United Utilities

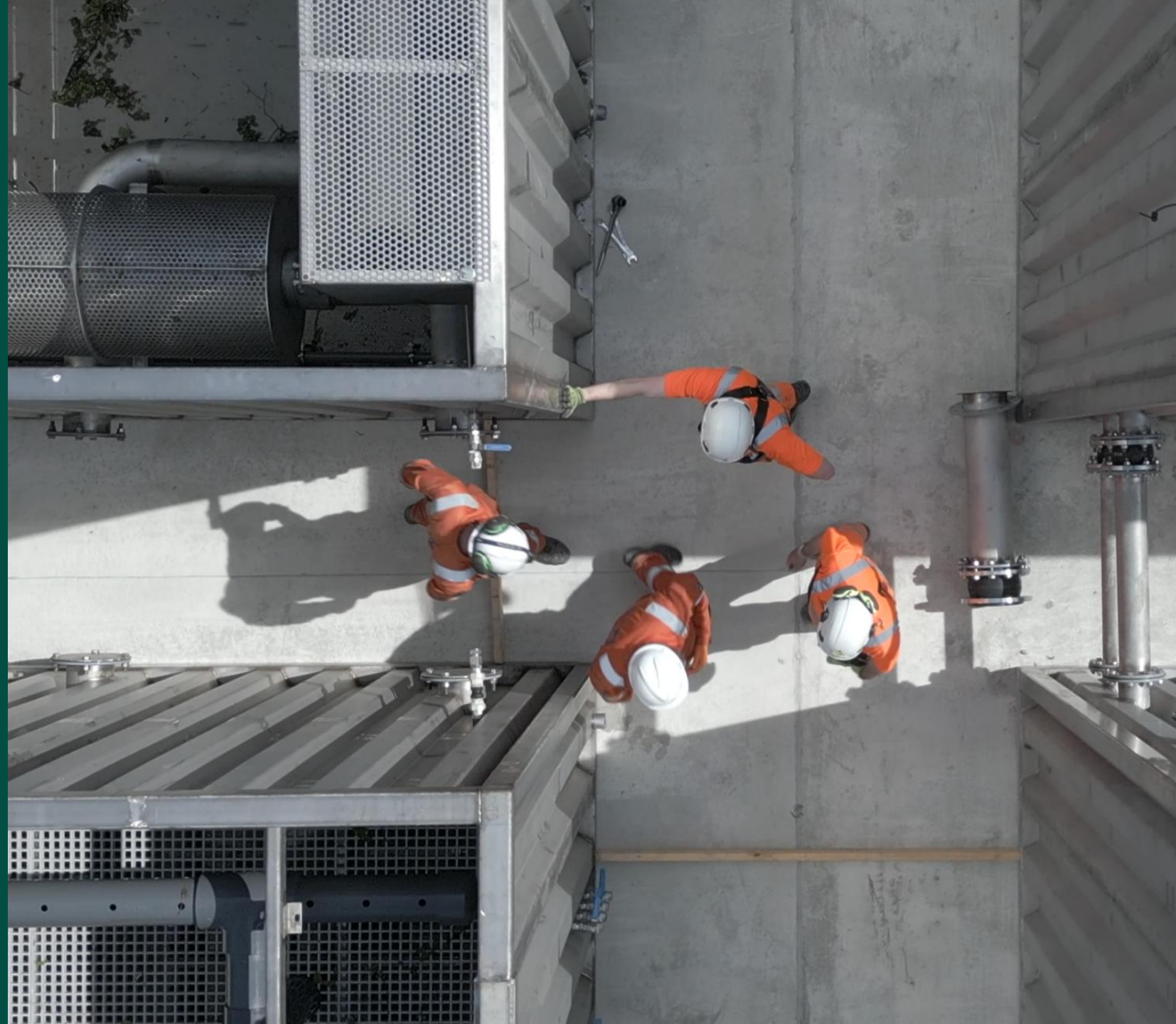
Supplier Onboarding Pack

United Utilities

Water for the North West

01 | Introduction

Welcome to United Utilities! We're pleased to have you onboard as a new supplier. At United Utilities, we view our suppliers as valued partners and believe in working together to drive positive change. This Supplier Onboarding Pack will equip you with all the information you need to set you off on the right tracks.



