



# Asset management policy

Policy ref no. POL096



Here at Thames Water, our purpose is to deliver life's essential service so our customers, communities and the environment can thrive. To deliver our purpose, we've identified the following key strategic ambitions:

#### Resilient assets

Invest in resilient systems and assets

#### Deliver brilliant customer engagement

Deliver brilliant customer engagement to create lifelong advocacy

#### Generate public value

Demonstrate long-term care of environment and deliver social good

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To help us achieve our strategic ambitions, we'll manage our assets in line with our asset management system. We'll work to:

- Develop future asset strategies that optimise performance, risk and efficiency and provide best value for our customers, stakeholders and environment
- Provide and deliver a high-performing, sustainable and efficient asset base to achieve our commitments, including net zero operational carbon by 2030, for the most effective whole life cost
- Adopt a systems-thinking approach and take a long-term perspective on operational performance and investment across all business planning cycles
- Provide resilient assets with high availability, driving down single points of failure and vulnerability
- Act with intelligence using data from customers, operations and the environment, to make accurate and proactive business decisions that maximise productivity, minimise asset deterioration and improve the service we provide to our customers
- Provide the resources needed to operate our asset management system and meet our objectives
- Build and develop capable teams dedicated to servicing our customers and the environment
- Comply with all legal and regulatory requirements and continue to prioritise health, safety and wellbeing and the environment throughout all our activities
- Establish and adopt industry-leading processes, systems and capability in planning, science and engineering and integrated risk management
- Measure and report progress on a regular basis, ensuring that the information is freely accessible and understandable
- Drive continual improvement through innovation, digital enterprises, collaborative working with our stakeholders and partnerships and effective contract management

#### Who this policy applies to

The scope of our asset management system includes the management and operation of clean and wastewater network and treatment asset systems, alongside adjacent systems that contribute to the water cycle.

We'll communicate this policy to our employees and partners. This policy is endorsed by our Executive Leadership Team and our employees, who are responsible for its delivery. The Director of Asset Management is accountable for this policy and will review it regularly.

## Responsibilities

All employees and contractors must ensure that their actions align with this policy and speak up if there is deviation from this policy.

Line managers must communicate the details of this policy to employees and contractors and ensure that a copy is readily available.

Executives must conduct all business in line with this policy and our core business values.

## When to speak up

As an employee you commit to:

- Complying with this policy
- Reporting any concerns

If you have a concern about our performance or management arrangements or you have a question about this policy, you can speak to the policy owner or any of the following:

Tell your line manager

This doesn't have to be your immediate line manager

Speak to us in confidence

07747 640 072  
investigations@thameswater.co.uk

Report anonymously

0800 917 6936  
thameswaterspeakup.co.uk

Write to the CEO

Thames Water Utilities Ltd  
Clearwater Court  
Reading RG1 8DB

## Useful references

- Environment Policy
- Energy Policy
- Sustainability Policy
- Health and Safety Policy

Policy Exec Sponsor: Caroline Sheridan, Engineering and Asset Director (November 2021)  
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