Strategic Report

Effect on our ability to create value

Based on the potential effect on our ability to create value over the short, medium and long term. Value, in this context, may be created internally (for the Company and our employees) or externally (for our Shareholder, customers, communities, suppliers, the local economy and the natural environment). Value can be financial or non-financial. Our assessment of the level of interest to stakeholders is based on our ongoing engagement with stakeholders, as well as the extensive insights gathered from engagement with stakeholders on our Strategy and PC21 Business Plan. Read more on stakeholder engagement and decision making on page 106. We have aligned these issues with our strategic threats and opportunities on page 59.

Reporting on what matters

Listening to our stakeholders and understanding what matters to them is a fundamental part of our strategic decision making. We use a materiality matrix to consider what matters most to stakeholders alongside our own assessment of what has the biggest impact on our ability to create value. This stakeholder materiality assessment informs decisions about what we report in documents such as our Annual Integrated Report and Accounts.

In defining the strategic relevance of a matter to NI Water, we have adopted the integrated reporting framework definition of materiality, which states: “A matter is material if it could substantively affect the organisation’s ability to create value in the short, medium or long term”. Value, in this context, may be created internally (for the Company and our employees) or externally (for our Shareholder, customers, communities, suppliers, the local economy and the natural environment). Value can be financial or non-financial. Our assessment of the level of interest to stakeholders is based on our ongoing engagement with stakeholders, as well as the extensive insights gathered from engagement with stakeholders on our Strategy and PC21 Business Plan. Read more on stakeholder engagement and decision making on page 106. We have aligned these issues with our strategic threats and opportunities on page 59.

Business strategy

Our strategy helps deliver a healthy and thriving population, a growing economy and a flourishing natural environment – in short – delivering what matters. The strategy centres around five strategic priorities, which set out how we will deliver our purpose and vision. Read more at https://www.niwater.com/ourstrategy/

https://www.youtube.com/watch?v=BGCuWp5w5xl

External matters
1. Funding and governance
2. Climate emergency
3. Cyber security
4. Local economy and development constraints
5. Natural resources
6. Land management and access

Internal matters
7. Resilience
8. Risk management
9. Corporate governance and business conduct
10. Innovation
11. Data security
12. Energy use
13. Responsible supply chain
14. Health, safety and wellbeing
15. Employee relations

Internal and external matters
16. Trust, transparency and legitimacy
17. Customer experience
18. Drinking water quality
19. Leakage and water efficiency
20. Supply interruptions and low pressure
21. Affordability
22. Severe flooding
23. Impacts on natural environment
24. Diverse, inclusive and talented workforce
25. Creating a legacy for our communities

External and internal matters

Effect on our ability to create value

Based on the potential effect on our ability to create value over the short, medium and long term. Value can be created for NI Water and our stakeholders. Value can be financial or non-financial.

Level of interest to stakeholders

Important Very important

1. Funding and governance
2. Climate emergency
3. Cyber security
4. Local economy and development constraints
5. Natural resources
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Customer
Delivering an exceptional customer experience

Water
Delivering great tasting, clean and safe water to meet customer need

Economy
Efficiently delivering infrastructure to underpin sustainable growth

Nature
Protecting and enhancing the natural environment

People
Providing a great place to work

Our purpose
To provide the water for life we all rely on to thrive

Our vision
To grow value and trust by being world class

Our values
We are committed to the highest standards of behaviour in how we do business (Customer, Excellence, Integrity, Respect and Sustainability).