of carbon or area in which carbon emissions occur most frequently within the work undertaken by the @one Alliance.

**Monday** covered the basics: what is carbon, what the @one Alliance's targets are, and why it's important to cut our carbon emissions.

**Tuesday** concentrated on materials, embodied/ capital carbon emissions, and offered a drop-in session on Anglian Water's new Carbon and Water Footprint Modeller.

The focus on **Wednesday** was energy, and there was an exercise featuring meters on kettles and in breakout areas, so that people could calculate how much carbon is generated by the appliances they used. There was a workshop with the Energy team, and Chris Evans, Energy Programme Delivery Manager for Anglian Water, spoke about how to reduce carbon from energy in design.

**Thursday's** subject was transport, during which employees could calculate how much carbon is emitted via different modes of transport. Anglian

Water's Head of Fleet Services hosted a drop-in session about improving driving behaviours and how to significantly reduce fuel usage.

**Friday** focused on waste and food, a subject that is easier for people to connect with.

"The canteen put on a special low-carbon option at lunch that went down very well, with lots of people choosing it," said Kate.

"It was so successful that we are thinking of making it a regular monthly feature on the menu." Friday's event also highlighted some new developments that are in the pipeline, such as a new manhole cover repair system and above-ground construction.

Posters were put up daily illustrating each day's carbon topic. To offer a sense of scale, a huge scaffold was erected in the car park to demonstrate what one tonne of carbon dioxide (CO<sub>2</sub>) looks like, while balloons indicated 1kg of CO<sub>2</sub> and cubes showed 1 gramme of CO<sub>2</sub> around the office.

"People seemed to take ideas away from the week, which was reflected in the high number of entries into the competition we ran at the end of the event," said Kate.

"Colleagues submitted great carbon saving ideas, which have been uploaded onto our new Sustainability In Design web portal, and we are now looking at some of those to see how we can develop them.

"I think the event really reinvigorated our carbon campaign and offered an understanding of how we can achieve our carbon reduction targets for AMP6, including a 60 per cent reduction in embodied carbon," added Kate.

"I'm looking forward to taking some of the ideas out to site teams."



## New launch

The launch of the new Sustainability In Design web portal offers support and understanding around carbon to all employees, including site teams, plus resources and the opportunity to share best practice. Visit [www.sid-portal.co.uk](http://www.sid-portal.co.uk) for further information.

## Carbon Commuters

Business Improvement Manager John Podmore and Production Manager Adam Bensley calculated their daily return commute to work.

"Both Adam and I use the train and bus instead of a car and the results are startling in terms of carbon reduction," said John.

"The main thing I took away from the week was the fact that if we all stopped to think about the impact convenience has on our world and the environment we live in, we may all act a little bit differently about how we approach the important things in life. If an extra 30 minutes travel to and from work positively contributes to such a significant reduction in the amount of carbon released into the atmosphere, don't we all have a moral responsibility to act differently?"

## Competition winner

The winner of the Carbon Week competition was Smitha Holagi, Electrical Engineer, WNI, who won an iPad Mini. Runners up were Philip Buckingham, Energy Projects Manager, Anglian Water, and Sam Hooley, Project Delivery Manager. Discover more about their ideas on the Sustainability In Design web portal.



Do you have a stimulating sustainability suggestion? Can you think of ways we can communicate the carbon reduction message even better?

Then log on to Think Space, the online system that collects ideas from employees for improvements across all areas of the business.

There's a whole range of challenges listed, ranging from water-related issues in communities to increasing the operational life of our assets, and there is currently a dedicated sustainability challenge.

Submit your idea or challenge at <https://awthinkspace.wazoku.com/>

# Improving connectivity improves performance

## Enabling information sharing across the @one Alliance

Launched in July, the Enabling web portal is a 'one-stop shop' aimed primarily at design and construction teams to give them access to enabling processes, guidance, training material and contacts.



"It offers knowledge sharing across the @one Alliance and the other delivery routes for Anglian Water, and it creates a bridge from design to construction, allowing everyone to access to the same information," explained Lotte Kolind, Enabling Manager. "Users can access anything linked to Enabling on the portal – there are templates, posters, plus more than 500 stakeholder contacts, from the Environment Agency to council departments and the framework contacts book. You can also book your enabling/environmental training. Nothing is more than three clicks away,

giving easier and greater access to all users." The website is regularly updated with best practice and latest news and legislation updates to keep the business informed of environmental and enabling challenges, helping the @one Alliance to deliver schemes more efficiently. "We wanted to make sure that colleagues on site have the same opportunities as the Design team to promote and share the best practice that is taking place on our sites," said Mark Leatherland, Enabling Programme Manager.

"An area of the portal has been created to promote this and includes a 'What do I do if...?' section and site of the month nominations. "It also shows how we are performing against Anglian Water's environmental objectives, and what we are doing to improve that performance," he added. "It gives us the ability to promote and provide updates in an effective and efficient manner." **Find out more about the web portal and explore what's on offer by registering at [www.enablingwebportal.co.uk](http://www.enablingwebportal.co.uk)**

**"We wanted to make sure that colleagues on site have the same opportunities as the Design team to promote and share the best practice that is taking place on our sites."**

Mark Leatherland, Enabling Programme Manager, Design team.

