

one



Going for Gold!

Our RoSPA Gold award reflects our dedication to health and safety, see Page 3 for more.



On a learning curve
Find out about our new Construction Management Academy on page 14.



Making a splash
We smashed our fundraising record at the Rutland Regatta, page 16.



Key developments lead to exciting times

Our AMP6 programme is well underway; with ongoing projects and a planned spend of £175m for Year 2.

We are continuing our emphasis on integrated teams, the latest example being the collaborative working group for our civil partners which is now in place and presents an exciting opportunity. You can read more about this on pages 4 and 5. Meanwhile, a new framework for our MEICA partners has also been developed. As we set up these long-term frameworks, we must make use of the opportunity we have to ensure these partners are part of our teams early on in every project.

Our 'fit for assembly' process continues to develop. We're seeing project rehearsals being undertaken across the programme with wide partner input and some really encouraging results. We're starting to see some of the



benefits of this approach against our stretch target to reduce time on site, with an overall performance of 47 per cent across the whole programme, and some projects already hitting a 50 per cent reduction in time.

We must all continue to focus on driving the

changes set out in our 'white book' initiatives. This will see us make further improvements as we progress throughout the AMP.

Dale Evans
Director @one Alliance.

AMP6 Year 2 performance – building on our success so far

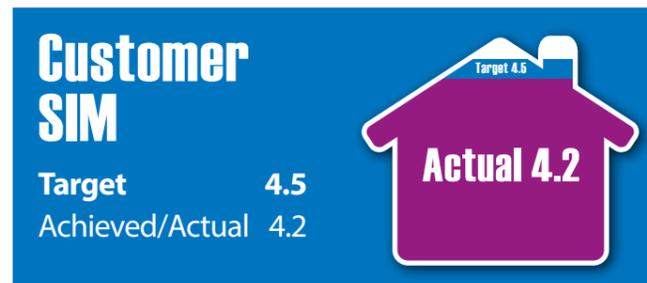
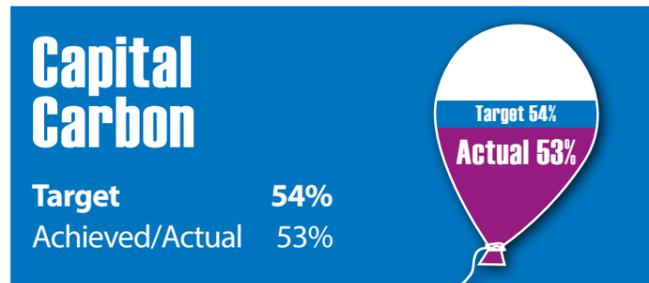
Our Accident Frequency Rate (AFR) continues to be industry leading. We have been zero for a year now with no major/RIDDORs accidents since the beginning of AMP6.

The first quarter of Year 2 saw 41 schemes through DM2, equating to £72 million of the Final Business Plan. Our cumulative efficiency sits at 36 per cent and we are still performing comfortably above our frontier performance target.

Earlier in the year, carbon was showing indications of exceeding the Year 2 target (54 per cent) which demonstrates our potential in achieving our goals. The @one Alliance has made an encouraging start as carbon performance is sitting at 53 per cent which is above the Year 1 target of 52 per cent.

Customer is holding steady at 4.2, just below our target but with more surveys planned in the coming months we are looking for an improvement by the end of Year 2.

Schemes between £500k and £3 million are currently exceeding the 50 per cent target for time on site. Other schemes have reduced time on site by at least 40 per cent. Project Life is proving more of a challenge; however we are still at least 20 per cent better than in AMP5.



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Diddington gets the royal seal of approval

The Duke of Edinburgh unveiled a plaque to officially open the new Diddington storage reservoir and pumping station, at a celebratory event attended by several @one Alliance employees at nearby Grafham Water in May.

This £28 million project will provide reliable and resilient water supplies for the growing population in that region for decades to come.

The Duke opened Grafham Water reservoir in 1966, so it was fitting for him to be part of its 50th anniversary celebrations. He looked relaxed and happy as he met employees, local school children and members of the local community.

Sailing races, swimming competitions and an open-air theatre performance of Peter Pan took place throughout the summer to celebrate Grafham Water's half century.



The Duke of Edinburgh and crowds at the opening of Diddington.

Innovative award winners



The @one Alliance and Anglian Water's innovation teams took away the prize in the Carbon Reduction Initiative of the Year category at this year's Water Industry Achievement Awards.

The awards offer industry-wide recognition while rewarding and celebrating innovation, cutting-edge achievements and best practice in the water sector.



Our team won the award for using Cemfree, developed by the David Ball Group.

Cemfree, zero cement-designed concrete, is an innovative and viable solution to reducing the carbon legacy of concrete, the world's most widely-used construction material.

By using Cemfree in low-risk, non-structural projects, the teams reduced the overall embodied carbon in a concrete slab by 67 per cent from the 2010 baseline. Other benefits of Cemfree include greater long-term durability and a reduced water footprint.

Anglian Water is the first company within the water industry to work with Cemfree and only the second company ever to use Cemfree in an operational setting.

Going for Gold!

Congratulations to everyone in the @one Alliance, as we were awarded a Gold Award at this year's Royal Society for the Prevention of Accidents (RoSPA) Occupational Health and Safety Awards.

It is extremely difficult to win a RoSPA Gold but it's clear that our unwavering focus on health and safety behaviour, attitude and culture in everything that we do, supported by our Living in an Injury Free Environment (LIFE) initiative, is helping us lead the way.

This achievement is everyone's achievement – and it's down to everybody taking personal responsibility for health and safety and wellbeing.



Professional aspirations fulfilled

Congratulations to Lee Sayer, Lead Design Engineer (Civil and Pipelines), and Adrian Goldspink, SAP PM Data Manager, who have both gained professional qualifications.

Lee said: "I've always aspired to become professionally registered as a chartered engineer (CEng) due to the status and responsibility which comes with the qualification."

"Achieving a professional qualification with the Institution of Civil Engineering (ICE) takes a lot of hard work and self-motivation."

