

# the pipeline

Edition 4 April 2025



## Foreword – Niall Gleeson, CEO Uisce Éireann



Dear Colleagues,

As we embrace the Spring season, I want to recognise the exceptional efforts you all made during the storms that affected our country and operations in the first couple of months of this year. Your resilience and commitment in these challenging conditions have been truly inspiring, especially as we adapt and change the way we work together.

The dedication of our teams - whether responding to emergencies, restoring services, or ensuring our systems operate smoothly - has been vital in safeguarding the well-being of communities across Ireland. Your professionalism and unwavering determination during these storm incidents did not go unnoticed. The collaborative approach of Uisce Éireann with other national organisations has received high praise, highlighting the unparalleled skill and expertise of our Water Services staff; so thank you everyone and well done on all the hard work.

In the meantime, we're making strong progress on our journey to transform Uisce Éireann with roughly 18 months remaining before we move to a Business-as-Usual model. We have reached several important milestones along the way, and with Asset Operations fully established within the new national structure this year, we are taking a major step towards our goals.

The Transformation Programme is crucial in shaping the future of our organisation, and it's your dedication, hard work and teamwork that is bringing our vision for the future to life, ensuring we can deliver water services for generations to come.

I understand that many of you with long and distinguished careers in Water Services with Local Authorities have already chosen to transfer to Uisce Éireann. For those still considering their future, we're

committed to keeping you informed and updated, and we hope you'll soon decide to join us. We have consistently communicated our desire to welcome as many Water Services staff as possible to Uisce Éireann, as this will bring certainty and stability to our teams and services. There is a permanent role available in Uisce Éireann for each person currently working in Water Services, and all terms and conditions are secured under the Framework Agreement.

Together, we are moving forward, and I am excited to see all that we will achieve as part of this transformation in the coming months.

Thank you for your dedication to Water Services and the communities you serve.

Regards,  
**Niall Gleeson**  
CEO, Uisce Éireann

## Ger Cowhig, Head of Asset Operations



After Storm Darragh in December 2024, I was hoping that 2025 would be a little kinder to us all, as storms take their toll on everyone and our assets. But as we know, Storm Éowyn, the worst storm to hit the country in living memory, rampaged its way across Ireland leaving record numbers without power or water. At its peak, we had about 160,000 people without water, with a further 760,000 at risk. A large number of wastewater treatment plants were also affected, however thanks to all of you working in Water Services, that number reduced significantly to about 1,300 in a week or so, with all our wastewater sites back up and running too.

We have always known and appreciated the experience, local knowledge, and expertise that we have within water services for many years but as was pointed out by our CEO in his foreword, we truly lived up to the value that 'We Work Better Together', and in so doing ensured homes and businesses had water as soon as possible. For that, you deserve great credit and thanks.

A Transformation Programme of any type is complex, and this one is no different. We are changing elements of how we work to try and improve efficiency and work/life balance of our staff, but it takes some time for these benefits to become realised and felt by the individuals doing their job diligently, and this can lead to frustration. We are confident that the changes we are introducing now in terms of the increased use

of Handheld usage, County Wides, ProWork, Work Scheduling and Lone Working to name a few will improve how we work and the WorkLife balance our staff deserve.

We are eager to see as many colleagues transfer as quickly as possible to ensure the safety of our staff and continuity of service. We believe this is not simply better for making a success of the new national structure, but we also think it will boost the careers of those who make Uisce Éireann their home. We also understand that this is a big decision for most of you and fully respect the timelines in the Framework Agreement.

We are now seeing real momentum in transfers from the Local Authorities. As we enter quarter two of 2025, we know that 321 people have now transferred to Uisce Éireann with a further 690 letters of offer at review stage. Recruitment has also been busy with approximately 480 roles filled in Asset Operations in 2024 and 120 roles filled so far in 2025. Following the competition for the senior operative roles, approximately 273 senior operators offers are with LA Caretakers at the moment and the response has been very favourable to date.

We must plan for the near future when the Framework deadline has passed, and that deadline is approximately 18 months away. As we allocate roles to transferring colleagues, we need to ensure that each colleague has their terms and

conditions correctly set up. This is a complex task that covers areas such as Time and Attendance, Pension, Pay and elements of HSQE.

As we have learned for many years at Uisce Éireann, each incident and crisis can teach us a lot. Another of our values is that 'We Keep Each Other Safe'. During the storms, we found ourselves in a situation where some of our staff could not communicate with each other. We all saw the risks this created and we take our responsibility to the safety of our staff incredibly seriously. Better technology would have significantly helped, and for that reason, we will be working with staff to adopt our technology and devices to ensure that everyone is fully compliant with technical and safety obligations before the next emergency.

I appreciate this is a challenging time for all. Change is never easy, and we will meet with as many colleagues as possible over the coming months to answer your remaining questions. We will also bring you stories from those who have transferred across to Uisce Éireann already, and they will hopefully assist you to better understand what Uisce Éireann has to offer and what it is like to work here.

I am proud of what we are achieving together building the future Uisce Éireann and know that you are proud of the role you play within your communities. We want you to continue to do that work, and we will support you to do that for the remainder of your careers if you so desire.

By the time we reach the end of this year, we will have a better picture of what the future of Asset Operations and Uisce Éireann will look like and I hope as many of you as possible will join us to continue to deliver water services for Ireland.

Thank you.

## Health and Safety Update

### WorkSafe HomeSafe (WSHS) Handbook

We Keep Each Other Safe is one of our core values and over the last number of months, we have been rolling out Uisce Éireann's WorkSafe HomeSafe Handbook to water services staff. This handbook provides clear guidance on maintaining personal safety, returning home safely each day and ensuring the safe delivery of our activities.

Given the nature of our work, some environments may present potential risks. That's why training, guidance, processes, and collective and individual ownership of safety are essential. The WSHS Handbook identifies key hazards, controls and responsibilities to ensure that routine tasks can be carried out safely and is a 'go-to' resource for all Health and Safety activities.

The WSHS Handbook should be referred to daily when carrying out work, acting as a key resource

for ensuring safe practices are followed. Line managers should actively reference it when engaging with frontline teams, reinforcing its importance, and ensuring safety remains a top priority for daily operations.

Remember, there is no job so important that it cannot be done safely. Never put yourself or others at risk and know that you will always be supported to stop work if you have safety concerns.



## Health and Safety Update

### Lone Working

Uisce Éireann is currently rolling out a Lone Worker device to be carried/worn when carrying out a Lone Working activity. The Lone Worker device can be attached to a belt clip and allows lone workers to raise an alarm if they require emergency help or support.

To find the definition of Lone Working, how wearing a Lone Working Device will keep you safe, FAQs, guidelines and more, check out the WorkSafe HomeSafe Handbook or visit the Lone Working page on the Safety Resource Hub.