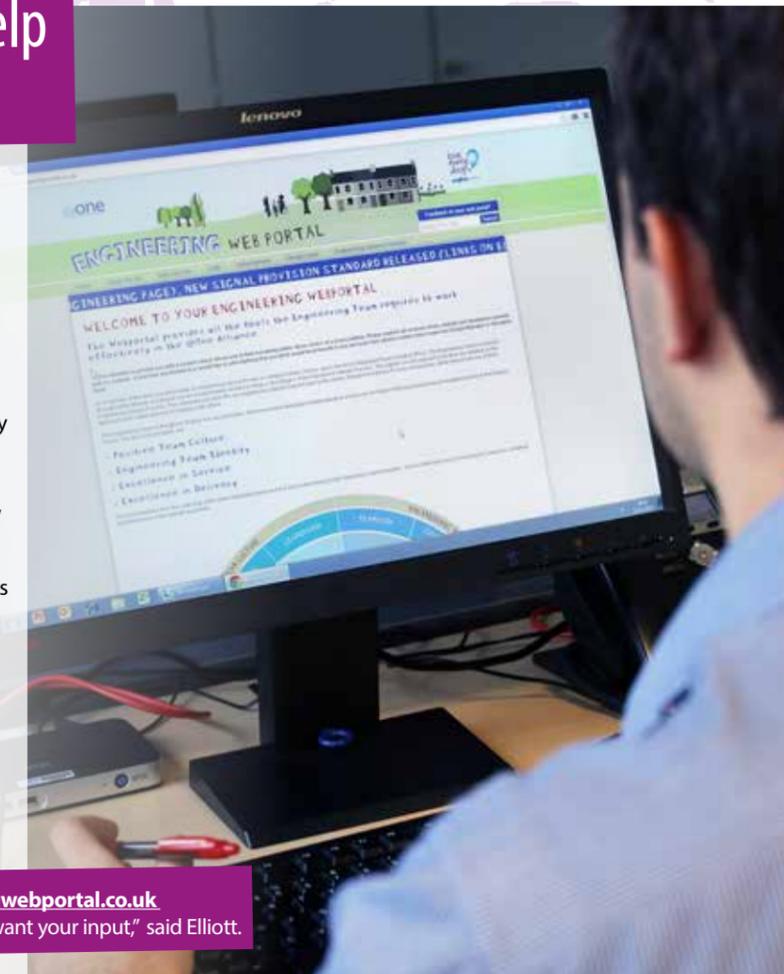
## Web portal engineered to help make efficiencies

A new web portal has been created as a 'one-stop shop' to give our Engineering teams the tools they need to do their job quicker, smarter and easier – helping them achieve targets set for AMP6.

"You are never more than three clicks away from finding what you need, and finding it quickly," explained Elliott Harley, AMP6 Design Manager, Infrastructure. Launched in July, the web portal is user-friendly – whether as an induction tool for a graduate engineer, or as a home page for engineers who have been working in the role for 30 years. It has drop-down menus for each of the key engineering functions within the different programme areas, and brings the latest versions of engineering-related documents into one place, saving both time and effort. The web portal is also a source of engineering information, news and briefings, such as

toolbox talks, and has links to engineering standards and products. It is a platform that provides direct access into HAWK and Livelink. It is regularly updated and feedback is welcomed. Like the Enabling Web Portal, it is also accessible remotely, such as on site, on a variety of devices, including phones, iPads and laptops. "Although it is primarily for the Engineering teams, we are looking to roll it out to wider teams across the @one Alliance to give them a better awareness and understanding about the work we do," added Elliott.

Log on at [www.engineeringwebportal.co.uk](http://www.engineeringwebportal.co.uk) "It's your web portal and we want your input," said Elliott.



## New website aims to improve rework performance



"By managing unplanned work as it arises, we aim to resolve issues while the relevant parties are still on site and achieve a streamlined handover to Anglian Water, ensuring the @one Alliance hit their delivery on time (DOT) targets." The website includes alerts so that teams are reminded to complete rework before Delivery Milestone 4 (DM4). Photos can be added to the website which may save Delivery Assurance Managers (DAMs) having to travel to site to sign off rework, resulting in carbon savings from reduced mileage. Rework data is important as it is analysed to discover root causes of issues. Improvement projects can then be carried out to deliver efficiencies. **Sign up to the website at [www.awrework.econtrack.co.uk](http://www.awrework.econtrack.co.uk)**

**Recording unplanned work is now easier and quicker, thanks to the launch of our new rework website.** Aimed at construction and project teams, the website is simple and intuitive to use with supportive information and easy login and inputting processes. An app has also been developed, which can be used anywhere on smartphones, iPads and laptops. "Doing work twice results in additional time and delays to project completion, plus unaccounted and additional costs," explained Kirsty-Ann Cairns, Assistant Production Manager in the Continuous Improvement team.

**"I have been using the M2i Rework app for a while now and I believe it is one of the best ideas that we currently use in the @one Alliance. It can be used on site when you first see rework problems, while additional work that in the past you would have needed to take notes on or even forgotten for a couple of days, with this app, you can report it instantly there and then."**

Rob Pooley, General Foreman, Water Non-Infrastructure.

## Hamerton S101a project Delivered by the Infrastructure team



Following an application under Section 101a of the Water Industry Act 1991, a duty assessment was carried out which resulted in Anglian Water accepting a legal duty for the provision of first time sewerage in Hamerton, Cambridgeshire, for 27 duty properties and six connectable properties.

