

LEADING ASSET MANAGEMENT

Our policy

April 2019

Our vision is to be the national leader in the provision of sustainable water and waste water services.

The way in which we implement our vision is determined by our strategic themes – key areas of focus to deliver for our customers, stakeholders, employees and shareholders.

Our outcomes are organised under each of these themes and achieving our outcomes is underpinned by the way we manage our assets.

Leading asset management applies to the operations of NWG in the North East of England, Essex and Suffolk, the provision of customer services for water, wastewater, scientific services including recreational and access facilities, operations and corporate services.

WE WILL WORK AS ONE TEAM TO:

- Engage with our customers and develop customer focused service policies describing our targets and how they will be achieved.
- Operate a programme of continuous improvement, making sure our asset management approach is always industry-leading.
- Ensure our operational and capital plans are balanced to reflect the needs of all stakeholders, both now and in the future.
- Recruit, train and develop our people and provide them with the resources to manage our assets.
- Work in partnership with stakeholders to deliver the best outcome for our customers and environment.
- Ensure everybody has clear roles and accountabilities.
- Deliver solutions based on the balance of whole life cost, performance, opportunity and risk from our water and waste water operations.
- Be more efficient by implementing innovative ways of working.
- Utilise an integrated systems planning approach alongside real time information to analyse and report performance and inform our operational and capital plans.
- Provide work places that are healthy and safe.
- Comply with regulatory and statutory requirements.
- Make informed risk based decisions using high quality data and information.
- Benchmark our activity against external best practice obtaining certification where appropriate.

Ceri Jones

Assets and Assurance Director

We annually review the asset management policy and the way it operates, or more frequently in the case of significant change.