Meanwhile, Adrian has qualified with a Postgraduate Certificate in Technology Management.

"I chose this course as it added further knowledge and skills to my existing project management experience, supporting my professional membership of the Association for Project Management," explained Adrian.

"This knowledge directly supports my role in driving Product Lifecycle Management (PLM) and data improvement initiatives within the @one Alliance and Anglian Water."



Meet our new Civil Engineering Partners

The newest of the @one Alliance's collaborative working groups is now well established. The Civil Collaborative Working Group (CWG) includes four framework partners who are delivering civil engineering packages of work for the @one Alliance and Integrated Operational Solutions (IOS) delivery routes – Bell Formwork & Civil Engineering Services, Claret Civil Engineering, Coffey Group and RG Carter Civil Engineering – as well as representatives from the @one Alliance and IOS.

This partnership, which will last for eight years, is aligned with the @one Alliance model, utilising incentivised commercial models, 'top down' target costing, self-nomination and a shared programme pool.

"The concept of the Civil CWG is that the partners will help and support each other, with the idea of best for task always in mind, to drive outperformance to deliver the necessary outcomes," explained Roger Sansom, Procurement Performance Manager, who heads up the CWG.

"One of the advantages of the CWG is that we can work collaboratively with all partners at the same time and share with them the same information, for the common good of the whole group."

The civil partners have successfully passed a series of selection criteria during the sourcing process, including director interviews and behavioural assessments to ascertain that they have the right attitude and approach to collaboration.

"This is one of our main strategic frameworks and the first to use behaviours as part of the award criteria for a Tier 2 framework," explained Chris Candlish, @one Alliance Supply Chain Manager.

"The partners have been selected on their ability to deliver value and integrate with one another and our project delivery teams, to help deliver better solutions and achieve our outcomes."

The civil partners share key core skills plus individual excellence. Some are experts in formwork and reinforced concrete, others in installing belowground pipework. Some are new to the @one Alliance and others have been working with us for several years.

Chris added: "They all bring a wealth of



From left to right: Steve Garner – IProcT Category Lead, Jeremy Broad – R G Carter, Roger Sansom – IProcT Procurement Performance Manager, Mark Gray – Claret, Kevin Hooks – Operations Manager NI, Jim Smith – Bell Formwork, John McDonagh – Coffey Construction.

experience to the @one Alliance. Since the Civil CWG was set up it has contributed to the successful delivery of over 40 AMP6 projects."

During the group's development over the past year, the partners have gone from a mind-set of competitors to thinking of each other as partners, working together to share knowledge and resources, allocating work between themselves on a best for task basis and developing trust in each other.

All members of the CWG have agreed and signed up to a common set of principles – the Collaboration Charter – setting out how we will work together.

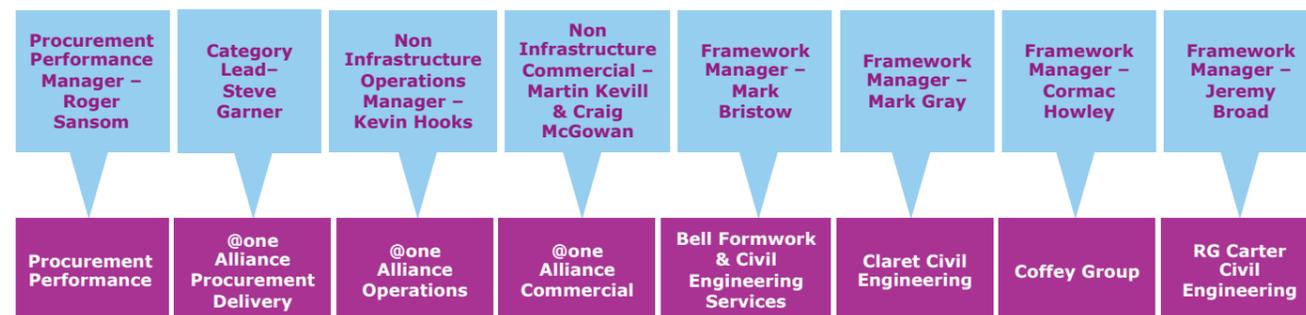
"The @one Alliance delivers excellence in health and safety and the supply chain and civil partners significantly contribute to that – the Civil CWG is helping to deliver the Living in an Injury-Free Environment (LIFE) programme

by providing three LIFE Orientation Leaders," said Roger.

Steve Garner, Construction and Assembly Procurement Category Lead, added: "High performing civil partners are essential, they are usually the first Tier 2 partner on site, and need to be part of the early project team to allow them to add value by influencing design and delivery, and to closely participate in the @one Alliance's delivery process, including Plan for Stage and Fit for Assembly rehearsals."

Chris commented: "The Civil Framework is strategically important to us and its performance and success will contribute to the success of the whole @one Alliance and Anglian Water. We want this partnership to be the best of the best, and in return the civil partners can grow and expand their businesses."

TEAM STRUCTURE



Jeremy Broad, Engineering Contracts Manager at R G Carter Civil Engineering, said: "We are committed to further developing our capability in the water industry, and with Anglian Water being one of the largest water utility companies, the opportunity to be part of the AMP6 Civil Framework has given us the chance to continue growing our competence while being part of a high-performing team sharing best practice and innovation.

"Working with the @one Alliance is challenging and rewarding, allowing us to demonstrate what can be achieved through innovation, collaboration and the application of engineering excellence. In the years ahead we aim to show how working closely with other members of the framework can bring optimum solutions forward to benefit all members of the @one Alliance."



Mark Gray, Director, Claret Civil Engineering Ltd, said: "Our company first became a supplier to Anglian Water during AMP2. From relatively small contracting beginnings, we have seen our service offering develop in range and scale to the point that we became a Tier 1 Framework Partner for the Anglian Water Integrated Maintenance and Repair (IMR) Alliance for AMP6.

"We viewed this Civil Framework as an essential target for our business. We enjoy being valued as an integral part of the delivery process which gives us the opportunity to positively influence strategy and to have input into project decision making. We envisaged a challenge to this partnership would be the development of a close-working team from partners who had previously operated as competitors. The reality is a team that has hit the ground running and already forged very strong, collaborative working relationships to the benefit of all. As we understand the strengths that each partner brings we feel confident that this partnership will prove to be a great success."