This is a named scheme in the AMP6 Final Business Plan and comprises the installation of a new 1,253m long, 180mm diameter gravity collection system installed by horizontal directional drilling techniques. A new single pumping station site is being constructed with the inclusion of a 2.1m diameter wet-well with twin pump arrangement, above-ground dosing unit, associated civils, M&E and communication installations. A new 4,071m, 110mm diameter rising main will be installed, moving flows from the new pumping station site to an existing sewerage network in neighbouring Upton.

Works have been carefully planned,

meetings have been held with the local MP and the parish council, and a local community open day was held. Diversion routes have been carefully planned with the local Highways Department.

Archaeological works were undertaken at the location of the new pumping station.

A community newsletter has also been distributed. Uptake for connection to the new system is currently in excess of 90 per cent.

Combined embodied carbon is forecast at 269 tCO<sub>2</sub>e against a baseline of 442 tCO<sub>2</sub>e, a reduction of 38 per cent.

The forecast out-turn cost for the project is £1,395,000 against an affordability of £2,050,000.

The scheme commenced on site in October 2015 and is on course for early completion against the DM4 date in July 2016.

Here's a snapshot of some of the recent projects being carried out by @one Alliance teams.

# Site News



The scheme has a Final Business Plan cost of £6,500,000; the DM3 Solution Cost is £5,175,000; and Affordability Capex is £5,166,000.

## Semer Water Treatment Works (WTW) Delivered by the Water Non-Infrastructure team

A single off-site borehole supplied Semer WTW, but due to a rising trend in nickel levels the deteriorating water quality needed investigating.

Another off-site borehole was drilled to provide a new primary borehole with the flexibility to blend with the existing borehole. However, the existing WTW was not capable of treating the water quality from the newly drilled borehole.

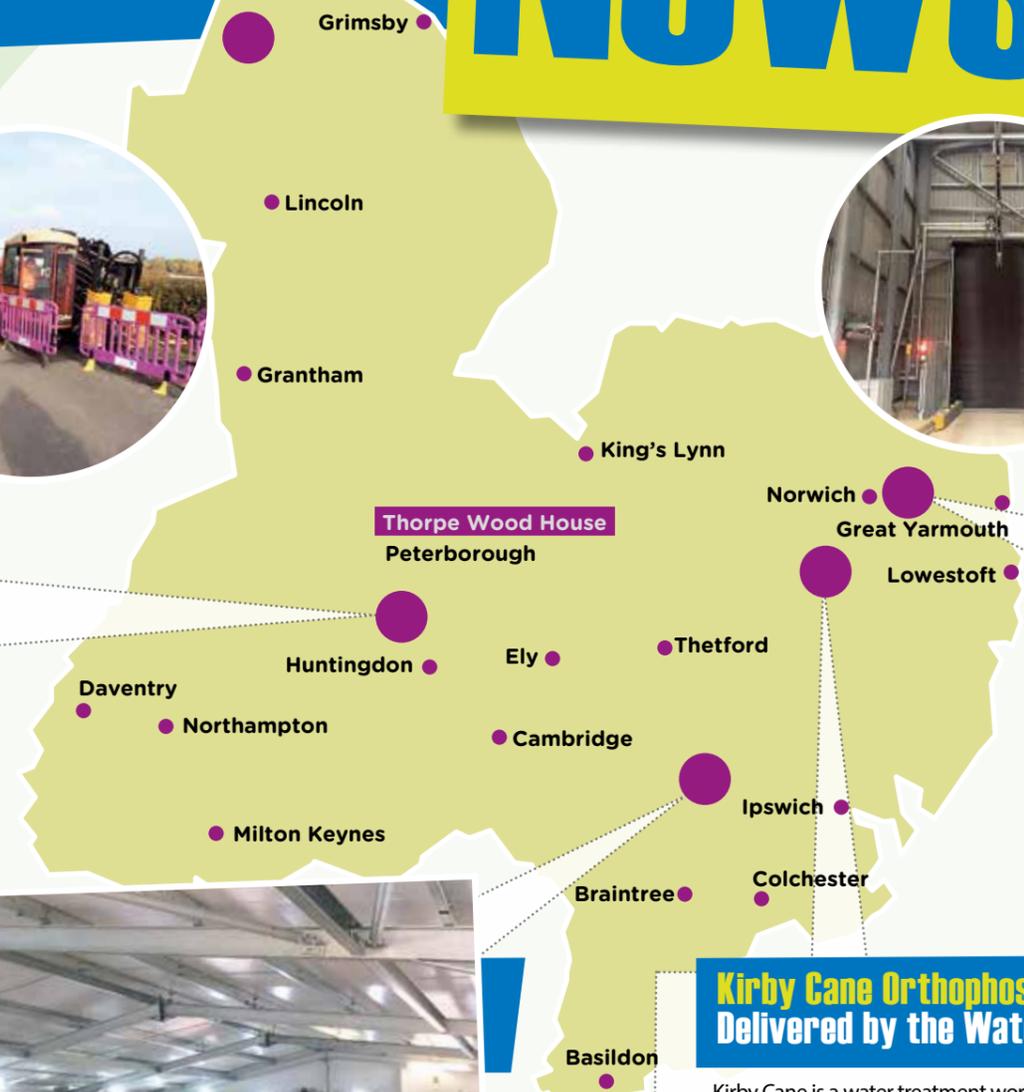
In November 2014, there was a turbidity failure from the existing borehole, reducing the water output. Consequently, in summer 2015, additional work was undertaken to maintain supply.

