



AN ENVIRONMENTALLY CONSCIOUS COMPANY USES UL'S WORKPLACE HEALTH AND SAFETY SOLUTION TO HELP FULFILL ITS QUALITY-OF-LIFE MISSION



When you turn on the tap and fresh water rushes out, you may have United Water to thank for its efforts. The company's mission is to "Provide innovative water and waste management solutions that improve the quality of life in the communities we serve."

United Water is responsible for treating approximately 955 million gallons of drinking water and 1,200 million gallons of wastewater in the U.S. every day. A leader in the water services industry since 1869, United Water has nearly 2,300 employees. It serves 5.7 million people in 21 states, operates 100 municipal water systems and owns 20 regulated water utilities.

THE CHALLENGE

The company needs eminently qualified, well-trained employees to achieve its objectives. With a geographically diverse workforce, its staff development programs must:

- Be accessible around the clock
- Feature practical applications
- Be compliant with regulations
- Promote human health and safety for workers, customers and the world

"PureSafety really helps us align our learning solutions based on the needs of our workforce."

Joe Marano,
Manager of Learning and Development, United Water

"We believe in customizing training based on individual needs and making it an enjoyable learning experience. This is critical for our pursuit of excellence in protecting the environment and keeping people safe," said Kanwer Khan, director of compliance for United Water Environmental Services.

Khan said the company approaches needs-based training on two levels: From a technical perspective, what do employees need to know based on their individual responsibilities and regulatory obligations? From a people perspective, what is the most effective way for them to learn and what should be done to facilitate necessary behavior change?

"We have office workers, technicians working in the field, scientists doing research, and we are subject to federal, state and local jurisdiction requirements," said Joe Marano, manager of learning and development for United Water. "We need to ensure everyone has full access to training."

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THE SOLUTION

Along with the 2008 acquisition of Earth Tech's North American Contract Operations, an environmental services company, United Water acquired an existing relationship with UL Workplace Health and Safety and its PureSafety software solution to help address safety, health and environmental training and compliance requirements.

"Because the system was effective and UL Workplace Health and Safety offered a robust catalog of courses, we expanded our agreement so everyone in our company has access to the PureSafety learning platform," Marano explained.

RESULTS

The company recently added access to 36 courses in the UL library, bringing the total number of courses it uses to more than 100. Meanwhile, the number of United Water employees who access UL's courses increased 60 percent in four years.

"UL Workplace Health and Safety helps us in a number of different ways," Marano said. "We can access the required courses needed for our employees on demand. They can start a course, and if they need to, go back later and pick it up where they left off. We assign a timeframe to complete each course, which establishes an expectation and also gives them flexibility to balance training and job duties."

In addition, the system is user-friendly, particularly on the administrative side. "It is able to show managers which employees need training and if there is any required coursework that has not been completed. It really helps us align our learning solutions based on the needs of our workforce," he said.

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