Jim Smith, Commercial Director, Bell Formwork and Civil Engineering Services, said: "We have a long history working on Anglian Water projects over a number of AMP periods. Bell Formwork historically operated as a specialist reinforced concrete subcontractor but with the assistance of Anglian Water and the @one Alliance, our service has grown into a wider civil engineering capability."



Cormac Howley, Framework Manager, Coffey Construction, said: "Since 1974, The Coffey Group has a proud history of delivering projects safely, on time and within budget. As part of the @one Alliance team, Coffey Construction intends to deliver high quality projects in line with Anglian Water's targets, and to support the collaborative, integrated approach that the @one Alliance espouses.

"We are a leader in providing value-added construction services throughout the construction process through our one-team partnership approach. Our strategy is to establish lasting relationships with our customers by gaining their trust through an open, responsive, reliable, committed and quality-assured performance from all our construction teams."



for the environment

Environment Month took place throughout June to highlight the importance of the environment in the Anglian region and how vital it is to the @one Alliance and Anglian Water's business objectives.

"All @one Alliance employees play a part in minimising our impacts during project delivery and protecting the biodiversity of the region's environment," said Enabling Programme Manager Mark Leatherland.

"As part of Anglian Water's Outcome Delivery Incentives (ODIs), we deliver projects that aim to achieve 'a smaller footprint', 'a flourishing environment', 'resilient services', 'satisfied customers' and provide 'clean safe water'.

"How we collaborate with our suppliers, stakeholders and partner companies is fundamental to reducing our energy consumption, carbon footprint, and our impact on nature and the character of the landscape.

"The business has the potential to be rewarded when meeting environmental aims, or penalised if not, so our environmental conscience and practices are paramount."

The first week of Environment Month saw a poster campaign in Thorpe Wood House, capturing facts and figures about the value of the local environment in the Anglian region.

The second and third weeks focused on a photo competition sponsored by Sweco. Called 'Your environment in photos', it looked at what people did and didn't want to see in their environment.

The final week featured information on display boards in Thorpe Wood House about what the environment means to the business, plus regular communications via email and on the Enabling web portal to involve site teams.

Each week, a member of the Alliance Management Team (AMT) reflected on what the environment means to them.



1st prize



Gary Carter was the overall winner of the photo competition and received a GoPro Hero Session Camera.



2nd prize



Philip Steer came second in the photo competition and received a Wildlife Trap Trail Camera.



3rd prize



Ian Berry came third in the photo competition and received membership of the Avon Wildlife Trust.

Dale Evans, @one Alliance Director, commented: "We are privileged to have day jobs that enable us to contribute directly to the environment. Being able to make a contribution, both through the enhancements our projects provide and through the care and diligence we take as we deliver those projects, adds meaning and purpose to what we do on a day-to-day basis. The environment is integral and fundamental to the @one Alliance's role."

Mark Froggatt, Engineering Manager, said: "I understand the fine balance of nature and the importance of managing our resources. These are our responsibility, not just for our immediate use or enjoyment, but that of future generations. The pressures of our daily personal demands and those of our business require our active management and we all have our part to play."

Ian Hutchinson, Programme Area Manager, Water Recycling Non Infrastructure, said: "I sometimes forget how lucky I am to live in the UK and how I have an obligation to look after our environment and countryside for future generations, whether this is at work or in my private life. Even the smallest action can have a positive impact."

Richard George, Head of Operations, said: "I've stood by rivers, absorbing the smell of earth as the waters ran by... and also seen deer coming down to the water's edge to drink at dusk. This is why I love my environment and every minute I can spend there."

"The business has the potential to be rewarded when meeting environmental aims, or penalised if not, so our environmental conscience and practices are paramount."

Mark Leatherland, Enabling Programme Manager



will continue to play a key role in determining the future of our regional landscape character.

"Many thanks to the AMT, Anna Goley and those who submitted so many excellent photographs, for their contributions to the campaign."

For further information on what we do as a business to protect our environment, please visit www.enablingwebportal.co.uk

Was the event a success?

"We were delighted with the response to the environment campaign – from the initial roll-out of information to the great photographs submitted during the competition," said Mark Leatherland.

"This, coupled with the personal reflections from AMT, reinforced how passionate people are about wildlife and landscape in the Anglian region. This is reflected in how we deliver projects. With ever-increasing pressures on our wildlife and green spaces, we

Health and safety matters to everyone



Richard George, Head of Operations, offers an update on our health and safety initiatives

At the recently launched Construction Management Academy, 70 attendees discussed key responsibilities under the new safety management system (SMS) and how to go from good to great – from a good site safety management team to a great safety management team. The feedback has been very positive from the delegates, having a voice and having the opportunity to network and share more than 2,000 years of collective experience. See more about the Construction Management Academy on page 14.

The @one Alliance continues to have a strong safety performance with a zero AFR (Accident Frequency Rate). We remain far from complacent though, having learnt from recent incidents. We're seeking to make changes across design, procurement and site safety and have introduced new measures, including banning the use of conductive road pins. We're learning how to be safer

through assembly by tracking safer delivery of large pieces of kit when delivered to site, with a focus on plant vehicle proximity. There's a real effort to maintain our consistently high standards across all our sites with site managers holding daily briefings and hazard awareness sessions to really engage with their teams and supply chain partners, talking collaboratively and specifically about the current site risks and working safely that day.

We also run weekly "You Said We Did" sessions, giving feedback to the workforce on near miss reporting and safety corrective measures.

In support of these interactive sessions, we are changing the 'Am I Safe' cards to 'Are We Safe and Well' cards to improve the way we



The feedback's been very positive and the guys loved getting together and having a voice, and having the opportunity to network and share more than 2,000 years of collective experience.

Richard George, Head of Operations

manage task safety on site and have introduced improved hazard awareness. We also have monthly site stand-downs, talking through health and safety issues with the team – it's all about collaborative safety.

The @one Alliance Safety Team continues to strengthen, with Peter Heenan appointed Infrastructure Safety Manager. Peter joins from the oil and gas sector and is already bringing new ideas and energy to

team. We now have a full complement of health and safety advisors with representatives from each partner. Meanwhile, every new site team has a health and safety advisor coaching them with the use of SMS. As SMS develops, we'll

build in best practice to create an ever-growing system that we hope will become best in industry.

We're working with design

and procurement and the project teams to become as safety conscious as possible as early in the project lifecycle as we can. Our Project Rehearsal suite in Thorpe Wood House, Peterborough, is one of the greatest tools we have for this. The digital and interactive technology will help us recognise hazards in real terms and deal with them in advance, such as mapping underground cables.

Other initiatives include new safety commissioning procedures, a mock investigation of one of our incidents, and our Wall of Pain project to reduce site management paperwork.

We're also continuing our quest to drive the message of Living in an Injury-Free Environment (LIFE). We're encouraging construction operatives to care for each other on site. Again, it's all about collaborative safety. We've got some great ideas about how to introduce this on site in the coming months, many of which arose at the recent Academy. So watch this space.



Framingham Earl/Bixley Mains Renewal Delivered by the WI team

There was increasing asset failure on 11.3km of water main leading to interruption to supply, low pressure and water quality complaints. The initial DM2 solution was to rationalise and replace this with 7.7km of new water main.

The team used open-cut to install the new main. This was the first time Molecular Oriented PVC (MOPVC) pipe had been used in Anglian Water, reducing the embodied carbon by a further 21 per cent in the field and seven per cent in the road sections saving an additional 34 tCO₂e. Smart design in transferring the services off the additional 3" main onto the new main saved 188 tCO₂e.

A local SMR (recycled backfill) contractor was brought in to work with site teams to deliver smaller loads of SMR material to the working area saving an additional 65 tCO₂e. Other water companies are hearing about the trial of MOPVC and the Framingham team hosted delivery teams from NOMENCA/Severn Trent in August.

The team positively managed stakeholders from five parish councils, triathlon events, funerals, businesses and flat tyres with many letters of praise being received and even a round of applause from the triathlon competitors.



Canvey Process Resilience Delivered by the WRNI team

This single activated sludge aeration lane was a high-risk site which struggled to keep compliant with Environment Agency (EA) standards, needing hours of operator input daily.

The main difficulties were a lack of aeration capacity, poor control of where the air went in the 5m-tall aeration lane, old diffuser membranes meaning less oxygen went into the water, plus problems with screens and grit removal. The EA would not relax treatment standards to allow refurbishment work in the lane, so any work had to be done while the lane was in operation.

Three old blowers were replaced with five new blowers, with new controls and a new motor control center (MCC), and new pipework was laid. Sixteen new

diffusers and membranes were added to each diffuser grid, using a crane. Waveney's used a remotely controlled grabber on the end of a crane to clean out the aeration lane.

The project was successful because of collaboration with a network of stakeholders during design; early engagement with the supply chain; good planning, including input from the construction team; and excellent performance by the construction team, resulting in a senior partner company manager commenting it was one of the top three sites he'd ever seen.

Dissolved oxygen in the aeration lane has been stable since commissioning of the new equipment, compared to unstable control before the project.

Final Business Plan:

€1.2M

DM3 solution cost:

€896,000

DM4 cost:

€887,000

Site News



Lowestoft Water Recycling Centre (WRC) resilience and Dissolved Air Flotation (DAF) refurbishment Delivered by the WRNI team

Lowestoft WRC was commissioned in 2001 as a flagship demonstration works where Anglian Water could showcase innovative secondary treatment technologies. The Membrane Bioreactor (MBR) stream was designed to treat 23.5 per cent of the flow but has been offline since 2005, meaning the site struggles to meet final effluent standards.



The initial proposal was to convert two membrane units into Sequencing Batch Reactors (SBRs) and refurbish the primary lamellas. SBRs/MBRs were priced but significantly exceeded the Final Business Plan figure.

The solution was a new Final Settlement Tank (FST), refurbishing the lamellas and replacing the Kaldnes media to 50 per cent volume. This offered Operations a more robust solution and flexibility in operating the plant. Skanska carried out the civil design and key

Tier 2 suppliers undertook the pre-cast wall units and bridge. The design utilised 3D modelling. Work started on site in March with site clearance and earthworks for the tank. A large 260T crane was used to install the pre-cast units. Repairs are being carried out on the spiral lamellas plus installation of return pipework within the building. Work is due to be completed and commissioned before the end of December 2016.

Tier 2 partners include Bell Formwork Services, Carlow, MEPS, Waveney, CRL, Max Wright, Hydro and ACWA.

Carbon:

PR09: 797 tCO₂e
PR14: 418 tCO₂e
DM 3: 505 tCO₂e

Semer Water Treatment Works (WTW) Delivered by the WNI team

Semer WTW is Anglian Water's first new water treatment works of AMP6.

The project emerged from an emergency situation due to a turbidity failure from a borehole supplying the old WTW, probably from borehole encrustations.

Semer WTW passed through DM3 in September 2015 facing many challenges. The designed solution was a new 5.5Ml/d works consisting of: new treatment building, four pressure filters, chlorination kiosk for pre- and post-chlorination, venturi aeration, standby generator with export functionality and independent manual run to waste for the boreholes.

Numerous rehearsals took place during stages three and four. The project was developed using 3D modelling – leading to developing 4D Synchro.

The new WTW was commissioned into supply in July 2016. Work continues to refurbish the old borehole and complete final commissioning into supply to permit blending of the boreholes and rehabilitate the old borehole.

This scheme shows the benefits of the white book efficiencies and the drive to change the way we have delivered in the past.

“The teams have demonstrated the success that collaboration can bring in ensuring a smooth and effective transition from design, through to construction and commissioning. We now have a new generation of ‘off-site fabricated filter manifolds’, meaning less time spent on site delivering greater capital efficiency – a ‘win-win’ for all involved.”

Paul Naylor, Anglian Water's Regional Supply Manager



Final Business Plan:

€6,500,000

Affordability:

€5,166,000

Forecast Final Outturn:

€5,160,000

Awards reward and recognise outstanding customer service

The results of our Customer Reward and Recognition Awards for this quarter are in.

John Lambert, Technical Design, S101a First Time Sewerage Team, Infrastructure, won the Individual Award.

John is known for his helpful attitude and works hard to make sure customers are kept up to date with the right information at the right time so they can make informed decisions and understand the connection

process fully.

During a recent scheme in Searby, near Scunthorpe, an impressed customer sent an email to Grant Tuffs, @one Alliance Customer and Communications Manager, full of praise for John:

"I cannot thank John enough for his commitment and diligence in dealing with my questions. He has 'gone the extra mile' to help me and has represented Anglian Water in a professional, courteous and polite manner and is without doubt a credit to your department. People are quick to criticise and complain over the most trivial of matters but slow to thank the people who deserve it."

Framingham Water Mains Replacement site team, Infrastructure, won the Team Award. They've received lots of positive feedback from customers and key stakeholders



who praised them for their hard efforts, courteous working and maintaining good communication.

The site team was given a handwritten note from the congregation of the local church expressing their thanks for the respect shown by the team working outside the church when a funeral was taking place.

The team also received a thank-you from the organisers of a local triathlon who were most

impressed with the team's efforts to make sure that the cycle leg of the event was run on a safe course after the team worked on the route.

Grant Tuffs said: "It is very encouraging to see such commitment to putting the customer first. It's clear that teams and individuals are thinking more and more about the customers we interact with and are doing great things to make sure they are satisfied with our delivery."



Archaeological dig at growth scheme reveals ancient skeletons

It's not every day we come face-to-face with Romans – but that's what happened when archaeologists employed by the @one Alliance were undertaking surveys for the Kettering/ Burton Latimer Water Recycling Growth Scheme in Northamptonshire.

Two ancient skeletons were unearthed while archaeological surveys were being carried out prior to the @one Alliance's team laying a sewer pipe for a new housing development.

Believed to be Roman, the remains were carefully excavated,

recorded and removed by the archaeologists. Only the lower half of each skeleton remains and both were buried with their feet pointing towards what is thought to be a temple.

The growth scheme will enable 5,500 new properties to connect to the existing sewerage network. It will also connect growth from Burton Latimer, alleviating the existing sewerage system and removing two pumping stations – delivering operational savings. We're also building a new pumping station and laying 1.1km of sewer rising main, plus 4.5km of new sewers.

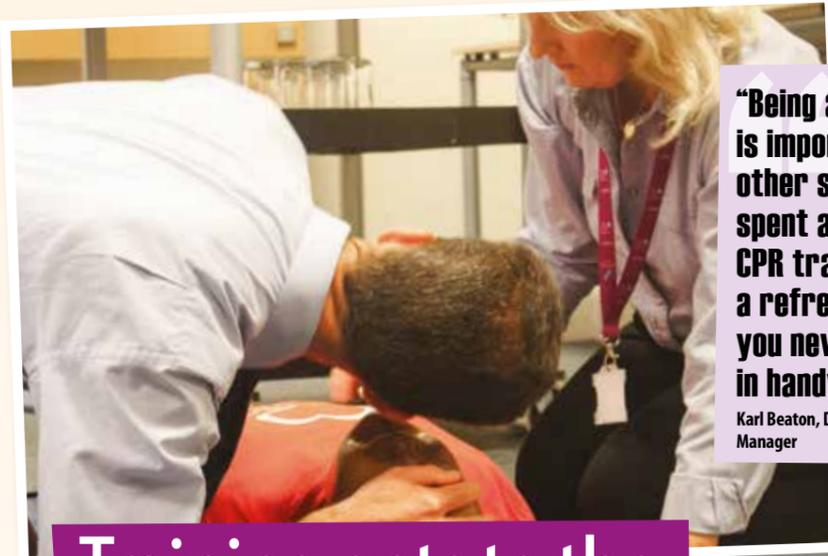
The route includes crossings of the A14, A6 and several water courses by directional drilling and auger bore – the key to making the sewer work was finding a route following the existing river valley.

"Where the river intersects Higham Road, new housing and industrial units made it impossible to find a route using conventional methods," said Dan Ledger, Integrated Project Leader.



"Credit to the design and construction teams who worked closely together to develop the solution, which involves a 600mm micro-tunnel to thread the sewer between the above-ground constraints without the need to break ground, considerably reducing customer impact."

Meanwhile, the skeletons are due to be analysed by specialists for an archaeological report.



"Being able to do CPR and use a defibrillator is important to me, especially as I was on the other side of a defibrillator 12 years ago and spent a few days in coronary care. I've done CPR training many times but it's good to have a refresher and learn the latest techniques – you never know when those skills may come in handy at home or at work."

Karl Beaton, Design & Technical Standards Manager

Training gets to the heart of the matter

"The CPR and AED training was excellent and has given me very important life skills, plus the confidence to know that I could help if the situation arose in or outside of the workplace."

Karen Borecki, Personal Assistant

More than 80 colleagues at Thorpe Wood House learnt life-saving skills as part of our Living in an Injury-Free Environment (LIFE) programme.

They were trained to perform cardiopulmonary resuscitation (CPR) and how to use an automated external defibrillator (AED), a portable device that allows the heart to re-establish an effective rhythm.

"This is a cause I really care about – I know people who have needed this treatment and haven't had it – so I've campaigned to get

defibrillators into the building," said Engineering Manager Mark Froggatt.

"It's important to know what to do in the event of an emergency, both in the workplace and for friends and family.

"We wanted to provide an opportunity for people to learn these skills; to give them the confidence to do CPR or use an AED – then if they are ever in an emergency situation, they know how to help."

A volunteer from Heartstart, part of The British Heart



Foundation, facilitated the training, which involved a range of realistic scenarios where people practised on resuscitation dummies.

"We have another session at the end of September and I'd encourage everyone in the office to sign up to it," said Mark.