Early procurement was approved pre-Delivery Milestone 3 (DM3) to progress with a civil contract for the construction of a new 5.5mld (mega litres per day) works capable of treating the water quality from the newly drilled borehole and a

blended flow from the existing one, to be fully commissioned and into supply for summer 2016.

Early engagement and collaboration with the supply chain reduced time on site and industrialised construction was used. Key stakeholders rehearsed the assembly programme and completed fit for assembly.

Collaboration with the Design team and supply chain provided greater innovation as well as benefit by design, using key process blocks and lessons learnt from Mattishall WTW. The project was developed using 3D modelling, which has been progressed into developing 4D Synchro for the commissioning element of the project. Bringing together the Primavera P6 project management tool and 3D model provided a simulation and rehearsal of the commissioning phase.



## Whitlingham Water Recycling Centre cake reception scheme Delivered by the WRNI team



One of the first AMP6 biosolids projects has been the provision of a new cake reception facility and the installation of a trailer washing facility at Whitlingham WRC.

The scheme is part of the wider biosolids strategy to reduce the reliance on lime treatment, minimise odour nuisance and increase utilisation of Combined Heat and Power (CHP) capacity on site.

The cake reception scheme started construction on site in January 2015. The scheme, consisting of a new building, a cake storage silo, a dedicated odour control unit and motor control centre, is due to be handed over to Anglian Water before the end of 2015.

The scheme has an approved solution cost of £3,723,430. The anticipated out-turn cost is £3,643,716 which has been achieved by the whole team (including suppliers) working collaboratively to reduce costs wherever possible.

The trailer washing scheme is part of Anglian

Water's strategy to reduce the number of vehicle movements within the region. By providing a means of washing the trailers to an appropriate standard, the requirement to back haul vehicles can be removed.

The trailer washing scheme was combined with the cake reception plant as part of the programme level strategy to reduce costs by utilising one team for both – this project was handed over to Anglian Water in October 2015 after only eight weeks on site. The scheme had a baseline embodied carbon figure of 98.8 tCO<sub>2</sub>e and through careful design and delivery, the forecast embodied carbon is 23.2 tCO<sub>2</sub>e, a 76 per cent reduction. The scheme has also achieved an anticipated out-turn cost of £158,211 against an affordability value of £241,724 and approved solution cost of £228,842.

The Biosolids team have two further cake reception facilities and four trailer washing schemes to deliver in the first two years of AMP6.

## Kirby Cane Orthophosphoric Acid Dosing scheme Delivered by the Water Non-Infrastructure team

Kirby Cane is a water treatment works located in South Norfolk near the market town of Beccles, with an average daily flow rate of 15l/s.

Changes to the Water Supply Regulations 2000 mean that the interim lead content of potable water supplies must not exceed 10ug/l.

This scheme forms part of a larger batch of 17 planned orthophosphoric acid dosing schemes to be delivered during AMP6, with DWI obligation dates.

The programme strategy was to complete Kirby Cane and learn all lessons from it before manufacturing and installing the remainder of the programme.

A new standard product was developed for AMP6 to learn from the lessons of AMP5. One of the key changes was the introduction of the 'Coriolis flowmeter'. This removed the need for a phosphate monitor and shutdown panel, saving approximately £15,000 and removing a significant commissioning activity and project delay.

The scheme made good use of standard products and build off site methodology to reduce time on site by over 50 per cent and identify further time savings. The project team was keen to make use of new concrete technology

to reduce embodied carbon. From this, 'Cemfree' was used as an alternative to traditional concrete for structural bases, expected to reduce embodied carbon in the concrete by 60 per cent.

The project was on budget with a solution cost of £155,000, achieved with a small saving.

It has made a saving of 5.46 tCO<sub>2</sub>e of embodied carbon.

The unit is in supply and met its November output.



# Partnership Profile

In the last issue, we gave you an insight into how some of our partners work together, and how they help make the @one Alliance so unique. This time around we're catching up with colleagues from two more of our partner companies – MWH and Mott MacDonald Bentley (MMB) – to find out how we'll work together to meet our AMP6 targets and what makes our partnerships work so well.



"We're a global organisation with over 8,000 people working for MWH across the globe – 1,700 of those people work in the UK and about 100 of those work here in the @one Alliance," said Organisational Development Manager Tracey Goddard.

"Our main area of expertise is water; that's our key strength," added Mark Froggatt, Engineering Manager. "This strength is brought to the @one Alliance through our design and construction skillset. We have a group of very capable and adaptable people who have masses of design and site-based knowledge and we are continually sharing this with our @one Alliance partners.

"As well as this expertise, we drive innovation and are bringing new tools and capability into the organisation, such as Programme Insight Manager (PIM) designed to give project teams performance visibility to support delivery of their projects," explained Mark.

"For us, there is no one person driving the success of MWH, or the @one Alliance as a whole," added Ian Hutchinson, Programme Area Manager, Water Recycling Non-Infrastructure. "Our collaborative way of working is part of our working culture – we don't even think about it, we just work together to get the job done."

"Like our @one Alliance partners," said Tracey, "we feel the partnership brings together the best of all partners' knowledge and skills, to produce something even better."

