



United Supply Chain



Newsletter | September 2026 (Edition 3)

Hello United Supply Chain community,

Welcome to the latest edition of our newsletter brought to you by the United Utilities Commercial team.

As we move further into Year 2 of AMP8, we've continued to work closely with our supply chain partners to strengthen collaboration and create opportunities for shared success. You will have seen my recent communication to you all, as always we are continuing to reiterate the importance of maintaining the highest standards of safety and security across all our projects, operational sites and supply activities.

It's been fantastic to see so many collaborative initiatives already delivered this year, with even more planned in the months ahead. We are committed to working together and value the insights and ideas which our supply chain brings, so if there are ways you'd like to collaborate with us, we'd love to hear from you.

One of the highlights of this quarter was our British Water Liaison Meeting, held at Lingley Mere in June. The event was a great success and a powerful demonstration of what can be achieved when we come together as an industry. Bringing together members of our supply chain and industry partners, the day provided an excellent opportunity to connect, exchange ideas and strengthen the relationships that will help us deliver successful outcomes throughout AMP8 and beyond.

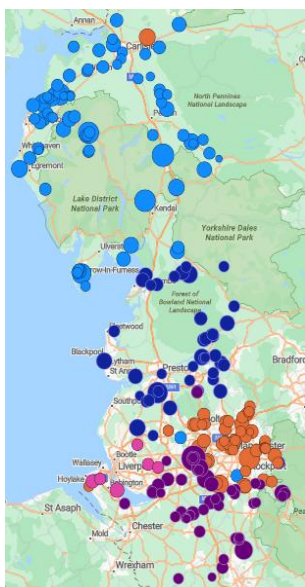
The event also created valuable networking opportunities and reinforced the importance of partnership, innovation and continuous improvement. We were delighted by the level of engagement and enthusiasm from everyone who attended and would like to thank all those who contributed to making the day such a success.

We're excited to build on this momentum and look forward to more opportunities to collaborate in the months ahead.

John Welch, Commercial Director



Better Rivers Update



Better Rivers is part of United Utilities **“Big North West Upgrade”** improvement programme focused on improving the health of rivers, lakes, and coastal waters across North West England by reducing pollution from wastewater systems and storm overflows.

400+ Projects | £1.5bn Business Plan | 27,500 Spill Reduction | 538,000 m³ Storage

Year 1 (Achieved)

69 Projects on Site
£155m Spend
831 Spill Reduction
4,400 m³ Storage

Year 2 Forecast)

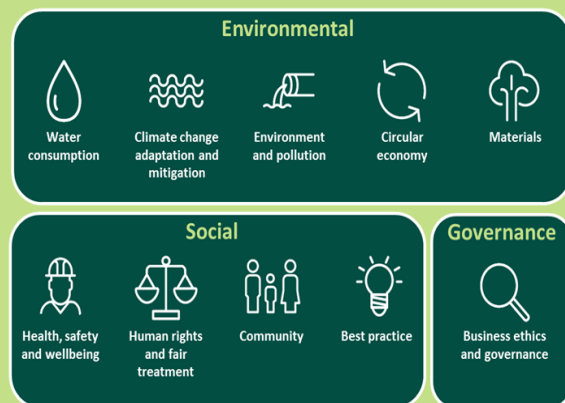
92 Projects on Site
£288m Spend
2,283 Spill Reduction
18,800 m³ Storage

Responsible Sourcing Principles

One of our Responsible Sourcing Principles is focused on **‘Human Rights & Fair Treatment’**, highlighting the importance of treating people with dignity and respect, whilst working to eradicate modern slavery in all its forms.

Our Modern Slavery working group has been doing some fantastic work to raise awareness, both internally and externally, and have recently attended the SCSS Modern Slavery workshop. This year’s Modern Slavery statement has been published on our corporate website and can be found here, [Human rights | United Utilities - Corporate](#)

To learn more about our RSPs, explore our case studies and find out how to submit one visit our [corporate website](#).



Innovation in Action: Milburn WwTW

Innovation creates the greatest value when it can be applied programmatically in standardised approaches.

At Milburn Wastewater Treatment Works, **Flocell** and **FujiClean** have been deployed together to provide a compact, standardised treatment solution for a small rural site. By combining these innovative technologies, we avoided a more bespoke traditional upgrade whilst delivering our regulatory output for AMP8. Latest data shows that the site is performing excellently, with strong final effluent quality demonstrating that carefully designated innovation can support reliable compliance and simplify delivery.



What we're looking for..

We're interested in technologies that are effective, easy to deploy, simple to operate and capable of being repeated across multiple sites at scale. If you have a solution that could help us improve performance while reducing cost, complexity or carbon, we would love to hear from you. Please contact the Innovation team at CECinnovation@uuplc.co.uk.

Health and Safety Spotlight

Great progress is being made across our Partner Health & Safety (H&S) working groups.

Teams are successfully shifting from alignment to execution. Our core focus remains standardising how we operate to eliminate risk, protect our people, and build a unified safety culture across all sites.

Our five dedicated working groups (Moving Plant & Equipment, Lifting Operations, Putting People to Work, Service Avoidance and Wellbeing) are developing standard ways of working to ensure consistency, clarity, and top-tier protection across our operations. Standardisation means removing guesswork. When we standardise our ways of working, it does not matter which site you visit or which partner organization you belong to—the safety expectations will look and feel exactly the same.

Thank you to everyone currently volunteering time, data, and expertise within these working groups. “Your efforts are actively designing the standard blueprint that keeps us all safe”.

If you need any clarification, support, or guidance regarding the submission process.

Please contact the Health and Safety Team at: healthsafety@uuplc.co.uk



Award Season is approaching...

We take great pride in the achievements across our Supply Chain and are keen to celebrate these successes. Being informed of your nominations enables us to align messaging and amplify awareness of our collective accomplishments more broadly.

We'd like to kindly remind our suppliers to notify us of any planned nominations that highlight work or projects delivered in collaboration with or on behalf of United Utilities.

If you intend to submit a nomination to any award body recognising work you have undertaken with or on behalf of United Utilities, please complete the below form for the Commercial team to review and an approval email will be sent from Unitedsupplychain@uuplc.co.uk once your award submission has been reviewed.

We look forward to celebrating your upcoming successes and wish you the very best of luck!



Social Value

This year we launched our Social Value pilot with a number of our supply chain. This has been a great example for how we, in collaboration with our suppliers, are building a stronger, greener & healthier North West! Here are some highlights of the Social Value that's been delivered so far...



Selwood organised a volunteering activity for key customers to take part in a 'Balsam Bashing' session at Bowland Country Park. This targeted volunteering activity supported healthier, more resilient catchments and enhancing biodiversity through the restoration of native habitats.



Costain led on a Supply Chain wellbeing engagement event at Dovestone Reservoir. The event focussed on bringing partners, together in an outdoor setting to strengthen engagement across the supply chain. Highlighting the positive impact that walking, conversation, and time spent outdoors has on mental health & wellbeing.



Sapphire (Lanes Group) carried out a Balsam Bash in conjunction with the Ribble Rivers Trust and United Utilities colleagues. They cleared an entire route used by primary school children to access the stream during school trips. The work will have a positive impact on future visits.



Himalayan Balsam is an invasive plant that can harm the countryside by replacing native plants, reducing wildlife habitats, and increasing erosion along rivers & streams.

Contact Us



If you have any information, engagement opportunities or ideas to enhance USC, please contact the USC team below

UnitedSupplyChain@uuplc.co.uk



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