

Organisational Resilience Policy

Yorkshire Water's vision is 'A thriving Yorkshire. Right for our customers, right for the environment' and our plan to deliver this vision is set out in our 10 year strategy and our Integrated Management System (IMS).

Every day, it's our job to make sure that everyone in Yorkshire has the water they need for their busy lives. And, when they've used it, it's our job to take it away, treat it and return it safely back to Yorkshire's environment.

We drive for continual improvement by managing change effectively and learning lessons from significant events, in accordance with our IMS - which aligns with the requirements of BS65000. This helps us to perform better, be more resilient and keep a clear focus on delivering the right results for our customers and the environment. It also helps us to work effectively in partnership with our key stakeholders, to better cope with shocks and stresses, to achieve the commitments outlined below - this is at the heart of our approach.

To achieve our company vision, we will:

- Maintain and enhance the resilience of our services, infrastructure and our communities in the face of climate change.
- Comply with our statutory and regulatory requirements and company commitments.
- Manage our assets and services so we can deliver services through the range of reasonably foreseeable operating conditions.
- Have the right capabilities and resources to deliver our services - both now and in the future.
- Conduct horizon scanning to identify future risks and opportunities.
- Identify our impacts, quantify and manage risks to put in control measures to eliminate or reduce them.
- Continually improve by testing our preparedness.
- Understand and prioritise our actions in the event of an incident.
- Provide backup plans, systems and stores to allow us to maintain our products and services.
- Protect the business and our assets through our security processes for cyber, physical, and personnel security.
- Manage all those working on our behalf to deliver our service through the range of reasonably foreseeable operating conditions.
- Work in partnership with customers, suppliers and stakeholders to shape our approach, align plans, innovate and help communities improve their preparedness.
- Share data to enable others to examine our effectiveness and propose improvements.
- 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.
- Use energy efficiently and generate renewable energy to improve operational resilience.
- Do the right thing by our colleagues, our customers and the communities we serve in line with our Code of Ethics.
- Balance all of the above aims whilst keeping bills low for customers and ensuring the company is financially resilient.

Yorkshire Water will incorporate the above commitments into our objectives, goals, processes and behaviours to achieve our vision and enhance our performance. We'll continually work on embedding this policy and how well it's understood by our colleagues, stakeholders, contractors and suppliers, and it will be made available to our customers. We'll seek out and listen to comments and suggestions for improvements and will review this policy periodically in light of new knowledge, changing legislation and the views of our customers and our advisory panels.



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