**Name:** Danny Wright

**Role in the @one Alliance:** Works Manager

**Main responsibilities:**

The day-to-day running of the site, coordinating subcontractors, liaising with the client and ensuring the delivery of quality work, on time and with health and safety at the forefront.

**Main challenges:** Keeping to tight deadlines and solution costs while maintaining our high standards.

**Being part of the @one Alliance:**

We work together for a common goal and everyone constantly strives to deliver great projects.

**"We work together for a common goal and everyone constantly strives to deliver great projects."**



"It's an exciting time for MMB," said Graham Mortimore, Design Manager. "We're one of the new @one Alliance partners, so we're looking forward to an exciting future as part of the team."

"Focusing on water, MMB are an integrated design and build organisation, and we pride ourselves on tailoring our services to help achieve our clients' outcomes," added Graham. "Drawing from our global and nationwide resources, we have a growing team of more than 65 employees within the @one Alliance. Our experience in both infrastructure and non-infrastructure areas enable us to work across the organisation, and we, alongside our @one Alliance partners, always strive to find the right person to put forward for the right job.

"One thing that is instantly recognisable about the @one Alliance partnership is there are no boundaries," continued Graham. "By this I mean it doesn't matter which partner you're from, everyone is willing to share best practice and support one another to get the job done. We also support the 'Best of Both' campaign, where we encourage our MMB team to feel as much a part of the @one Alliance as they do MMB. Our staff development is vitally important to us as it enables us to achieve both individual, company and client goals. This really helps to give our team focus and confidence in what they do."

**Name:** Alice Clarke

**Role in the @one Alliance:** Project Delivery Manager

**Main responsibilities:** The delivery of schemes from asset planning to operation, ensuring they comply with Anglian Water governance and processes.

**Main challenges:** The Biosolids portfolio of work has always been challenged with affordability targets, and AMP6 is no different. However, we have built a dedicated and motivated team who are committed to reducing the impact the schemes have on the programme pool.

**Being part of the @one Alliance:** The @one Alliance has opened a new door of opportunities and challenges to me which I hope will aid my career development.

**"The Biosolids portfolio of work has always been challenged with affordability targets, and AMP6 is no different."**



# Students on course for success



We reported in the last issue of **one** how the @one Alliance is involved in sponsoring two engineering courses at the College of West Anglia (CWA) in Wisbech.



Twenty-eight student apprentices started on the two courses in September – 18 on the @one Alliance-sponsored Level 3 engineering (electrical and mechanical) qualification, and 10 on the Level 1 City & Guilds construction course, sponsored by Anglian Water and its four alliances.

As well as undertaking classroom learning, the students take part in practical workshops, led by @one Alliance Digital Asset Creation team Manager Mark Hedges.

Mark said: "Our key messages about communication and teamwork struck a chord with the students – especially through the Lego challenges – and by the wrap-up session, they really opened up and started talking to us, exchanging observations and opinions."

Mark also instilled the @one Alliance's 'safety first' mentality in the apprentices.

Mark added: "We also wanted to show the students how the use of digital technology helps us perform and communicate as a team. We are hoping to spot potential talent for our future teams and interest them in our digital future."

Gary Slater, Digital Asset Creation Team Leader, said: "It's exciting to meet our potential future teammates and to see their enthusiasm. There is some real talent among these apprentices."

Dave Newsome, who is project managing the development of these courses across all four alliances in collaboration with the college, said: "We're training a skilled workforce for the specific needs of the @one Alliance, and

providing students with the skills we need for the future."

The students have also been on site visits to Whittingham Water Recycling Centre to see how the theory learnt in the classroom is put into practice and will visit again to see progress over the coming months.



Congratulations to Joleen Macklin, one of the students studying on our construction course, who was CWA's 'student of the month' in November, for setting a precedent of high-quality work and for her exceptional work effort.

Charlie Bexon, one of the Level 3 students, said:

**"The theory sessions are interesting and challenging which constantly tests my skills and knowledge. The tutors and Anglian Water representatives are friendly and helpful."**

Joshua Chapman, another Level 3 student, said:

**"The site visits are informative and interesting. They also helped me to understand what the information being taught in a classroom looks like in a real work environment."**

If anyone has any work experience suggestions that the students can become involved with, please email Dave at [dNewsome@anglianwater.co.uk](mailto:dNewsome@anglianwater.co.uk)

## We're investing in our future workforce

Anglian Water has committed to investing in the workforce of tomorrow by co-sponsoring the £10 million, state-of-the-art Greater Peterborough University Technical College (GPUTC) – a commitment the @one Alliance is supporting, fulfilling our aspiration to be a prominent local employer in the Fenland region.

GPUTC, which opens to students in September 2016, aims to provide a world-class technical education for sustainable engineers, builders, designers and architects of the future.

Students can join GPUTC in Year 10 and Year 12. Small classes and one-to-one attention in a high-tech learning environment

means students will graduate with real-life work experience, plus both academic and technical qualifications in one of two specialisms – Engineering and The Built Environment.

GPUTC's ambition is to ensure that every student progresses onto a job, apprenticeship or further study at a college or university, and Anglian Water is guaranteeing a job interview for every graduate. An incredible 86 per cent of students from existing UTCs say that the specialist equipment is better than their old school.

