

People Management I Workshop
IWA World Water Congress, Tokyo
September 18, 2018



Securing and Fostering Human Resources in Tokyo Waterworks Group



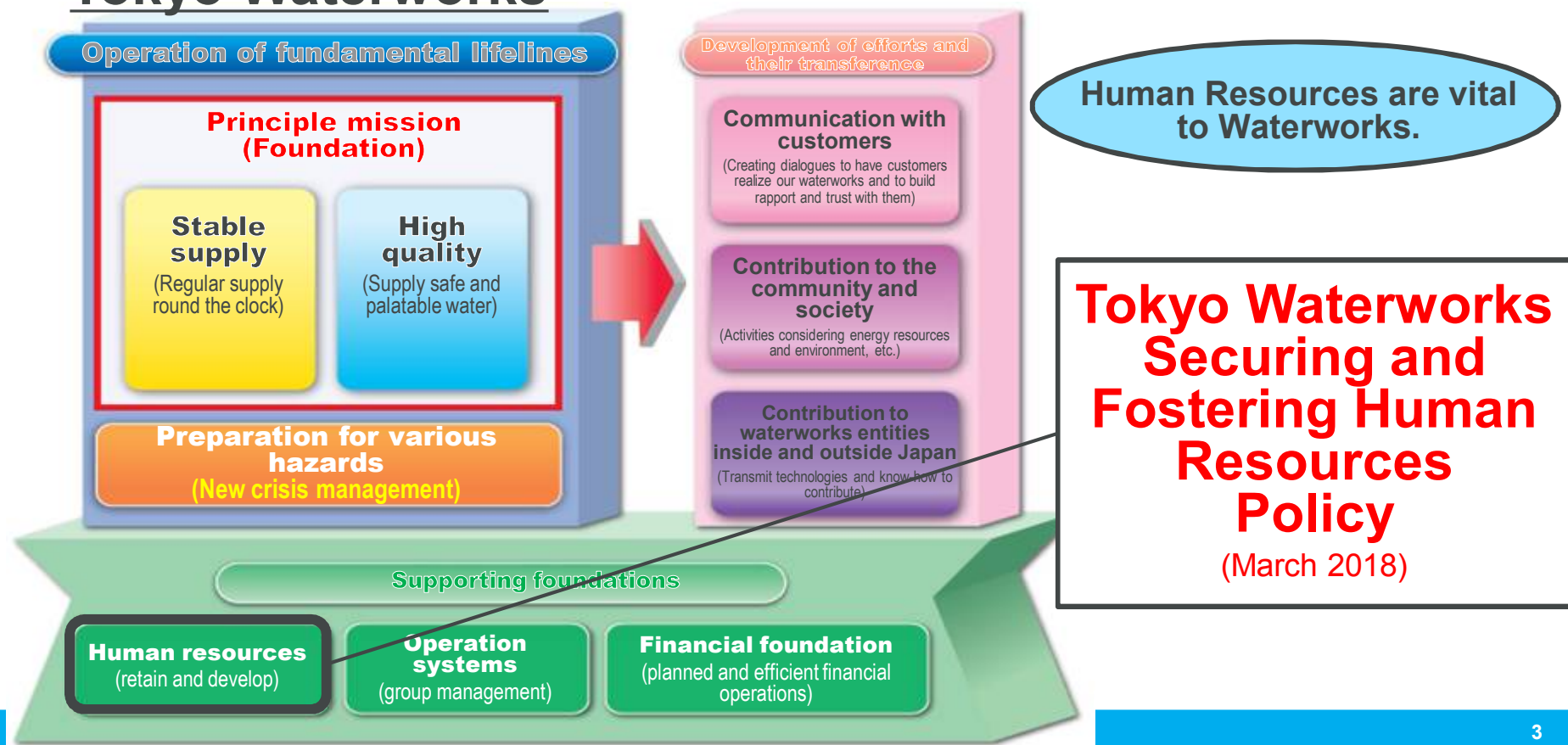
inspiring change



- 1. Tokyo Waterworks Securing and Fostering Human Resources Policy**
- 2. Challenges Facing Tokyo Waterworks**
- 3. Personality of Human Resources Required**
- 4. Job Rotation & Human Resource Interchanges**
- 5. The development of employee-friendly workplaces**
- 6. Realizing Sustainable Business Operations**

