

Integrated Management Systems Framework Policy



Our Purpose is to bring environmental and social prosperity to the region we serve through our commitment to Love Every Drop.

Quality

Protecting water from source to source, providing assurance that our drinking water and recycled water is always safe and clean.

Environment

Water is intrinsic to a healthy environment, natural capital and ecosystems. We work hard to minimise environmental risk from our operations.

Asset Health

We have a programme of work to enhance and upgrade our assets, so they are fit for today and tomorrow's customers.

Resilience

Effective planning and preparation to manage and mitigate the impact of any disruptive event so we can rapidly respond, continue operations and recover.

Customer

Provide an inclusive service for all our customers, delivering a personal, trusted and effortless experience.

Our long-term ambitions:



Make the East of England resilient to the risks of drought and flooding



Enable sustainable economic and housing growth in the UK's fastest-growing region



Work with others to achieve significant improvement in ecological quality across our catchments



By 2030, be a net zero carbon business and reduce the carbon used in building and maintaining our assets by 70%

Strategic and business unit plans form the basis upon which Anglian Water sets and reviews its objectives, obligations and targets.



"As we move into AMP8, our Purpose will continue to guide us and inspire us."

Mark Thurston,
Chief Executive
April 2025



Being Safer Every Day, puts safety and wellbeing at the heart of every decision, moment by moment, choice by choice.

In addition to our Health, Safety and Wellbeing Charter and new Environmental Charter, we have defined management system arrangements for chosen standards, assessment schemes and specifications.

Our Integrated Management System (IMS) unifies our management system processes into a single framework, aligned with our Purpose, Values and Behaviours.

We recognise the importance of robust management systems and their role in the ongoing success and sustainability of our business.

Our commitments:

- Executive Committee leads and is accountable for achieving intended business outcomes.
- Delivering excellent drinking water quality.
- Zero pollutions mindset while protecting and enhancing the quality of the recycled water that we treat and return to the environment.
- Maintaining our laboratory's UKAS accreditation.
- Identifying and managing our risks.
- Making the most of our employees' knowledge and experience by recognising the contribution they make.
- Continually improving the efficiency and effectiveness of our operating processes and this management system framework.

Complying with relevant legislation, regulations and other business needs including:

- ISO 45001 and ISO 45003 Health, Safety and Wellbeing
- PAS 808 Purpose Driven Organisations
- ISO 9001 Quality Management
- ISO 14001 Environmental Management
- ISO 17024 & CMS (Competence Management Systems)
- ISO 22301 Business Resilience (Continuity)
- ISO 22458 Inclusive Service and Customer Vulnerability
- ISO 55001 Asset Management
- PAS 2080 Carbon Management
- MCERTS Environment Agency Monitoring Scheme

We will:

- Take account of the needs of our customers, stakeholders and interested parties.
- Live by our Purpose, Values and Behaviours.
- Create a culture of care and concern by supporting team and personal resilience, promoting health, safety and wellbeing.
- Communicate and promote strategic priorities, business goals and positive outcomes throughout our business and the alliances that work with us.
- Effectively manage our assets to deliver optimal whole-life value.
- 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 controls are in place to manage them if disrupted.
- Maintain and protect data to meet our obligations and have reliable, accurate and complete auditable information on our assets, performance and business activities.

Underpinned by our values:

