

# Bulletin 11 – May 2011

## Year One Celebration

Well done to everyone who contributed to Optimise's Year One success! We have supported Thames Water in meeting their targets, with £79m Value of Work Delivered in Year One on CAPEX and more than 40,000 jobs completed on OPEX



Marie Palmer (left) and DJ Walker enjoying bacon butties at a Year One celebration



There are a limited number of Optimise Birthday Bugs left. If you would like one for your desk, vehicle or kids, please email [faq@optimise.co.uk](mailto:faq@optimise.co.uk) or call 07939 947745.

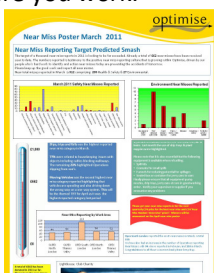
Year Two promises to be equally if not more challenging with VOWD targets more than doubling, the introduction of new systems in Thames Water Opex and Thames Water's cultural change programme. Year Two's focus is on delivery and efficiency; we should be challenging everything to ensure we delight our client and deliver the return on investment our parent companies expect.

## Near Miss Reporting

The number of Near Miss reports received reached 887 in the four months to the end of April – well on the way to smashing the target of 1000 for all of 2011 – well done to everyone who has completed one!

In April alone, 254 Health & Safety and 27 Environment Near Misses were reported. Slips, trips and falls was the highest-reported category during the month, with more than three quarters of those reports relating to housekeeping issues. Moving Vehicles was the second highest category of reports received.

Near Miss reporting is a key part of Optimise's drive to achieve Zero Accidents, Zero Harm and Zero Compromise, watch out for Near Miss posters where you work.



## New Behavioural Safety Workshops

Optimise is launching new MindSafety Behavioural Safety Training for all Optimise people.

In the initial phase Optimise and Thames Water employees, as well as supply chain representatives, will attend a half day seminar on how and why we behave the way we do – and how everyone can build protection into their behaviour. Phase II will comprise of additional training for Influencers such as a managers and supervisors, and Phase III will train selected people to become Safety Coaches. Further details will be in the Summer edition of the *Networks* magazine.

## One Safety Hub

The Optimise managed website, One Safety Hub, has been set up to share Health and Safety best practice among Thames Water and all the JVs working for them on AMP5. There have been more than 2000 visits since launch and over 12,000 pages viewed. The best practice is the most popular, along with the partner pages. The site is being constantly updated, so remember to check it out regularly at [www.onesafetyhub.co.uk](http://www.onesafetyhub.co.uk)

## Barnsey's Blog



Now we are getting into Year 2, there is likely to be a lot of interest in what our targets for the year will be.

This is a bit of a work in progress, as Thames Water are still in the process of defining their targets for the year against each of the programme areas.

Early indications are that the VOWD targets for the year will be of the order of £40-45M for Thames Valley and £105-110M for North London, setting us an overall Year 2 CAPEX target of £150M. This is good news in that it reflects Thames Water's continuing intention to deliver high volumes of workload through Optimise.

This currently leaves us with a gap between these targets and our current forecasts for secured schemes and highlights the importance of the release of Baseload 7 at the earliest opportunity and, to this end, we are currently working to complete our submissions. Baseload 7 includes some major projects, such as an 18km pipeline in West Berkshire and the provision of the sewerage infrastructure for the Wichelstowe development in Swindon. (We have already received formal instruction to commence design work on the latter.)

We also have indications that flooding outputs will be a major challenge for Year 2. We need to ensure that we do everything possible to deliver flooding outputs targeted for Year 2, and also review any opportunities for early delivery of schemes targeted for later years.

John Barnes - Programme Manager (Capex)

## Marvellous Night for a Moonwalk

Six Optimise staff took part in a woman-only 10K Midnight Walk in Reading, to raise money for a local Sue Ryder Care hospice, on Saturday 14 May. This was the first time the event had been held and about 800 women took part. Helena Porter-Steel, administrator at Rose Kiln Court, said: "We couldn't take part in the Movember beard growing challenge, so we were looking for an event to support. The Midnight Walk was perfect as it was for women only. There was a great atmosphere and it was good exercise, which was an added bonus!"



Pictured left to right: Helena Porter-Steel, Rachel Groves, Mandy Primmer, Patricia Snook, Louisa Coles, Kay Wood.

## Project Performance Praise

### Holland Park VMR

Dermot Conway and his crew, have received two commendations from customers in the Holland Park area. Comments included, "Without fail the workmen could not have been more helpful in helping to re-locate cars, unloading and carrying heavy items etc. when our access was restricted, therefore making our lives somewhat easier." And... "It really was an inspiration to watch the sheer dedication and professionalism with which the entire team worked." Well done!

### "Brilliant Blokes!"

Customers in Usher Road, Bow have written to praise Jim Crinson and his team describing them as polite, friendly and very helpful. In fact they were described as "Brilliant Blokes, all the way"

### Nesting Birds at White Waltham

Our commitment to environmental protection is evident at the White Waltham transfer station this Spring. A Wagtail has set up home here in amongst some pipe fittings. Yardman, John Quane, spotted the birds while inspecting the yard. The yard is very busy and John was well aware of the dangers to the family and took immediate action. Heras fencing was placed around the nest to create a no go area and warning signs erected. Works can now continue without causing disturbance to the nest. The mother and her four chicks also appear happy with the arrangements and she will soon be getting them ready for flying lessons!!



John Quane makes sure the birds are not disturbed.

## Video Conferencing Launched

Optimise now has Video Conferencing installed at Rose Kiln Court and Maple Lodge. The new high definition units allow conferences between these sites as well as MWH offices such as Wakefield, Edinburgh or Pune, India. The facilities will shortly be extended to include Thames Water and partner offices. A simple guide for how to make calls is attached to each machine. For more information contact: [IT.requests@optimise.co.uk](mailto:IT.requests@optimise.co.uk)



If you have any questions about Optimise or would like to contribute, please email [FAQ@optimise.co.uk](mailto:FAQ@optimise.co.uk)