

Quality Policy

UNITED UTILITIES POLICY STATEMENT | APRIL 2026

Our purpose is to provide great water for a stronger, greener and healthier North West.

We deliver an essential service for millions of people and businesses, providing great quality drinking water and safely removing and recycling used water. We protect and enhance urban and rural environments and invest in local communities. Our Quality Policy reflects our purpose and aligns with our strategic priorities and core values. It guides us to deliver outstanding experiences for our customers, to continually improve our performance, and to embed excellence into everything we do. Our values – to do the right thing, make it happen and be better – shape how we operate each day and how we succeed together.

We will:

- 1. Provide high-quality services customers can rely on**
by delivering clean, safe drinking water, effective wastewater services, and responsive customer service every day.
- 2. Put customers at the heart of everything we do**
by making it easy to engage with us, resolving issues fairly and consistently, and providing additional support for those who need it.
- 3. Maintain resilient and reliable operations**
by managing and improving our assets, preparing for and promptly resolving incidents and emergencies, and adapting to changing risks and challenges.
- 4. Get it right, first time**
by using clear, consistent processes and accurate information to support good decision-making and dependable service.
- 5. Act with integrity and accountability**
by striving to meet our legal, regulatory and other obligations, and being open and transparent about our performance.
- 6. Create a great place to work**
by supporting our people to work safely, ethically and inclusively, valuing and respecting all colleagues, and by embracing learning and continuous improvement.

We will deliver this by:

- Operating an effective Quality Management System that supports safe, reliable services and continual improvement.
- Setting clear objectives, monitoring performance against challenging targets and acting quickly where improvement is needed.
- Maintaining reliable, accurate and auditable information on our assets, activities and performance.
- Managing risks proactively and adapting plans to remain effective and resilient.
- Providing our people and partners with clear responsibilities, the right tools, and ongoing training and development.
- Encouraging innovation, new technologies and better ways of working to improve quality and efficiency.
- Working openly and collaboratively with customers, regulators, suppliers and stakeholders.
- Communicating this policy clearly and reviewing it regularly to ensure it remains relevant and effective.



Louise Beardmore
Chief Executive