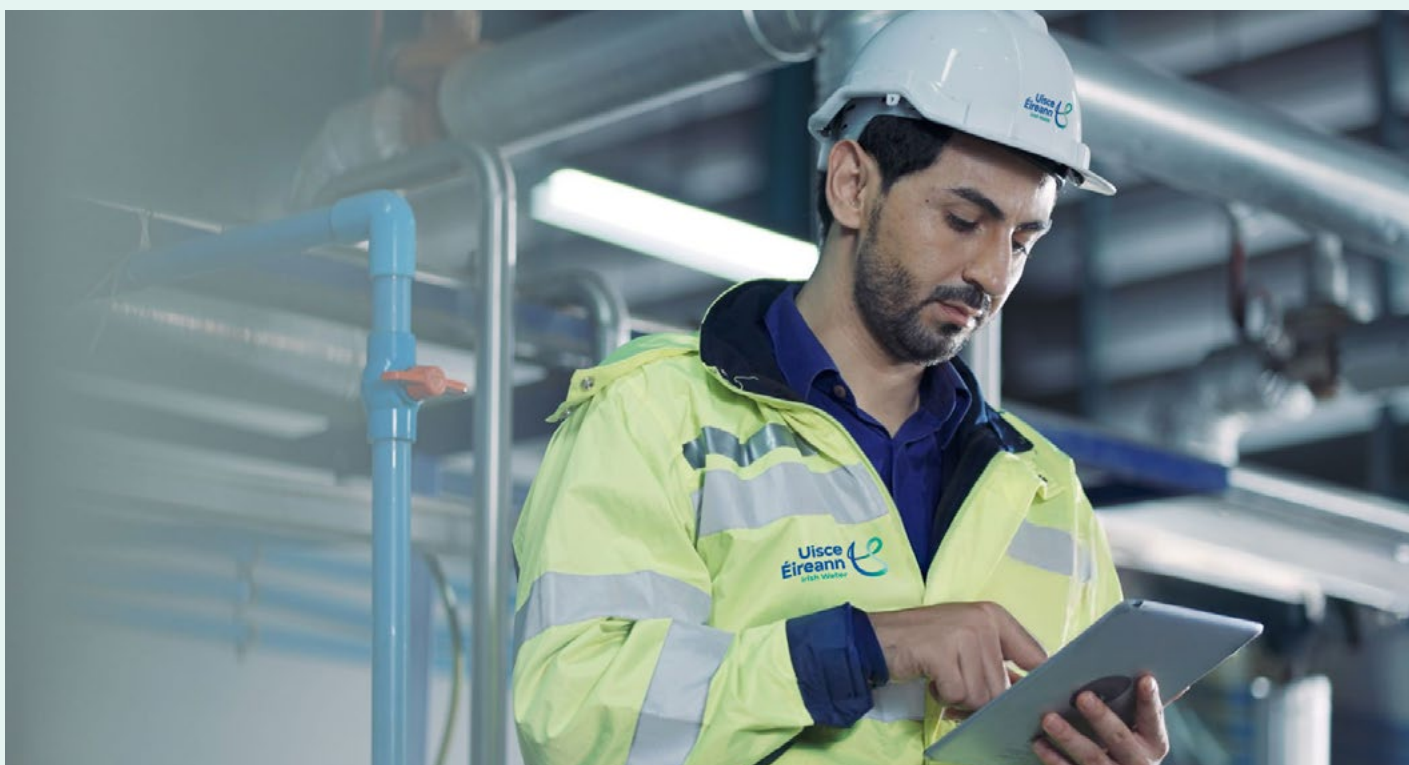
### ProWork

ProWork has been selected as Uisce Éireann's dedicated Traffic Management System. It is a significant step towards centralising traffic management for UÉ and not only enhances safety, efficiency and compliance but also ensures that traffic management plans are stored centrally and are easily accessible.

The ProWork application can be used on Uisce Éireann devices and allows identified Water Services staff to generate a fully compliant Chapter 8 digital Traffic Management (TM) Plan.

As part of this rollout, key staff from M&R and Leakage crews are being identified and trained on the ProWork app. Along with this, we will roll out training on the UÉ safety systems for

Networks which will include safety tools such as the Uisce Éireann SSWP to enable a consistent and safe way of us working on our roads. This training has commenced in Donegal and will be rolled out nationally.



## Asset Operations Out of Hours

Uisce Éireann will be phasing in the new Asset Operations On-Call Policy during April for Uisce Éireann staff in the Frontline and some Centres of Excellence. Standby and Callout Rotas will be reviewed and/or introduced to ensure that Asset Operations have the capacity to respond during Out of Hours and that appropriate staff are available. We will be trying to ensure that staff are not always on call, that the right people are available at the right time and that staff are compensated fairly. This policy implementation will take a period of time to bed in as we move through the current process of change.

## Staff Engagement Sessions coming to you soon

It is hard to believe but we are just over 18 months away from the end of 2026 when Local Authority Water Services Staff must decide if they would like to transfer to Uisce Éireann or remain within their Local Authority working within another function. Uisce Éireann has been clear about the fact that there is a role in the organisation for all LA Water Services Staff who work 50% or more of their

role within Water Services. This has not changed and we want as many as possible to transfer across to our shared organisation. We know that you still have questions, therefore, we will be out to meet with you again in the coming weeks and months and are committed to assisting anyone interested in transferring to do so. It is Uisce Éireann's preference that you make an informed decision soon, as this will allow for an orderly transition as we approach January 2027. Please attend the briefings in your area and keep informed on what is happening. For more details, please see [www.water.ie/joinus](http://www.water.ie/joinus)



## Technical Learning & Skills Apprenticeship Opportunity!

**Bachelor of Engineering in Civil Engineering QQI level 7. Three year Apprenticeship Programme open to existing UÉ and Local Authority Water Services Staff (>51% FTE) of ALL ages. On completion of the two-year programme, successful graduates will obtain a Higher Certificate and may advance to the final year toward the award of a Bachelor of Engineering Degree.**

**Programme Title:** Civil Engineering Apprenticeship  
**Duration:** Three Years (Total)  
**Certification:** B Eng in Civil Engineering

### Entry Requirements

- Must qualify under Uisce Éireann Further Education Policy except that Civil Engineering does NOT need to be related to your current role
- Be at Least 18 years of age
- Hold QQI Level 5 (or equivalent)
- Hold a minimum of a pass Grade in Maths at Level 5 (or equivalent)
- Solid literacy, verbal and numeracy skills
- Good computer skills

### Applications

- Apply on the Civil Engineering Apprenticeship Application Form before 30 April 2025
- Must have Manager Approval

- Head of Function Approval will be sought for successful candidates
- Must be included in 2025 Development Plan
- Candidates shortlisted for interview will be contacted in May with interviews to follow

### Programme Structure

#### **Off the job training includes: (Cork/ Galway Campus)**

- 1 Week residential (week one) – Project Based Learning
- Lectures delivered online (1 day/ week (8Hrs))
- Attend Campus 1 day per month (Friday) for Labs/ Workshops

