How we create value

Our business model creates long term sustainable value for our stakeholders and wider society.

Our resources

Financial capital
(credit and capital)

Natural capital
(plants, animals, water, soils and the eco-system services they provide)

Social capital
(stakeholder relationships)

Human capital
(talent, health and wellbeing)

Manufactured capital
(pipes, treatment works, plant and equipment, IT and offices)

Intellectual capital
(knowledge and processes)

Strategy and governance

Business strategy
Read more pg28

Strategic performance indicators
Read more pg59

Risk and resilience
Read more pg60

Strategic threats and opportunities
Read more pg59

Corporate governance
Read more pg85

Outputs

Drinking water
Recycled wastewater
Skills and expertise
Innovation
By-products
Emissions

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.

Key business activities

Delivering drinking water
Recycling wastewater

Our culture

Customer
Excellence
Integrity
Respect
Sustainability

External

Where we add value

Customer
Read more pg31

Water
Read more pg35

Economy
Read more pg41

Nature
Read more pg47

People
Read more pg55