**Our Management System Framework Policy**

Our management systems help ensure we meet customer and stakeholder commitments and deliver our outcomes.

**Customer**

Putting our customers first by delivering a personal, trusted and effortless experience to make Anglian Water a leading service provider in the UK.

**Water Quality**

Protecting water quality from source to tap, providing confidence that our drinking water supply is always safe and clean.

**Environment**

Protecting and enhancing the air, water and land where we live whilst sustaining and maintaining the environment.

**Asset Management**

Coordinating our business activities to realise value from our assets, reducing capital and operational carbon, providing the services our customers expect.

**Resilience**

Effective preparation, response and recovery arrangements to mitigate, minimise and ensure we can cope with the impact of disruptive events.

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We recognise the importance of robust management systems and their role in the on-going success of our business. In addition to our Health & Safety Charter and Policy, we have defined arrangements for managing Quality, Environmental, Asset Management, Business Continuity and Anti Bribery activities.

This integrated management system framework sets out all our management system standards in a clear and consistent way aligning to strategic priorities, business goals and good outcomes.

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**We are committed to:**

- Directors leading and being responsible for achieving the intended outcomes by keeping our promise to customers
- Delivering excellent drinking water quality
- Preventing pollution whilst protecting and enhancing the quality of the recycled water that we treat and return to the environment
- Making the most of our employees knowledge and experience by recognising the contribution that they make
- Continually improving the efficiency and effectiveness of our operating processes and this management system framework

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**We will:**

- Take account of the needs of our stakeholders and interested parties
- Support the leadership behaviour framework
- Focus on a culture of innovation, collaboration and transformation
- Communicate and promote strategic priorities, business goals and good outcomes throughout our business and the companies that work with us
- Effectively manage our assets to deliver optimal whole life value to all of our stakeholders
- Assess the aspects of our operational activities and their potential impact upon the environment
- Undertake business impact analysis to determine critical products or services and ensure that robust arrangements are in place to recover these products or services should they be disrupted in any way
- Maintain and protect data to meet our obligations and have reliable, accurate and complete auditable information on our assets, performance and business activities.

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**Peter Simpson**

Group Chief Executive

July 2018