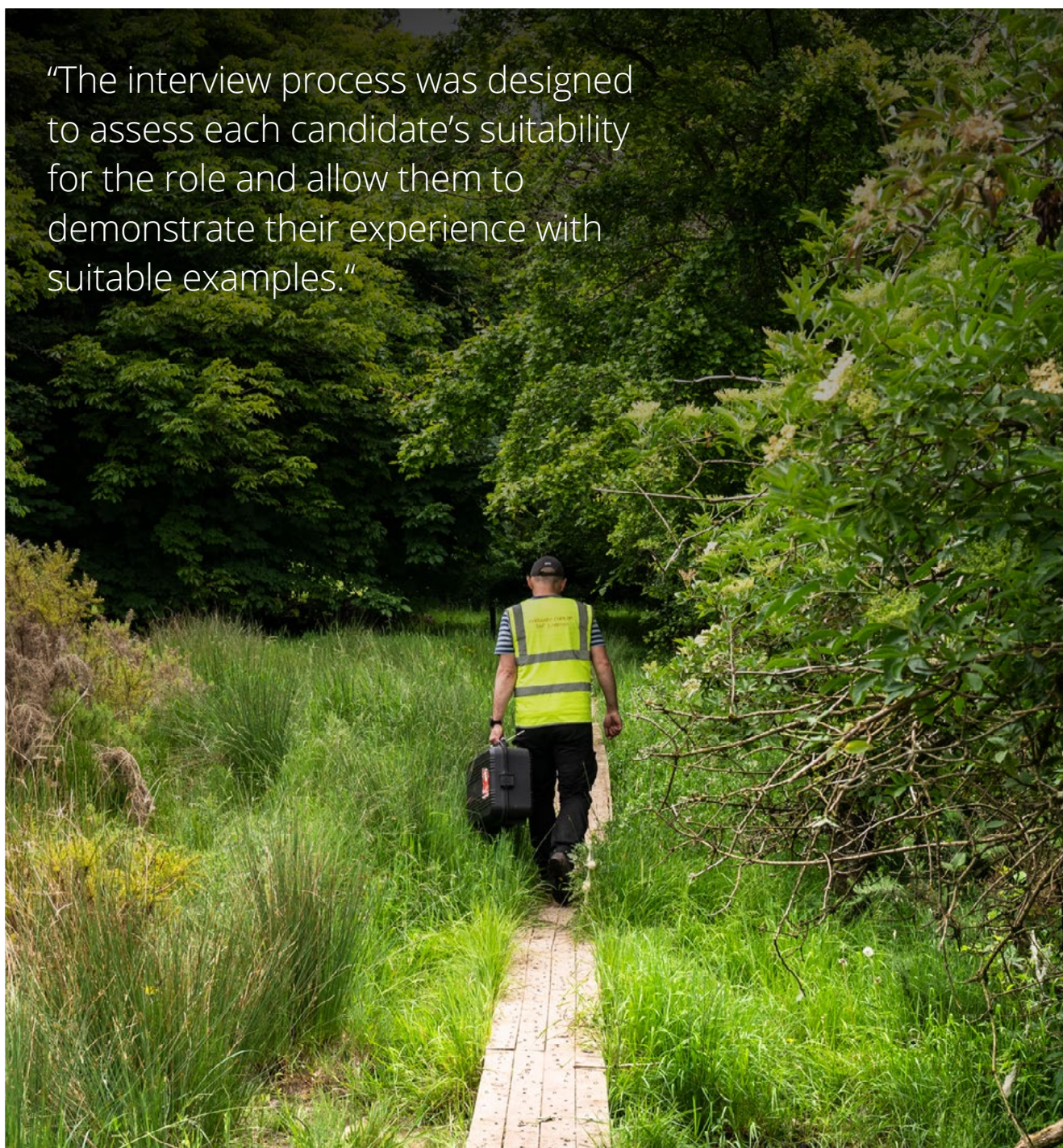
#### **On the job with UÉ Mentor to include:**

- Workplace Logbook
- Case Studies & Technical Projects
- Performance Review

## Uisce Éireann Campaign Offers Promotion Opportunities for Caretakers

In an exciting initiative to promote career advancement and professional growth, Uisce Éireann recently launched a campaign that provides Caretakers at G Grades the chance to apply for promotions and transfer from their Local Authorities to Uisce Éireann. This move aims to recognise the hard work and dedication of caretakers and offer them a tangible opportunity to progress in their careers within their field of expertise.

"The interview process was designed to assess each candidate's suitability for the role and allow them to demonstrate their experience with suitable examples."



## A Pathway to Promotion

Historically, many caretakers employed by Local Authorities have remained in their roles without clear advancement opportunities. By launching this campaign, Uisce Éireann has created a clear pathway for G grade caretakers to secure better positions and grow professionally. The move reflects Uisce Éireann's commitment to fostering a supportive environment where employees can thrive, with opportunities for skills enhancement and career progression.

The campaign was open to all G grade caretakers who met the eligibility requirements, providing them with a unique chance to move into Uisce Éireann, a company focused on improving Ireland's water services and delivering for communities. The new opportunities are expected to open the door to better job security, competitive salaries and long-term career development prospects for many workers who have spent years in Local Authorities.