02 | Our purpose

United Utilities is responsible for water and wastewater services in the North West. 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 to create sustainable long-term value and a more prosperous North West.

Our strategic priorities

To enable the delivery of our purpose, we have six strategic priorities which underpin everything we do.

IMPROVE OUR RIVERS	PROVIDE A SAFE AND GREAT PLACE TO WORK	SPEND CUSTOMERS' MONEY WISELY
CREATE A GREENER FUTURE	DELIVER GREAT SERVICE FOR ALL OUR CUSTOMERS	CONTRIBUTE TO OUR COMMUNITIES

Our core values

Our core values demonstrate the way we work:

DO THE RIGHT THING	MAKE IT HAPPEN	BE BETTER

We want these to be at the forefront of all the work carried out by both internal colleagues and our supply chain.

They reflect the things we believe are most important to help us deliver our purpose of providing great water for a stronger, greener and healthier North West.

03 | Expectations and policies

There are several shared standards and expectations we aim to uphold with all our suppliers across the supply chain. These are set out in our Supplier Code of Conduct.

Supplier Code of Conduct >

To ensure we behave with integrity towards all our stakeholders, we have several internal codes of conduct.

United Utilities codes of conduct >

Focus area	United Utilities	Supply Chain partners
Our purpose and core values	Core values forefront of all work carried out.	Align with our core values in all the work you deliver.
Health and safety	Provide health and safety guidance for suppliers. Ahere to H&S policy. If you can't continue work without breaking one of the life saving rules – stop work and speak out.	Ahere to H&S policy. If you can't continue work without breaking one of the life saving rules – stop work and speak out.
United Supply Chain	Responsible sourcing principles are brought to life and embedded throughout the supply chain.	Sign up to be a signatory or leader for our responsible sourcing principles.

Supplier policies

Our supplier policies set out what we expect from our suppliers to address risk, build resilience, and improve compliance. These policies are shared with prospective suppliers during the tender process and align to our contractual agreements. You can view these policies in the supplier section of our website.

Supplier webpages >

04 | Business plan and regulation

Each of the five diverse counties across the North West is unique. To build our AMP8 business plan (from 2025 to 2030), we worked with stakeholders and customers to better understand the needs, challenges and opportunities of each county.
This AMP we will see the largest investment in water and wastewater infrastructure in more than 100 years.

In AMP8 we have adopted a county-based approach. This has been created to help us better serve the needs of customers and stakeholders locally, across the North West – listening to their diverse needs and responding with targeted messaging and bespoke services.

Our £13 billion investment will help us to deliver a step change on the things that matter most to customers, communities and the environment – improving water quality, delivering significant environmental improvements, supporting jobs and the local economy, whilst doubling affordability support for those struggling to pay.

04 | Business plan and regulation

To ensure that we always provide the very best service, our performance must reach standards which are imposed by various bodies. All the UK's water companies are subject to their regulations and enforcements.

Ofwat (the Water Services Regulation Authority) is the economic regulator of the water and sewerage sectors in England and Wales responsible for ensuring the companies provide good-quality, efficient services at a fair price. Ofwat takes a leading role in reviewing our prices.

