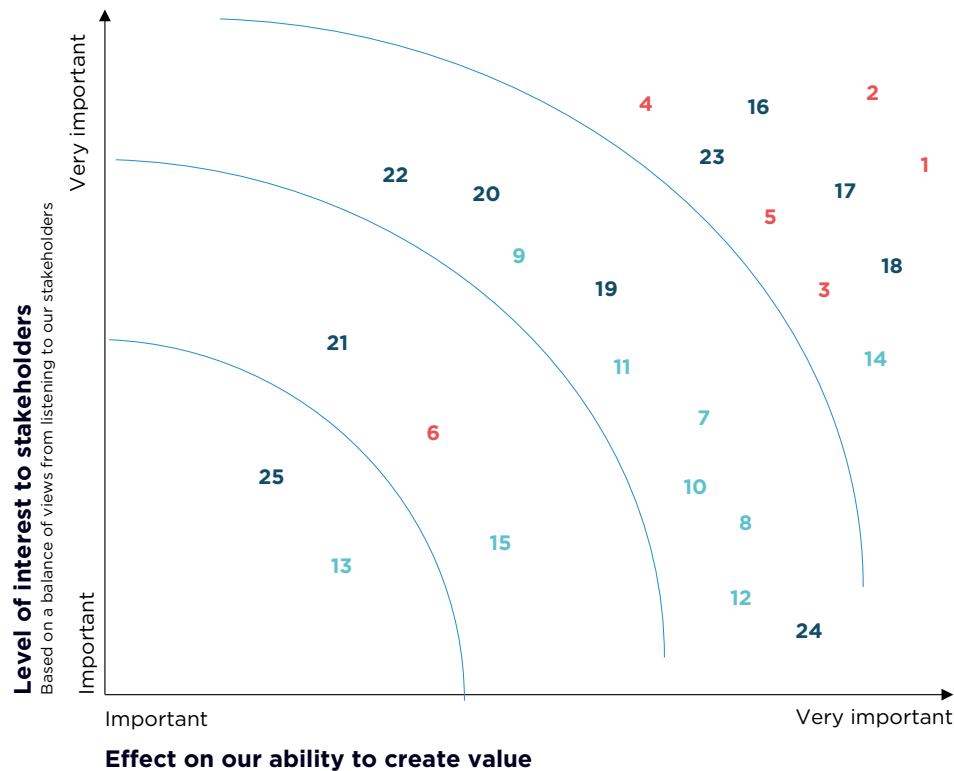


Reporting on what matters

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.



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 or our stakeholders. Value can be financial or non-financial.

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. Sewer flooding
23. Impacts on natural environment
24. Diverse, inclusive and talented workforce
25. Creating a legacy for our communities