

Asset Management Policy

This document sets out the principles by which we will approach, implement and continuously improve our asset management capability.

It should be read in conjunction with our Integrated Management Systems Policy available here: [Integrated Management System Framework Policy](#)

A blue rectangular graphic with a yellow heart icon on the left. The text on the right reads: "Our Purpose is to bring environmental and social prosperity to the region we serve through our commitment to Love Every Drop".

Our Purpose
is 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** locations, as well as more than **110,000km** of pipes, supplying **2.1million** properties and recycling water from over **2.7million** properties.

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

We will deliver this by adhering to the following principles:

- Ensuring workforce, customers and partners are safer every day
- Developing and supporting our people to achieve excellent asset management skills
- Setting our service and asset performance standards in accordance with stakeholder, customer, and environmental requirements.
- 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, seeking to maximising value by considering multiple factors including whole life costs and benefits.
- Utilising asset information management approaches to inform effective decision making.
- Exploring options - including innovative techniques and new technologies - to close any gaps in the organisations capability (including assets and human resources) to provide leading customer service at desired performance levels.
- Managing intervention costs, outcomes, and targets in the 5-year Asset Management Plan (AMP) within constraints as defined by the Executive Committee.
- Fostering a culture of collaboration between departments working within different areas of asset management and the asset lifecycle.
- Regularly assessing the capability of the asset management system and asset systems to meet changes in performance, population growth, climate change, regulatory and legislative requirements in the short, medium, and long term.
- Reviewing and continually improving the effectiveness of our processes and systems.



“As the stewards of infrastructure that delivers our purpose we are committed to embracing, developing and implementing leading and sustainable asset management approaches that enable the delivery of trusted customer service, striving to meet the needs and expectations of our many stakeholders.”

Siân Thomas – Director of Strategic Asset Management