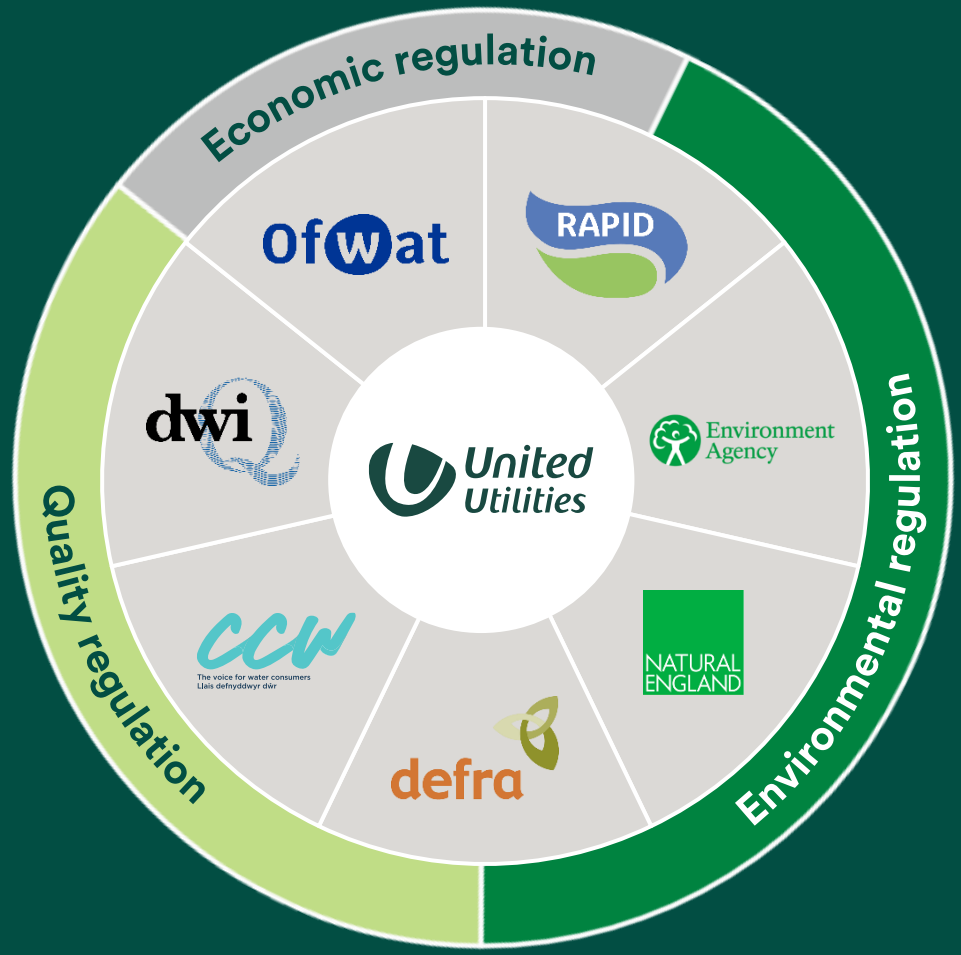
Consumer Council for Water represents customers' interests relating to price, service and value for money. It also investigates customer complaints about water quality.

The Drinking Water Inspectorate is responsible for enforcing drinking water quality standards in England and Wales.

The Environment Agency is an executive non-departmental public body responsible to the Defra Secretary of State; it decides how much water can be drawn from the environment - plus it sets and enforces standards for the treated wastewater returned to rivers and the sea.

Defra is the UK government department responsible for water policy and regulations in England and Wales; it also sets drinking water quality and environment standards (many based on European law) which water companies must meet.

The Regulators' Alliance for Progressing Infrastructure Development is a partnership between Ofwat, the Environment Agency and the Drinking Water Inspectorate. It aims to accelerate the development of new water infrastructure and design future regulatory frameworks.



05 | Our Commercial department

Our Commercial department is a core function of United Utilities, responsible for:

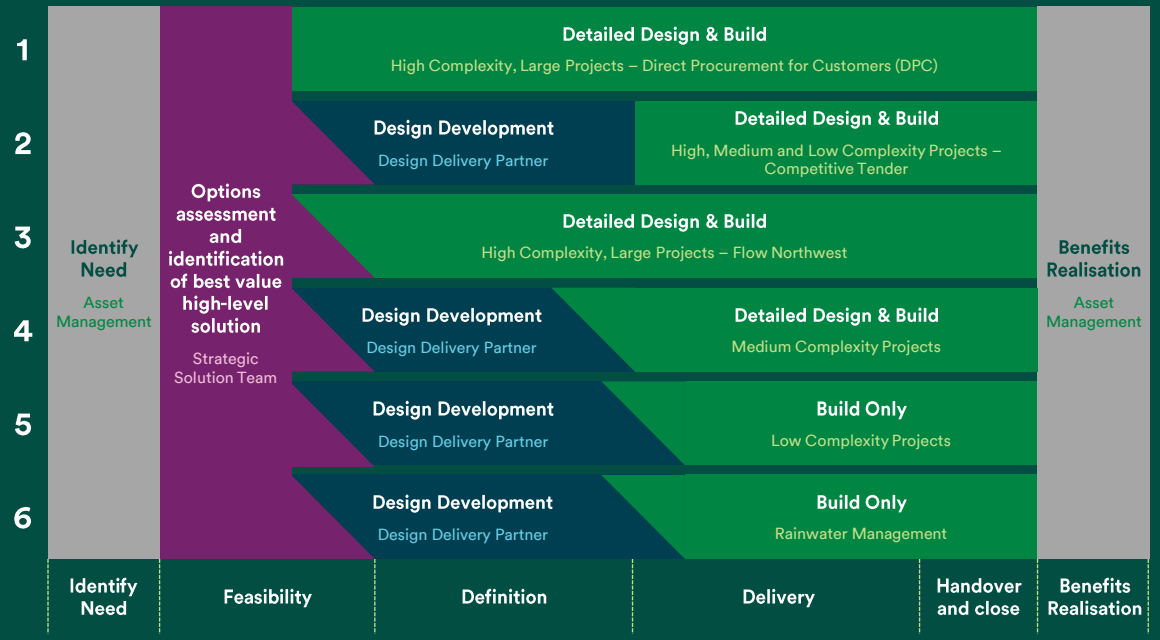
- Building relationships with our suppliers to achieve our goals
- Developing procurement strategies based on market opportunities, trends and business needs
- Tracking and challenging effectiveness and performance
- Ensuring our supply chain is paid on time