The @one Alliance will benefit from this investment, as we need high-calibre students with the right skills, experience and mindset to

meet our future recruitment needs.

We have been supporting the college at a series of open days, taking along colleagues and equipment.

To make sure students leave GPUTC with a good understanding of its business and the water industry, there will be a series of Employer Projects which are being drawn up with Anglian Water's education team. People from Anglian Water and the @one Alliance will lead activities in the college and students will go on site visits.

If you are interested in sending your child to GPUTC, please contact them directly at [www.gputc.com](http://www.gputc.com) or email [info@gputc.com](mailto:info@gputc.com)





One of Anglian Water's Love Every Drop goals is 100 per cent of customers are very satisfied with its service, and it's evident that we are doing our bit.



# Putting our customers first

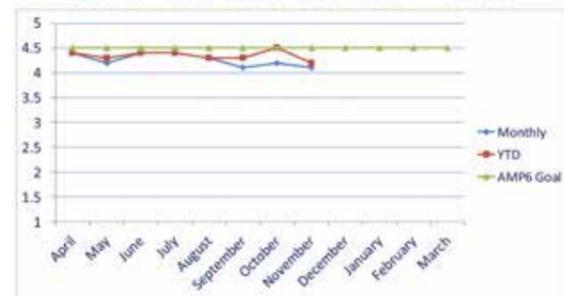
Throughout AMP5, we measured our customer service through post-construction postal surveys sent to customers affected by our work, based on the official Ofwat SIM (Service Incentive Mechanism) questionnaire that compares water company customer service performance in the industry.

We are continuing to survey customers in AMP6, and current performance shows that we are

achieving a high level of customer satisfaction – supported by the written comments and unsolicited feedback we receive from the customers we interact with.

“We get great compliments from our customers regarding site teams which is fantastic, but we must always look to improve,” said Customer and Communications Manager, Grant Tuffs.

@one Alliance Overall SIM Tracker



*“The men were polite and knowledgeable. We had a problem with a blockage, but someone came out the same day. Very prompt.”*  
 Mr Locke.  
 (East Ruston – S101a first time sewerage scheme)

*“Communication was good and staff were very pleasant and co-operative. We were told before the work started that the road would be closed. Workers were always polite and always moved if we needed to get past.”*  
 D R Church.  
 (Neatishead – S101a first time sewerage scheme)

*“The work was done really well. Overall, a very good service with politeness all round. Everything about the job went well, nothing more could have been done – we are very satisfied.”*  
 Anonymous.  
 (Boston – Water mains renewal scheme)

*“You would never know that the road had been up – it has all been left as it was. The workforce has been very good – approachable and professional at all times. I know they have had to put up with abuse from delivery people and some members of the public. It's nice to be able to write an email like this.”*  
 Mrs M Hurst, Farmside, Wilsthorpe.  
 (Wilsthorpe S101a first time sewerage scheme)

Here are just some of the things our customers are saying about us:

## Raising the bar

In AMP6, 75 per cent of the overall Ofwat SIM scores are based on customer opinion, and only 25 per cent are based on the number of complaints each water company receives.

This shift has raised the bar regarding customer service performance and we now need to gauge opinions throughout projects as soon as a customer makes contact with us – not just at the end of a project.

We are, therefore, making some system changes to enable us to capture all customer contact from @one Alliance schemes through the Anglian Water Customer Care Centre.

“These changes will make it easier to identify customer contacts that we can use to resolve queries sooner and then check that we deliver on our promises via speedier surveys,” explained Katie Taylor, Customer Manager, Infrastructure.

“Once we have an @one Alliance

customer contact, we will be able to make use of the Anglian Water Voice of the Customer team to carry out telephone and text surveys. This will provide us with like-for-like customer service performance measures which match with the rest of the business, so we can see how we directly compare.”

Katie has also been out and about visiting sites to see some of the great work that our site teams are doing.



Moving towards our goal of 100 per cent of customers very satisfied. Grant Tuffs, Customer and Communications Manager, and Katie Taylor, Customer Manager, Infrastructure.

## Customer Service Recognition

Following nominations presented to the @one Alliance Management Team, the winners of the latest Customer Service Recognition awards have been announced.

This time, the Wilsthorpe S101a first time sewerage project team was recognised for delivering outstanding customer service and exemplary community engagement throughout the scheme.

Several customers took the time to send in their thanks to the team, including the following feedback:

- Staff and workers have been very courteous, helpful and accommodating every day, building a good relationship to minimise the impact.
- The workforce has been very good, approachable and professional at all times.



Michael Caine, Commissioning Engineer.

- The site team was extremely helpful and co-operative.
- Thanks to the team who acquitted themselves well throughout the scheme and were courteous, friendly and helpful.
- Good job by the workmen.
- Congratulate the workers on their expertise who were helpful, friendly and polite.

## Internal Customer Service

Customer service is not just about how we serve Anglian Water's external customers.

It is important that we deliver exemplary service to everyone, all of the time, including our supply chain partners and crucially our colleagues in the Anglian Water Operations and Maintenance teams. These teams will own, manage and maintain the assets we design and build for them – they are our key internal customers, so it is vital that they get the best service possible

from our teams. We have just started a pilot 360 degree internal customer survey process, with the @one Alliance and Anglian Water operational teams being regularly asked to complete a quick 'SIM equivalent' questionnaire to gauge the level of interaction between delivery teams. Mark Humphries, @one Alliance After Care Manager is leading this with an initial link-up with the Water Recycling operations teams. “We have established a trial survey, for teams on both sides to complete

throughout a project, to get that open and honest feedback.” Says Mark. “the WRNI Leadership team have also created a Water Recycling Non-Infrastructure Operations and @one Alliance Charter focusing on positive behaviours which has been signed by @one Alliance and Anglian Water operations leadership teams, including Paul Gibbs, Director of Water Recycling.”