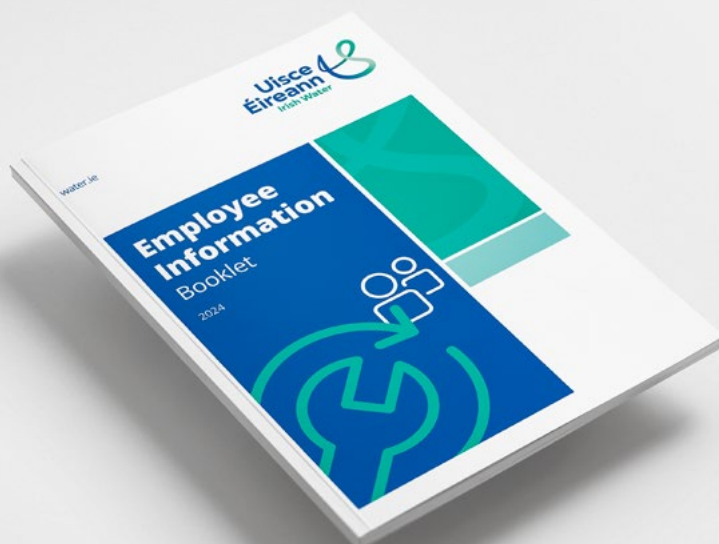
## The Application and Interview Process

To ensure a transparent and merit-based selection process, interested caretakers were required to submit formal applications and sit through an interview process. This rigorous approach aimed to select the most qualified individuals while also providing a platform for candidates to demonstrate their skills, experience and dedication to improving Ireland's water services.

The interview process was designed to assess each candidate's suitability for the role and allow them to demonstrate their experience with suitable examples. For many caretakers, this was an exciting chance to showcase the expertise and knowledge they had gained over the years while working in Local Authorities. Successful candidates not only received a promotion but were also offered the chance to transition into a new and rewarding environment at Uisce Éireann.

## A Win-Win for Employees and Uisce Éireann

This promotion initiative is a win-win situation for both the personnel involved and Uisce Éireann. For the employees, the ability to apply for higher-level positions, experience career progression and enjoy improved job satisfaction represents a significant step forward in their professional lives. Meanwhile, Uisce Éireann benefits from the knowledge and experience of caretakers who are already well-versed in the field, which can help the organisation enhance its overall service quality and continues its mission of providing world-class water services to Irish communities.



New joiners can access the Employee Information Booklet here

## Top Tips on Transferring to Uisce Éireann

**Maeve Devaney is a HR Lead in Uisce Éireann and is based in the Northwest Region. With more colleagues transferring in greater numbers, we asked Maeve what her Top tips for transferring were.**



It is useful to outline the process for anyone who has not yet engaged with us here in Human Resources. Those who are interested in transferring should all receive a mapping conversation. This will give clarity on your role in the new structure. Then you should contact [lastaffqueries@water.ie](mailto:lastaffqueries@water.ie) to request a Data Collection Form to start the process. Interested parties fill in the forms themselves, and we send it to the Local Authority to request the data. The LA HR team provide the data through secure sites abiding by GDPR guidelines. We review and process the data, connecting with the council to understand the data and create an offer based on their current salary and water related allowances. You then review the offer letter and decide if you would like to transfer with this offer, decline and remain at the council to consider redeployment, or wait until 2026. If you decide to progress to transfer, we need your pay model decision and ideal starting month. We can then issue a contract with a start date, for you to sign and resign to the council.



### 1 Understand your mapped role

Each person will receive a conversation from Management to advise what role you will transfer to, where it is based and what role you will report to. The IMT or the proposed line manager can discuss this in detail with you. The mapping team consider the role you hold in the council and map this against the UÉ organisation chart to align to the most similar position in our structure. They align based on your role solely. We do not have anyone's salary information, so it is not based on your current salary.

### 2 Choose your pay Model

You can decide between the Mirrored LA Pay Model, or the UÉ Pay Model. This decision does not impact the role you map to, your terms and conditions or the salary you join with. This decision advises us how to manage your salary going forward and how to process increases. The Mirrored Pay Model is set up to reflect the Council model you are currently on. You will transfer on your current pay scale. You would continue to receive any Public Sector Agreement (PSA) increases, as they fall due, as you would have if you remained at the Council. You would also receive any remaining increments on your pay scale, up to the maximum amount on the scale.

There is no PRA available on this model. If you opt for the UÉ Pay Model, you will be eligible for Pay Progression, a percentage increase on your base salary, as negotiated with the Unions. On the UÉ Pay model, we also offer a Performance Related Award (PRA). This is an annual lump sum payment based on your performance over the year, calculated as a percentage of your base salary.

