

one

Efficiency through innovation at Wymondham

Read more on pages 10-11.

Living LIFE to the full
See more on pages 4-5.



Keeping the pumps
running: our challenge
at Heigham
Find out more on
pages 12-13.





We've ended Year 3 in a strong position

Thanks to everyone's outstanding effort, hard work and commitment, we've ended Year 3 in a strong position.

This year we've spent £218 million – our biggest annual programme as the @one Alliance – with 75 percent of all projects delivered on time through the first three years of AMP6.

Efficiency performance continues to be strong at 28 percent, ensuring a positive programme pool and a return to our partners. This is important given our 'no fee' commercial model and will continue to be a focus area in Years 4 and 5.

Our carbon performance continues to be industry leading; during the first three years of AMP6 we've reduced capital carbon by 57 percent and operational carbon by 37 percent. We're on track to achieve our stretching AMP6 targets.

Reduction in Time on Site stands at 37 percent – a good result and a strong indication that we're



making progress in our aim to deliver through standardised designs, products, asset assembly and production management.

Though there are many examples of great practice in health, safety and wellbeing, we have had a number of serious incidents in the past 12 months and three members of our team have been seriously injured. We will learn from these incidents and are committed to making improvements. LIFE will continue to be our most significant long-term initiative.

As we start Year 4, we're now actively planning for AMP7. Anglian Water is planning for a larger programme in AMP7 and they want the @one Alliance to start work on parts of this programme over the next 12 months. We will be sharing the headline details of Anglian Water's draft business plan with everyone over the next few months. Thank you.

Dale Evans, Director – @one Alliance.

Building on our great performance

Our performance in Year 3 has been exceptionally good, scoring 97 points on Totex Delivery Index (TDI).

Our cumulative efficiency is 28 percent which puts us in a good position going into Year 4, as our frontier performance target is 30.5 percent.

Our capital carbon currently stands at 57 percent, which is slightly under our target of 56 percent, while our operational carbon stands at 37 percent against our target of 27 percent. Though this puts us in a strong position in

reaching our targets, we still need to work hard in this area during Year 4.

Our Accident Frequency Rate (AFR) is at 0.12 against a target of 0.1. This is the one area where our performance is not meeting our aspirations. Three colleagues have been seriously injured during the past 12 months. We are learning from these incidents to prevent re-occurrence of similar incidents. However, there are many examples of great practice in health and safety and our aim is to continue to make progress in what is our most

important area of performance.

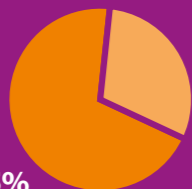
Customer scores are at 4.22 against a target of 4.5, indicating that we are still in a good position going into Year 4.

There's been great focus and leadership in reaching 37 percent against our target of 50 percent reduction in Time on Site, and this is a significant achievement.

As we move into Year 4 we need to hold onto this great performance and continue to focus on the delivery of our projects in with their TDI profiles.

Commercial Performance

Target (Frontier) 30.5%
Current position 28%



AFR

Target 0.1
Current position 0.12



Reduction of Time

Target 50%
Time on Site current 37%
Project Life current 14%



Customer SIM

Target 4.5
Current position 4.22



Carbon

Capital carbon Target 56%
Current position 57%
Operational carbon Target 27%
Current position 37%



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Movers and shakers

Whether through promotion or new qualifications, well done to the following people reaching new heights:



Umar Hafeez – promoted from Acting Technical Manager to Technical Manager (Water Non-Infra).



Shaun Garrett – promoted from Delivery Engineer to Project Delivery Manager.



Lisa Sharghi – promoted from Acting Integrated Project Lead to Integrated Project Lead (Water Non-Infra).



John Hoyles – promoted from Acting Integrated Project Lead to Integrated Project Lead (Water Non-Infra).



Abigail Stevens – promoted from Delivery Engineer to Project Delivery Manager (Water Recycling Infra).



Hollie Chapman – promoted from Project Co-ordinator to Delivery Engineer (Water Recycling Infra).



Mark Hedges – promoted from Digital Asset Creation (DAC) Manager to Digital Strategy Manager.



John Whelan has been elected as a fellow for the Institute of Mechanical Engineering.



Simrit Dehal has achieved a Merit on completion of her postgraduate award in Strategic Leadership from Warwick Business School.



Tom Gillett, Project Coordinator, has successfully passed his APM-PMQ (project management) qualification.

Influencing our industry

Dale Evans, Director – @one Alliance, has been appointed Chair of the Infrastructure Client Group (ICG).

This is great news for the @one Alliance as Dale's appointment recognises our organisation as being industry leading.

Nick Baveystock, Director General of ICE, said: "I am delighted that Dale Evans will be chairing the ICG. The Group was set up to improve the delivery of major infrastructure projects in this country and it has a key role to play in influencing the future of the engineering and construction industries."

Dale will be involved in driving Project 13, which promotes an industry move to delivery through integrated, collaborative



Dale Evans, who has been appointed Chair of the Infrastructure Client Group.

enterprises with owners and suppliers jointly incentivised to deliver customer outcomes and where they establish longer term relationships – much like our current alliance model.

Dale said: "I'm taking the chair at an exciting time as we see the Project 13 Community grow and have a real opportunity to reshape the way infrastructure is delivered."

A Gold achievement!

The @one Alliance has been recognised for its practices and achievements in making sure that colleagues get home safely at the end of the working day.

We've achieved a Gold in the prestigious RoSPA Health and Safety Awards – the longest-running industry awards scheme in the UK.

We'll be presented with the award during a ceremony at Hilton Birmingham Metropole hotel on July 4.

Read more in the next edition of *one* magazine. In the meantime, you can find out more at: www.rospace.com/awards



Inspiring better health and wellbeing with our LIFE website

Have you checked out our new LIFE website yet?

Launched in December, the site is packed with useful information about health and wellbeing – from tasty recipes to getting a good night's sleep.

It includes information and advice built around the different elements of our LIFE wellbeing model, including good mental health, personal development and physical health among others, all aimed at helping you both in and outside of the workplace.

"The LIFE website is a place to access information about health and general wellbeing from a

wide number of resources and organisations," said Lil Wade, Talent Manager. "It includes videos, books, articles, top tips, factsheets and apps on all areas of wellbeing available in one place."

"As the site is open access, colleagues can easily share it with friends and family, so it's a brilliant resource that can be used by anyone looking for help in different areas."

The site, which is optimised for mobile devices, also features colleagues' personal stories. This includes Steve Watton, Integrated Project Leader, who

shares his story about recovering from a recent heart attack, the Digital Asset Creation (DAC) team discussing the benefits of lunchtime walks at work and Zenna West, Planner writing about work/life balance.

"We're keen to have more stories on the site from colleagues about how they look after their wellbeing," said Lil. "These can be from an individual or team and can be anonymous. Please get in touch if you'd like to be involved."

Visit the site:
www.lifewellbeing.co.uk



Good Mental Health Ambassadors

We've recently introduced a team of Good Mental Health Ambassadors.

Volunteers undergo Mental Health First Aid Lite training for the role, which focuses on making it common practice to talk about mental health.

So far, we've trained 28 Good Mental Health Ambassadors, with another 24 in training.

Kate Housley, a Good Mental Health Ambassador, said: "As an ambassador, you learn how to look after your own mental health and are then trained and given the confidence to speak to someone who may be struggling with their own mental health."

"This could be someone dealing with stress or anxiety who is looking for support or someone concerned about a friend or family member. Good Mental Health Ambassadors listen and are able to direct you to the different support out there – they're also clued up on all our relevant internal resources, such as our Employee Assistance Programmes."

If you're interested in becoming a Mental Health Ambassador, contact Kate: khousley@anglianwater.co.uk

"I was quite sceptical about the website until I actually logged onto it. I think it's brilliant and offers various information and support, not only to those who need it but all of us; raising awareness about our health, mental health and that of our colleagues. If we can learn what to spot, we can all help each other. I'm proud to be a part of the @one Alliance."

Colin Mills, Site Manager.



Fitbit winners

Congratulations to Edward Zdravkovic, Project Manager for SSE Enterprise Contracting (Tier 2 supplier), and Lisa Griffin, WRNI Technical Manager – winners of our Fitbit competition.

We received some really useful feedback through the competition, which followed the launch of the LIFE website.

We've taken the feedback on board, so keep an eye out for any changes.



Say thank you with GEM

Would you like to give a colleague recognition for their great work?

Our GEM scheme allows you to do just that.

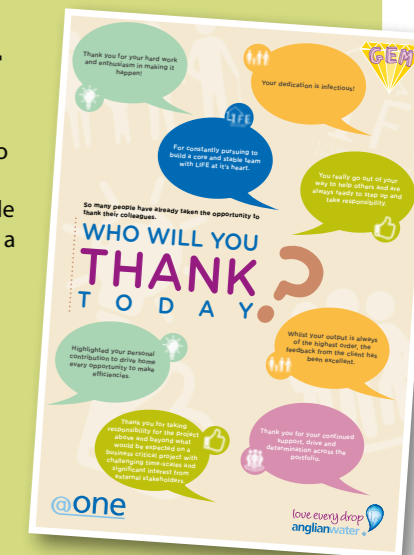
Whether it's sending a simple 'Thank You' e-card message or a Star Award nomination, which offers a financial reward, GEM allows you to congratulate a colleague for their work.

It's easily accessible – you can log in from any internet-enabled device – and simple to use. Just select the required GEM award at www.onealliancegem.co.uk via the 'Nominate' button on the purple right-hand menu bar. There are five core behaviours to select, including Demonstrating Exceptional Leadership or Living LIFE Values and Behaviours, and you can nominate any team or individual.

If you're nominated, you'll receive an email and you can then log into GEM to find out how you've been recognised. You'll also get a mention on the 'Our Stars' page (don't forget to strengthen your profile by adding your photo).

The @one Alliance currently has £24,000 of rewards outstanding, so get started on redeeming your awards. They can be exchanged for a variety of fantastic products and services – such as travel, 'experience days' and eating out – or you can donate them to charity.

For further information, email AllianceGEM@anglianwater.co.uk



Omid Shafibeik, Senior Modeller, has received several GEM awards.

These include 'Thank You' e-cards and Star Awards for preparing a presentation to raise awareness about odour and dispersion modelling, and supporting a work experience student.

Omid said: "Receiving a GEM award is important because it makes you feel appreciated. It also encourages you to do something similar in the future."

Got a personal wellbeing story or a useful article or website you'd like to share? Email: lifewellbeing@anglianwater.co.uk

Gearing up for AMP7

It doesn't seem two minutes since the @one Alliance was preparing for AMP6. Now the organisation is starting to prepare for AMP7. Some new starters say they find the 'AMP story' a little confusing, so here's your essential guide to what's happening and an explanation of the terms.

What is PR19?

Anglian Water has to submit its business plan to the water regulator Ofwat by December 2019. This 2019 Price Review (or PR19) sets out the company's shopping list of what's needed to continue providing high quality, sustainable and resilient water and wastewater services at a price that customers can afford. On top of all that, Anglian Water has to be innovative, prove that future bills will also be affordable and that the environment will be protected.

2020-2025

If Ofwat is happy with Anglian Water's business plan, it will be used to set water bills for customers in our region for the period 2020 to 2025.

Why AMP?

This period between 2020 and 2025 is known as the Asset Management Period and it will be the seventh one since the water companies were privatised, hence the name AMP7.

Our role

During AMP7, Anglian Water will share the work of its business plan between five 'alliance' organisations. The @one Alliance is responsible for the Capital Delivery Works Program and delivers all types of complex new build and maintenance projects.

Our strategy

The @one Alliance strategy for delivering Anglian Water's projects in AMP7 is called the White Book (see panel box below).

Here in the @one Alliance, we're currently working on Anglian Water's AMP6 projects. The AMP6 period runs from 2015 to 2020. In March we finished Year 3 and now we are preparing for Years 4 and 5. To make sure work doesn't dip between AMP6 and AMP7, plans are being carefully drawn up between the @one Alliance and Anglian Water so that some AMP7 projects can be started early to maintain continuity and implement systems and processes which will help support the successful commencement and delivery of AMP7.

Ian Hutchinson (pictured above) is the Alliance Management Team lead for AMP7 and his message to everyone at this time is positive and reassuring.

"Planning for work in AMP7 is going very well," said Ian. "The @one Alliance has improved in every AMP period and we're continuing to improve in AMP6. We will see key changes as we evolve into AMP7."

"In AMP6 we identified things like off-site fabrication and the use of standard products to boost efficiency, powered by high performing teams. All of those things are still important and we're going to continue to build and improve on these in AMP7."

"In AMP6 we're also delivering some fantastic 'Pathfinder' schemes such as Dalton Piercy, Heigham and Charlton. Again, we're going to build on the success of these schemes so that they are considered business as usual, rather than something special."

One of the biggest changes people will see in AMP7 is the shift from working in just a Capex environment (capital expenditure). In future the @one Alliance will respond to the business needs by developing Totex solutions, solutions that are more efficient over the whole life of the asset.



The three key areas of change which the @one Alliance has identified to enhance delivery and deliver outperformance in AMP7 are:

- Digital transformation
- People
- Supply chain integration

Digital transformation

Ian said: "We've always known that digital is the future and we're embracing it as much as we can. The speed of digital change within the construction industry is increasing all the time and we see this as a real enabler for us to achieve greater efficiency. Equally, it's necessary for us to meet the challenges of a Totex environment. Having good data means that we can understand the life and performance of our assets and make informed decisions based on that data. We have to capture our data better and use it intelligently to drive a better, more efficient business (project life cycle management)."

"Embracing 'Digital' will also help us to get work right – first time. Building a project in 3D and walking through the digital environment before it's built allows us to agree the look and feel with operations teams. It also helps us to identify any hazards so that we can improve health and safety. To have an asset from day one where we understand every query and who manufactured the pipes and so on, means that we can create a maintenance plan for Anglian Water."

People

Neilan Perumal, AMP7 White Book Project Manager, said: "The value of our people within the @one Alliance cannot be understated, so in AMP7 there's going to be a continued focus on the development of colleagues. In particular, we will continue the efforts we all made in AMP6 by further enhancing the integration with asset planners and Anglian Water operations teams because we'll need to know how they operate and maintain their plant if we're to operate a Totex model."

"We will also continue to grow our own talent, recruiting and training graduates and apprentices from the College of West Anglia in Wisbech (see story on page 23) as well as recruiting from outside the industry."

Supply chain integration

Neilan said: "The final piece of the jigsaw is supply chain integration, which is key to where we want to be in AMP7. We've recognised that we need to involve our supply chain in projects much sooner in the process. Rather than a contractual arrangement, we need to create partnership relationships so that they can sit amongst our teams and get fully involved."

"We need to tap into their innovation and different ways of thinking to help us deliver and they should be rewarded properly for their efforts."