1. TOKYO WATERWORKS HUMAN RESOURCES SECURING AND FOSTERING POLICY

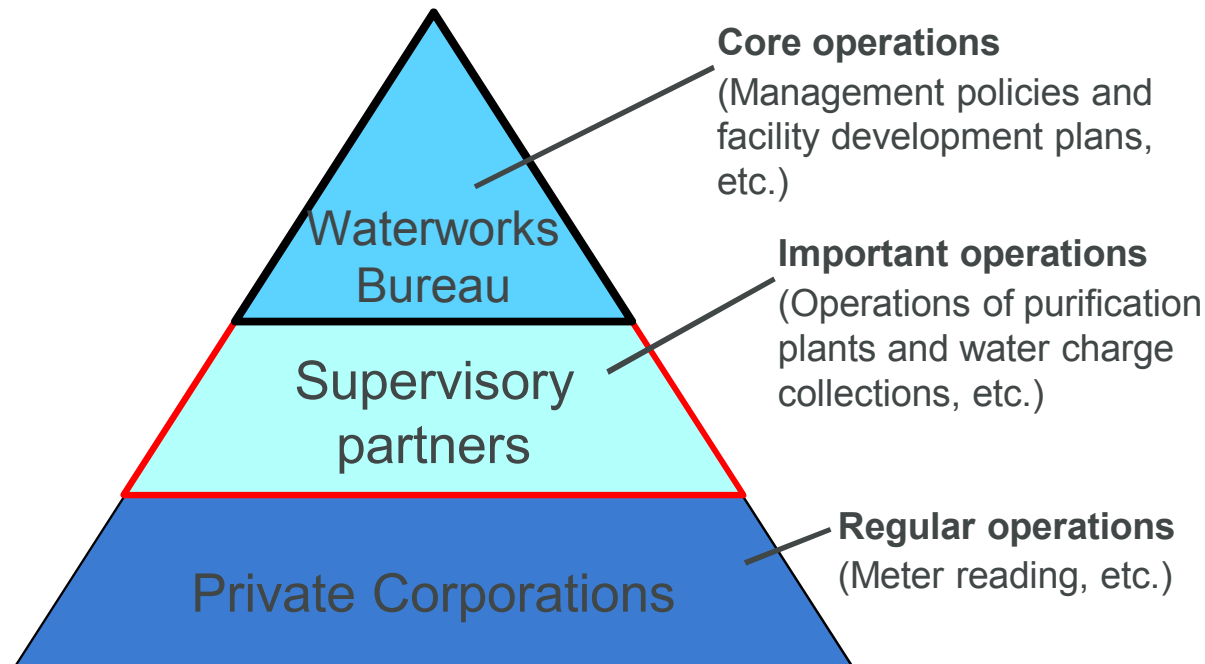
Management Plan of Tokyo Waterworks



2. CHALLENGES FACING TOKYO WATERWORKS

Challenge 1: Transfer of operations to supervisory partners

Role sharing (Illustration)