### 3 Confirm your annual leave/TOIL balance

You will need to confirm your leave balance with the Council HR Team and aim to utilise this before you finish. We cannot transfer the balance of your leave to Uisce Éireann, so your options are to use all your annual leave or ask if the Council can buy the time from you.

### 4 Pick the best start date for you

Consider what time of year would suit you best to start your employment with UÉ. We can cater for any start time between now and December 2026. When considering your start date, factor your annual leave balance and when you could take this and if you have any TOIL to use. Let us know what month suits you best and we will suggest a start date for your contract. Our payroll team can forecast when your last pay will be from the Council, when your first pay will be from UÉ, and therefore the most suitable start date for you. The aim of this is to reduce any financial pressure on you, so that you are not without payment for weeks at a time.

### 5 Finalise your transfer

All Council staff are required to submit their resignation to the Council within their contractual notice period.

This may be four weeks, although check with the Council HR Team as it may be longer. After we receive your signed contract and documents, we advise the Council HR Team of your start date with us. It is best if you connect with them too, so they are aware.

### 6 There are no silly questions

We are now halfway through the transfer period. Connect with your transfer lead to enquire about pay models, verify salary, allowances and terms and conditions which will carry over. We will work to answer as best we can and connect you with the Regional Operations Managers or O&M Managers for any role-related queries. We want you to fully understand and be comfortable with the transfer experience.





## Work Package 1

**Coming soon to our frontline operations team across the country, we are pleased to roll out our new initiatives and ways of working.**

### What to Expect:

We are calling the first batch of initiatives Work Package 1, which aims to create a fresher workflow by fostering communication and coordination among our teams. There are some key components to the Package.

#### Team Lead & Scheduler

**Collaboration:** Schedulers and Team Leads will work more closely together, ensuring that everyone is aligned and informed about ongoing work and priorities.

#### Operational Site Check Work

**Orders:** This will allow for more effective management of work, leading to a clear digital record of site rounds and recognition of those who completed them.

#### Handheld Units Refresh &

**Rollout:** We will be providing handheld units to team members who do not currently have a device but want to have one. This will enable teams to receive work orders directly from scheduling and dispatch, allowing Team Leads and supervisors to focus on frontline work, for work to be recorded digitally and for recognition.

## Success Stories:

We are already seeing remarkable results from Schedulers collaborating with the Frontline across the country. Already, there are technical staff being freed from scheduling and dispatch activities, allowing them to focus on their core roles. This initiative has not only reduced open work orders but has also helped resolve issues more efficiently, ensuring that our staff are recognised for the valuable work they do.

## Upcoming Deployments:

Following our first deployments in Kerry and Leitrim, we will then go to our colleagues in Louth Water, Clare and DLR Water. We have also engaged with managers in several other Water Service Areas to begin understanding timelines and readiness for the next set of deployments. These Water Service Areas include:

### North West

Cavan / Monaghan  
Donegal  
Galway  
Mayo Wastewater  
Mayo Water  
Roscommon Wastewater  
Sligo

### South West

Cork City  
Cork County  
Limerick

### East

DCC  
DLR Wastewater  
Fingal  
Kildare  
Louth Wastewater  
Wicklow  
Meath  
South Dublin

### South East Midlands

Tipperary  
Waterford Water  
Westmeath / Longford  
Wexford  
Laois / Offaly

We look forward to working with operations in all Water Service Areas in due course to bring the collaboration, recognition and support being delivered through Work Package 1. Your dedication and hard work are what make our success possible, and we are excited to support you with these tools and partnership.

Stay tuned for more updates as we roll out this initiative and thank you for your continued commitment to Water Services.

## Meet the People: Delivering Water Services for Ireland

Many of our colleagues from Local Authority Water Services have now transferred to Uisce Éireann bringing with them years of experience and local knowledge. In this series, we meet some of those who have already made the decision to join Uisce Éireann. Keep up to date with our Meet the People videos and profiles on the UÉT page on The Zone.

Here we're featuring Rodger Larkin, formerly of Offaly County Council, now working as a Water Network Team Lead for Laois Offaly and Marie Finneran, Drinking Water Compliance Technical Lead in the North West region, formerly of Roscommon County Council.



**Rodger Larkin**

I'm Rodger Larkin, I live in Killurin, County Offaly about 6 miles away from Clonaslee water treatment plant in Laois. I'm in water services since 1997, starting off as an apprentice electrician in Offaly County Council. Currently, I'm Water Services Team Lead for Laois Offaly and I manage a team of 13. It's demanding but I get great support from my Line Manager. My father worked in water services for 47 years so it's in the blood and for me, it's the only show in town.

My transfer to Uisce Éireann was seamless, it took about 2 months from when I signed my contract to actually starting. It's been a great way to further my career and there are lots of opportunities ahead. Uisce Éireann invested in this plant about 3 years ago, before that I was working in a plant built during the 1960s so that's a very welcome change.