"It's about building trust and relationships with the supply chain, because we are asking them to work together, in collaborative groups, whereas outside of the @one Alliance they will be competing against each other."

The White Book

The White Book is where the @one Alliance will set out its strategy to deliver projects in AMP7 and it will be totally aligned to Anglian Water's business plan. Our AMP7 White Book development is well underway, with support from a range of @one Alliance teams from all levels of the organisation, from engineers to Integrated Project Leaders.

"We're really keen that everyone is involved and taken on the journey so that there are no surprises," said Neilan. "More people have been involved in the development of the White Book than ever before. It just needs refining slightly before it's made public later this year."

"The AMP7 White Book is going to be more of a toolkit. And it's going to be digital and placed on a website within HAWK so that people can access and shape it going forward."

"We want to make sure that everyone is aware of what's going on," said Ian. "The White Book won't be done in isolation and then land on everyone's desks. We want people to feel part of its development. We've had a number of workshops and there are 11 focus leads, who have gone out and sourced feedback from the delivery teams so it's been a powerful process."

In AMP7, the @one Alliance is going to build on the success of 'Pathfinder' schemes like Chalton and Dalton Piercy (pictured here) so that they become business as usual.





Evolving our approach to

health and safety for the future

Meet Michael Justice, our new Head of Safety, Health, Environment and Quality (SHEQ).

Michael joined the @one Alliance in May 2017 from MMB and has worked in the water, highways, power and mining sectors. His career has taken him to some interesting parts of the world – including a stint working in West Africa during the Ebola crisis.

Head of SHEQ is a new role that will see Michael evolving our existing health and safety (H&S) strategy and taking it forward.

Michael said: “We’re trying to integrate the four disciplines in SHEQ; bringing our processes into one system, and colleagues into an integrated team.

“The team is now more focussed on its delivery accountability – everyone’s very clear on their delivery line report and on what the business needs.

“I’m looking to build on the structure and support already in place for example, changing

the Construction Safety Inspection Report (CSIR) so this is done through the Health and Safety team instead of the assurance managers.

“A lot of time is focussed on key risks or events that are specific to the @one Alliance. For example, we’ve taken another look at how we manage the people/plant interface, introducing the Thumbs Up campaign. So, when people go into a designated zone on site, they give each other the ‘thumbs up’ to check they’ve seen each other and that it’s safe to enter. It’s simple and effective.

“In tandem, we have continued to investigate emerging technologies to mitigate people/plant interface risks, such as RFID (Radio Frequency Identification) proximity warning systems.”

The structure of the team has remained stable to ensure continued effective support to project delivery teams. However, reporting lines and responsibilities have been strengthened to ensure active support and consistent application of standards and advice.

Michael added: “We’ve had a number of

personnel changes and, while it is sad to see people leave or move on, this has allowed for the team to adapt and evolve in a positive way.

“As of January 2018, we have integrated environment and H&S, with Linda Dolby and Alex Harwood – Environmental Managers – transferring into the team from the Enabling function. Building on this, in March, three Environmental Advisors joined the team from partner organisations – Eleanor Atkinson, Eloise Meakins and Mark Ward. This team is responsible for the implementation of an @one Alliance Environmental Management System, furthering our integration and collaboration as an alliance. Chris Tailor, a Site Manager in the Water Infrastructure Programme Area, expressed an interest in joining the team. We are assisting him to transition to a H&S advisor, and he will be joining the Non-Infrastructure H&S team.

While this is a great development opportunity for Chris, having someone with an operational background also widens the experience base of the H&S team.”

Michael Justice, Head of Safety, Health, Environment and Quality (SHEQ).



Performance update

“Our output H&S performance is not where we all want it to be. While we are doing a lot of things well to manage health and safety within the @one Alliance, we have in the last 12 months had three significant accidents that caused serious injury to colleagues, which is obviously not acceptable.

“We have, however, taken these opportunities to learn from the incidents and prevent re-occurrence of similar incidents – overall, our responses have been positive and centred on learning and prevention.

“We must also remember that the vast majority of our projects are delivered safely without incident and the overwhelming majority of people that work with the @one Alliance never experience the harmful effects of an accident at work. This is a credit to all the hard-working teams that never compromise on safety and work tirelessly to ensure everyone goes home safely every day.”

Team goals for the year ahead include:

- Updating the H&S Management System and continuing its evolution for the @one Alliance.
- Rolling out and embedding the Environmental Management System for all new projects – due to be released in Q2 2018.
- Continuing the improvements made in the H&S assurance process (CSIRs) and using the opportunities it presents for improvement.
- Ensuring all high potential near misses and incidents are investigated in detail and that root causes and lessons learnt are shared with the business.

The near miss reporting process has been improved by making the M2i input forms consistent with H&S guidance, and more intuitive to use.

Michael explained: “More and more information from near miss reports is being fed back to increase awareness and understanding of the themes we have as an alliance. We are working harder to flag high potential near misses for detailed investigation so that we can gain any learning that will help prevent harm in the future.”

Another team goal is trialling the use of virtual supervision technologies, such as plant CCTV and CAT Manager, to develop capabilities for future adoption. One example is the new Proximity Alarm Systems, which have been trialled on several infrastructure projects. Workers on the ground wear a tag on their hard hat, which buzzes and sounds an alarm if they enter an exclusion zone – such as a set distance around an excavator bucket. An alarm also alerts the excavator driver. The telemetry can then be downloaded to help make future safety

improvements. Feedback from early trials has been predominantly positive.

Looking to the future, a new SHEQ portal is also being developed. Due to go live in Q2, it will be similar to the Engineering and Enabling web portals, hosting and allowing easier access to information and management systems. It will include access to other data, security alerts, information from our partners and Anglian Water, and offer feedback to colleagues on the ground about what they’ve reported.

Michael added: “We want the SHEQ team to be aligned to the whole of the organisation.

“I’ve come into a strong business and we’ve got a strong foundation – now we need to build on that.

“Since joining the @one Alliance, people have been incredibly open and honest about any number of issues around health and safety. This can be challenging – but we want that. I’ve noticed a real passion here about safety. People really do care, there’s a huge commitment to safety at all levels of the organisation.”

“We are working harder to flag high potential near misses for detailed investigation so that we can gain any learning that will help prevent harm in the future.”

Wymondham Water Recycling Centre:

Efficiency through innovation and use of existing assets

Reusing existing assets alongside great communication and collaboration helped the @one Alliance complete a project at Wymondham Water Recycling Centre to a tight timescale.

The re-use of existing assets helped the Project Delivery team at the Wymondham Water Recycling Plant project to significantly reduce costs and carbon.

The challenge was to ensure that the Anglian Water site could cope with future demand and meet new Environment Agency regulations.

Under the Water Framework Directive No Deterioration (due in 2021), the Environment Agency requires phosphorous levels from plant to be reduced to 0.8mg per litre (currently 2mg per litre), and Ammonia to 1mg (currently 4mg per litre) before discharge into rivers.

The team initially looked at constructing a new building for the scheme but, following analysis, it was decided that it would save time, costs and carbon to refurbish the existing empty 1930s building. The Norfolk project was transitioned over in June 2016, with the team moving onto site in August 2017.

Dirk Binns, Project Delivery Manager, said: "There was recognition that the assembly programme time was tight at eight months. But detailed process analysis, in-depth technical evaluation, open stakeholder discussions and great delivery teamwork – plus excellent communication and collaboration – helped maintain the obligation date of 31 March 2018.

