



Business Impact

Supported workforce safety and optimization

Avoided costly compliance issues

Created 25 customized industry focused eLearning modules



2019
SUPPLIER
of the **YEAR**
A W A R D

HEALTH and SAFETY

CASE STUDY

AVANGRID: Workforce Safety and Optimization for the Future

Situation

AVANGRID, Inc., a leading diversified energy company, operating eight electric and natural gas companies and serving 3 million customers in New York and the New England region, as well as a renewable energy business with facilities in 22 states, was looking for a partner to help develop and strengthen the workforce safety and compliance culture within their organization.

- Develop a **workforce optimization program** while adhering to stringent regulatory and compliance standards.

The Challenge

AVANGRID's network of gas and electric utilities spans several states, and their renewable wind energy network spans the entire United States. Operating in a highly regulated marketplace, AVANGRID was looking to optimize the performance of their diverse workforce, while focusing on safety and meeting the strict compliance requirements.

In addition, they were looking to enhance their talent management program. This included attracting and retaining a highly talented workforce and developing a sustainable model that would seamlessly integrate their talent management needs and map to their performance and safety objectives.

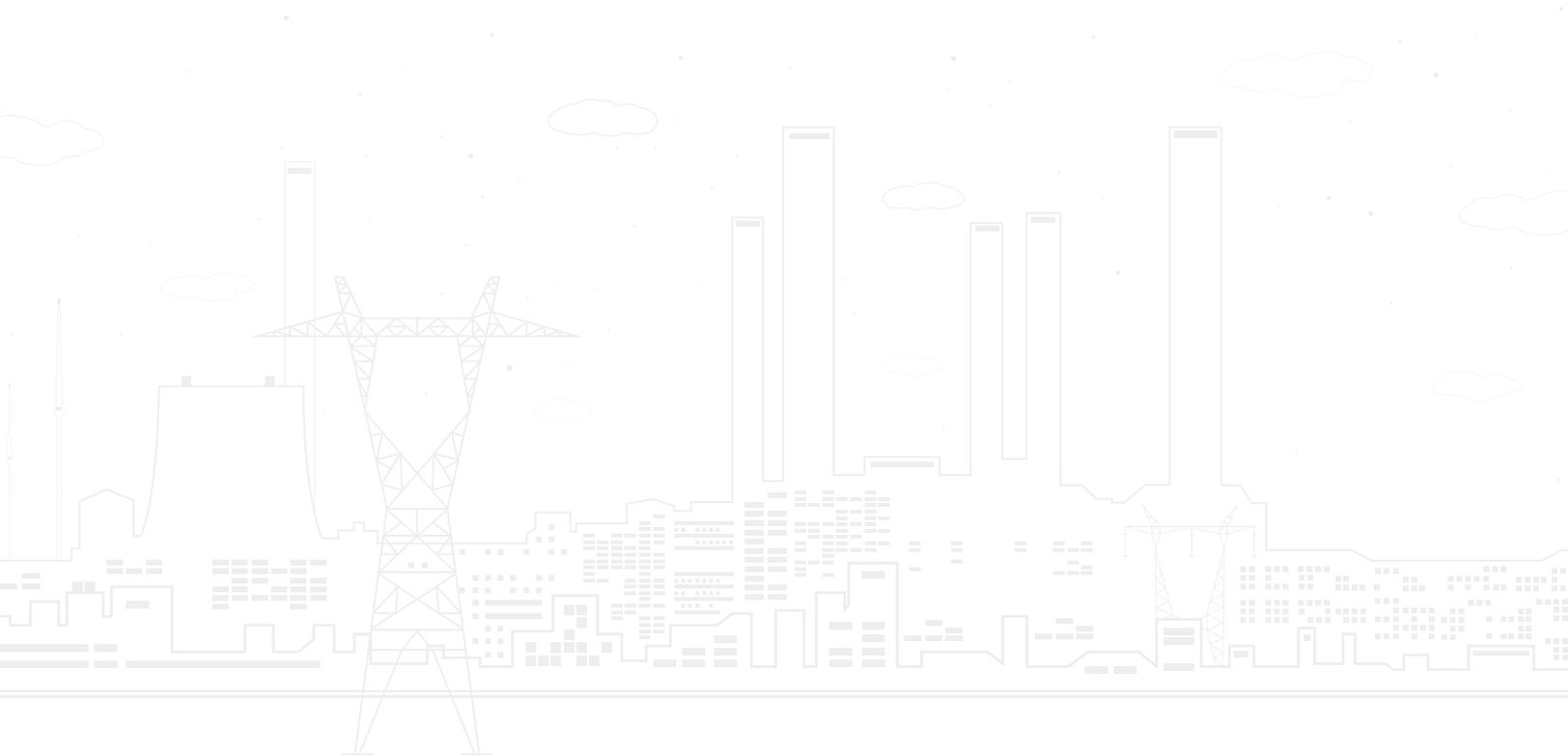
GP Strategies Solution

AVANGRID looked to GP Strategies to help develop a workforce optimization program to successfully qualify their technicians, provide world-class training, and ensure accurate and effective compliance reporting, all to achieve long-term success.

GP Strategies began by conducting various assessments to understand the current state and identify existing gaps. Following the analysis, the team created the strategy, designed the program, and prepared technicians to operate equipment properly while adhering to compliance standards—from employee onboarding through long-term career tenure. Competency improvement is a critical success factor; the program provides opportunities for ongoing progression of responsibilities as employees develop their careers.

Across all the various initiatives, GP Strategies' helped with:

- Analyses and review of all compliance records across RG&E and NYSEG utilities with recommendations for transforming to digital platforms for improved record-keeping
- Development of a world-class workforce safety and compliance learning program
- Design, development, and delivery of a global training program for their technical workforce
- Implementation of an LMS solution for training and qualification using GPiLEARN+
- Development of an onboarding program for new technicians
- Bringing disparate needs together in a model that drives talent and performance



Business Impact

Working with the AVANGRID renewables teams, GP Strategies provided a workforce optimization program that met stringent regulatory and compliance standards to help support AVANGRID's ongoing success. And by partnering with AVANGRID's project team, we focused on critical areas, avoiding costly compliance issues and helping take AVANGRID into the digital age.

Recognizing our efforts to support workforce safety and optimization, in October 2019, AVANGRID presented GP Strategies with a Supplier of the Year award in health and safety.

Due to the success we realized together, AVANGRID has since embarked on a learning and development optimization assessment across their entire company and every business line. This effort will help them reach their corporate objectives and improve consistency across the board.

••• To learn more about developing a culture focused on SAFETY AND COMPLIANCE, visit www.gpstrategies.com.

About GP Strategies

GP Strategies is a leading workforce transformation partner—one of the few truly dedicated global providers in the marketplace providing custom solutions. We believe our transformation focus, when paired with deep listening, a customer-centric approach, and innovative expertise, enables our clients to routinely achieve superior business and operational results from our evidence-driven and technology agnostic recommendations.

Whether your business success requires a change in employee performance and mindsets, learning technologies, or critical processes, GP Strategies is the transformation partner you can trust.

GP Strategies World Headquarters
70 Corporate Center
11000 Broken Land Parkway, Suite 300
Columbia, MD 21044 USA



gpstrategies.com
1.888.843.4784
info@gpstrategies.com