If you are interested in taking part, please email Mark: mFroggatt@anglianwater.co.uk, or look out for further communications.

A thankful reflection of Year 1 achievements

A series of three 'thank you' barbecues was held in July to celebrate the achievements made by @one Alliance teams during Year 1.

Colleagues from across the three programme areas and functional teams were invited to attend the events, which started with a short feedback session at Thorpe Wood House focusing on Year 1 performance and programme highlights. This was followed by an afternoon barbecue hosted at The Windmill Pub, near Peterborough.

"We had a fantastic Year 1 in terms of performance and results, and we really wanted to celebrate that," said Tracey Goddard, Organisational Development Manager.

"In an organisation such as the @one Alliance, where we are constantly looking ahead to the next project and chasing further efficiencies, we are not always very good at stopping to celebrate our achievements.

"So the purpose of these barbecues was to thank individuals and teams for their efforts in Year 1 and offer colleagues the opportunity to stop and reflect on some of their highlights and remember some of the great things that were delivered on or through their projects."

Tracey added: "We were really thrilled by how many of the site staff attended, sharing conversations, experiences and best practices."

"The barbecues were about taking time out to say thank you. They reminded the team of the wide range of people and skills we have in our programme area and how they were all instrumental to our successful delivery of Year 1."

Dan Ledger, IPL

"It was great to meet up with everyone and catch up on some of our projects over a few drinks. It's good that the @one Alliance wanted to show their appreciation of the work we do."

Gary Freeman, WRNI Site Manager



“A well presented event, worthwhile attending and a good opportunity to meet with the wider supply chain as well as @one Alliance teams.”



Successful event promotes supplier integration



The @one Alliance Supplier Event was held over two days at the Kingsgate Centre in Peterborough. The event was designed to show the importance of working together to deliver excellence. It was a great opportunity to make suppliers feel part of an integrated team, encourage effective collaborative working, and collect valuable supplier feedback.

“Our supply chain partners deliver almost everything we do on site, and deliver more than half of the value of our work,” said Chris Candlish, @one Alliance Supply Chain Manager and host for the event.

“They’re a very important part of the team and we’re trying to make them a part of a collaborative integrated team.

“We branded the event ‘Working Together to Deliver Excellence’ because we’re trying to break down barriers and develop a network that includes the @one Alliance and our supply chain partners. There’s a particular focus on getting suppliers engaged early in the project cycle.”

The event was divided into two days with about 135 delegates attending in total. The first day was designed for the core strategic supply chain, which the @one Alliance works with in more collaborative frameworks. It was attended by 39 suppliers – with two delegates from each supplier – including all those involved in CWGs such as Civils, MEICA and MCC, plus other strategic suppliers. Read more about our new Civil Framework on pages 4 and 5.

The second day was aimed at the wider supply chain, with one delegate from each of the 57 suppliers attending, including those supplying process equipment, construction materials, valves and pre-construction services.

The event kicked off with a welcome message from @one Alliance Director Dale Evans setting out how the @one Alliance is working, and an outline of the challenges faced by Anglian Water and the UK construction industry. Dale also highlighted the importance of engaging the supply chain partners early and working collaboratively with them.

Delegates then heard what the @one Alliance is doing specifically with the supply chain, including integrated teams, behaviours, and collaborative working groups. A series of initiative presentations followed with 15-minute breakouts where delegates circulated around each of the presenting groups.

Attendees were updated on various @one Alliance initiatives, such as standard products, fit for assembly and project rehearsal, and Living in an Injury-Free Environment (LIFE).

The next phase covered the @one Alliance’s programme of work, with presentations by some of our programme area managers on infrastructure and non-infrastructure. This was designed to give the supply chain information

“Very interesting and informative event.”

about what the @one Alliance is doing, our expectations over the coming period, and visibility of work.

Following lunch, there were two breakout sessions plus information about construction and safety, and also about the procurement delivery team. The event wrapped up with a Q&A session and an outline of the next steps.

“We asked delegates to let us know what’s gone well and what we can do better, and also posed some questions in the breakout sessions for the delegates to debate in groups,” said Chris. “We got some really useful comments which we are using to enhance our supply chain strategy.”

On the back of this feedback, another event is being planned for the fourth quarter of 2016. The aim is that this will be more workshop-oriented and involve the wider @one Alliance teams.

“The supplier event was a great success,” said Chris. “The aim now is to get the supply chain working more interactively with the @one Alliance teams in discussing ideas about how we can work even better together.”

“On the whole this was worthwhile attending and certainly improved our understanding of Anglian Water’s vision. All very positive and upbeat.”



Our social network

The @one Alliance’s social media presence is picking up pace following the launch of our own LinkedIn, Twitter and Instagram accounts, as well as a YouTube channel.

These are maintained and regularly updated by the Visual Communications Team, and are linked to the @one Alliance’s external website.

“It’s so important to have a multi-channel online presence these days,” explained Visual Communications Manager Laura Upson.

“By using social media as part of the recruitment process, we not only advertise jobs, but also promote our innovative work and our forward-thinking organisation – which is useful when trying to attract future employees who might not know what we do.

“Another benefit of using social media is that it helps to improve two-way communication between site teams and Thorpe Wood House. We are encouraging our site teams to post information to promote their successes, report what’s happening on site, and build more of a network between sites. Sharing information on these channels also gives us a broader industry presence that can enhance Anglian Water’s reputation and our own.”

If you haven’t done so already, why not take a look at our social media channels and start to follow, share, contribute and join in.



- twitter.com/one_alliance
- instagram.com/one_alliance/
- linkedin.com/groups/8353531
- onealliance.co.uk/

Focusing on LIFE experience

If you haven’t done so already, make sure you select which date you would like to attend the Living in an Injury-Free Environment (LIFE) stand-down day at The Kingsgate Centre in Peterborough, from 13-16 September.

Everyone in the @one Alliance – as well as suppliers – are invited to attend the event, which will focus on health, safety and wellbeing.

“The purpose of the day is to give people helpful and meaningful life skills to use at work and at home to keep themselves and those around them healthy and well,” said Visual Communications Manager Laura Upson, who is organising the event.