"We evaluated all process treatment options, selecting the FSAF – Fixed Media Submerged Aerated Filters – process, and agreed to refurbish the existing 1933 brick building. We carried out an asbestos survey, bricked up doors and windows, repaired cracks, screed the floor and gave the building a lick of paint internally ready for the new FSAF Motor Control Centre.

"Using this asset rather than building new meant no planning permission and made cost and carbon savings."

Using existing assets and off-site assembly were major features at Wymondham. The team incorporated the 1933 trickling filters, adding new motorised filter arms, and six FSAF units using biological filtration and aeration to reduce ammonia. The nine-metre high units arrived pre-fabricated and allowed flow to gravitate directly to the existing BAFF (Biological

Aerated Flooded Filter) plant without needing secondary pumping. The existing BAFF process was incorporated into the final design.

"The FSAF filters offered many benefits," said Dirk. "As well as arriving in one piece, they had very few moving parts, reduced assembly time, lower maintenance and with temporary pumping and aeration equipment could be seeded offline, giving early beneficial use of the new process stream." This also reduced the risk of the plant not being ready for March.

Partners FLI Water, Bell Formwork, RG Carter, Waveney and CEMA were all vital to achieving the goals.

The strategy helped to reduce carbon from 3,207 tonnes to just 260 tonnes. Meanwhile,

the project was due to come in under the solution cost of £4.9million.

"That's £5.7million less than the £10.6million affordability, with all stakeholders benefitting across the business," added Dirk. "A lot of efficiency was created by using off-site build and reusing existing assets, helping us to complete the project in the tight timeframe and well under budget."

Site Manager Trevor Middleton said continual communication was extremely important.

Trevor explained: "There were some hiccups but talking kept things on track. The supply chain and site team worked well together on a live water recycling centre that

still needed to meet its current EA Regulations.

"During the project, everyone within the delivery team – our operational colleagues, site team, supply chain partners and designers at Thorpe Wood House – kept communicating. This was critical. There were a number of design changes but everyone pulled together to make them work."

Andy Pope, Anglian Water Treatment Manager, added: "The project will make a huge impact on the water and river quality and will benefit all river users, especially those downstream such as farmers, and aquatic life. The new technology is now there to allow us to do this – I think we're going to see more of this in the coming years."

"A lot of efficiency was created by using off-site build and reusing existing assets, helping us to complete the project in the tight timeframe and well under budget."

Dirk Binns, Project Delivery Manager.



Project Delivery Manager Dirk Binns and Site Manager Trevor Middleton.



Finest filtration for Heigham

Keeping the water pumping while installing the largest filtration system of its kind in Europe is a big challenge for the team at Heigham.

A change in Environment Agency consent means the way water is abstracted at Heigham Water Treatment Works, in Norwich, has to change. The site has supplied water for more than 100 years, so keeping business running as usual was paramount to this project – the largest of its kind in Europe.

For years, Heigham Water Treatment Works has produced water abstracted from two points along the River Wensum. While water stored in the gravel pits at Costessey before being pumped to the works has time for particles to settle out, water provided directly from the river at Heigham is much more dynamic in terms of quality and can be much more turbid and challenging.

As the section of river between Costessey and Heigham is designated a Special Area of Conservation, changes in legislation and a revised licence will help to support more sustainable flows. However, Anglian Water's existing treatment works is not able to cope with demand exclusively via the direct abstraction now required.

"To protect the water quality and species in the river, we are required to stop abstracting so much water via the pits," said Project Delivery Manager Liam Doyle. "That means we are far more reliant on the direct extraction from the river at Heigham."

The solution comes in the form of 'Suez membrane'; the finest possible filtration. Pumps draw water through uPVDF membrane strands – thin reinforced hollow fibre tubes containing tiny holes – leaving behind dirt and solids which are too big to pass. Even the crypto parasite is removed without the need for further treatment.

"To protect the water quality and species in the river, we are required to stop abstracting so much water via the pits. That means we are far more reliant on the direct extraction from the river at Heigham."

Project Delivery Manager Liam Doyle.

Ideally, the solution would be to switch off the current works while the tanks, which carry the £2.4million worth of thousands of membrane strands, are installed – but that is not an option.

"We are doing this work while maintaining the existing plant," said Liam. "That's the big challenge here for us. We are having to convert the old plant and use it in a different way without disrupting the supply to Norwich. It's like replacing the piston in an engine without turning the engine off."

"The site had structures and services on it which had been here for a long time. We have had to refurbish an old building to house workshops, offices and meeting rooms before we could start work on installing the new building that contains seven tanks to house the membrane. The first three months was simply about moving things, from IT to cables and pipes; there isn't any service that hasn't been relocated."

A close eye is being kept on recycling and reusing on this project, too, with as much material and machinery being put back into use as possible.

Now in the construction phase, the goal is to have the new facilities built by July, ready for commissioning from August, with the old facilities completely out of use by January 2019.

To ensure everything runs smoothly, @one Alliance partners have been working together on the project since Christmas 2016. Regular newsletters have been sent to all stakeholders, with all data and costings shared.

Brendan Carrick, Construction Manager from Bell Formwork Services, is one of those partners. "We have got a good team of people working



The team undertaking work at Heigham.

out there," he said. "It's about communicating and planning so when we get to the briefing stage each day we know what we are going to present; what the daily risks are, any safety issues and so on. We have to be clear and that gives the other guys confidence in the partnership. We are all one team to deliver the project together."

That communication and planning means the tanks will arrive on site prefabricated and ready to go. A £35,000 spend on a scale plastic model of the existing intake and Bedford pumps gave Anglian Water the confidence it could deliver the flow required and realise a £1.5million saving on an unnecessary new pumping station. Plus, the project will see a 62 per cent reduction in embodied carbon, in terms of no longer pumping water seven kilometres from Costessey and instead using solar panels and an energy efficient system.



"We are securing the supply for our customers. It's not about the water quality, as that is good already. It's about these works being able to deal with a variety of water qualities in the river."

Integrated Project Leader Steve Watton.



"We are securing the supply for our customers," said Integrated Project Leader Steve Watton. "It's not about the water quality, as that is good already. It's about these works being able to deal with a variety of water qualities in the river."

In fact, the new works will be able to handle far more challenging water while maintaining its usual output.

Facts and figures

- The project is the largest in Europe using the Suez membrane
- £36million cost in business plan, with target projection cost of £28.5million
- £2.4million spent just on uPVDF membranes
- 57.7million litres will go through works daily; that's 668 litres per second



Virtual reality

Virtual reality (VR) is being used for the first time by the @one Alliance on this project.

Instead of having to rely on foresight, the team can don a VR headset to take a virtual walk around the designed works on the look-out for potential issues.

"The Safe to Operate scheme means we can look around building works before we have even started to construct them," said Integrated Project Leader Steve Watton. "We can influence the design and make it even more usable. This is the first scheme on which we have used the VR and it has enabled us to see in advance where fixtures and fittings work best. It's a new thing and we are showcasing it on this job before it is used as part of the design process for all future sites. It's tremendous."

The first set was bought just two months ago by the @one Alliance and a second set has been bought to be used on site exclusively throughout the project at Heigham.



Colleagues using the VR headset.

Going underground:

Rutland Water Tunnels inspection

One of the @one Alliance's key strengths is the vast range of colleagues' skills and experience. This came in handy for a recent project to inspect two Anglian Water raw water inlet tunnels – measuring 6.8 kilometres and 7.2 kilometres in length and about 30 metres below ground – at Rutland Water.

Rod Young, Construction Manager, is a former mining engineer whose experience includes working in gold mines in South Africa.