If you want to know more about Aftercare, please contact



Mark Humphries, @one Alliance After Care Manager.

Mark on 07968 580084, email: [mhumphries@anglianwater.co.uk](mailto:mhumphries@anglianwater.co.uk)

## Customer Recognition award



Wilsthorpe S101a team receiving their Customer Recognition award from Craig Repton, Infrastructure Programme Area Manager. From left: Mark Pickering, Claire Wootton, Craig Repton, Pete Dobson and Pat Boyle. The award was accepted on behalf of the whole team.

Michael Caine, Commissioning Engineer, was also recognised for his response and the support he provided to the Anglian Water Operations team at Flag Fen, following a commendation from Pete McCabe, Anglian Water Treatment Manager.

Pete said: “Mike went above and beyond to help recover Flag Fen and he managed to speed up the recovery time from the incident on site in July.”

Look out for developments in future issues of one magazine.

that we align our customer strategies to deliver the best, most consistent service possible for our customers,” explained Grant.

As such, representatives from Integrated Operational Solutions (IOS), Integrated Maintenance and Repair (IMR) and Integrated Metering and Developer Services (IMDS) and Grant met last month to kick things off.

“Our initial meeting included understanding what measures we were all recording to look for

consistency, and we shared some ideas on best practice that we can all learn from,” added Grant.

The group will continue to meet, so look out for more feedback in future issues of one magazine.

# The team supporting the development of our people

The Organisational Development team covers the areas of people, customers and communication. Their role is to support the organisation by developing and facilitating processes such as recruitment, inductions, development reviews and customer engagement to provide individuals and teams with the skills required to deliver the AMP6 business plan.



**Tracey Goddard, Organisational Development Manager**



"One of our biggest priorities right now is working with partners to fill our high number of vacancies, we have just attended the national engineering recruitment fair at the NEC in Birmingham and are planning another event in February 2016," said Tracey Goddard, Organisational Development Manager.

The team has also recently refreshed the [www.onealliance.co.uk](http://www.onealliance.co.uk) website, which features current vacancies, and uses LinkedIn as well.

"We are collaborating with Integrated Project Leaders (IPLs) and other senior managers to

develop High Performing Teams, and with the Alliance Management Team and partners to develop the next Academy programmes and modules."

One of the key shifts that the team is driving in AMP6 is to increase the connectivity of partners in the @one Alliance with their staff.

"We want all of our people to have a sense of belonging outside of the @one Alliance, to be fully supported by their partners and to be a conduit for bringing new ideas and best practice into the business from other parts of their partner organisations," explained Tracey.

## Meet the People team

The team have specialised areas they cover but can help with many queries, so do please ask...



**Elizabeth Mahon – I can help you with your development...**

I support with the design and delivery of various talent development programmes within the @one Alliance, including High Performing Teams, the Academy and emerging talent. I support Tracey in developing progressive recruitment strategies and organise, plan and implement recruitment fairs, advertising, websites and social media.



**Karen Sansum – I can help you with our induction processes...**

I am responsible for three key areas which include developing and implementing changes to our drugs and alcohol testing in the @one Alliance, developing our team pages for HAWK, and mapping all induction elements which form part of the @one Alliance induction programme, including revising the Thorpe Wood House induction for new starters.



**Alex Smith – I can help you with ADR queries...**

I develop and manage the people databases, systems and processes including the new Alliance Development Reviews (ADR), collating the data to plan internal people moves and identify skill gaps. I also provide regular updates and reports to the business and maintain job descriptions as well as the organisational structure within the @one Alliance.



**Sarah Charman – I can help you with recruitment...**

Leading on resourcing and selection for the @one Alliance, I maintain a single, consistently applied recruitment process for the business, providing guidance to all recruiting managers on the selection process for all roles including structured interviews. I ensure that the HR Business Partners and recruitment leads have the current vacancies and help to forecast resource requirements.



**Caroline Cornish – I can help you with Passport to Work induction...**

My core responsibilities are the bookings and administration for the Passport to Work induction and the Living in an Injury-Free Environment (LIFE) programme, both of which are held at the College of West Anglia (CWA) in Wisbech (see more about LIFE on page 4). I also keep the relationship between CWA and the @one Alliance strong to allow these programmes to run smoothly and efficiently.

## Introducing the Customer and Communication team



**Grant Tuffs – I can help you with customer engagement...**

I look after the Customer Service strategy for the @one Alliance, supporting teams to deliver the exemplary service expected from a leading organisation (see more about this on pages 12 and 13). I also oversee all internal and external communication for the @one Alliance, working with Anglian Water and partner companies to maintain a professional standard in how we interact with employees and customers.



**Laura Upson – I can help you with visual communications...**

I manage and coordinate visual communication and uphold corporate brand guidelines within @one Alliance while supporting the other Anglian Water alliances with creative design. Specialising in digital and print design and events management, I develop and maintain the external website and work alongside Grant to help communicate our internal and customer facing messages.



