

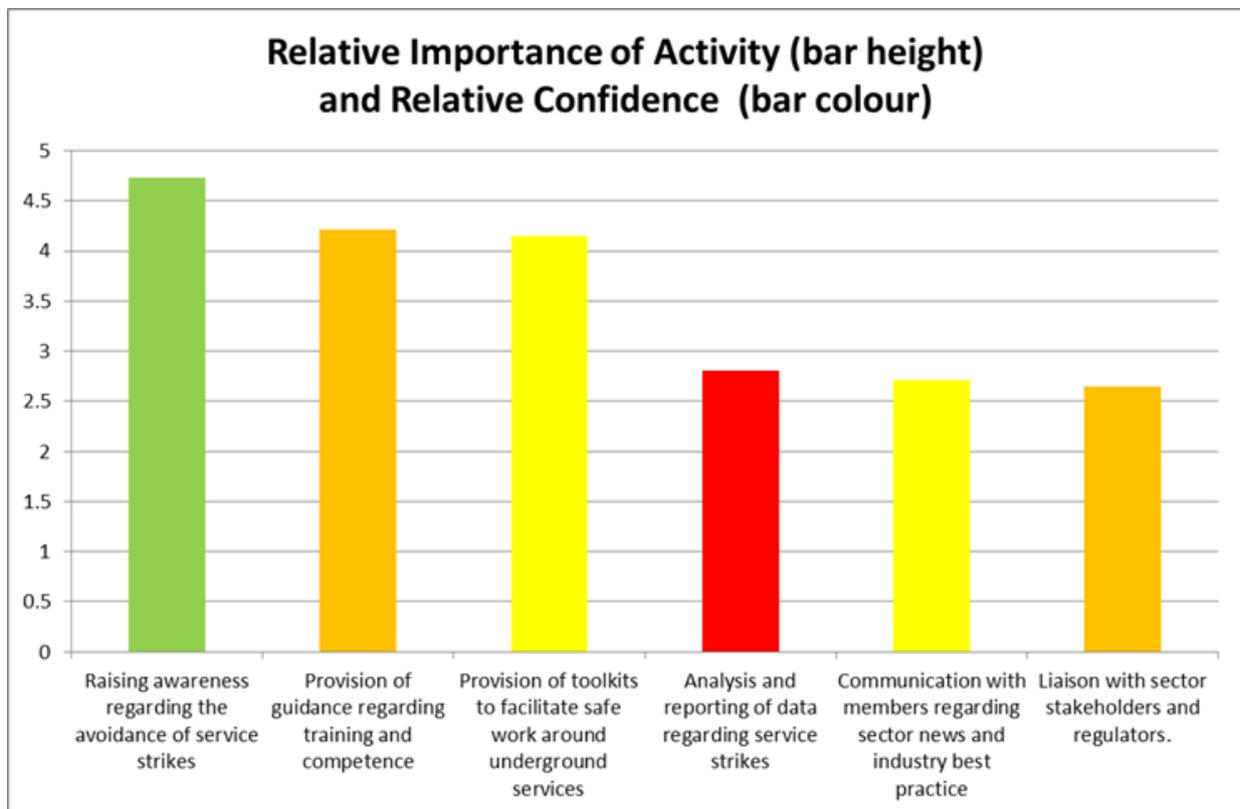
USAG Conference Delegate Feedback

The Business Plan

Delegates ranked the importance of the various activities proposed within the business plan. The most important item was rated as number 1 and the least as number 6. The scores on the graph below were obtained using the formula below:

Bar height = 7-average ranking

Had all respondents ranked "Raising awareness. . ." as the top item it would have scored a perfect score of 6



Respondents were also asked to rank how confident they were that USAG could deliver on the activity the scores below:

-3 = Doubtful

-1 = Unlikely

0 = Unsure

+1 = Likely

+3 = Confident

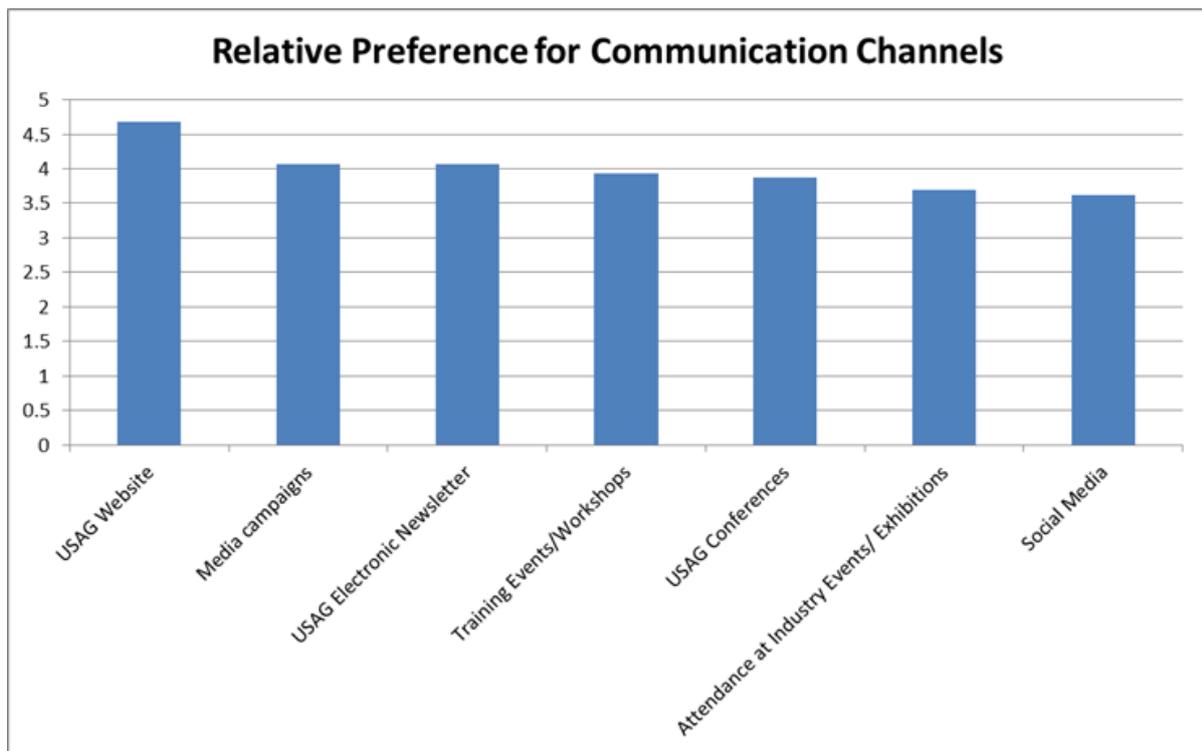
The average scores were all positive and resided somewhere between “Likely” and “Confident”.

Question	Ability
Raising awareness regarding the avoidance of service strikes	1.818182
Provision of guidance regarding training and competence	1.227273
Provision of toolkits to facilitate safe work around underground services	1.5
Analysis and reporting of data regarding service strikes	1.045455
Communication with members regarding sector news and industry best practice	1.5
Liaison with sector stakeholders and regulators.	1.181818

- The attendees are most confident that we can deliver on the area of most importance to them (raising awareness).
- The area where greatest confidence is needed is in the analysis and reporting of data.

Communication Channels

Respondents were asked to rate the relative importance of various communication channels between 1-7.



Although most of the data is bunched around the middle of the pack, there is a clear preference with most people favouring accessing information via the website.

100% of people returning a questionnaire would attend another USAG conference but obviously they see this as a less crucial communication channel for them as it ranks 5th out of 7.

I would suggest that this emphasises the importance of keeping the website up to date with other approaches, such as media campaigns or periodic newsletters, supplementing communications whenever there is a need.

Relevance of Presentations

Attendees were asked to rank the relevance of the presentations using the ranking system below:

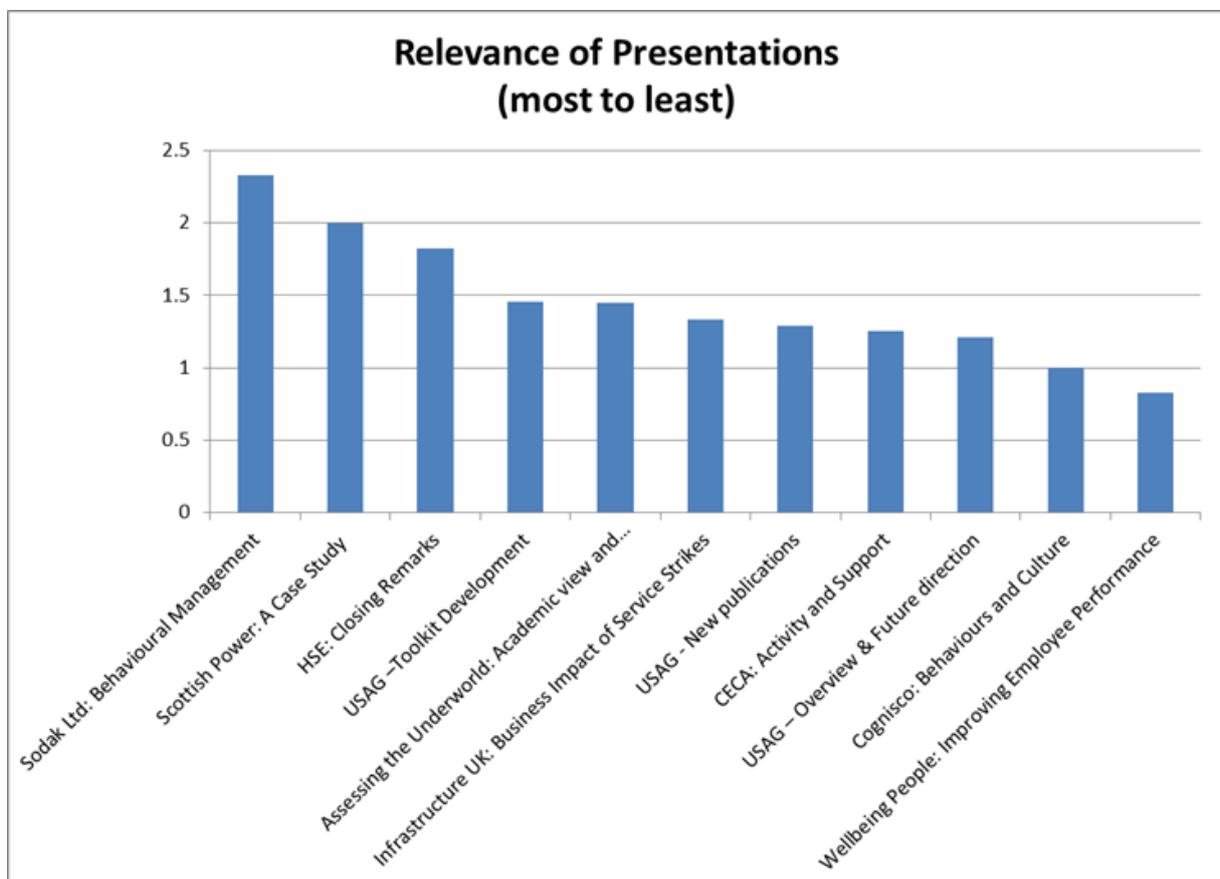
-3 Not at all relevant

-1 Not very relevant

0 Neutral

+1 Relevant

+3 Very Relevant



It is hard to make any generalisations regarding this except to say that behavioural safety and the case study were very well received and people clearly do value the HSE involvement at such events (despite the low ranking on the first graph).

Freetext Comments

Paraphrased as below

Wording on Charter would need amending for National Grid to participate more fully.. Would like to work on data capture group.

Conference was relevant and informative. It would be good to workshop some service strike scenarios and involve new techs in the presentations.

User of PAS128, do not feel that it is understood and has limitations of technology and no appreciation from designers yet

#we use PAS128 design teams use it to specify thousands of surveys making projects unaffordable. It is not really understood.

Postcode did not deliver to location and parking was poor. Speakers required microphone/PA system. But a great day with interesting topics

There was a heavy focus on strategy and overviews. Focus more on specific methods and approaches to increase safety and reduce incidents. Fewer speakers, shorter presentations and include breakout workshops and practicals

Really enjoyed the day and most of the speakers. Perhaps recommend some round table discussions also to break up the continuous speaker format

Round table discussions to break up the presentations. The varied content made interesting ;listening. I enjoyed the day and feel that this is a great opportunity to share best practice in the industry along with lessons learnt.

Varied and provided interesting discussion points, filled me with confidence that the industry is moving in the right direction and I see USAG as a pivotal body. I will check to see if my company is a member and register. Am also interested in joining a working group(data or training as a preference)

David Burgess – USAG – info@utilitystrikeavoidancegroup.org