



European  
Benchmarking  
Co-operation



**FIRST ANNOUNCEMENT**

**IB2018 Benchmarking Workshop  
14 & 15 November – Helsinki, Finland**

Hosted & supported by:

06-08-2019



**HSY**

# **IB2018 Benchmarking workshop**

14 & 15 November 2019

Helsinki, Finland

**First Announcement**

## 1. Introduction

On 14 and 15 November 2019, EBC Foundation organises its 13<sup>th</sup> International Benchmarking workshop (with a welcome reception on the 13<sup>th</sup>). This year the annual meeting of participants in EBC's Western European programme takes place in the city of Helsinki, Finland.

Helsinki Region Environmental Services Authority (HSY), the utility that provides Helsinki with both water- and wastewater services, has kindly offered to host and sponsor the IB2018 benchmarking workshop. In a joint effort, we are currently preparing the workshop details.

With this *'first announcement'*, we invite you to register for the workshop and to inform us about the topics that you would like to discuss/present in order to interactively shape the agenda.

## 2. Workshop objectives

The workshop clearly marks the end of the performance assessment phase and the start of the performance improvement phase in EBC's benchmarking programme for water and wastewater services.

The workshop aims at:

- discussing the draft results of the assessment phase: final check of input data & indicators; assessment of performance gaps; identification of explanatory factors;
- identifying and sharing best practices;
- discussing ways for improvement;
- having a good time together and strengthening your network!



If this is your first benchmarking workshop, then please have a look at the video of the IB2015 workshop for a first impression: <https://www.waterbenchmark.org/news/Video-impression-IB2015-Benchmarking-workshop-Poznan/77>

### Our expectations

What do we expect from utility management?

- to sign up for the workshop with 1 to (in principle) a maximum of 3 utility representatives from different backgrounds. It is essential that not only the benchmarking co-ordinator is involved in the benchmarking process: to improve the different business processes, utility management and “process owners” need to come in to discuss and internally drive improvement actions. Therefore, we strongly recommend having utility representatives from different backgrounds attending the workshop in accordance with the topics that you would like to discuss /present;
- to professionally prepare for the workshop by internally discussing the draft assessment results and determining priority issues for the utility in your management team

What do we expect from workshop participants?

- ◆ to be willing to share experiences and best practices;
- ◆ to have an open mind for new ideas;
- ◆ to be willing to prepare a presentation and/or moderate a session;
- ◆ enthusiasm!

### 3. Workshop programme

The workshop programme will be shaped interactively in the coming months with input from you and the other participants. In the upcoming months sessions will be added to the programme, depending on the draft results, topics you are interested in and experiences and best practices you would like to share with your colleagues.

Besides the input from you and other participants, EBC will address some additional points of common interest: energy efficiency & - recovery, resilience & (cyber) security.

In order to have the best possible discussions during the sessions we will distribute (optional) questionnaires by the end of August:

- ◆ One on Resilience
- ◆ One on Climate resilience

The workshop offers plenary- and break-out sessions to discuss the draft results of the assessment and jointly search for ways to improve services. In addition to the plenary- and breakout sessions, HSY offers a site visit to the wastewater heat recovery plant and Viikinmäki wastewater treatment plant.

If you have interesting topics/best practices to present or if you are willing to share experiences and/or challenges your utility is facing, let us know! And remember what might seem business as usual to you, could be very useful and innovative to another!

**If you have interesting topics/best practices to present or if you are willing to share experiences and/or challenges your utility is facing, let us know! And remember what might seem business as usual to you, could be very useful and innovative to another!**

**Please send your ideas/wishes/proposals for a discussion/presentation to [administrator@waterbenchmark.org](mailto:administrator@waterbenchmark.org) using the Excel form attached**

## Preliminary programme

### 🔹 **Wednesday, 13 November 2019**

.. : ..           Arrival of participants  
19:00           Welcome reception HSY headoffice

### 🔹 **Thursday, 14 November 2019**

08:30 - 09:00   Registration & welcome coffee  
09:00 - 17:00   Workshop sessions  
19:00           Workshop dinner & Benchmarking Co-ordinator of the Year Award at the Klaus K Rake-hall

### 🔹 **Friday, 15 November 2019**

09:00 - ...     Workshop sessions  
after lunch     Site visit to wastewater heat recovery plant and Viikinmäki Wastewater Treatment Plant

## **4. Workshop Costs**

Participants need to cover their own costs of travelling, accommodation and meals. Because HSY has generously offered to host and co-sponsor the workshop, participants do not need to pay a fee for attending the workshop. Coffee/tea breaks, lunches and the workshop dinner (14 November) are included.