Rod said: "The tunnels hadn't been inspected since the mid-70s when they were built to feed the reservoir with water.

"This type of project isn't something that many people have been involved with at the @one Alliance; it was a one-off as they're Anglian Water's only 100-inch tunnels of such length."

The tunnels form part of a network, with pipes and shafts feeding 'raw' water to Rutland Water from the River Nene and River Welland via two pumping stations at Wansford and Tinwell.

Daniel Ledger, Integrated Project Leader – Water Recycling Infrastructure, said: "A leak on one of the tunnels approximately five years ago highlighted the need to understand the condition of these assets. In addition, recent earthquakes in the region had added to the need to assess the condition of the tunnels.

"Thames Water suffered a tunnel collapse of a similar type of tunnel for which the repair cost was circa £12million."

The project took two and a half years of planning, including a trip to Thames Water to learn about a similar project.

"We observed how Thames Water maintained and inspected their tunnels," said Rod, who was part of the team that built the Thames Water tunnels in the '80s and worked on one of their inspections.

"Communication was key; the Thames Water team explained what was involved in great detail. Anglian Water Operations were brilliant – involved from day one – while our other contractors were fantastic, attending site meetings to rehearse the project thoroughly."

Key partners included RVT and Xylem, which supplied the ventilation fans and pumps respectively. The biggest collaboration was with MRS Training and Rescue, which supplied two rescue teams of three people on site during tunnel work.

Enabling work included liaising with local landowners and working with the Environment Agency to allow any discharges back into rivers.

The inspections took place last October and November to coincide with the period of least pumping.

The tunnels were first drained by Anglian Water before being pumped out by the @one Alliance.

The team of four then walked the miles of tunnels – sometimes underground from 8.30am until 4pm – to inspect every 'segment'. The segments are joined together to form the concrete ring of the tunnel (water can get behind the segments and erode them). Each tunnel has about 10,000 'rings' of 760mm length, and each ring is made up of 12 segments.



Rod Young.

Battery-powered buggies were hired to carry equipment, first aid kit, stretchers and repair materials.

"The buggies also transported the team back to the surface each day," said Rod. "Driving those bright orange buggies through the tunnels... it was like the Italian Job."

Minor remedial works included fixing chips and cracks, with everything recorded on iPads using a new app developed by the team.

The project came in slightly under budget at £324,000 (projected cost: £392,000) and was completed within seven weeks – one week early due to good co-operation between Anglian Water Services Operations, the @one Alliance and water resources teams.

It was concluded that the tunnels were in very good condition for their age – with another inspection recommended within 10 years.

"Driving those bright orange buggies through the tunnels... it was like the Italian Job."

Rod Young, Construction Manager.

Collaborative working and agile desking

– our second floor revamp



Colleagues have been enjoying the new facilities since moving back into the refurbished second floor at Thorpe Wood House.

We've taken on board your comments from the Your Voice survey and designed the area with collaboration and wellbeing at work in mind.

The focus has been on trying to create the right work environment with plenty of break out areas for collaborative working.

The layout includes a number of collaborative meeting spaces, from cell pods to four- and six-seater booths in the central area that are available for discussions and team reviews. They are all situated around a table with a TV screen and computer, which links to the Anglian Water network. The cell pods have glass walls and are soundproofed, so they're perfect for collaborative meetings.

We've invested in a range of new sofas and coffee tables as well as keeping some of the

original furniture and high tables – all informal areas where you can catch up with colleagues.

Your Voice feedback also asked for additional desks and chairs. About 90 per cent of the second floor is now given over to 'agile desks' so colleagues are free to work where they choose. To help increase capacity, we created 47 additional desks equipped with monitor arms, creating more useable workspace.

The floor includes two areas of 24 hot desks with contemporary library seats where visitors or contractors can catch up on work and log on with our Wi-Fi.

The work also includes a major digital upgrade with high-end data cables, which have all been hidden under the floor and in floor boxes.

"The IT upgrade is a major investment by the @one Alliance – as well as increasing the speed



of data, it should also help to future proof the second floor for any digital upgrades in AMP 6 and AMP7," said Tom Gillett, Project Co-ordinator, who project

"It was a great team effort – everyone worked really hard to enable colleagues to move back to the second floor on time."

Tom Gillett, Project Co-ordinator.



managed the refurbishment. "All the collaborative work areas are also digitally enabled."

Meanwhile, the entire second floor has been fitted with a new carpet, paid for by Anglian Water.

The revamp was a major project involving the relocation of about 200 colleagues to temporary accommodation for two weeks, plus leading the design and build on site.

Tom added: "It was a great team effort – everyone worked really hard to enable colleagues to move back to the second floor on time. There are also long-term plans at Anglian Water to upgrade the lighting and air conditioning for all floors in Thorpe Wood House.

"Thanks for all your positive feedback so far. We've tried to achieve the maximum possible with the budget available. There's still a lot to do but this is a great first step of the journey."

Commercial workshop leads the way to greater collaboration

Over 60 people attended the Civil, MEICA and MCC and Controls Joint Collaborative Working Group Commercial Workshop in January.

Attendees included colleagues from the @one Alliance Commercial Team and our Strategic Framework partners. Dale Evans, @one Alliance Director, gave the keynote speech at the event, which aimed to maximise the sharing of best practice and collaborative working practices.

"The day was very much about getting to know each other – it gave the opportunity for the partners to introduce themselves, and it was a great way to understand each other's businesses," said Roger Sansom, Procurement Performance Manager. "We focussed on how the partners and our commercial teams interact."

"We're promoting greater collaboration as part of the One Delivery team approach."

The workshop explored common development areas, behaviours and how we work together.

Roger added: "This is part of a larger strategic plan to further integrate and align the supply chain within the @one Alliance. Feedback from the day was very positive, with attendees able to make new connections and develop our network with our Strategic Partners. We will continue to build on these relationships and look forward to holding similar workshops with our engineering teams in the near future."



Quotes from the feedback received included:

"Discussions were good, open and honest with full discussions of all issues in a positive way."

"Having Dale present was powerful and reinforced the message."

"The day brought out some key themes for us to tackle going forward."

"Good introduction of SME partners and importance of cash flow and resources available."



Working together with our supply chain partners

As part of the @one Alliance supply chain strategy for greater integration, the @one Alliance Electrical Engineering Team and Motor Control Centre (MCC) and Controls Framework are exploring ways of working together more closely through a number of workshops.

The MCC and Controls Framework includes CEMA and Paktronic plus new partner TES.

The first event in October introduced the teams and discussed specific ways to enhance information flow on projects between the electrical engineers and framework partners.

Clare Fane, Framework Integration Manager, said: "It aims to promote earlier engagement, ensuring we're working together in the most efficient way. For example, getting involved in projects earlier lets the framework partners influence and be part of a collaborative design process, and enables opportunities for better ways of working and outperformance."

In February, the same group attended a follow up workshop focussing on behavioural development and trust – and continuing their

work on information flow. The workshops, held in Peterborough, were run jointly by Clare and Mark Veni, Lead Electrical Engineer, and facilitated by JCP Consultancy, who are helping us build stronger relationships for our delivery networks.

Clare said: "The feedback has been overwhelmingly positive. We're already seeing great results; we've been able to develop a joint process around information flow. We're planning more workshops – smaller focus groups from all parties to concentrate on more specific problem solving."

"It's a great example of working together, and a clear demonstration of the willingness of all parties to try something different."



These workshops encourage colleagues to work together to improve integration with our supply chain partners.



