

Security policy

UNITED UTILITIES POLICY STATEMENT FEBRUARY 2025

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

This drives us to deliver our services in an environmentally sustainable, economically beneficial, and socially responsible manner and create sustainable long-term value for all.

The protection of information about our customers, colleagues and assets is a fundamental business obligation in our increasingly digital industry, and one that we must focus on. In a competitive market, security and trust are differentiators.

- We will operate with integrity and confidentiality with the information used by our business, or by others in the name of United Utilities.
- We will be compliant with the increasingly detailed and expansive regulatory and legislative security standards that govern our business.
- We will provide a secure working environment in order to protect our people and others who may be affected by our operations.
- We will have policies to ensure our people demonstrate the right behaviours.
- Security incidents can be prevented, but if things go wrong, we will always find out why in order to put them right.

We will achieve this by:

- Knowing, monitoring and understanding the risks to the security of our company, people, customers, information and operational assets and making sure that we have proven and timely measures to respond;
- ensuring that security is by design and is embedded in everything we or our third parties do;
- creating secure workplaces;
- establishing clear expectations, standards and processes that we all work to;
- trusting others only when they prove that they understand, are able and will meet our security requirements; and
- ensuring that we are all aware, understand and care about security.

It will be delivered through:

- everyone demonstrating security role model behaviours; and
- promoting and recognising everyone's involvement in security.



Louise Beardmore
Chief Executive