

# 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)

### Slow down

Nothing is so important that we cannot **take the time** to do it safely.

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.

### Be aware

We will **never knowingly walk past** an unsafe or unhealthy act or condition

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

### Think

We believe that work should have a positive effect on physical and mental health and wellbeing, and that all accidents or harm are preventable.

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



Purposeful businesses create wellbeing

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**.

love every drop  
anglianwater