PDM Academy visits raise awareness of health and safety on site

Our Project Delivery Managers (PDMs) are increasing their understanding of the health and safety issues our site teams face through site visits with the PDM Academy.

The site visits were organised as part of the PDM Academy's H&S module last September.

Lil Wade, Talent Manager, who manages the PDM Academies, said: "This module was focused on site safety. They saw the reality of H&S challenges first hand and talked about how they as individuals approach the issue in their role."

"We organised the visits for different programme areas – infrastructure colleagues visited non-infrastructure sites and vice versa. The PDMs experienced different challenges and considered how to make projects safe for everyone while forming new relationships with site colleagues and sharing best practice."

"In terms of LIFE, behaviours are key – it's important to be able to challenge H&S issues in an environment you're not used to working in. We received great feedback on the visits from delegates and site managers."

Adam Bullers, Lead PDM, Water Non-Infrastructure, said many PDMs were predominately office based, so finding time to get out to site can be difficult – and the PDMs' focus can sometimes be more on commercial/contractual issues rather than H&S.

He added: "The visits provided an opportunity to talk to the workforce, observe and, where appropriate, question their work so that we could contribute to improving H&S on site. It also provided learning and awareness



Our PDMs discuss H&S on site visits.

to the PDMs on how best to apply their knowledge and experience in a positive way by reinforcing their H&S knowledge and sharing experiences with the workforce.

"The course included how

best to approach employees and contractors over potential safety issues or unsafe situations. Having an open discussion and raising questions rather than a confrontational approach is by far the more proactive approach. This improves communications and raises standards across the site."

Focus on: career development

James Crompton is returning to Anglian Water following a secondment to JN Bentley – part of @one Alliance partner MMB (Mott McDonald Bentley). We chat to him about his experience and how it will benefit Anglian Water for AMP7.



While working as Programme Area Manager for WNI at the @one Alliance, James Crompton was approached to do a one-year secondment by JN Bentley as an Operations Director.

"Being approached meant a lot, especially as Bentleys had the confidence in me to join them at an important leadership level," said James.

"Anglian Water and the @one Alliance were extremely supportive. The 15-year relationship with MMB as part of the @one Alliance made the secondment easier, with clear benefits for all parties – there's a lot of integration there already. I was grateful for being offered the opportunity."

James returns one month early to take up a more senior role at Anglian Water from April.

So, what will he be bringing back from his secondment for AMP7?

"One of the main things that the experience reinforced to me was the importance of people, organisational culture and effective leadership at all levels to ensure business success," said

James. "It sounds obvious really, but the experiences I had at Bentleys put these factors even higher up the list of importance for me."

"Understanding the true performance and health of your business area is also crucial through both fact and intuition, supported by delivery strategies and robust reporting. In my new role, I'll be thinking a lot about people, capacity, capability and behaviours, together with clear purpose and performance."

The secondment meant some life changes – not least leaving his home near Peterborough to relocate to a flat in Leeds, and a lot more travel.

James got to sit on JN Bentley's board of directors and also had his own operational area looking after the Environment Agency, Coal Authority, and Northumbrian Water as clients.

"Overall, I wanted to get a stronger understanding of the commercial side and gain more experience at the hard end of contracting, which this opportunity allowed me to do. I gained new experience and

exposure in a different organisation as well as learning from other infrastructure clients, which was fascinating."

However, the biggest thing he learnt was about himself and his ability, including being able to test his existing leadership skills.

"When you're doing your usual job, you're immersed in it every day," he explained.

"A new working environment is a great opportunity to reflect, take stock and think about what works (and what doesn't)."

"I'd highly recommend anyone going on secondment and hope this process will pave the way for more people within the @one Alliance to do the same. It should go both ways and include secondments into the client; completing the circle."

"It's a great personal test and opportunity. You meet lots of different people from different backgrounds, and you get to tap into their experiences and knowledge. There are real benefits for the individual and both organisations."

Site team rewarded for commitment to customer service

The site team that recently delivered a scheme to resolve pollution from emergency overflow at Bristol Hill Pumping Station, has been recognised for providing excellent customer service.

The installation of a new surface water sewer meant that temporary traffic lights, road closures and parking restrictions were put in place. However, the team ensured that the scheme impacted customers as little as possible and received fantastic customer feedback.

Shotley Parish Council also praised Anglian Water after Site Manager Ferry Amani arranged for a footpath along the estuary to be repaired, after it was washed away during a storm leaving a fairly large and dangerous hole. This was carried out as a gesture of goodwill as Ferry was keen to help by making the path safe for the public as quickly as possible following the storm.

The site team, which included employees from our tier 2 partner PSS, also received great feedback from the project team and Ferry received a GEM nomination.

"The positive feedback we received from customers about how helpful and co-operative the team had been was testament to their hard work and commitment to providing great customer service," said Natasha Tuke, Customer Service Manager.



From left to right: B Wright, Dumper Driver, D Moulton, Ganger/ Machine Operative, D Hawking, Ganger, J Thomas, General Operative, F Amani, Site Manager.

Fast facts:

SIM score: 4.76
VSAT scores of 81% and 86%

"The surveys we complete during and after schemes have really highlighted some of the fantastic work our site personnel are carrying out, as well as enabling us

to understand how we can do better in the future. We will continue to drive customer feedback and to share this back to the teams."

"The works to date appear to have been carried out to a very high standard with the minimum of disruption to the residents which reflects very well on the site staff in particular and Anglian Water as a whole."

Peter Ludkin, Customer.

SnowFiesta and STEM

— community investment in Stowmarket

The @one Alliance is supporting a number of projects through our £10,000 Stowmarket community investment programme.

The funding follows the installation of a new 3.5km sewer in the town, which was a very complex scheme that unfortunately over-ran, causing disruption and inconvenience for our customers.

This nine-month recovery programme is much bigger than any previous community investment project and includes:

- SnowFiesta – we sponsored the ice rink, shared our Keep It Clear messaging and ran a Christmas tombola at this event.
- Jam Community Pot Christmas Meal – held on Christmas Day, we sponsored hampers for each guest at this dinner held for those in need.
- STEM event – main sponsor of this April event aimed at primary school children, the first of its kind in Stowmarket.
- Stowmarket Food and Drink Festival – sponsoring the Live cookery hall in July, taking the mobile Customer Service Unit and setting up a stand to promote our Keep It Clear and Drop 20 initiatives.



The way we're rated is changing

Ofwat, the water industry regulator, is introducing major changes to the way it measures our customers' experience from 2019.

The current SIM measure is being replaced with CMEX (customer experience measure) and DMEX (Developer services experience measure).

The biggest changes:

- We will no longer only be scored by the customers we interact with; any Anglian Water bill payer could be contacted to ask how they rate us.
- We will no longer only be compared with other water companies. From 2019, we will also have our performance measured against other sectors. Major financial rewards will be available for performing at/above the required threshold. Anglian Water's ambition is to become a top 10 company on the National Customer Service Index, which would place us up there with Amazon and John Lewis.
- Complaints via social media that can be attributed to a customer will be counted as official complaints and included in our complaints figures.

A Day In My Life

Andy Paton, Site Manager



Background: HNC in Civil Engineering. I've worked on construction sites in the water industry for the last 24 years - starting as a Site Engineer and with the last 16 years as a Site Manager. I joined MMB and the @one Alliance in September 2014 and have undertaken WRNI projects at Whitlingham, Lowestoft and Caister-on-Sea.

Role: To manage the site construction and handover of complicated schemes. This includes ensuring we look after our people and the environment and keep within budget and programme timescales.