We have organised our Commercial team based around our key areas of spend. By managing our spend in categories, we aim to create value through a deep understanding of the commercial drivers in our supplier markets and by building long term relationships with partners and suppliers who share our values and objectives.

What we buy >

How to win business >

Our AMP8 delivery runways



More information on our AMP8 runway partners and how to engage with them will be provided to the relevant suppliers.

06 | Payments

We are committed to paying our invoices on time, within the contract terms and processes. Our core system is SAP, and we currently have a three-way match between purchase order, goods receipt and invoice details.

Invoices

Please note the following important information:

- A valid United Utilities purchase order number must be quoted on your invoice, or it will be rejected – no purchase order, no pay. Please do not accept any requests for goods, works or services without a valid purchase order number.
- All invoices must be addressed to the correct legal entity (e.g. United Utilities Water Ltd) – please do not address invoices to individuals. The correct legal entity can be found under Invoice Address on your purchase order.
- A tax point date and your own unique invoice number must be quoted on your invoice.
- If an order has been paid for via card, please do not send us an invoice. This may result in unnecessary queries and delays.

Purchase orders

Purchase orders from United Utilities will be sent in PDF format and will come from the email address WF-BATCH@uuplc.co.uk (please check that your network security allows this email address to be delivered so as not to delay your order).

If you receive any purchase orders from United Utilities addressed in the wrong name, please inform purchasing@uuplc.co.uk so we can update our records.

Self-billing

Suppliers who have signed up to be a self-bill vendor (i.e. engineering certificate/93 vendor) should not at any time submit VAT invoices. HMRC rules do not allow a self-bill vendor to issue invoices due to tax implications.

It should also be noted that the self-bill status applies at vendor level and not framework level. If you have multiple frameworks, they must all be on self-bill or all on purchase order – they cannot be a mixture of both.

You can view more of our guidelines on our website.

How to get paid on time >

Contact us

Please use the following email addresses:

- invoices@uuplc.co.uk
  Please submit invoices only (in PDF form) to this mailbox. Multiple PDFs can be attached to one email but please ensure that each PDF only contains one invoice. The mailbox is automated so any queries or documents other than invoices will not be dealt with.
- purchasing@uuplc.co.uk
  This is for general purchase order or invoice queries, or for submitting statements. You can also call us on 0345 050 0005.

07 | Health and safety

Our people are our greatest asset. We believe that nothing we do is worth getting hurt for and everyone who works for us, or on our behalf, should go home safe and well.

We expect all our suppliers to adhere to our health, safety and wellbeing policy.

Health and safety policy >

If you provide a service carried out on United Utilities sites, please access our Client Collaboration Portal. This portal provides specific health, safety and CDM guidance to help you complete your work safely.

AMP8 Client Collaboration Portal access request form >

Confined spaces
I only enter a confined space when it is confirmed that it is safe to do so.

Fire and explosion
I control all ignition sources when working with fire and explosion risks

Isolation
I only work on equipment after confirming all energy sources are isolated.

Working near water
I only work near water or hazardous areas if I am trained and able to follow the correct procedures.

Service with respect
I remove myself from any situation where I feel threatened.

