Cambridge Water South Staffs Water

Asset Management Policy

Document Details

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Version	Date	Next Review Date	Author	Version Update
0.2	15/02/2026	31/03/2026	Angie Neal	Amendments in line with ISO 55001
0.3	31/03/2026	15/08/2026	Angie Neal	Updates to document control
0.4	10/04/2026	15/08/2026	Angie Neal	Insertion of commitment statement
1.0	28/04/2026	28/08/2026	Angie Neal	Final

Purpose

South Staffs Water and Cambridge Water (SSC) is committed to being recognised as a trusted and responsible water supplier. Our mission is to provide a consistently high-quality, reliable, and sustainable water service, supported by outstanding customer experience. We strive to meet all regulatory obligations while advancing long-term environmental goals to ensure a resilient future for our customers and communities.

This Asset Management Policy sets out the guiding principles for asset management across South Staffs Water and Cambridge Water, providing a clear line of sight that informs and underpins all asset management strategies and plans to support the delivery of our corporate objectives, statutory duties and customer outcomes efficiently, effectively and responsibly.

Scope

This Policy applies to all SSC employees, as well as third party contractors and partners acting on behalf of either company, who are involved in the management and operation of all infrastructure and non-infrastructure assets owned by both companies.

Our commitments

We commit to managing our assets in a way that:

- Supports delivery of customer outcomes and performance commitments.
- Safeguards the resilience and health of our infrastructure.
- Enhances climate adaptation and the environment.
- Supports net zero, sustainability and carbon reduction objectives.
- Optimises lifecycle cost, performance and risk.

To achieve our ambitions and deliver our policy, SSC will:

- Establish asset management strategies, objectives and processes that align to the principles set out in this Policy.
- Deliver our statutory, regulatory and legal obligations to timescales agreed with our regulators.
- Reduce health and safety risks to our workforce, partners and customers, as far as reasonably practicable, while ensuring full compliance with all applicable legal requirements.
- Apply a robust, evidence-based decision-making framework to guide all key asset management decisions, ensuring maximum value by consistently using well informed, data driven insights that assess total value and whole life cost across the full asset lifecycle.
- Continuously maintain and improve our asset management system to ensure that maintenance and investment decisions are supported by current and accurate data.
- Operate, maintain and renew assets to optimise their value, reliability and performance throughout their lifecycle.
- Continually engage, consult and collaborate with customers and stakeholders to understand and anticipate their evolving economic, social and environmental needs.

- Drive continual improvement through effective contract management, collaborative working with our stakeholders and partners and innovation by integrating new ideas and technologies to enhance all aspects of the asset lifecycle.
- Review and continually improve the effectiveness of our processes, systems and capabilities to ensure we spend our customers' money wisely.
- Develop and maintain asset strategies for all key asset classes to support optimal investment planning.

Commitment statement

SSC is committed to ensuring that our assets are managed to deliver safe, reliable and sustainable water services for our customers, now and in the future. Effective asset management is fundamental to meeting our statutory and regulatory obligations, supporting our performance commitments, and maintaining the trust placed in us by our customers, stakeholders and communities.

We will apply best practice, evidenced asset management across the full asset lifecycle, balancing cost, performance, risk and environmental impact to achieve best whole life value. Our asset management system will provide a clear line of sight between our corporate objectives, investment decisions and operational activities, enabling resilient, informed and transparent decision making that supports climate adaptation, sustainability and our net zero ambitions.

We will embed these commitments into our objectives, goals, processes, and behaviours to drive our vision and improve our performance. We will continue to integrate this policy across all areas of our work and promote a clear understanding of its principles among our stakeholders, colleagues, contractors and suppliers.

This Policy will be reviewed annually and reissued as necessary to reflect any changes that affect the asset management system or the company's strategic objectives.

Jared McGivern, Head of Asset Management