“There will be plenty for people to get involved in, as the day will be interactive, with practical activities and presentations from LIFE Orientation Leaders, plus a quiz with prizes to be won.

“We want everyone to have fun at the event and go home with valuable new skills they can share with colleagues, friends and family.”

If you haven’t already registered for the event and want to do so, please contact Laura Upson on 01733 414 480 or email lUpson@anglianwater.co.uk



Wellbeing initiative is a winner

Our Wellbeing Month in July was part of a wider plan to instil a culture of care within the @one Alliance, in keeping with our Living in an Injury-Free Environment (LIFE) initiative.

Weeks one and two covered stress and how to deal with it, while weeks three and four looked at people’s wellbeing in general.

Every day, Anna Goley, Graphic Designer, shared a visual tip about personal resilience on social media via our Instagram account. Find out more about our social media channels on page 13.

She also distributed postcards and posters around Thorpe Wood House each week. These offered useful tips and advice about how to de-stress at your desk and reminded people about the benefits of taking a break. A short video from Kirsty-Ann Cairns, one of our LIFE Orientation Leaders, about how to relieve stress, was also shared.

Posters were sent to sites with tips about stress as well as information on drink (both alcohol and sugar-filled varieties) and Toolbox Talks were delivered at some sites as well.



“The pieces about stress and talking about your concerns particularly caught my eye.”

Stephen Johnson, Civil Engineering Apprentice



“Wellbeing Month demonstrated that we are looking for ways to improve the happiness and health of all employees.”

Natalie Helme, Framework Integration Manager and LIFE Orientation Leader

“I loved the Toolbox Talk that we shared with the site teams from Men’s Health Forum. The discussion points were in a style that connected with our site teams – straight talking and clear messages.”

Tracey Goddard, Organisational Development Manager



Constructing our skills for the future

The @one Alliance's new Construction Management Academy got off to a great start in July, with over 70 construction and site managers attending the first module at sessions held in Norwich, Lincoln and Colchester.

"The purpose of the academy is to invest in and develop our teams over the next 15 years," explained Head of Operations, Richard George.

"We are already a benchmark for the construction sector, but with a continued focus on developing our capability and new ways of working, we can deliver further improvements and efficiencies and strengthen our leadership."

The academy focuses on the leadership and management of our site teams. Its aim is to develop the skills, knowledge and capability that colleagues need to deliver construction work safely, sustainably and efficiently.

The programme is split into seven modules, delivered over a period of 12-18 months. The modules are designed to complement some of the 'white book' initiatives: the first was a two-day module launching the programme

"It's encouraging to see how dedicated the @one Alliance is to supporting us in our development. The @one Alliance is going to great lengths to invest in our future capability and ensure we meet our goals. Absolutely brilliant."

Harry Doney, Construction Manager

and focusing on health and safety, and others will include commercial understanding, continuous improvement, production management and customer service. The programme involves knowledge sharing, guest speakers and plenty of interactive activities.

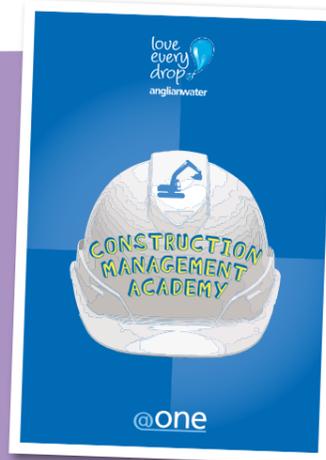
"I am so impressed with the passion on the delivery. I think we all took a lot of information away with us. This is definitely the way forward, making us leaders in this industry."

Gwyn Doel, Site Manager

"While we have identified seven core modules for the programme, we are asking that the construction and site managers have ownership of the academy and influence and shape it going forward," said Talent Manager Lil Mahon.

"So far feedback has been very positive. People have enjoyed meeting colleagues from other sites and sharing their experiences and best practice. We have encouraged everyone to build their network and share their learning. All delegates have been given contact details of all the attendees and the module point leads so people can network and keep in contact."

Lil added: "The first module focused on health and safety and it was incredible to see how passionate our site staff feel about this topic. The delegates had a strong and unified approach to health and safety which was evident throughout the day. People were keen to understand what more they could do to



"Attending the Construction Management Academy cohort enabled me to realise that we are one alliance with a common vision. The academy offered the opportunity to integrate with other departments to develop a collaborative approach. This will ensure the right people with a common vision can create a more effective project delivery mechanism while achieving our business targets. I look forward to developing our knowledge and integration during the course of the next cohort."

Paul Garner, Construction Manager

embed their learning back on site."

Richard said: "The academy will help us achieve our stretch targets for reducing time on site by 50 per cent, delivering further efficiencies and excellent customer service, and doing it with zero incidents and accidents."

Tracey Goddard, Organisational Development Manager, said: "Our first Construction Management Academy is about bringing together all our site managers and construction managers, with more than 2,000 years of site expertise between them, to share their experience, ideas and learning so that together we can increase consistency and efficiency in our project and site delivery."

Dale Evans, Director, @one Alliance, added: "We're delivering projects in a very different way, with Fit for Assembly, off-site construction and customer service becoming increasingly strong themes. The Construction Management Academy is equipping us with important skills to manage these changes and support our construction teams through them."

The next module covers production and is being held in Colchester on 29 September, Lincoln on 6 October and Norwich on 13 October.



Ladies' day celebrates engineers of the future

Anglian Water, the @one Alliance and its partner companies hosted a two-day event to celebrate National Women in Engineering Day.

They invited 120 girls to Burgess Hall in St Ives, Cambridgeshire, on 23 and 24 June to discover engineering opportunities and careers in the water industry and other engineering fields.

The girls, from several Huntingdonshire schools, took part in four interactive sessions. These included an @one Alliance engineering challenge, during which the girls worked together as engineers to construct a giant Lego building.

There was also an engineering challenge to build a paper tower supporting a container of water, and a board game in which the girls planned, costed and built a water supply pipe network that they tested with running water.

The girls also had an opportunity to meet and talk to female engineers from the @one Alliance and Anglian Water.

