

Case Study

Environmental Management

Metrowater Compliance

Highlights

- A structured environmental compliance framework that guides contractors step-by-step in developing and submitting an EMP for approval.
- A programme to help contractors effectively identify, measure, manage and control their environmental risks and impacts with a comprehensive management tool.
- A flexible and accessible solution that enables contractors, with varying levels of expertise, to access the specific information they require.
- A programme that will help to foster environmental stewardship within contractors' organisations by improving awareness and buy-in to environmental best practice.

Technical Specifications

- Flash MX
- InDesign
- Photoshop
- Word
- Html

The Situation

Metrowater, Auckland city's water and wastewater utility is committed to achieving environmental best practice. To help promote this, Metrowater developed a New Zealand first Environmental Management Plan Implementation (EMP) Programme to help contractors effectively identify, measure and manage their environmental risks and impacts with a comprehensive management tool.

The EMP programme is one of the ways that Metrowater is leading the water industry in the area of environmental management.

All contractors working for Metrowater will be required to use the EMP programme to develop their

own specific contractor EMPs, as well as project EMPs for large projects that may require a more site specific or detailed environmental management approach.

Due to the complexity of EMPs, Metrowater felt that contractors first needed the knowledge and training that would guide them step-by-step in completing the EMP, while making it as engaging as possible. To implement the new EMP programme, Metrowater required a comprehensive solution that would provide consistent content and quality, which would enable contractors to comply with environmental legislation and Metrowater's best practice requirements.



Solution

Metrowater initially provided us with an EMP template and a background document outlining how to complete the EMP. After conducting a detailed analysis phase, we decided that a blended e-learning solution would be the best way of delivering the material to the target audience, Metrowater's contractors. The blend we recommended and developed included the following components:

- A series of six **self-paced online modules** to first educate the contractor on Metrowater's environmental commitment, then to provide an introduction to the different components of the programme where the contractors learning will be tested through interactive questions and answers in the form of matching exercises, multi-choice questions and roll-overs. In addition to this, we used photos from Metrowater's image library to reinforce key points.
- Electronic **Ms Word templates** of the EMP itself, containing clearly labelled sections, fields and tables were developed (with examples provided throughout for contractors to reuse) so that the contractors can focus on the content not structure.
- A **workbook**, provided in hard copy format to all contractors, which provided detailed instructions on how to complete the template as well as examples, web links, notes areas and check-lists.
- A **website** that acted as a repository for all of the training material listed above and which also included links to environmental control procedures, Metrowater contact details and FAQs.

The merit of this blend was that the components could be accessed together (each component complemented the other components) or individually (each component functioned as a stand-alone entity), depending on the contractors preference and ability to complete the EMP.

Results

The solution was rolled out to Metrowater contractors in August 2006. Feedback to date has been extremely positive and contractors have been particularly impressed with how comprehensive and accessible the components are, while most importantly being easy to use.

The solution has also been presented to other companies that have a similar environmental commitment, who have shown a significant interest in purchasing the solution from Metrowater.

"With our EMP programme and the ongoing support of our contractors, we aim to reduce the environmental risks and impacts of how we operate by fostering environmental stewardship within our contractor's organisations, achieving environmental best practice in our industry."

**Michael Lindgreen,
Environmental Co-ordinator**



Suite 11D, 17 Albert Street
PO Box 4075
Auckland 1140
New Zealand
telephone: +64.9.307.6706
email: info@thelearningcurve.com
web site: www.thelearningcurve.com

A subsidiary of:



Enterprise Learning Solutions

World Headquarters
5521 Research Park Drive
Baltimore, Maryland 21228-3831 • USA
telephone: 1.410.869.1000
toll free: 1.888.RWD.TECH
email: info@rwd.com
web site: www.rwd.com

RWD Technologies Australia Pty Ltd®
telephone: +61 2.9929.3913

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