

Asset Management Policy

Yorkshire Water's vision is 'A thriving Yorkshire. Right for our customers, right for the environment' and our plan to deliver this vision is set out in our 10 year strategy and our Integrated Management System (IMS).

Every day, it's our job to make sure that everyone in Yorkshire has the water they need for their busy lives. And, when they've used it, it's our job to take it away, treat it and return it safely back to Yorkshire's environment.

We drive for continual improvement by managing change effectively, responsible management of our assets and learning lessons from significant events, in accordance with our IMS - which is externally certified to ISO55001. This helps us to perform better and keep a clear focus on delivering the right results for our customers and the environment. It also helps us to work effectively in partnership with our key stakeholders to achieve the commitments outlined below - this is at the heart of our approach.

To achieve our company vision, we will:

- Provide a safe, effective, resilient and affordable asset base that delivers the immediate and future outcomes required by our customers that creates value to society and the environment.
- Comply with our statutory and regulatory requirements and company commitments.
- Have the right capabilities, assets and resources to deliver our services - both now and in the future.
- Identify our asset related impacts, quantify and manage risks to put in control measures to eliminate or reduce them.
- Improve asset data, how it is managed and maintained and used to enable insights and decision-making.
- Carry out long-term decision making based on building sustainable infrastructure.
- Deliver interventions in partnership where it is more efficient to do so and where the benefits delivered are greater than if we act on our own.
- Retain core asset management capability within Yorkshire Water and utilise the most effective route to deliver our asset management activity.
- Implement an engineering-led specification for our assets so that they sustainably support provision of a quality service to customers.
- Apply our 'TOTEX hierarchy' to undertake analysis and optioneering to make the best value interventions to deliver our services, including:
 - innovative, catchment and no-build approaches;
 - zero/low carbon embedded and operational options;
 - nature-based solutions, as part of our Nature First commitment.
- Use asset data to predict, optimise and report on the health of our assets and understand the impact in decision-making processes.
- Safely manage our assets throughout the entire asset lifecycle.
- Report our performance annually and make the information freely available in a way that everyone can access and understand.
- Balance all of the above aims whilst keeping bills low for customers and ensuring the company is financially resilient.

Yorkshire Water will incorporate the above commitments into our objectives, goals, processes and behaviours to achieve our vision and enhance our performance. We'll continually work on embedding this policy and how well it's understood by our colleagues, stakeholders, contractors and suppliers, and it will be made available to our customers. We'll seek out and listen to comments and suggestions for improvements and will review this policy periodically in light of new knowledge, changing legislation and the views of our customers and our advisory panels.



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