Typical day: I'm up at 6am and my 16-week-old cocker spaniel Murray takes me for a walk around the block. I drive to work for 7am – I'm usually first in and last out. I hold a daily briefing at 7.30am with the entire workforce to discuss the previous day's incidents/problems/ near misses plus the day's planned activities and interfaces with each other and AW operations. Before going on site, we discuss in detail the safety and environmental risks and appropriate control measures.



I try not to get too bogged down in emails and ensure I allocate time walking around site checking all's going as planned. I have a working lunch. Any problems encountered on site are reported back to the Project Delivery Manager on a regular basis as they may require design or commercial assistance. I prepare for the next day's briefing/ meetings before leaving at 6pm and head home for Murray to take me out again.

Out of work: I met my wife 24 years ago after being relocated to Great Yarmouth for my first Anglian Water project! We have an 11-year-old son, Finlay – a keen golfer, like me. Most of our spare time is spent together, going on walks or on holiday. I'm a keen Luton Town fan, and look forward to them winning the Champions league in four years' time.

Sean Edwards, Delivery Engineer

Background: I was previously in the Forces before joining the @one Alliance in September 2016 in the Business Improvement team then moving to WNI.

Role: I assist the team's project managers on various site projects. I'm based at Thorpe Wood House but spend a lot of time on site. My role is a career progression step to gain experience with the aim of becoming a Project Manager.



Typical day: I'm up at 6am to walk my terrier, Eric – he's named after Eric Cantona (I'm a big football/Man Utd fan). I'm at my desk by 8am.

I'll check in with the site manager by phone then work my way through my action list from the previous day, contacting suppliers. I work on lots of projects at once so might have a meeting with a technical manager or project manager to see if they need any help.

I'm currently working on a project at Winterton Holmes Water Treatment Works near Scunthorpe, so if it's a site day I'll leave home at 5.30am/6am to arrive by 9am. I support the site manager and project manager, helping with issues to keep the programme flowing. There's a lot of communication, including liaising with local farmers.

I always try to get away from my desk for lunch at 12pm, sometimes going for a walk to get a sandwich with colleagues.

Back at my desk by 1pm, I'll deal with anything outstanding, looking at deliverables and making sure documentation is up to date on current work.

I do half an hour of admin for Skanska then finish by 4.30pm/5pm to drive home to walk Eric.



Out of work: I recently bought a house with my girlfriend, which we're doing up. I manage a local football team, Stamford Lions Reserves, so there's training and committee meetings and organising the team – with matches on Saturdays.



Peter Simpson, Anglian Water CEO, presents the prestigious Chief Executive's Award to Dale Evans, Director @one Alliance.

Innovation and collaboration

help our teams have a winning day at Anglian Water awards

Congratulations to everyone involved in a brilliant day at the Anglian Water Supplier Awards where our teams scooped awards in four categories.

This included the @one Alliance winning a Chief Executive's Award at the event, which was held last November. The prestigious award was presented by Peter Simpson, Anglian Water CEO, for our sustained performance over the lifetime of the alliance and our continued industry-leading innovation.

Citing the @one Alliance as a major contributor to Anglian Water achieving the Business in the Community's Responsible Business of the Year, Peter said: "It's been over 10 years since the @one Alliance was created. Their trailblazing approach to innovative thinking and collaborative working practices has been transformational – not only for Anglian Water but for the civil engineering industry. Without the @one Alliance, we would not have achieved what we have – as BITC Responsible

Business of the Year, our carbon ambitions and the contribution we've jointly made to WaterAid."

Runner up in this category was the Old Buckenham Project team – WNI.

Other winners on the night included the Alton Emergency Response Team in the Frontline Team of the Year: @one Alliance category.

When algae threatened Alton Water Treatment Works, this diverse team was

pulled together from across the business and from our alliance partners. Led by Mark Froggatt, from a design perspective, and Kevin Hooks, on construction, the team was praised for showing 'stellar communication and commitment to finding an innovative solution that worked for our environment, our assets and our customers'.

GEO PLM and @one Alliance Digital Enablement came top in the Sustainable Efficiency category. GEO-PLM extracts data

"It's been over 10 years since the @one Alliance was created. Their trailblazing approach to innovative thinking and collaborative working practices has been transformational."

Peter Simpson, Anglian Water CEO.



Clockwise from above:
Alton Emergency Response Team, winners of Frontline Team of the Year.
GEO PLM and @one Alliance Digital Enablement, winners of Sustainable Efficiency.
@one Alliance WNI Programme, Highly Commended in No Pollutions, No Incidents.
Grafham Resilience, winners of Best Scheme.



from existing systems and presents it in a way that's easily viewed in the real-world imagery of Google 3D imaging. This means that we can now see and understand the impact our schemes are having on customers, their environment and traffic management.

The team developed the tool from scratch in less than 12 months, linking it with In Your Area to become a powerful way of engaging customers in our work and the 'go to' tool for colleagues wanting to understand the impact of their schemes. Quick, efficient and

innovative, the tool and the team behind its development were praised for putting infra delivery at the forefront of digital transformation, leading to more projects being delivered right first time.

Meanwhile, the @one Alliance WNI Programme Area was Highly Commended in the No Pollutions, No Incidents category. The Water Non-Infrastructure Programme Area has been driving improvements in both design and construction over the last three AMP periods. Working closely with numerous teams in Anglian Water and

their partners, they were praised for having constructed and commissioned hundreds of assets while demonstrating an exemplary health and safety record, maintaining an Accident Frequency Rate of zero accidents for a sustained period of over 10 years.

And finally, Grafham Resilience won the Best Scheme category. This Special Project was delivered in partnership with our @one Alliance partners Mott MacDonald Bentley.

Well done to all the teams shortlisted – and to all our fantastic winners!

Investing in the workforce of the future



The @one Alliance is keen to raise young people's engagement and achievement in the Engineering field of STEM (Science, Technology, Engineering and Maths) subjects and careers.

We plan to do this by supporting career fairs, events and community projects in the Peterborough and Wisbech region.

Karen Samsun, People Development Advisor, said: "The demand for STEM skills in the UK has reached a critical point. As an employer, we're keen to support the STEM initiative and, together with Anglian Water, this means investing in the workforce of the future."

There are lots of opportunities for volunteering. We're sponsoring the Peterborough STEM Festival plus supporting a Women in Engineering event, a variety of school and college careers days and the development

of a community farm in Wisbech alongside other community projects. Visit the Organisational Development portal (www.one-portal.co.uk) for more information.

Volunteering can be hugely beneficial, offering personal satisfaction and development whilst having a positive impact on your community.

Karen added: "By doing something good for the community, you can feel a sense of accomplishment, which can also improve your wellbeing and confidence and reduce stress – plus, it's fun!"

"If you're passionate about being involved in the community, you'll make an excellent ambassador for the @one Alliance."

To find out more, contact Karen: kSamsun2@anglianwater.co.uk.



Building bricks at the STEM Festival School Challenge Day.

What our volunteers say

Stephen Johnson, Delivery Engineer:

"Volunteering is a great way to get involved with a new activity and meet new people. It allows you to give your time to a worthy cause or project, as well as giving something back and broadening your horizons."

Bharath Kumar Poshala, Process Engineer:

"I thoroughly enjoyed volunteering at the Thomas Clarkson careers fair because I personally enjoy spreading the passion for engineering. I like to encourage young people to take up subjects that I thoroughly enjoy."

Lisa Griffin, Technical Manager, WRNI:

"Working with young inquisitive people makes me realise how passionate and energetic I am about my job and the industries that I've worked in. I love answering all of the questions, and explaining how things work."