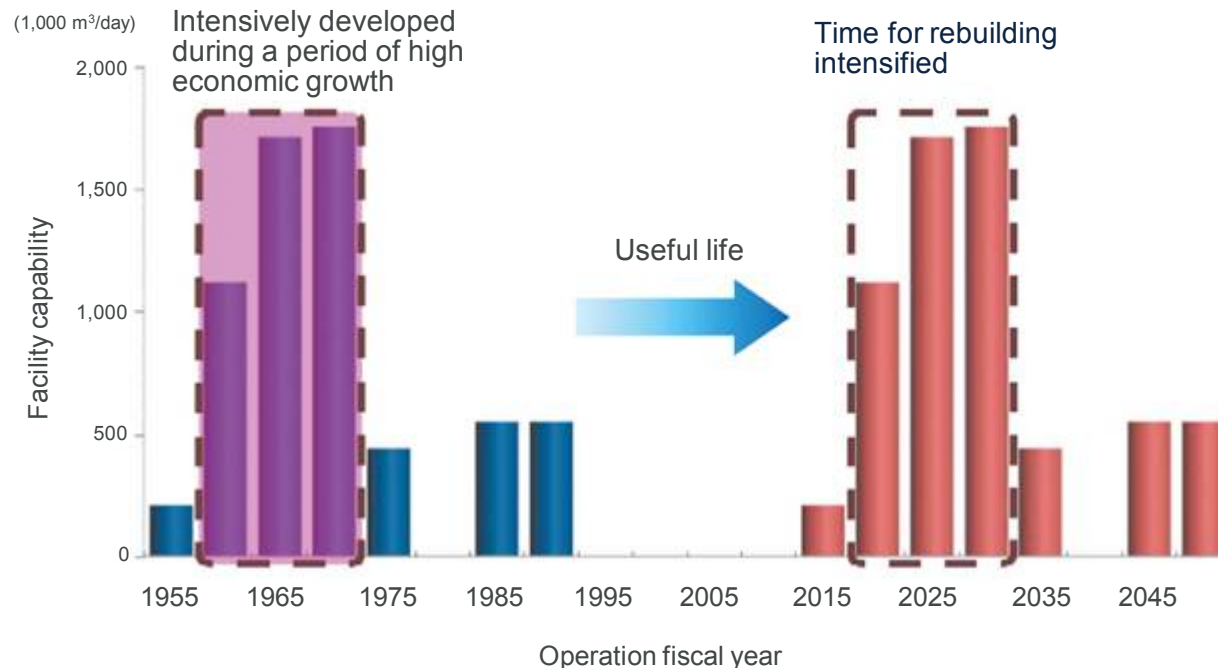
- Gradually transfer important operations in business to supervisory partners.

Upgrading operational abilities of supervisory partners.

2. CHALLENGES FACING TOKYO WATERWORKS

Challenge 2: Rebuilding of water facilities

Purification plant capabilities by construction year



- Many purification plants will need to be rebuilt due to deterioration since FY2018.