Moving vehicles and plant
I always keep a safe distance from moving equipment or vehicles.

Safe system of work
I identify all hazards and implement effective controls before I start work.

Driving
I respect the speed limit, wear my seat belt and avoid driving when tired or distracted.

Wellbeing
I am fit and healthy to perform my tasks.

Working at height
I always use the correct fall protection when working at height.

Lifting operations
I ensure a safe lift and keep the areas clear under a suspended load.

Excavations
I always check for services before digging, and only enter safe excavations.

08 | Supplier Relationship Management (SRM)

We recognise that strong supplier relationships are essential to delivering value, innovation, and sustainable outcomes for customers and communities. Our SRM framework is focused on building enduring partnerships that create mutual value and enable us to monitor performance against contractual commitments.

In our Commercial department we employ a bespoke supplier segmentation model to categorise suppliers based on their strategic importance and impact on our operations.

STRATEGIC

Suppliers critical to long-term business success. These relationships are managed by senior commercial practitioners and require the highest level of SRM oversight, including rigorous assessment and continuous engagement.

COMMERCIAL MANAGED

High-impact suppliers essential to business continuity. While not classified as strategic, they share many characteristics and benefit from a structured SRM approach to maximise value.

COMMERCIAL ENABLED

Suppliers primarily managed by Internal Service Managers for day-to-day operations. Commercial teams provide support for escalations, renewals and other key interventions.

TRANSACTIONAL

Low-risk, low-value suppliers typically engaged through one-off purchases. These suppliers require minimal SRM and are reviewed annually through tail spend analysis.

Each segment is aligned to a set of minimum SRM requirements, known as treatment strategies. Treatment strategies should be embedded into sourcing strategies and clearly communicated during supplier onboarding. Once live, the Supplier Manager is responsible for ensuring compliance with the agreed treatment strategy. The treatment strategy information you will receive in this pack will be tailored to you in relation to the Commercial supplier segmentation model.

	Treatment strategy activity	Strategic	Managed	Enabled	Transactional
	Relationship ownership	Commercial Strategic SRM	Commercial SRM	Relevant business area (with commercial oversight)	Requester
1	Annual supplier segmentation	✓	✓	✓	–
2	Service/supplier risk assessment (SRA)	✓	✓	✓	–
3	Monthly KPI collection	✓	✓	–	–
4	Quarterly business reviews (QBRs)	✓	–	–	–
5	Annual business reviews	–	✓	By exception	–
6	Operational performance meetings	Monthly (minimum)	Quarterly (minimum)	–	–
7	Financial health checks	✓	✓	✓	–
8	Annual contract health check	✓	✓	✓	–
9	Supplier due diligence (desk-based or on-site)	Annual	Annual	Ad hoc (risk-based)	–
10	Annual certification checks	✓	✓	✓	–
11	Signed in the United Supply Chain (USC)	Leader	Signatory (minimum)	Signatory (minimum)	–
12	ESG case studies	✓	If applicable	If applicable	–
13	Social Value Plans	✓	–	–	–
14	Annual category tail spend review	✓	✓	✓	✓

09 | Social Value Portal

Adding value to the North West is at the forefront of our strategy. As such, we use the Social Value Portal to measure our positive impact and drive continuous improvement.

What does social value mean for United Utilities?	What does this mean for suppliers?	What does this mean for communities?
Builds trust and reputation with communities	Stronger relationships with UU and the communities they work in	Creates jobs and opportunities
Meets shareholder expectations	Community engagement	Strengthens relationships with organisations
Drives collaboration with suppliers	Better understanding of their own impact	Improves wellbeing and inclusion

To drive our six strategic priorities, we've aligned each priority to several Social Value Portal metrics (TOMs: Themes, Outcomes, Measures). These TOMs are used to capture the social value we are delivering and that is being delivered through our supply chain.

