



**ANGLIAN WATER FORCE (AWF)
POLICY AND PROCEDURE**

MARCH 2022

1. PURPOSE

- 1.1 The purpose of this policy is to document the Anglian Water Force (AWF) strategy and summarise all supporting material needed to manage the community effectively.

2. SCOPE

- 2.1 This is a group level policy that applies to all employees of Anglian Water Group Limited, with the exception of Anglian Water (Ireland) Limited and Wave Limited (and their respective subsidiaries) with the exception of:
- all employees on casual contracts;
 - category 1 electricians; and
 - all workers within WR Operations Logistics whose working hours are subject to EU Divers' hours rules.

3. STATUS

- 3.1 This policy and guidelines are subject to regular review by the Company and are updated as appropriate.

4. POLICY OWNER

- 4.1 Head of Operational Resilience.

5. POLICY

- 5.1 As a reactive and operational business whose customers are reliant on the services we provide, it is imperative that we are always prepared to respond to any incident that may occur. Therefore, it is a reasonable management request that all employees working for the Company, bar the exceptions above, will:
- Have a secondary incident role.
 - Access ERNI via their work mobiles. Where an employee does not have a work mobile, they will access ERNI via their computer. ERNI is also available on personal devices for those who wish to access it this way.
 - Respond to ERNI notifications during their core working hours with the support of their line manager.
 - Participate in training and exercises, as required for their secondary role.

6. PROCEDURE

- 6.1 Existing employees have been matched, based on their current job role, with one Anglian Water Force (AWF) role, which has been approved by their line manager and the Incident Community Team. New starters will be matched with one AWF role by the recruiting manager and this will be approved by the Incident Community Team. With approval from their line manager, an employee may be able to commit to a second role as a development opportunity.
- 6.2 Employees will be notified of their role via email with all the details and supporting information they may need. If they have any concerns about the role that they have been matched to, this should be discussed with their line manager.

- 6.3 At any point employees can change roles, with the agreement of their line manager, via the Workday Change of Role Request Form if they have the correct prerequisites, if any, for the new role. There are minimum manning thresholds for each role, and the only time a role change may be denied is if one of these is likely to be breached.
- 6.4 The rate at which AWF members are expected to undertake training and exercises is dictated by their AWF role type. Training will take the form of an e-learning package delivered through Workday. Employees will be invited to a suite of different exercises and will be able to select the one that the best fits their needs.
- 6.5 [ERNI \(Emergency Response Notification and Information\)](#) will be utilised to notify employees if their role is needed during an incident (not all roles will be needed in all incidents). This notification will be via mobile phone, where appropriate, and email. Employees will be expected to provide their availability through ERNI. ERNI can be used on any mobile phone, tablet or computer.
- 6.6 Whilst the focus of this policy is the support provided by AWF roles during core working hours, this does not prevent employees carrying out AWF roles outside core working hours if they want to.
- 6.7 A reward and recognition policy is in place. Details of this can be found on [Lighthouse](#) and it will be reviewed annually. The basis of the policy is that employees will be able to claim reward for any shifts outside of their core working hours. An employee can claim the reward via Workday, which will then be approved by their line manager.
- 6.8 Undertaking AWF role duties is considered a reasonable management request. Refusals to undertake these duties will be considered on a case by case basis, but maybe managed as a potential misconduct issue through the Company's Disciplinary Policy.

7. RECORDS

- 7.1 All information will be held on the employee's record in accordance with the Company's Data Retention [Policy](#).
- 7.2 Reporting will be available via PowerBI to enable line managers to view their employee's engagement with ERNI and what shifts they have completed. This will support managers in approving an employee's reward requests via Workday.

8. FURTHER ASSISTANCE

Please contact your Line Manager or the Operational Resilience team for further assistance.

LAST REVIEWED

March 2022