

Organisational Resilience Policy



Yorkshire Water's purpose is "To play water's role in making Yorkshire a brilliant place to be – now and always". The public water and wastewater services we provide are critical to human life and livelihoods, the economy and environment. It is therefore essential that we remain resilient to the shocks and stresses which can disrupt our services and prevent us from delivering our purpose. This requirement informs all the stages of our corporate, financial and operational activities.

The UK water industry defines resilience as the ability to cope with, and recover from, disruption, and anticipate trends and variability in order to maintain services for people and protect the natural environment, now and in the future.

We have integrated the priority for resilience throughout our activities and plans. Our approach is set out in our Integrated Management System (IMS) which we use to support our compliance and continual improvement. Our approach is based on the five qualities that together enable effective infrastructure resilience: Resistance, Reliability, Redundancy, Response & Recovery, and Reflection.

To protect and enhance resilience we will:

- Work in partnership with customers and stakeholders to shape our approach, align plans and help communities improve their preparedness. Share data openly to enable others to examine our effectiveness and propose improvements.
- Manage all those working on our behalf to ensure the capacity, capability, agility and culture to enable continued success through the range of reasonably foreseeable operating conditions. Our senior leaders will consistently and visibly demonstrate their commitment to resilience in everything we do.
- Work in partnership to protect the natural environment's ability to clean and store water and lock away carbon.
- Champion water efficiency and responsible use of sewers, both in our operations and with customers, so that there is capacity when and where it is most needed.
- Reduce our carbon footprint and lead others to reduce their emissions, to minimise the scale of climate change.
- Design, maintain, defend and adapt assets, operations, systems and supply chains to ensure they can deliver services through the range of reasonably foreseeable operating conditions in their lifespan.
- Maintain and expand the real time monitoring and control of our assets and services.
- Manage change in a controlled manner using our agreed company processes.
- Provide backup systems and stores to allow us to maintain services when something fails.
- Maintain plans, processes, resources and systems to continue services through, and recover services from, disruptive incidents. Maintain insurance and mutual aid agreements to support recovery.
- Continually improve by: testing our preparedness; monitoring legal requirements, best practice and risk; reviewing incidents to learn lessons; assessing our maturity; and, assuring our controls.
- Balance all of the above aims whilst keeping bills low for customers and ensuring the company is financially resilient.

We will publish this policy and ensure it is understood by our colleagues, stakeholders and supply chain. We will review this policy periodically in light of new knowledge, changing legislation, and the views of our customers and our advisory panels.

A handwritten signature in black ink that reads "Liz Barber".

Liz Barber

Chief Executive, Yorkshire Water Services Ltd
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