Strategic priority	United Utilities' priority TOMs
Improve our rivers	• NT121: m^3 of water saved against relevant benchmark (e.g. REEB) • NT86: Support for environmental conservation and ecosystem management (Focused on rivers and coasts) • NT117: Support for environmental and biodiversity conservation (Focused on rivers and coasts)
Create a greener future	• NT83: Commitment to measure and disclose scope 1, 2 and selected scope 3 emissions • NT31: Reductions in scope 1 and 2 CO_2e emissions through decarbonisation • NT119: Support for green spaces, biodiversity or ecosystems (in the NW) • NT53: Initiatives to safeguard the environment (in the NW)
Deliver great service for all our customers	• NT51: Initiatives to promote and support responsible business (focus on improving UU core services) • NT1 and NT2: Local people employed or retained • NT80 and NT81: Upskilling of existing employees through accredited training
Provide a safe and great place to work	• NT3 (a,b,c,d), NT4, NT78, NT5 and NT6: People from disadvantaged groups recruited • NT10: Employment of new apprentices • NT20: Multidimensional wellbeing programme access for staff
Spend customers' money wisely	• NT14: Spend with VCSEs in the supply chain • NT18: Spend with local companies in the supply chain • NT19: Spend with local SMEs in the supply chain
Contribute to our communities	• NT26: Support for community health or wellbeing interventions • NT28: Support for local community projects through donations • NT52: Initiatives to promote more resilient communities (focus on water resilience)

10 | United Supply Chain (USC)

United Supply Chain is our external window to supplier collaboration and engagement. USC underpins our strategy and aims to extend the values of United Utilities into our supply chain to support the delivery of our sustainability goals for a stronger, greener and healthier North West.

Our approach is centred on ensuring the United Utilities responsible sourcing principles are embedded into every level of our procurement and supplier activity. Our responsible sourcing principles are structured around the environmental, social and governance (ESG) areas most important to our shared success.

Responsible sourcing principles >

Environmental

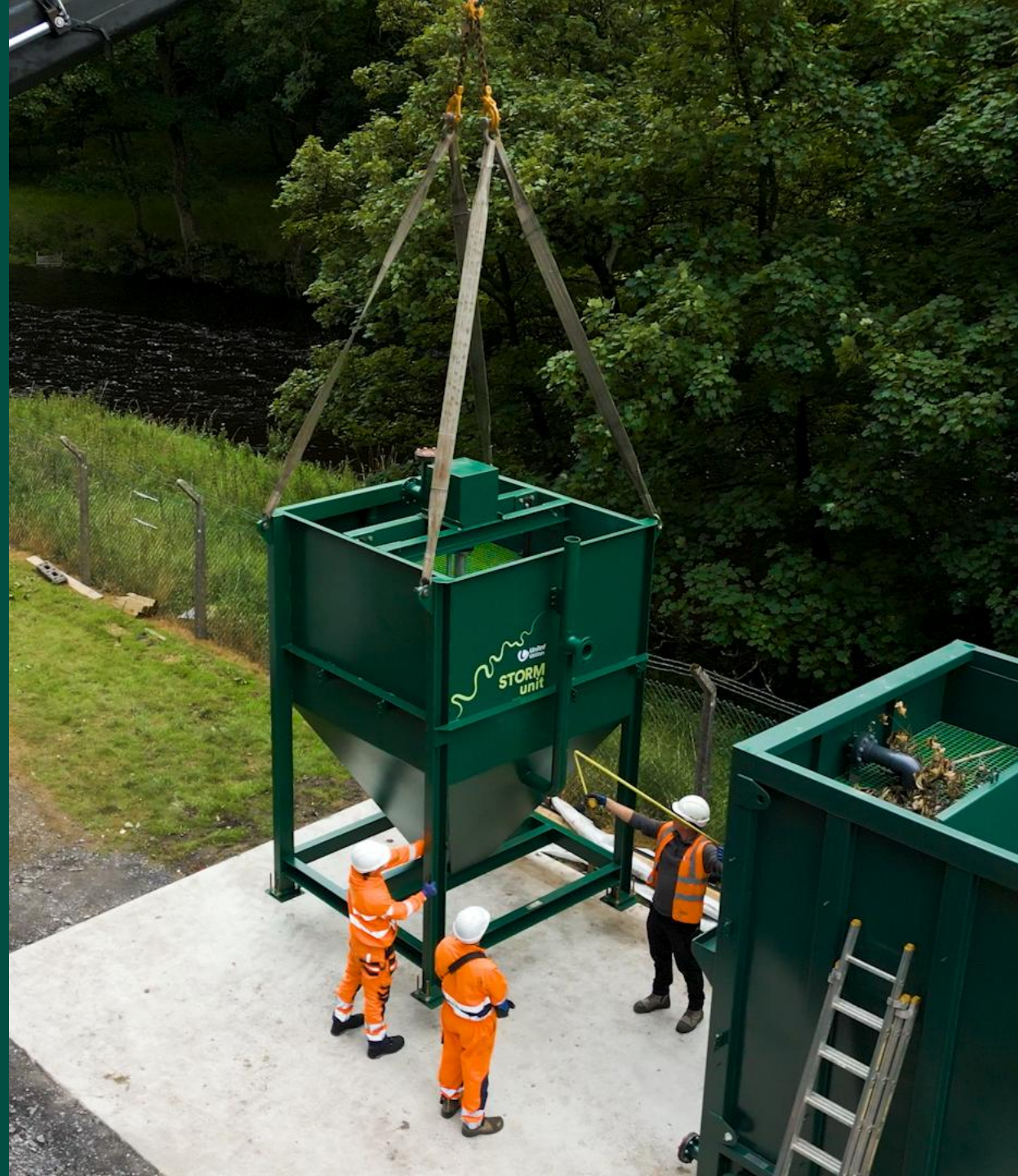
- Water consumption
- Climate change adaptation and mitigation
- Environment and pollution
- Circular economy
- Materials