For anyone who has doubts about transferring and is nervous about using the technology, the support is endless, it's there at the end of the phone. I've no regrets, I'm very happy in my role.



**Marie Finneran**

Marie Finneran is Drinking Water Compliance Technical Lead in the North West Region in Roscommon. She transferred to Uisce Éireann in August 2024 from Roscommon County Council and for Marie, the experience has been: "Excellent! Everyone has been so welcoming and helpful."

I particularly relate to UÉ's organisational values and aim to incorporate them into my daily work. For me the time was right for change and for anyone who is who is considering transferring over

my advice would be, don't be sitting on the fence or worrying about change, the welcome, support, training and mentorship provided will make the move seamless and enjoyable.

Marie is living in Dysart in south Roscommon, is a prolific reader and enjoys walking and GAA (great sideline referee). She's married to Charlie and has 4 children, Dara, Siafra, Luka and Jonah and 2 dogs, Ella and Ashy.

## Onboarding at Uisce Éireann

**At Uisce Éireann, a well-structured onboarding process is key to setting our new employees up for success, ensuring they feel welcomed, engaged and confident in their roles while enhancing job satisfaction, productivity and alignment with our values and culture.**

The Onboarding Coordination team plays a crucial role in ensuring a smooth transition for LA Transfers and New Hires by providing a welcoming and supportive environment with guidance through every step of the early days with the company.

From the moment a contract is received by a new employee, the onboarding team will initiate a structured journey designed to support seamless integration into Uisce Éireann. A welcome call and starter pack introduce the

company, while the processing of their contract triggers an automatic notification about mandatory training and documentation. Recognising the importance of early engagement, the team follows up with another welcome call to offer support, clarify expectations and ensure they understand key details, including the requirement to spend their first two days in the office.

On their first day, new joiners are personally welcomed by their Line Manager, given an office tour and introduced to their colleagues—

helping to build early connections within the company. They receive their necessary equipment, access to the digital employee handbook and details about their upcoming corporate induction. This structured approach ensures that every new hire feels prepared and supported from day one. Throughout the first week, new employees participate in formal induction sessions and training while being introduced to workplace benefits through the Onboarding Portal. They also have access to an onboarding drop-in clinic for any questions or concerns. Over the first two weeks, regular check-ins with their Onboarding Coordinator ensure they feel supported, engaged and fully integrated into the organisation.

## Additional Team Leads to support Field Force teams

**The new national Asset Operations organisation structure is beginning to be rolled out across the country and as we localise this structure, Uisce Éireann gains more insight on where additional support is needed.**

While carrying out the exercise of localising the national structure, it also clearly highlighted the need for additional interim Team Leads to help manage the interim Field Force teams on the ground.

Uisce Éireann is currently in the process of engaging with the Frontline O&M Managers on Team Lead recruitment to progress this as quickly as possible. The Team Lead role is a pivotal one to ensure our frontline teams have as much support as they need, therefore this recruitment campaign is a priority for Uisce Éireann.

The exact method to fill each post will be determined with the Frontline O&M Managers to allow for local factors, but the below factors may lead to identifying a suitable candidate:

- Mapping
- Appointment from existing panel (either external or from UÉ/LA) – where a panel exists
- Closed competition (within current LA or Water Service Area)
- External competition (extension of existing panels)

## Exciting Developments for the Uisce Éireann Property Strategy

### Suitable locations identified for several UÉ Offices, Operations Centres and Satellite Stores

Uisce Éireann Facilities Property Team continues to make great progress in moving ahead with our property strategy. As of Q1 2025, we have identified suitable locations for the first 10 Offices, 10 Operations Centres and over 20 Satellite Stores. As part of our strategy, locations are chosen to ensure that there is minimal additional travel time for people who choose to transfer from a Local Authority and to have a good regional spread of UÉ assets across the country.

#### *What is our property strategy?*

Our property strategy includes the addition of new regional office locations for office-based employees, Area Operational Centres and Stores for front-line operational employees and a network of Satellite Stores.

By 2026, our property portfolio will include:

**16**  
new offices in addition to UÉ's current 9 offices

**21**  
new Area Operational Centres located around the country including two larger Central Distribution Centres in Cookstown and Cork. Operational Centres also include Stores

**46**  
Satellite Stores located on Asset Operations Sites



Naas Operations Centre, Momentum Logistics Park, Naas

Here are some key updates on locations that may impact you: Operations Centres in Naas, Cookstown and Cork.

We were delighted to open our first Operations Centre in Sandyford last November 2024. Another Operations Centre in Naas, Co. Kildare is nearing completion and is expected to open by April 2025. This facility will provide a base for our front-line operational staff in the region, along with an Area Store to support the Inventory Strategy.