Rebuild facilities in a planned way to secure water supply at all times.

2. CHALLENGES FACING TOKYO WATERWORKS

Challenge 3: Crisis management measures



Emergency water supply



Emergency restoration work after the Kumamoto Earthquake
(May 2016)

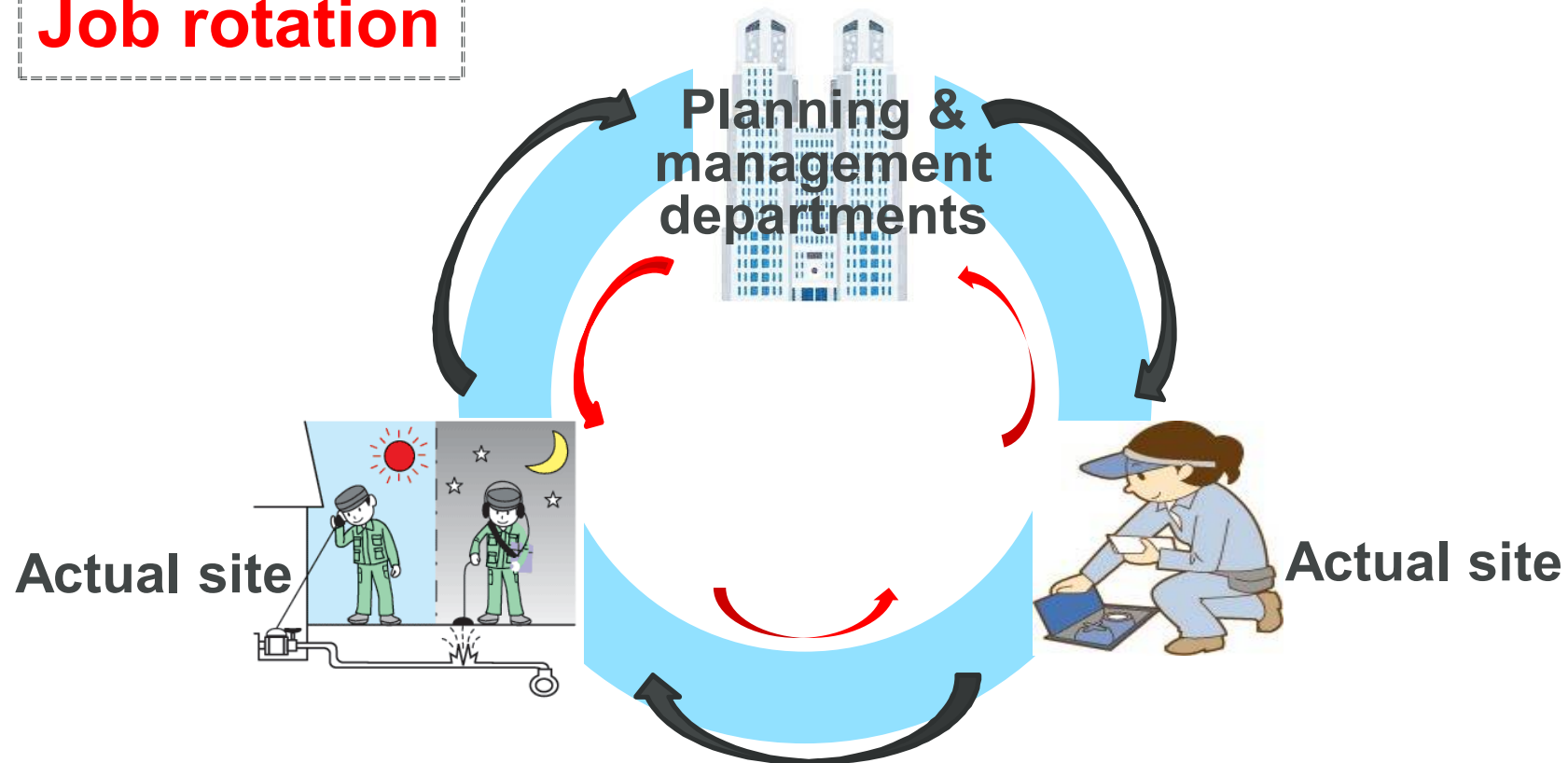
3. PERSONALITY OF HUMAN RESOURCES REQUIRED

