

NI Water CEO showing our drone technology to one of the students at the Skills NI Exhibition.



Delivering what matters
A decade of delivery
for our customers;
economy and the e

ably reduced
ing costs by
8m

Our non-domestic customers
are paying
12% less
on average, for their water and
sewerage services than they did
four years ago.

Closed the
efficiency gap by
75%

Delivering what ma

Powered
by talent

Happy,
safe and
healthy
people

Creating a
legacy for our
communities

People

providing a great
place to work

Our customers rely on our people for help and our equipment does not run itself. Attracting, developing, retaining and partnering with the best talent underpins our business. Modern practices and our approach to leadership, wellbeing and community engagement create a safe, balanced and rewarding workplace. We need to provide our people with the skills, equipment and the autonomy to create a truly exceptional customer experience.



We have recruited a number of graduate engineers in different areas of our business. The graduate engineers have the opportunity to work at different site locations and we support them in gaining a professional engineering qualification.

Powered by talent

The digital revolution, like the industrial revolution over a century and a half ago, is reshaping the way we live our lives and the way we work. The revolution is driving a competitive talent market, a shifting talent model where employees and contract workers sit side by side, and a workforce that expects the same level of individuality that they receive as consumers.

Our programme complements the Northern Ireland School Curriculum and has educated over 100,000 water whizz-kids. We also promote a water saving culture and how water can contribute to health and well-being.

We will conduct staff surveys and build on feedback to become 'best in class' confirming NI Water is a great place to work. We will create a new learning and development Centre of Excellence and identify and deliver appropriate and relevant training for all employees. We will develop new diversity and inclusion programmes across a broad diversity spectrum. We will build a new Apprenticeship Academy that will offer lifetime career opportunities in the water sector and recognised as best in class. We will develop partnerships with schools, universities and colleges to identify and attract top graduate talent from different academic disciplines.



NI Water staff at our bespoke health and safety training facility at Antrim, County Antrim.

Happy, safe and healthy people

We strive towards 'zero harm' for employees, contractors and customers. We will maintain our sector leading performance in health and safety and deliver on our zero accidents ambition. In addition to our legal obligations to successfully manage our work related health and safety risks, our wellbeing programmes promote employee health, improve staff attendance, and ensure we attract and retain great people. We will help and support staff in maintaining good health and wellbeing.



Staff volunteering at Crosskennan Lane Animal Sanctuary, County Antrim.

Creating a legacy for our communities

Over 1,000 colleagues have participated in our Cares Challenge volunteering programme – making it one of the largest corporate volunteering schemes in Northern Ireland. Not only does this activity help local charities and not for profit organisations, but it also develops the skills of our people. We will promote employee volunteering schemes and other local initiatives to develop our people and benefit our local communities.



For more than a decade, our multi-tiered educational programme, with a focus on school children, has delivered a comprehensive series of campaigns, tailored specifically in terms of message, delivery mechanism and language to different audiences – young people, families, businesses and the wider community. Our programme complements the Northern Ireland School Curriculum and has reached over 100,000 school children. We also promote the responsible use of water and how it can contribute to a healthy lifestyle. We will continue to invest in educating the community by taking the value of water message to them.

Summary actions

- Conduct staff surveys and build on feedback to become 'best in class' confirming NI Water is a great place to work.
- Create a new learning and development Centre of Excellence and identify and deliver appropriate and relevant training for all employees.
- Develop new diversity and inclusion programmes across a broad diversity spectrum.
- Build a new Apprenticeship Academy that will offer lifetime career opportunities in the water sector and which is recognised as best in class.
- Develop partnerships with schools, universities and colleges to identify and attract top graduate talent from different academic disciplines.
- Maintain our sector leading performance in health and safety and deliver on our zero accidents ambition.
- Help and support staff in maintaining good health and wellbeing.
- Promote employee volunteering schemes and other local initiatives to develop our people and benefit our local communities.
- Continue to invest in educating the community by taking the value of water message to them.
- Live by our values in providing a great place to work.

How will we measure progress?

We will measure progress by tracking delivery of the summary actions and the strategic performance indicators:

