



Smart Water Sector

Staff's capacity and performance in SAUR Neptun GDAŃSK SA - O&M Company

13 June 2017 | Rathenau-Saal



EUSBSR
EU STRATEGY
FOR THE BALTIC
SEA REGION



Interreg
Baltic Sea Region



Auswärtiges Amt



SAUR Neptun Gdańsk SA - O&M Company:

- SAUR Neptun Gdańsk SA (abbr. SNG) as an Operation & Maintenance International Company specializing in water and wastewater services sector provides communal services.
- Being a joint-venture company of SAUR and City of Gdańsk, SNG has been operating in Gdańsk and Sopot since 1992.
- The area of responsibility for Saur Neptun Gdańsk SA in Gdańsk and Sopot involves water and wastewater facilities and networks.
- The amount of supplied water is over 27 million cu m per year and the amount of collected and treated wastewater is over 35 million cu m per year.
- As a result of SNG's professional activity about 550,000 inhabitants of Gdańsk and Sopot are provided with its water services.

SAUR Neptun Gdańsk SA - O&M Company plays two main roles:

- **Supplies Water:**
- **for Gdańsk**
 - Treatment Plants - 11 with total production ability ~130,000 cu m/day
 - Pumping Stations and Lift Stations - 35 pcs.
 - Water Reservoirs - 9, total capacity 71,000 cu m
 - Network - length over 1,200 km



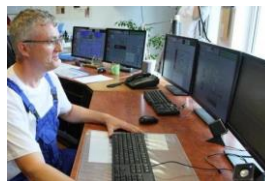
SAUR Neptun Gdańsk SA - O&M Company plays two main roles:

- for Sopot
 - Treatment Plants - 3 with total prod. ability 15,000 cu m/day
 - Pumping Stations and Lift Stations - 2 pcs.
 - Reservoirs - 3, total capacity 5,000 cu m
 - Network - length over 94 km



SAUR Neptun Gdańsk SA - O&M Company plays two main roles:

- **Collects sewage:**
- **from Gdańsk**
 - Treatment Plant “Wschód” - 1; total prod. ability 120,000 cu m/day
 - Pumping Stations - 124 pcs.
 - Network - length over 1,010 km