Attendance of max. 3 representatives per utility is included in the benchmarking fee. If you wish to send a larger delegation please contact us via [administrator@waterbenchmark.org](mailto:administrator@waterbenchmark.org) Extra persons pay an additional fee of € 150 to cover the workshop costs.

## **5. Registration**

To register please complete the attached Excel form before the **1<sup>st</sup> of October** and return the completed form to [administrator@waterbenchmark.org](mailto:administrator@waterbenchmark.org). Please keep in mind to sign up utility representatives from different backgrounds. It is essential that not only the benchmarking co-ordinator is involved: for improving the different business processes, utility management and “process owners” need to come in to discuss and internally drive improvement actions.

## **6. Accommodation**

The workshop will take place at the ‘Bank’ (Unioninkatu 20, Helsinki). The venue is located in the city centre. As November is a very busy period in Helsinki it is recommended to book a hotel as soon as possible. HSY arranged the possibility to book against a reduced tariff in the following 3 hotels (limited number of rooms per hotel on a first come first served base):

- [Scandic Park hotel, Mannerheimintie 46](#)
  - o Please use the following code when making the reservation: HEL131119  
To use the code booking should happen 30 October at the latest  
Single room 127 euros/night, double room 147 euros/night

- [Original Sokos Hotel Presidentti](#)
  - o Please use the following code when making the reservation: B EBC-seminaari  
To use the code booking should happen 16 October at the latest  
Single room 149 euros/night, double room 169 euros/night
- [Hotel Klaus K](#)
  - o Please use the following code when making the reservation: ALLHSY1311  
To use the code booking should happen 14 October at the latest  
Single room 180 euros/night, double room 200 euros/night

## 7. Practical details

### 💧 Weather conditions

The average temperature in November ranges between -4°C and +5°C. Please make sure to bring proper shoes/clothing and umbrella/raincoat.

### 💧 Workshop dinner

On 14 November, the workshop dinner and the Benchmarking Co-ordinator of the Year Award Ceremony will take place at Klaus K Rake-hall. **If you have any diet request, please inform us on time! (by 29<sup>th</sup> October at the latest)**

### 💧 Locations

- The workshop will be held at the 'Bank' (Unioninkatu 20, Helsinki) [Website](#)
- The welcome reception on 13 November will be organized at the main office of HSY (Ilmalantori 1, 00240 Helsinki) [Website](#)
- The Workshop dinner will be organized at Klaus K Rake-hall (Bulevardi 2-4, 00120 Helsinki): [Website](#)

The location of the workshop dinner is on walking distance from the venue.

### 💧 Helsinki airport to the city centre

There is a convenient train connection from the airport to Helsinki Central Station/Helsingin päärautatieasema (which is near the city centre). There are two lines (I and P) both are going to the central station and take approximately half an hour. Zones ABC single ticket price is 4.60 Euros. More information about the public transport can be found here. It is of course also possible to take a taxi which will cost approximately 40 – 45 Euro.

### 💧 Helsinki city centre to HSY office.

The welcome reception (Wednesday evening) will take place in the HSY head office. The office is located next to Ilmala station which can be reached with train line A or P from the central station. It will take you approximately 6 minutes by train and a 4 minute walk from there.

## 8. Workshop team & more information

The IB2018 workshop team is composed of:

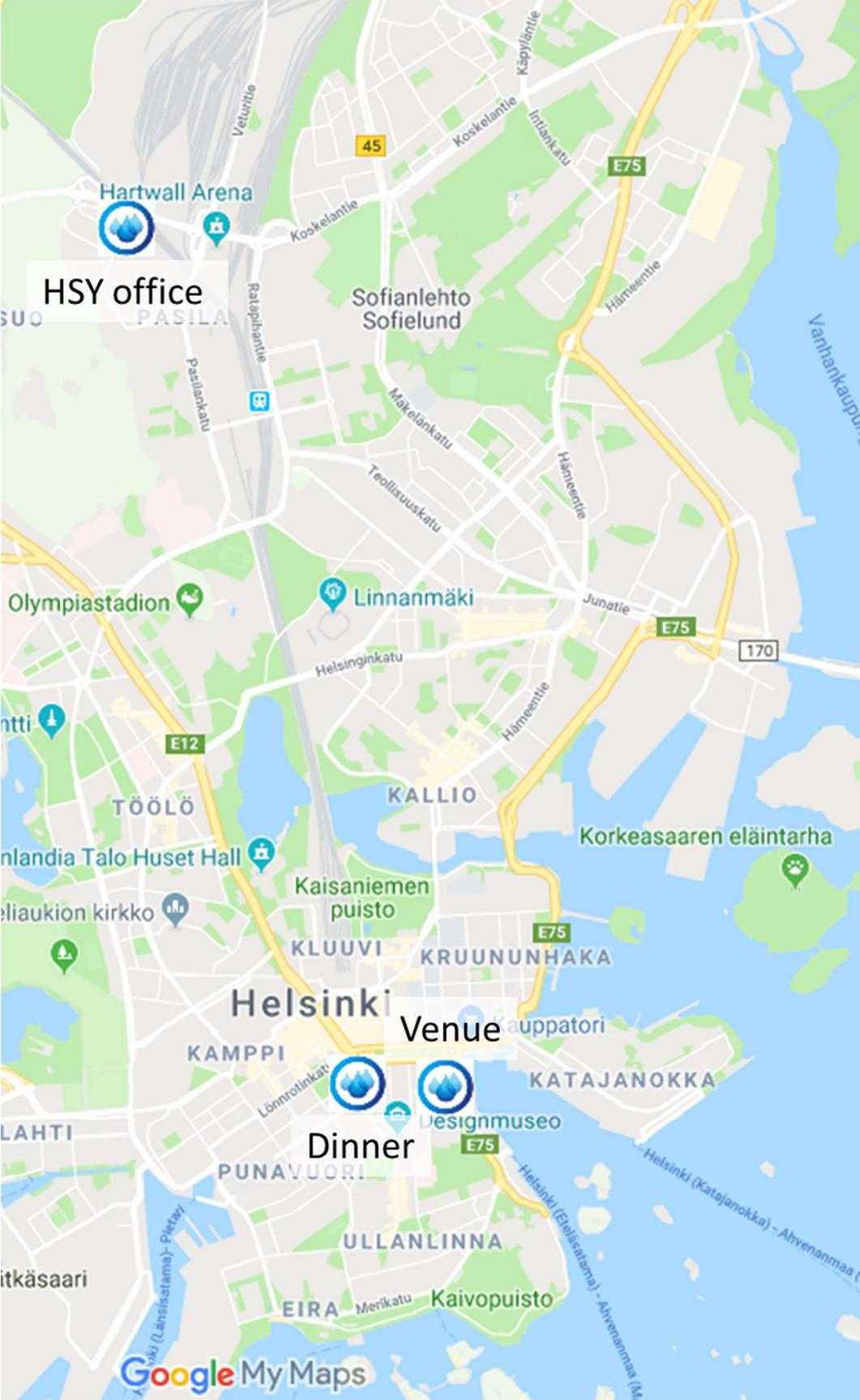
- Mr. Peter Dane (EBC - Managing Director)
- Mr. Peter Geudens (EBC/Vewin – Methodological support)
- Mr. Tom Bijkerk (EBC – Project Co-ordinator)
- Mrs. Merja Heikkinen (HSY – Executive Assistant)
- Mr. Jyrki Kaija (HSY - Head of Economy and Management Unit)

For logistical questions and programme issues, please contact:

Mr. Tom Bijkerk, T: +31 70 205 78 34 / M: +31 612448661 / [tom.bijkerk@waterbenchmark.org](mailto:tom.bijkerk@waterbenchmark.org)

Mrs. Merja Heikkinen M: +358 50 3862 111 / [merja.heikkinen@hsy.fi](mailto:merja.heikkinen@hsy.fi)

9. Map with relevant locations



## 10. Metro & Tram map

[https://www.hsl.fi/sites/default/files/uploads/hsl\\_runkolinjakartta\\_cmyk\\_2019\\_12082019.pdf](https://www.hsl.fi/sites/default/files/uploads/hsl_runkolinjakartta_cmyk_2019_12082019.pdf)

