

People

Providing a great place to work



NI Water CEO showing our drone technology to one of the students at the Skills NI Exhibition

Strategic areas of focus



Sustainable development goals



Strategic threats/opportunities

ST1 ST2 ST4 ST5 ST6 ST7 ST8 SO2 SO4

Page 59 Read more about strategic threats and opportunities.

Strategic performance indicators

| People | Unit of measurement | Target 2019/20 | Actual 2019/20 | Pass/Fail | Target 2020/21 |
|--|---------------------|----------------|----------------|-----------|----------------|
| Employee engagement score | % | 60 | 56 | Fail* | 65 |
| Reduction in health and safety incidents | Number | 7 | 5 | Pass | 7 |

*Refer to page 89 for actions to improve employee engagement.

Strategic areas of focus

Powered by talent

Our water is world class and so are our people. Attracting, developing, retaining and partnering with the best talent is fundamental to the success of our business and therefore we are committed to making NI Water a great place to work.

A diverse workforce is good for business, providing different perspectives, encouraging innovation, and fostering a more collaborative working culture. As a traditionally male dominated industry, we recognise the importance of attracting more female applicants into the industry. Of the new employees recruited in 2019/20, over half were female, helping us to successfully retain our bronze diversity charter mark, which recognises our commitment to promoting gender diversity in the workplace.

In an increasingly competitive talent market, it is important that we address the challenges presented by an ageing workforce and loss of knowledge to ensure there is a future supply of skills coming into our organisation. In 2019/20 we launched a new emerging leaders

programme, developing 49 aspiring leaders to fulfil their leadership potential and a new apprenticeship academy through which we will hire 30 new water apprentices and develop them through a four year combined water and wastewater apprenticeship.

In 2020/21, we are introducing a new recognition process to celebrate our colleagues who demonstrate our corporate values in their day-to-day work.



Read more pg114

Watch more: <https://www.youtube.com/watch?v=Wf6YLHkYIOs>

Happy, safe and healthy people

We recognise the importance of our people in delivering the water that we all rely on to thrive and that's why we are committed to looking after them by eliminating all harm. We are aiming to ensure our business has happier, healthier and safer employees by focusing on training, processes and procedures and developing a more positive health and safety culture.

Driving is one of the most dangerous work activities that we do and contributes to more accidental deaths and serious injuries than all other work related activities together. On average five people die every day on UK



NI Water staff practising their driving skills in the safety of a simulator

roads as a result of road traffic accidents. In 2018, 55 people lost their lives on Northern Ireland's roads. We are committed to supporting the 'Road to Zero' target. To this end we are aiming for zero 'at fault' collisions involving other road users by 2022.

In 2019/20 we put in place a number of initiatives to ensure our drivers are aware of driving specific health and safety practices. These included free driving eyesight tests, talks by the police traffic branch and a specialist occupational driving trainer, and simulated driving experiences.

Our health and wellbeing programme helps staff 'live well' through a range of initiatives to support mental, physical, financial and social health and we were delighted to be awarded the Chartered Institute of Personnel and Development Award for best health and wellbeing in 2019/20.

In 2020/21 we plan to introduce a new health and safety software system, which will make it much easier to report and analyse incidents to identify any improvements to our systems or processes to prevent such incidents occurring in the future.

Creating a legacy for our communities

Our Cares Challenge volunteering programme is one of the largest corporate volunteering schemes in Northern Ireland. Over 1,500 volunteers have participated on the programme. Not only does this activity help local charities and not for profit organisations, but it also develops the skills of our people. Every month a group of employee volunteers spend a day providing community support by dedicating their time and talent to highly deserving charitable projects including Southern Area Hospice, Crosskennan Animal Sanctuary, National Trust and Foyle Womens Aid to name a few.

In 2019/20 we extended the volunteering programme to include a community led initiative called 'From Little Ripples', which gives staff the opportunity to pitch for their local charity or community group to receive volunteering support and funding. The programme was named 'From Little Ripples' because every act of kindness creates a ripple with no end. One of the first local charities to receive our support was the Castlecaulfield Horticultural Society and their 'Bamboo Project', which benefited from the clearance of a new path and removal of a large quantity of damaging waste from the River Torrent. Our team of seven dedicated volunteers managed to remove televisions and cookers, metal objects including roadwork signs and grills, glass,

plastics, shoes and boots from the river. The River Torrent is a water resource for some of our treatment works so this was a small but worthwhile step in helping to improve our water quality and help restore nature.



NI Water volunteers helping with clean up of the River Torrent, County Tyrone

We are really proud of our unique education programme, which includes the Waterbus mobile classroom initiative. Within the last 12 years we have educated over 216,000 'water-whizz' school kids about the value of water for health, the economy and nature, visiting 275 schools in 2019/20 alone.

We were delighted to have our contribution to society recognised in 2019/20 by winning the International Corporate Social Responsibility Excellence Award.



Water whizz-kids from Spires Integrated Primary School, Magherafelt, County Derry/Londonderry