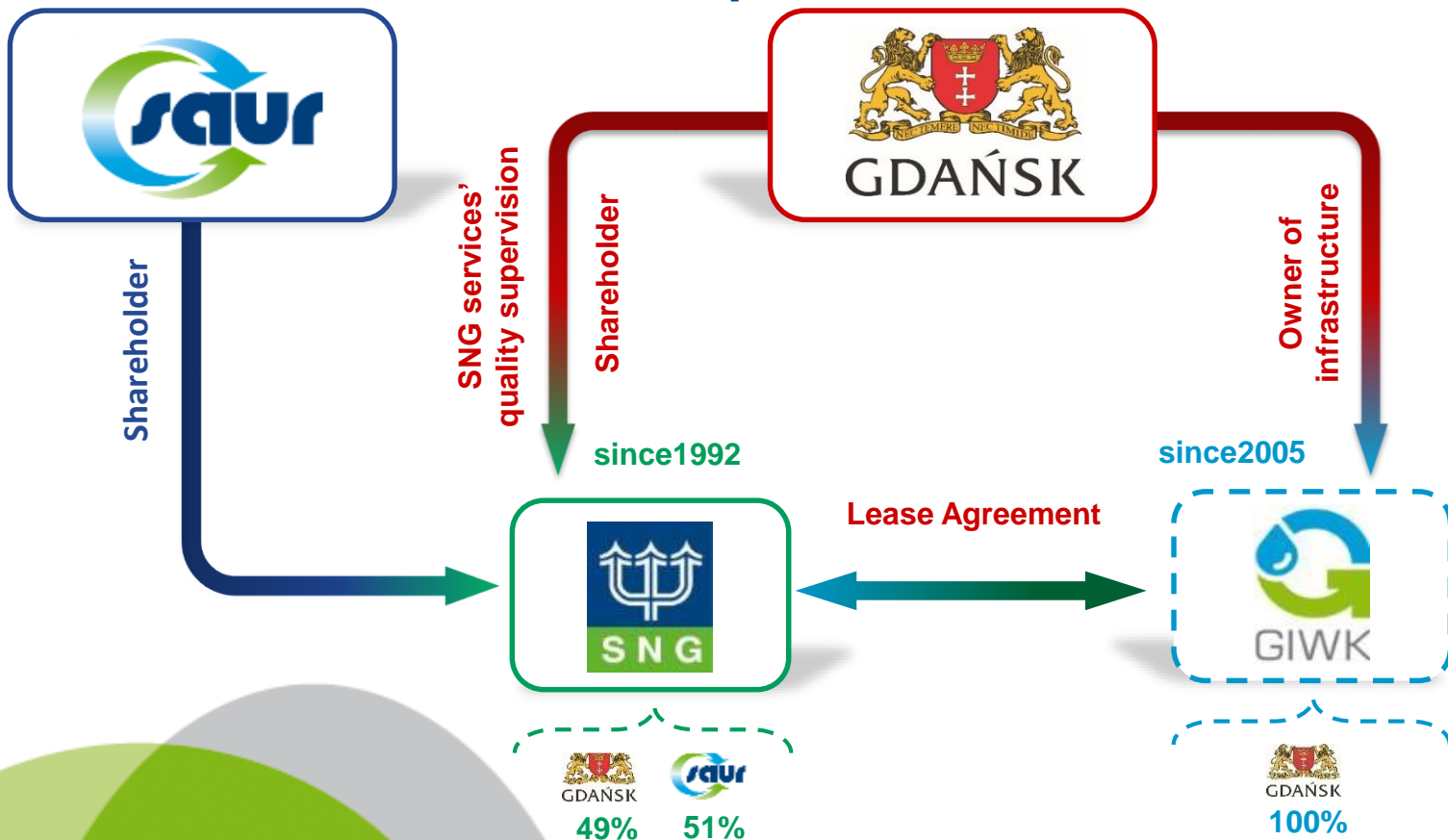


SAUR Neptun Gdańsk SA - O&M Company plays two main roles:

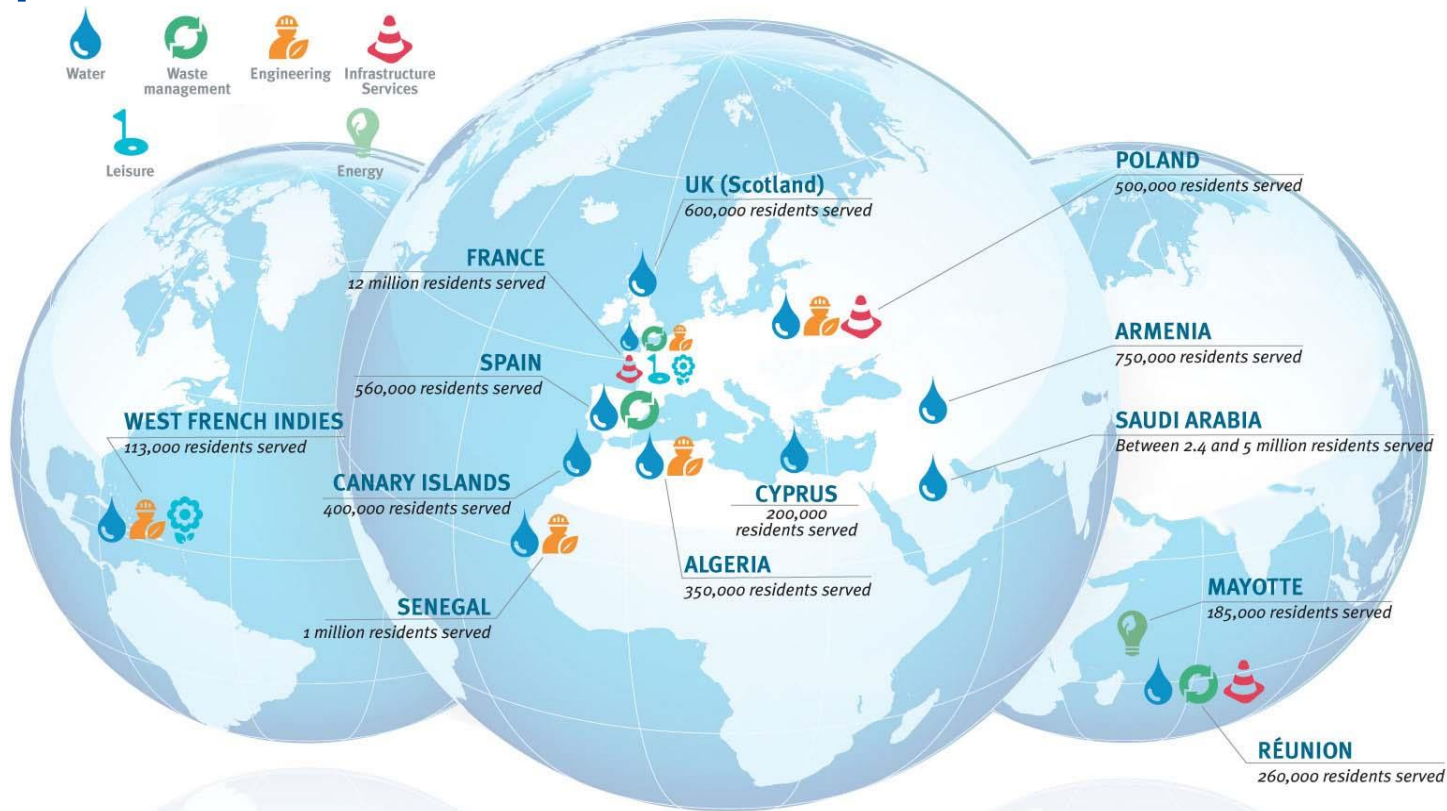
- from Sopot
 - Pumping Stations - 3 pcs.
 - Network - length over 74 km