Social

- Health, safety and wellbeing
- Human rights and fair treatment
- Community
- Best practice

Governance

- Business ethics and governance



10 | United Supply Chain (USC)

As part of our shared commitment, suppliers will be invited to become a signatory of a leader within the United Supply Chain, integrating responsible sourcing principles into day-to-day decision making.

Signatories

As a signatory, a supplier commits to adhere to the principles to develop their own supply chain by sharing resources, training and upskilling their staff, whilst working with United Utilities to assure this approach by identifying and mitigating risk.

Leaders

As a leader, suppliers not only agree to the responsible sourcing principles but also commit to go further by demonstrating their commitment to the principles, collaborating with United Utilities to improve practice and identify new ways of working to enhance the value delivered to the customers.

Our USC newsletter is just one resource available to you when become a signatory to our United Supply Chain.

Sign up to United Supply Chain >

External partners

We have several external partners that we would love you to get involved with:

British Water >

- Provides leadership, support and best practice and addresses the challenges faced by the UK water sector.

Slave-Free Alliance >

- A team of leading experts committed to eradicating modern slavery and labour exploitation in organisations and supply chains worldwide.

Supply Chain Sustainability School >

- An award-winning FREE virtual learning platform around sustainability, with the aim to upskill those working within, or aspiring to work within, the built environment sector.
- We've mapped our learning pathways against our responsible sourcing principles. These resources are available to you and our supply chain to help upskill. You will be notified if our Commercial team has assigned you a learning pathway via Supply Chain Sustainability School.

11 | Atamis

Atamis is our centralised procurement platform that aims to provide visibility of opportunities tenders, timelines and decisions to suppliers. This also helps us make sure our suppliers are consistently meeting expectations and contractual obligations and enables timely communication and collaboration with our supply chain.

New suppliers will be given access to the Atamis portal as part of our standard onboarding process.

12 | External communications

Supplier awards entry notification

We take great pride in the achievements across our supply chain and are keen to celebrate these successes. Being informed of your nominations enables us to align messaging and amplify awareness of our collective accomplishments more broadly.

If you intend to submit a nomination to any award body recognising work you have undertaken with or on behalf of United Utilities, please complete the form below for our Commercial team to review and an approval email will be sent from UnitedSupplyChain@uuplc.co.uk once your award submission has been reviewed.

Supplier awards process: **notify us** >

Press releases

If you'd like to share the news through a press release, website content (such as case studies or mentions), or on social media, please share your content with us for approval before it is issued. Contact us at externalaffairs@uuplc.co.uk and please include details of your United Utilities contact.

13 | Who to contact

United Supply Chain, SRM framework, Social Value
UnitedSupplyChain@uuplc.co.uk

Payments – general queries or for submitting statements
purchasing@uuplc.co.uk

Payments – submitting invoices
invoices@uuplc.co.uk

Press releases
externalaffairs@uuplc.co.uk

To access more client information, visit our Client Collaboration Portal. This includes access to the UU Standards Library and Standardisation Catalogue and the UU KIT Framework.

AMP8 Client Collaboration Portal access request form