

Quality policy

UNITED UTILITIES POLICY STATEMENT | NOVEMBER 2021

Our purpose is to provide great water and more for the North West. Our quality policy helps us deliver a great customer experience, improves our performance and efficiency whilst supporting our vision, and sets out how, together, we deliver it as business as usual.

We will strive to:

- operate safely and with integrity, doing the right thing in everything that we do;
- provide a high quality service that customers can rely on, making it easy for them to get their enquiries resolved, whilst ensuring we uphold our commitments;
- maintain and protect data to meet our obligations;
- have reliable, accurate and complete auditable information on our assets, land, performance and business activities;
- use our Quality Management System to drive business improvements;
- ensure that we have processes in place to enable compliance with our Internal Control Manual and our legal, regulatory and other relevant obligations;
- stimulate and encourage innovation, to improve the quality of our services;
- effectually manage our assets, to deliver optimal whole-life value;
- take advantage of the whole lifecycle of our assets to maximise value across multiple capitals, whilst maintaining the resilience of services;
- consider resilience in the round to maintain the quality of our services; and
- effectively plan and prepare to manage the impact of any disruptive event so we can successfully respond and recover.

We will work towards this by:

- setting clear targets and objectives that deliver continuous quality improvement, helping us achieve our vision;
- working in partnership with customers, regulators, suppliers and other stakeholders;
- publicising key elements of performance;
- engaging our people and those who work with us using our quality policy, seeking continuous improvement;
- proactively monitoring our compliance and performance and that of those who work with us, dealing with any issues that we find;
- continually striving to improve performance and the embedding of a customer-focused culture;
- providing our people with clear responsibilities, policies and procedures, the right tools for the job, whilst simultaneously investing in their training – enabling them to maintain competence and do their job safely and effectively;
- demonstrating governance regarding the effectiveness of the Quality Management System, ensuring its integration with the strategic direction and processes of United Utilities using a risk-based approach;
- developing and investing in the right technology to deliver great performance;
- auditing our performance against our Quality Management System and our regulatory obligations, taking action where we find issues;
- reporting performance regularly to our senior management and executive teams; and
- reviewing this policy every three years.



Steve Mogford
Chief Executive