Our Public-Private Partnership structure:



SAUR Group



Staff of SNG

Total number of
employees
544 pers.



293 pers.
*Blue-collar
workers*

251 pers.
*White-collar
workers*

Employment structure

- Gdańsk - 462 pers.
- Sopot - 28 pers.
- Harbour - 18 pers.
- Other - 36 pers.



The organization of SAUR Neptun Gdańsk SA

- The SNG organization:
 - Customer service
 - Exploitation and services
 - Accountancy
 - Human resources
 - **Training Centre**
 - Laboratory
 - Technological Supervision
 - Administration & Logistics
 - Health & Safety
 - IT
 - Public Relations

The Training Centre in SNG was set up in 1992 and its role involves realizing and organizing internal and external coaching in the annual program of training sessions specially designed to our Staff.

- **The Training Centre provides multiple forms of employee learning eg.:**
 - **Training sessions** - programs to help employees learn specific knowledge and skills to improve performance in their current positions in company.
 - **Development courses** - more expansive and focused on employees' growth and future performance.

Each year, the Training Centre prepares a list of training sessions according to current needs. Organization of personnel training (dates, places and the number of participants) is adapted to the company's expectations to avoid a disruption of the normal operation of the company.

What does Training Centre offer?

- **Mandatory training and job competence required by law**
 - Safety (standard, work in hazardous areas, etc.)
 - Special licenses for
 - Drivers
 - Operators
 - Electricians
- **Training focused on developing skills**
 - New technology (water production, wastewater treating)
 - New Special Software
 - New equipment
 - Multi-skilling

What does Training Centre offer?

- **Staff development**
 - Team work
 - Business Academy
 - The employee - company's ambassador
- **Healthy lifestyle**
 - Personal Stress reduction
 - First Aid
 - Spine problems prevention.

Each training is followed by a feedback survey investigating the weaknesses and strengths of the training and the coach with a focus on the participants' expectations and suggestions.

Are our employees happy?

Morgan Blake contributor of Forbes in 2015 wrote:

”Happy Employees Equals Happy Customers”

”Happy management techniques = happy agents = happy interactions = happy experiences = happy stock price.”

How can we check this?

- **Ways of gaining feedback:**
 - KPI analysis
 - Quality of our services (according to standards, legal regulations etc.)
 - Customer opinion survey
 - Employee opinion survey
 - Meetings with employees

Always read analysis, survey reports.

Ask your team about their expectations.

Do your best to make your employees happy.

How can a positive customer opinion be created ?

- Lead transparent information policy
- Organize Doors Open Days
- Research opinion polls



You are welcome to find out about all these facts for yourself.

We invite you to:

- Visit Gdańsk
- Enjoy the charm of our City
- and Try our tap-water during your visit

Thank you for your attention 😊