There was some great feedback from the schools and the pupils who attended were obviously inspired. One girl commented: "There are ladies who do cool things", while another said: "I can be an engineer and be proud of it."

Our @one Alliance engineers also enjoyed the day.

Karen Welsh, Project Delivery Manager, said: "When I did my degree at Durham University,

I was one of 10 women on the engineering course, with an intake of 80. Although numbers are increasing, I still come across very few women engineers on a daily basis. This is changing, but not fast enough. I'm hoping my participation in events like this will enthuse the women of the future to consider engineering as a viable career.

Debbie Jamieson, who is a member of the Digital Asset Creation Team, said: "I think it is a very important to spread the word about engineering. I found the event to be very interesting and rewarding. A lot of the children were very interactive and took an interest in what we do."

Katherine Wright, Technical Manager – Water Recycling Flooding, commented: "It was great to speak with the children about the diverse careers within engineering and open their eyes to the different opportunities it can lead to."



A successful first year at CoWA

Students on the mechanical, engineering and construction courses at the College of West Anglia (CWA), which are sponsored by the @one Alliance and the other Anglian Water alliances, are looking forward to starting their second year of study, having completed a successful first year.

Dave Newsome, who is project managing the development of the courses, said: "The students are offered incredible opportunities that no other course can provide, and there's no other business we know sponsoring courses like these. Our students are exposed to specialist lecturers and practical work experience where they can see things that most students never see. The courses are also specially designed to offer realistic job opportunities once completed."

Dave added: "The courses also offer a brilliant opportunity to Anglian Water and the @one Alliance, bringing talented, young, fresh new eyes and enthusiasm to the business."

Some of the opportunities the students were offered this year included work experience to construct a 60m connection to a water main for the Sue Ryder charity, which reflects what the @one Alliance does, but on a smaller scale.

The students from both courses were also challenged to construct canoes to race at the Rutland Regatta, raising funds for WaterAid.

Dave said: "It gave them fantastic exposure by taking part and helped them network with Anglian Water employees, with some coming away with offers of work experience after talking to people like @one Alliance Director, Dale Evans."



Jamie Savage, one of the students on the construction course, said:

"My favourite part of this year was building a concrete canoe that we raced at Rutland Water. This course is great for anyone wishing to go into construction."

Philip King, another construction student, said:

"I chose this course so I can develop my skills in the construction industry."

Recruitment is still taking place for the courses starting in September, so if you know someone who might be interested please contact Dave at dNewsome@anglianwater.co.uk

Record-breaking sum raised at

Rutland Regatta

The skies may have been threatening rain but that didn't prevent a record number of people donning their wellies and coming to the Rutland Regatta on 16 June to network and support teams taking part in events on the water and on land.

The Rutland Regatta raised a staggering £94,000 for WaterAid and the @one Alliance was platinum sponsor of the event.

Employees from Anglian Water, its four alliances, supply chain partners and students from the College of West Anglia took part.

An impressive 174 people competed – twice as many as last year – and more than 600 people watched the fun from the shoreline.

Kayaks, cardboard canoes, plastic pipe canoes and concrete canoes (including those from our sponsored students at the College of West Anglia – see page 15), were raced. Rafts were also constructed on-site and tested out on the water.

On land, activities included a tug-of-war competition, zorbing, bouncy castle and climbing wall, while hungry participants enjoyed a hog roast, candyfloss and ice-cream.



Kicking up a success for charity

Two teams battled it out in a charity football match held at Peterborough United's stadium in May, raising £2,500 for WaterAid.

This is the first time such an event had been held at London Road, and players from all partner organisations took part, with colleagues, friends and families coming along to cheer them on.

The result was 2-0 and the scorers were Josh Smith and Jake Ferguson. Balfour Beatty was the main sponsor, and many other suppliers provided generous sponsorship and donated prizes for a raffle held after the match. Quai and Conroys sponsored the teams, with A-Plant sponsoring the ball boys and MGF the managers.

Paul Redgate, Projects Commercial Manager, Infrastructure, who organised the event, said: "The plan is to hold this match again next year and aim to raise even more funds for this worthy cause."

Teeing off to fundraise

The overall winner of this year's annual Chris Curtis Charity Golf Day was Ben Clarke, Value Manager for the @one Alliance.

The event, which raised £4,563 for the Willow Foundation, was started in 2005 after Chris, an Anglian Water employee, lost his battle with cancer.

Alan Wells, Delivery Assurance Manager, who helps run the tournament, said: "A big thank you to all the golfers who played and all the companies who sponsored a hole."

Meanwhile, the annual Anglian Water WaterAid Golf Day, held in July at Belton Woods, attracted 100 players in 25 teams from across Anglian Water, partner companies and the supply chain. These included several players from the @one Alliance, who were platinum sponsors of this year's event. The day raised more than £18,000, so a big thank you to everyone who supported it.



Teams scale dizzying heights for a good cause

Two @one Alliance teams took part in the Severn Trent Mountain Challenge in July, which is renowned as an incredibly difficult hiking adventure.

The @OneDambusters were Project Delivery Manager Des Clarke, Process Engineer Mungo Graham and his wife Lynn, and PA Project Coordinator Jackie Tanner. They raised £600 by walking 10 miles in the Peak District to raise money for WaterAid's work in Ethiopia.

Team JASZ – Planner Zenna West, Project Manager Adam Bullers, Integrated Project Leader Steve Parker and Project Co-ordinator Julie Parker – completed the full 30-mile course last year and wanted to beat their time this year. Despite the weather being worse than last year, they managed to knock just over an hour off their previous time by jogging part of the way, completing the course in nine hours and

39 minutes. They were the second fastest team overall, winning three trophies and raising £250 for WaterAid.



Above: @oneDambusters Severn Trent Mountain Challenge team, left to right, Jackie Tanner, Des Clarke, Mungo Graham and Lynn Graham.

Right: JASZ Severn Trent Mountain Challenge team, left to right, Steve Parker – IPL, Zenna West – Planner, Julie Parker – Project Co-ordinator and Adam Bullers – Project Manager.

