

# Asset Management Policy



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**Our Purpose**  
To bring environmental and social prosperity to the region we serve through our commitment to **love every drop.**

We do this using treatment sites, pumping stations and storage points at over **8,000** thousand locations, as well as more than **110,000km** of pipes, supplying **2.1million** properties and collecting used water from over **2.7million** properties. Our Asset Management Policy statement is:

**“We will manage our asset systems to deliver our purpose and objectives efficiently and safely, achieving performance within defined risk levels.”**

We will deliver this by:

- Developing and supporting our people to achieve excellent asset management skills
- Striving to improve the health, safety and wellbeing of our workforce, customers and partners
- Setting our service and asset performance standards in accordance with stakeholder, customer, and environmental requirements
- Regularly assessing the capability of the asset system to meet changes in performance, population growth, climate change, regulatory and legislative requirements in the short, medium, and long term
- Exploring options, including innovative techniques, to close any gaps in the capability (including assets and human resources) to provide leading customer service at desired performance levels
- Defining and managing service risk through regular assessments of asset health and operational resilience planning
- Making asset management decisions and interventions using a risk-based approach and maximising value by balancing whole life cost and benefits
- Utilising asset information management approaches to inform effective decision making
- Managing intervention costs, outputs, and targets in the 5-year Asset Management Plan (AMP) within constraints as defined by the Management Board
- Understanding the relationship between the activities of departments working within different areas of the asset lifecycle
- Reviewing and continually improving the effectiveness of our processes and systems



“At Anglian Water we understand the value that Asset Management brings and how it helps us to deliver a trusted service to our customers every day. We are proud of our track record and continue to push the boundaries of what is possible, learning from others and embedding Asset Management into our daily operations.”

*Jason Tucker, Director of Strategic Delivery and Commercial Assurance*