Integrated Management System Framework Policy

Our **Purpose** is to bring environmental and social prosperity to the region we serve through our commitment to Love Every Drop

Quality

Protecting water from source to source, providing assurance that our drinking water and recycled water is always safe and clean.

Environment

We care about protecting, restoring and enhancing the environment for positive effect, and that all environmental harm is preventable.

Asset

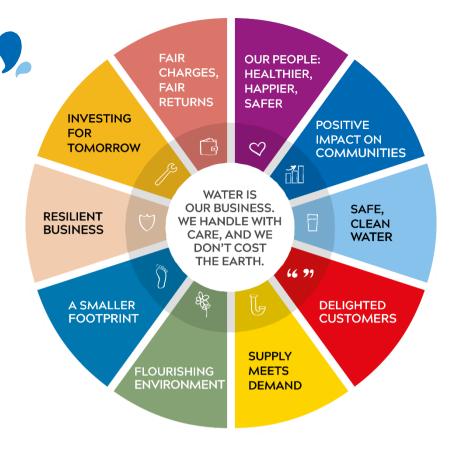
Positively exploiting
the lifecycle of our
assets to maximise
value and reduce
our capital and
operational carbon
footprint.

Resilience

Effective planning and preparation to **manage** and **mitigate** the impact of any disruptive event so we can rapidly respond, continue operations and recover.

Customer

Provide an inclusive service for all our customers, delivering a personal, trusted and effortless experience.



Our business strategy for AMP7 (2020–2025)



aware

We will **never**

knowingly walk past

or unhealthy act or

In addition to our Health, Safety & Wellbeing Charter and new Environmental Charter, we have defined management system arrangements for chosen standards,



assessment schemes and specifications.

Our Integrated Management System (IMS) unifies our management system processes into a single framework, aligned with our **Purpose**, **Values** and **Behaviours**.

We recognise the importance of robust management systems and their role in the on-going success and sustainability of our business.

Peter Simpson Chief Executive April 2023

Strategic and business unit plans form the basis upon which Anglian Water sets and reviews its objectives, obligations and targets.



Our commitments:

- Directors leading and being accountable for achieving intended business outcomes.
- Delivering excellent **drinking water quality**.
- Zero pollutions mindset whilst protecting and enhancing the quality of the recycled water that we treat and return to the environment.
- Maintaining our laboratory's UKAS accreditation
- Identifying and managing our risks.
- Making the most of our employees' knowledge and experience by recognising the contribution they make.
- Continually improving the efficiency and effectiveness of our operating processes and this management system framework.
- Complying with relevant legislation, regulations and other business needs including requirements of:

PAS 808 Purpose Driven Organisations

ISO 9001 Quality Management

ISO 14001 Environmental Management

ISO 17024 & CMS (Competence Management Systems)

ISO 22301 Business Resilience (Continuity)

ISO 22458 Inclusive Service and Customer Vulnerability

ISO 45001 & ISO 45003 Health, Safety and Wellbeing

ISO 55001 Asset Management

PAS 2080 Carbon Management

MCERTS Environment Agency Monitoring Scheme

We will:

- Take account of the needs of our customers, stakeholders and interested parties.
- Live by our Purpose, Values and Behaviours.
- Create a culture of care and concern by supporting team and personal resilience, promoting health,

safety and wellbeing.

- Communicate and promote **strategic priorities**, **business goals** and **good outcomes** throughout our business and the alliances that work with us.
- Effectively manage our assets to deliver optimal whole-life value.
- Assess the aspects of our operational activities and their potential impact upon the environment.
- Undertake business impact analysis to determine critical products or services and ensure that robust controls are in place to manage them if disrupted.
- Maintain and protect data to meet our obligations and have reliable, accurate and complete auditable information on our assets, performance and business activities.



Purposeful businesses create wellbeing