

Quality 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 and learning lessons from significant events, in accordance with our IMS - which is externally certified to ISO9001. 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:

- Commit to providing high quality clean and wastewater services to our customers, meeting regulatory standards.
- Comply with our statutory and regulatory requirements and company commitments.
- Comply with Ofwat's Guaranteed Standards Scheme along with the other commitments in our customer charter.
- Have the right capabilities and resources to deliver our services - both now and in the future.
- Provide an easy, reliable and affordable service that's tailored to the full diversity of customers' individual needs.
- Take a joined-up approach to measure, monitor, govern and control our processes and procedures to drive performance.
- Identify issues with the quality of our products and services and quantify and manage risks to implement appropriate and effective control measures to eliminate or reduce them.
- Manage and improve the quality of our critical data assets and have assigned accountability and responsibility across the organisation.
- Provide data to facilitate a transparent view of company performance.
- Work collaboratively to validate, prioritise and route value-added work for our customers, our business, our people.
- Maintain and enhance the resilience of services for our customers in the face of disruption, uncertainty and change.
- Build firm foundations of long term sustainable responsible business practices, doing the right things today so we can keep going into the future.
- Work with our customers and other stakeholders by developing relationships and making joint plans.

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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Yorkshire Water Services Ltd
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