

Inclusive and Accessible Services
Transitioning from BSI 18477 to ISO 22458
Water Provision Kite Mark

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Why BSI:18477 was so important to us

1st Water Company to achieve BSI 18477 accreditation

To provide today's public water service and create tomorrow's water supply solutions, fairly and responsibly, working with others to help society and the environment to thrive.

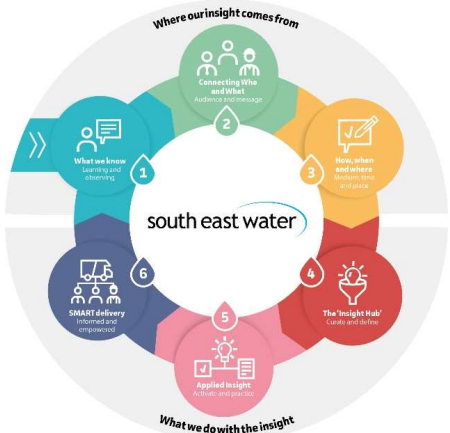
Supports the company purpose and Engagement Strategy

Minimum standard baseline

Input into our Vulnerability / Affordability Strategy

Gives Board and teams confidence in our approaches

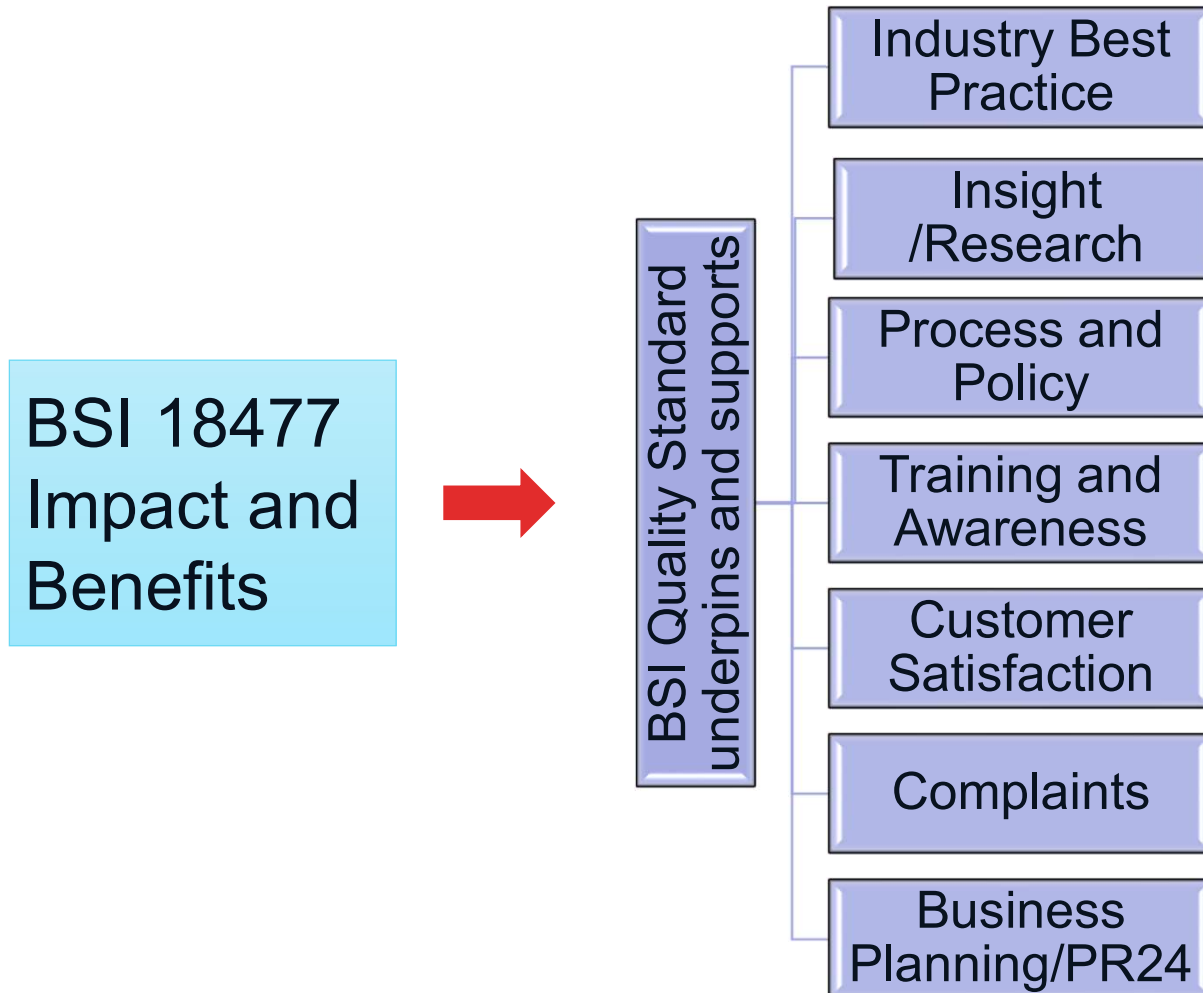
Gives customers and stakeholders confidence



- Definition of KPIs
- Gap identification in service delivery
- Supports our business planning

Assumed Benefits of obtaining and maintaining the standard

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Water Industry Commitment to Accreditation Now and in the Future

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Water companies are committed to supporting vulnerable customers – Priority Services is over 1 million customers

We believe we are leading the way with the support of our trade body WaterUK

Almost 50% of water companies have achieved accreditation

Remainder in England and Wales committed to obtaining accreditation

CCW (Consumer Council for Water) and the work they are doing on the industry Affordability Review – collaborative, best practice, sharing of strategy and delivery – implementing improvements by 2025

We hope to be the country's first industry recognised as providing a 100% inclusive service