**Anna Goley – I can help you with creative design...**

As the new graphic designer, I provide visual communication support for both internal teams and external customers. Specialising in creative design, I am here to transform ideas and concepts into fully branded and engaging designs.

Here are details of the @one Alliance Partner Management Group (AMP6) representatives and the HR business partner leads for each of the partners. If you want to know how you can get more connected with your home organisation, and have a query or concern that our team cannot help you with, then please give your AMP6 or HR rep a call.

### Partner HR Company Contacts

Company	HR Rep	Email:	Tel:
Anglian Water Asset Delivery	Miranda Preston	mpreston@anglianwater.co.uk	Mobile: 07885 135 574
Balfour Beatty Barhale	Simon Sheridan	simon.sheridan@bbdg.ie	Mobile: TBC
Grontmij	Jim Drain	jim.drain@barhale.co.uk	Mobile: 07534 221 229
MMB	Claire Bearcroft	claire.bearcroft@grontmij.co.uk	Mobile: 07766 504 903 DD: 0113 307 3344
MWH	Helen Bradford	Helen.Bradford@jnbentley.co.uk	DD: 01756 799 425
Skanska	Julie Henry	julie.henry@mwhglobal.com	Mobile: 07432 108 659 DD: 01706 626 348
	Jess Fitzgerald	jessica.fitzgerald@skanska.co.uk	Mobile: 07467 944 168

### The @one Alliance Partner Management Group

Company	HR Rep	Email:
Anglian Water Asset Delivery	James Crompton	jcrompton@anglianwater.co.uk
Balfour Beatty Barhale	Pat Rafferty	Patrick.Rafferty@bbusl.com
Grontmij	James Haddon	james.haddon@barhale.co.uk
MMB	Gavin Stonard	gavin.stonard@grontmij.co.uk
MWH	Angus Ridge	Angus.Ridge@jnbentley.co.uk
Skanska	Paul Gledhill	Paul.Gledhill@mwhglobal.com
	Terry Muckian	terry.muckian@skanska.co.uk

CONTACTS

# Growing tall for charity

A delightful English summer provided plenty of scope for growing magnificent sunflowers and led to fierce competition in our annual tallest sunflower competition.

The winner, claiming the title WaterAid Sunflower Grower 2015 and the prize of a garden centre voucher, with an incredible sunflower measuring over three metres (121"), was Steve Kaye, Anglian Water's Head of Innovation.

More than **£300** was raised for WaterAid



# Glamour and generosity rub shoulders at classy event

Hard hats and high-vis jackets were swapped for dinner jackets and dresses fit for the red carpet when colleagues gathered for the annual WaterAid Race Night, held in October at the Sharnbrook Hotel in Bedford.

The @one Alliance was one of the main sponsors and several of our employees attended.

The night was a huge success, raising a whopping £51,000 for WaterAid.

Thanks to everyone for their generous donations.



## Arty congratulations!

Well done to everyone who entered the @one Alliance Art Competition, raising £100 for WaterAid World Toilet Day.

We had some fantastic entries, with many family members getting involved too.

### Runners up...

were Mark Leatherland, Enabling Programme Manager, and Toby Beardon, son of Andrew Beardon, Project Delivery Manager in WRNI.

### Overall winners...

were Laura Boanas, daughter of Ged Boanas, Mechanical Discipline Engineer in WRNI, and Mia Armitt, daughter of Louise Joyce, Financial Systems Manager.



Ged Boanas (left) with Toby Beardon and Mia Armitt and Gillian Durno (centre), a local renowned artist who was one of the judges. (Mark Leatherland was unable to attend).



Ged Boanas accepting the trophy on behalf of his daughter, Laura, who won the over 18s category.

## Quizmasters raise funds for WaterAid

A record 45 teams of colleagues, including several from the @one Alliance, pitted their knowledge against each other to take away the trophy at the annual Anglian Water WaterAid quiz night, held in November.

An amazing £3,300 was raised on the night. Well done to everyone who took part.



## Gavin's champion predictions!

A big thank you to all 59 competing challengers who took part in the 2015 Thorpe Wood House F1 Prediction League, helping to raise over £170 for WaterAid.

In first place, taking the trophy and £150 prize, was Gavin Hardie, WRNI Project Manager. Congratulations on becoming this year's champion!



# Colleagues get dirty in fundraising challenge



The team with their award: Alex Bailey, Andrew McIntosh, Charlie Ramsden, Guy Gregory, Steve Parker, Michael Caine, Adam Bullers.

A team of seven daring colleagues from the @one Alliance took part in the inaugural WaterAid Tough Sh!t event in October.

This gruelling 10K assault course, set in the woodlands of Camberley in Surrey, consisted of 20 obstacles of varying degrees of difficulty, as part of a very hilly woodland course.

The team, called Alliance Mudders, set off in the first wave of competitors, which totalled over 600. With a touch of rain in the air but in generally mild conditions, members of the team all crossed the line in just under an hour.

They picked up the WaterAid trophy for the quickest water company team and raised £310 for the charity.

Members of the team say they are up for the challenge next year, as it was a fun event raising money for a good cause.

You can still donate at [www.justgiving.com/owner-email/pleasesponsor/AllianceMudders](http://www.justgiving.com/owner-email/pleasesponsor/AllianceMudders)