Rebuilding waterworks facilities
Establishment of crisis management
measures, etc.

- Overall practical management ability backed by on-site experience
- Ability to cope with the situation flexibly at the site

4. JOB ROTATION & HUMAN RESOURCE INTERCHANGES

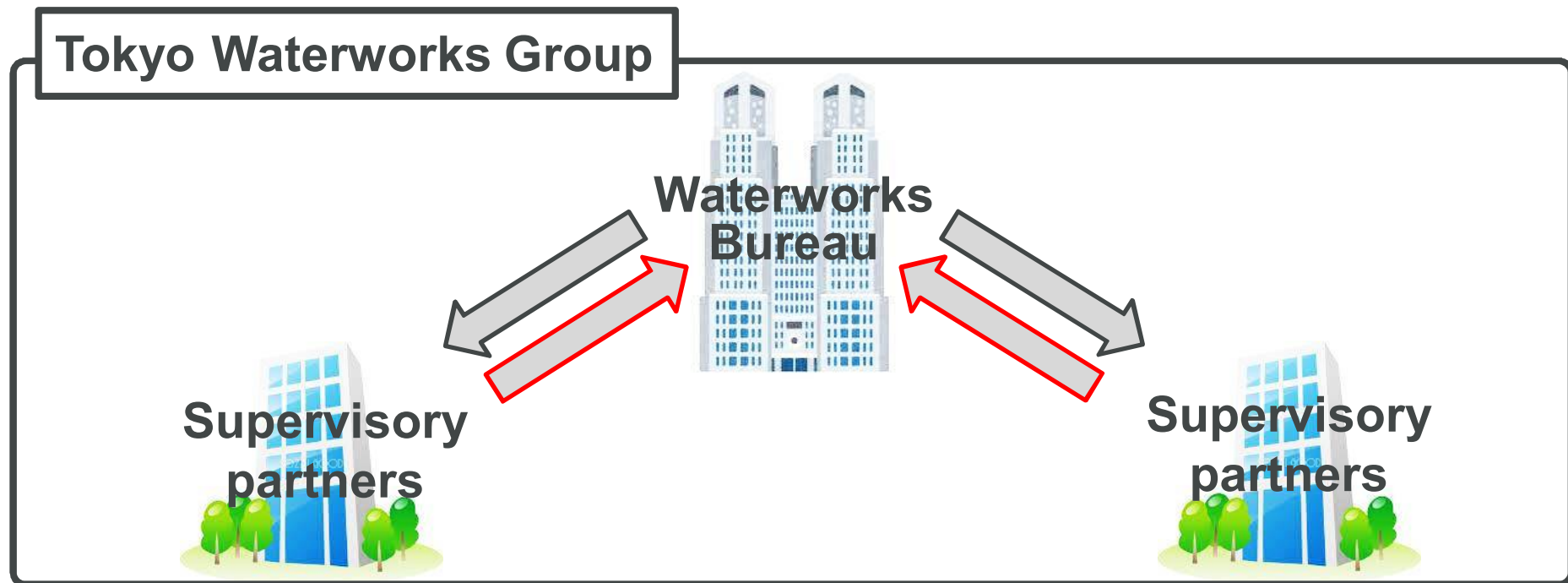
Job rotation



Encourage employees to acquire a wide range of knowledge

4. JOB ROTATION & HUMAN RESOURCE INTERCHANGES

Human resource interchanges



Waterworks Bureau: Ensure technical skills and know-how by supplementing on-site experiences.

Supervisory partners: Upgrade staff abilities to securely implement operations.

5. THE DEVELOPMENT OF EMPLOYEE-FRIENDLY WORKPLACES

Effort 1:

Creating a suitable environment for fostering human resources

- Develop a system for consulting with expert staff.
Implement stress checks.
- Reduce excess work.
Promote to take planned holidays.
- Implement short meetings at work sites.



5. THE DEVELOPMENT OF EMPLOYEE-FRIENDLY WORKPLACES

Effort 2:

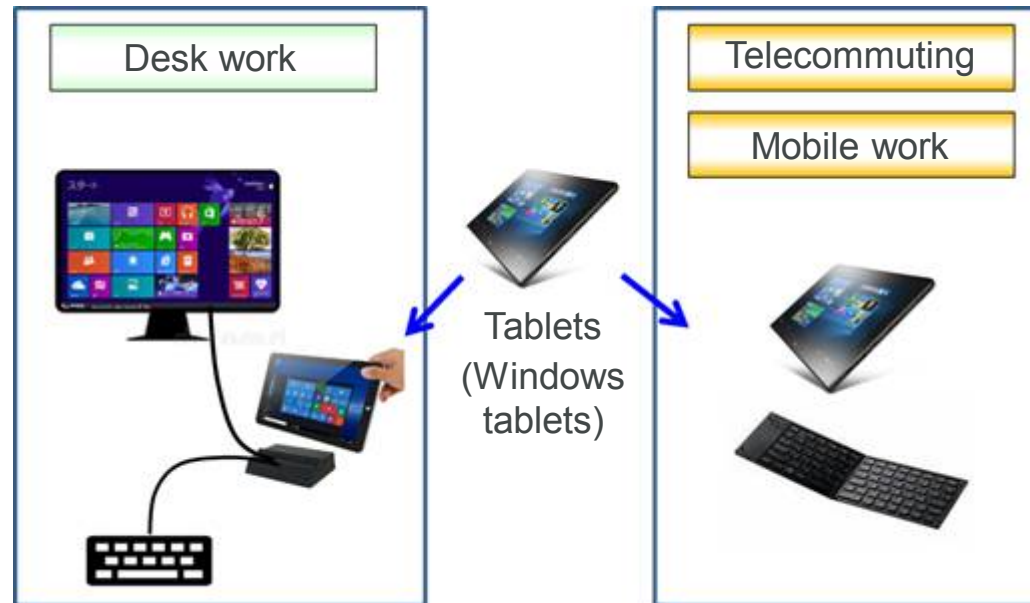
Promotion of activities by women



- Actively promote women employees to positions suitable to abilities of each individual
- Strengthen the support system for employees who have to take care of children
- Promote the use of a child-care support system, etc.



Effort 3:



Promotion of telecommuting by introducing mobile devices.

Staggered Biz poster

6. REALIZING SUSTAINABLE BUSINESS OPERATIONS

**Tokyo Waterworks Securing
and Fostering Human
Resources Policy**

– To establish a human resource
infrastructure –

March 2018
Bureau of Waterworks
Tokyo Metropolitan Government

Establishment of a human resource infrastructure

Business operation
sustainability for the next
fifty to hundred years