Our main focus over the next year will be exploring:

- Year 9 STEM events to help with GCSE choices.
- Year 10/11 interface with the curriculum, e.g. providing relevant projects to Anglian Water's Alliances.
- Involvement in Year 11 Engineering course and STEM events for 'A' level students.
- Providing Year 11 workplace placements.
- Year 12/13 university sponsorships.
- Working with parents, teachers and students to help raise knowledge of engineering and construction – and raise aspirations and ambitions.
- Developing pathways into our alliances at GCSE, 'A' level and graduate levels.

To get involved, please contact David: dnewsome@anglianwater.co.uk



Thomas Clarkson Academy

In January, the Pan Alliance Principles Group met at Wisbech to understand more about the challenges and opportunities around the area.

One focus is the Thomas Clarkson Academy in Wisbech. Ann Hill, Head of the Academy, presented an overview of her school and the key challenges pupils and staff face; English is the second language for many students, many come from third generation unemployed families.

The Pan Alliance agreed to support the Academy within their next generation programme by raising the aspirations of students – primarily through role models outside of farms and factories.

David Newsome, Collaborative Skills Programme Manager, says: "We have an exciting opportunity to work with the Thomas Clarkson Academy to develop future pathways into Anglian Water's Alliances. We need to get students excited about engineering and opportunities with Anglian Water; they could be our future engineers."

CoWA students visit Thorpe Wood House



Students experience life at Thorpe Wood House.

Our Mechanical & Electrical and Construction students got to visit Thorpe Wood House to gain experience of different departments.

The trip before Christmas included seeing pre-site planning and taking part in team building activities, including engineering games.

Dave Newsome, Collaborative Skills Programme Manager, said: "It was a great day. One of the strongest messages came from Lucasz Gogol, a construction apprentice who'd been through our sponsored course at the College of West Anglia (CoWA) and now works on site."

"Lucasz talked to the students about what an amazing opportunity they had, and how rewarding he'd found the experience of doing the course at CoWA and then working across all of the alliances."

Read more about Lucasz in our apprenticeship award story below.

Sarah Charman, Collaborative Skills Coordinator, organised work experience for four students over a four-day period in February. They worked in teams in the @one Alliance and IOS Alliance, completing a day with each of the following:

- @one Alliance Production Management
- @one Alliance DAC team
- IOS Electrical Supervisor
- IOS Project Engineer.

"We want the students to feel they belong to more than just a standard course. We now have a real presence at the college."

Dave Newsome, Collaborative Skills Programme Manager.

The College of West Anglia (CoWA) has let us develop our own workshop for our construction students. It's been set up to look like a site cabin and, as this course is pan alliance, it's been branded to include each alliance logo and health and safety boards on the walls. Toolbox Talks are also held there.

The students were asked to develop a brand, and all PPE and assignments will now include this brand.

"We want the students to feel they belong to more than just a standard course," said Dave. "We now have a real presence at the college."

Some congratulations are in order. The Collaborative Skills programme is a finalist for the People Initiative of the Year Award at The Water Industry Achievement Awards 2018 for its sponsored courses and apprenticeships. The ceremony is in Birmingham on May 21 – best of luck to the team!

In addition, several colleagues from Anglian Water and its alliances have been invited to an event at Buckingham Palace for Prince Charles' birthday. Dave – one of those attending – said it was connected to Anglian Water's Business in the Community work, such as garden towns and re-opening the railway line in Wisbech for the Wisbech 2020 initiative (www.wisbech2020vision.co.uk).

We're still recruiting for next year and looking for 20 students on each course. If you know of anyone for the Construction course and/or the Mechanical and Electrical course, please visit: cwa.ac.uk/anglian. For more information, contact Dave: dnewsome@anglianwater.co.uk or 07903 992155.

Congratulations to Lukasz!



Lukasz receives his award from Mark Froggatt.

Lucasz Gogol won the Anglian Water Alliances apprentice of the year at the CoWA annual awards, held in March at King's Lynn Town Hall.

Lucasz said: "I felt really proud to win the award – it was a fantastic surprise and a great night."

Dave Newsome, Collaborative Skills Programme Manager, said: "Congratulations to Lukasz, who joined the Alliances last September and has really got stuck in and grown as an apprentice."

Breaking new ground in Lahan

Representatives from Anglian Water and alliance delivery partners travelled 4,711 miles in November to support the Beacon Project, which aims to bring sustainable municipal water and sanitation to Lahan in the Siraha District of Nepal.

For @one Alliance Civil Engineer, Bibek Koirala, it was a return visit to his homeland, where he'd lived until the age of 13. He travelled to Lahan along with Andy Smith – Regional Optimisation Manager, AWS; Sharon Marr – Programme Manager, IOS; Nick Russell – Leakage Delivery Support Manager, AWS and Christopher Dilley – Water Resources Specialist (Groundwater), AWS.

Bibek said: "I had a great experience in contributing towards this fantastic cause and it felt very rewarding. This return visit to the area focused

on building relationships, skills and capacity and developing a strategy to strengthen the future water supply network in the heart of Lahan, and agree how the alliances can offer support going forward.

"During our stay we spent time building relationships with the Nepal Water Supply Corporation (NWSC) and the Mayor of Lahan to understand the challenges ahead. We visited the Water District Office, two water towers and two borehole sites currently under construction. We also visited local communities including the marginalised Dalit community in old Lahan, which was very moving and highlighted the severe poverty in this area.

"We carried out leakage detection training for NWSC technicians using electronic



Bibek Koirala.



Colleagues contribute to groundbreaking work in Lahan.

listening sticks and also groundwater training focusing on borehole construction and protection to help reduce groundwater contamination.

"It was a fantastic trip and everyone was so engaged and enthusiastic. I hope to return to see how our work is making life better for the people of Lahan."

Taking the plunge

The @one Alliance is once again sponsoring the annual Rutland Regatta, this year taking place on 14 June.

Colleagues will get the opportunity to race kayaks, canoes and rafts while landlubbers can compete in the

tug-o-war or show their support for colleagues while soaking up the atmosphere from shore.

Last year's event raised a record-breaking £152,000. If you want to get involved, please contact Claudia Conti (cconti@

anglianwater.co.uk) or Caroline Brown (cbrown2@anglianwater.co.uk).



First prize for Leaky Lou!

Congratulations to everyone who took part in our annual colleague charity quiz night, which helped raise a record £5,741.

In total, 40 teams competed, including a number of teams from the @one Alliance.

Robin Price, Head of Water Quality at Anglian Water Services, took on the role of Quiz Master for the first time at the November event, held at the Peterborough Arena.

The winning team was Leaky Lou and the Ball Cocks.

£5,741
RAISED

Dates for your diary

14 June: Rutland Regatta (see article, left). For more information about attending, speak with your line manager.

21 June: Mission Impossible Careers Show, East of England Arena, Peterborough. If you would like to volunteer to support the event, please contact kSansum2@anglianwater.co.uk

25 and 26 June: Women in Engineering Event, Queen Mary Centre, Wisbech.

14 July: First Lego League - Aqua Adventure, Allia Future Business Centre, Peterborough.

19 July: Annual Golf Day at Belton Woods Hotel near Grantham. Contact dfreeman@anglianwater.co.uk

13 September: The Fly Fishing Challenge at Rutland Water. Contact wateraidflyfishing@anglianwater.co.uk

September: Sponsored Cycle Rides (exact dates to be confirmed) Contact awcyclerides@anglianwater.co.uk