We have issued the tender for the fitout of our largest Operational Centre in Cookstown (Dublin 24), which is co-located with

one of our two national Central Distribution Centres (CDC). We expect to commence construction in Cookstown in mid-2025 with the stores element going live before year end.

The site for the Cork Operation Centres and CDC has been selected and is in design phase. We expect the stores element to open towards the end of 2025.

Suitable locations for Operations Centres have also been identified in Cashel, Monaghan, Navan and Waterford. We have completed property searches in three more areas and are continuing to look for suitable properties in the remaining locations.

## Satellite Stores

Working closely with our colleagues in the Inventory team, we are progressing the delivery of the Area Stores in Waterford and Monaghan along with associated satellite stores to go live in Q2 - 2025.

Our team is working closely with our colleagues in Asset Operations to identify suitable sites for the satellite stores based on existing Operational Sites. We are aiming to bring up to 30 of these satellite sites operational in 2025.

## Office locations in Galway, Wexford and Dundalk

Towards the end of 2024, we signed a lease for a new Galway office located in Crown Square, Monivea Road, Galway, and will start fitout in May. We plan to open this office before year end. We have new offices identified for Wexford and Dundalk and are progressing the detailed design on these facilities. In a few locations, negotiations are underway

with Local Authorities to extend our stay in the current offices beyond 2026. For the remaining offices where we have yet to identify a location, we are exploring the operational requirements to ensure we are looking for the right type of offices in the right locations. We are also looking at opportunities for some of the smaller offices to be located on existing Operational Sites.



Monivea Road, Mervue Business Park, Galway

## Values and Behaviours

Staff from local authorities and Uisce Éireann worked together to agree on a set of values and behaviours that everyone can relate to, that we can do as part of our day-to-day job and that summarise how we want to behave as we work together.

We deliver for customers and communities	We work better together	We do the right thing	We aim high	We keep each other safe
<p>The work we do impacts people's everyday lives, enabling communities across Ireland to thrive. We take pride in our local knowledge and expertise - always providing an excellent service customers can trust and rely on.</p>	<p>We combine our individual strengths to achieve what would be impossible alone. We listen. We share knowledge and learn from each other. We embrace our differences, so people feel supported to grow and be their best. We recognise and celebrate success.</p>	<p>We treat each other with respect and kindness. For the benefit of our co-workers, communities and planet, we stand up for what we believe is right, not what is easy. We're open, we speak up and we know when to say no. And we trust that everyone does these things regardless of who's there to see it.</p>	<p>We never stop learning, growing and looking for ways to be better. We challenge the accepted to improve how we do things. We deliver on promises. We set a positive example. We understand that our actions today shape a sustainable future for all.</p>	<p>We own our work and know what needs to be done to make it happen safely. We're thorough and put the time in. We follow process. We think before we act. We put people and their well-being above all else. And we go home safe at the end of every day.</p>

## Values and Behaviours Guide:

The Values and Behaviours guide outlines how the values and behaviours apply to our daily work. It uses the five values to demonstrate what is expected at each grade. This will help staff understand how they can use the values to support their work, manage their performance and develop their careers. The guide will also play a role in the interview process and performance management process. An interactive guide is available on The Zone and over the coming weeks hard copies will be distributed to offices and depots.

## Career Development:

### 1. How to use the values and behaviours at interview for a role in Uisce Éireann

The values and behaviours will be used at all Uisce Éireann interviews

- The interview format will continue to be a behavioural competency-based interview, with a focus on how you demonstrate skills and values in your work.
- Candidates must use the STAR model (Situation, Task, Action and Result) when answering a question.
- Interview panels will ask 3–4 behavioural questions and one general or technical question.
- For Field Force roles, the interview will focus on technical questions linked to our values and behaviours. When answering knowledge-based questions, candidates should draw on their technical expertise.
- As you progress in your career, expectations grow. For example, if applying for a C Grade role from a D Grade, you will need to demonstrate actions at that level as well as those from previous grades.

### 2. How to use the values and behaviours in performance management

If you are an Uisce Éireann employee, you will be completing performance management with your manager. The Values and Behaviours will be a part of this process with group objectives and values being set at the start of the year for all Field Force roles at Grade G & F.

For all other employees, performance management will include setting individual objectives, assessing values and behaviours and creating development plans.

## Contact us

Please note that we are always available to chat to you and answer any question you may have in relation to any of the information above.

Feel free to check our dedicated website at [www.water.ie/JoinUs](http://www.water.ie/JoinUs) where you can find more information on the Uisce Éireann Transformation Programme.

You can call us on **(01) 237 2966**. Alternatively, you can email your query to [LAstaffqueries@water.ie](mailto:LAstaffqueries@water.ie).

## Connect with us

You can keep up to date with Uisce Éireann on social media. We're present on Facebook, Instagram, LinkedIn, X and YouTube. Simply search for Uisce Éireann and start following!

