

## Bulletin 12 – June 2011



### Optimise Employee Opinion Survey 2011

#### Tell us what you think!

Optimise has produced an employee survey and we want to get as many responses as possible. The survey is your chance to tell us how you feel about working for Optimise. The results of the survey will be published and the answers will be used to help the management team identify any necessary changes and measure our performance against the Optimise Vision. An email link to the survey will be sent to all staff with access to Optinet and a paper supply of surveys has been sent out for everyone who does not have email access.

Please answer every question. You do not have to put your name on the survey and all replies are anonymous. Supervisors should have a supply of freepost envelopes that can be used to send completed surveys back to Optimise, Rose Kiln Court, Reading.

Ask your depot office staff for more copies of the survey and envelopes, if you need them.

### What's WAMI?

WAMI stands for Work, Asset Management and Information. It will change how Thames Water schedules Work, how it Manages its Assets and better uses the Information it has.

At first, Optimise Opex R&M and Developer Services will see the most significant changes, but all areas of Optimise will feel the impact of this £50m investment.

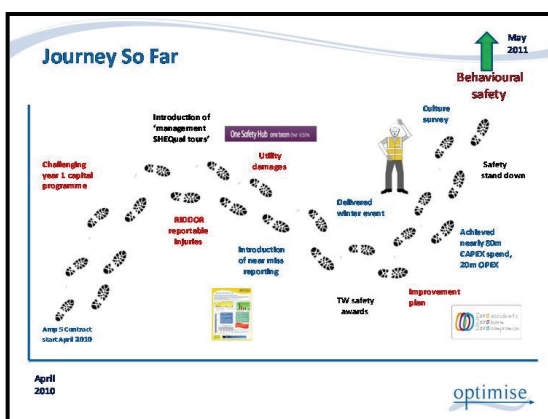
WAMI will benefit Thames Water and Optimise with:

**A better customer experience** - The customer contact team will have the information available to tell customers when issues will be resolved. They will also be able to see all relevant field activities on a map and tell customers what is happening and when it will be completed.

**The right person in the right place at the right time with the right tools** - Field Operations' and Developer Services' work will be planned to make sure that the person with the most appropriate skills and who is nearest goes to the job. New handheld devices will feed through job details and put information into the system directly.

**Better information so robust investment decisions can be made** - Asset management teams will use a mapped business-wide asset register. The register will hold cost, performance and risk information and all activities on assets (e.g. maintenance) will be recorded.

**We are working with Thames Water to implement WAMI and there will be lots of support and training before Optimise goes live with the new systems. Watch out for more information and briefings soon.**



### Behavioural Safety Training success

Optimise ran the first two sessions on Tuesday 31 May, in Watford. 60 people attended each session including office based staff, directly employed operatives and subcontractors.

Behavioural Safety training goes beyond compulsory safety practices, such as wearing the correct PPE and using the right tool for the right job, to looking at how your thinking and attitude affects your health and safety and those around you.

The training examines how subconscious behaviour can put safety at risk, but can as easily be conditioned to produce positive routines (such as putting your seatbelt on before driving.) The session also challenges our responsibilities for our work mates and helps us to identify signs of potentially risky mindsets.

The feedback from both sessions was very positive with the vast majority of attendees rating the session useful and 100% of respondents saying they would be using what they learnt in the workplace.

Everyone working at Optimise, as well as supply chain representatives, will take part in a half day behavioural training session over the next couple of months. The next phase will involve additional training for influencers such as supervisors and managers and finally we are looking for volunteers to train to become safety coaches who will make sure key messages and behaviours are sustained, as well as briefing new people to Optimise.



## Barnsey's Blog

Ever heard the phrase "Baseload" bandied around and wondered what it means? Baseloads are tranches of schemes that are let to Optimise under the Capital Delivery Contracts. The Contracts were awarded last year with an initial batch of schemes know as "Baseload 1). The value of these contracts were £128M in North London and £17M in Thames Valley.

This initial workload has been supplemented over the last year with Baseloads, 2, 3, 4 and 5, bringing in a further £135M.

We have recently priced up and are in discussion with Thames in respect of the next tranche, "Baseload 7" (Baseload 6 just went to the Process Contractors). There are a wide range of schemes within Baseload 7, in both contract areas, including:

- 18km trunk main in West Berks, together with other trunk main schemes in each area
- Pressure Management (NL & TV)
- Service Reservoir work, both refurbishment and new
- Multi-site sewer renovation projects in each area, together with further rail crossing projects
- Sewer flooding schemes and study work to identify new schemes, getting us in at the front end of the process
- Remedial works to the New River (which turns out to be almost 400 years old, so not so new then)
- Renovation of TW bridge structures
- Metering improvements
- Further trunk main monitoring chambers
- Another tranches of tunnel inspections, together with tunnel renovation work

A number of people have worked hard on reviewing and pricing these schemes, to a very tight deadline. Their sacrifices for the greater good, are, of course, appreciated.

### Certification Audit Imminent

Since the start of Optimise we have been developing a management system suitable for certification to ISO9001 (Quality), ISO14001 (Environmental) and OHSAS18001 (Health and Safety). This is now getting closer as the first stage of the certification audit will be taking place at the end of July. Success in the certification process will represent a significant milestone for Optimise as well as satisfying a key contract condition.

If you are asked to help in the lead up to the audit, or to be available for the audit itself, please ensure you respond positively as without everyone pulling together we will not achieve our goals.

### Board Changes

Welcome to Geoff Pearson, who has replaced Steve Critchley as Barhale's representative on the Optimise Board, and to John Buttz from MWH has who joined the Board as Chairman.

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

## Project Performance Praise

### Bicester Ring Main

The works on the Bicester Ring Main continue to receive customer commendations. This time it is from a customer who has seen numerous works over the last 28 years and compliments the team for their care and consideration whilst working near Launton Road and Skimmingdish Lane.

### Parish Council Praise

Fencott & Murcott Parish Council wrote to Thames Water complimenting our work in their villages. The Council was particularly grateful for the level of communication they and the resident received.

### Workshop Outcomes

Since Optimise became operational, we have held a number of Capex Thames Water /Optimise Management Team Workshops. Their purpose is to identify differences and key issues, review progress and produce a plan that will lead to tighter integration of the Thames Water and Optimise businesses and a sharp focus for the management team.

The workshop held mid May, looked at the achievements of year one, but mainly focused on year two and beyond. Thames Water's capital delivery, programme management and commercial department were represented on the day and progress was made towards identifying the priorities of programme visibility and defining how all stakeholders must efficiently work together to deliver a successful programme.

Since the workshop, we continue to work hard to confirm the programme. One thing that was acknowledged by all participants was that programme will change and we will need to continue to be flexible and agile to deliver successfully. More details on the programme, particularly on Thames Water's efficiency measures will be communicated in future publications.

### Theft Prompts New Security Innovation

The theft of eight batteries from two temporary traffic light units at Knights Lane Ball Hill RM prompted the project staff to come up with enhanced security measures for the traffic lights. Thieves cut through padlocked chains to remove the 6 volt batteries from the traffic light units. The police are currently investigating.

Dominic Nelson and Diarmuid Barry contacted Vince Conneely (Welding Shop Manager) at Murphy's. Vince created a device made from box steel which is locked using two padlocks, which are held in secured compartments. The design for the device is available to all Optimise partners by contacting Vince Conneely at Murphy's.

