

Yorkshire Water

A little bit about us...



YorkshireWater

What makes us, us?

We're guardians of Yorkshire's water. It's an awe-inspiring privilege and a massive responsibility.

We look after communities, protect the environment, and plan ahead to look after Yorkshire's water, today, tomorrow, always.

24/7, 365, we provide essential water and wastewater services to every corner of the Yorkshire region, and play a key role in the region's health, wellbeing, and prosperity.

That means over 5 million customers, and the millions of people who visit Yorkshire each year, rely on us, every day. 140,000 businesses also depend upon the water we supply and the wastewater we take away to provide goods and services that support the economy – not only in Yorkshire, but across the United Kingdom and beyond.

**1
billion**
litres of water
collected
every day

**5.7
million**
customers

140,000
businesses
supplied
daily

72,000
acres of
reservoirs and
countryside

3,500+
colleagues
across
Yorkshire

671
water and
treatment
works

We're proud to play water's role in making Yorkshire a brilliant place to be – now and always

This is our purpose

Today, every day and forever, it's our job to make sure that everyone in Yorkshire has the water they need for their busy lives. Once they've used it, it's our job to take it away and work our magic returning it safely back to Yorkshire's environment.

Water is one of life's most basic essentials and we care deeply about looking after it in the right way for everyone, all of the time.

But how we do that really matters; the resources we use and recycle, the way we look after land, our broader support to local communities and the partnerships we develop, will make a massive difference to getting it right for Yorkshire's people and places.



To put people at the heart of everything we do



This is our ambition

While we work in a world filled with taps, toilets, turbines and pipes, it's our customers and colleagues that are the real stars of this story.

Water is not just another product. It's the lifeblood of Yorkshire. People rely on it every day to live and thrive. And that's why everything we do is designed to put our customers and colleagues first.

Together, we have outlined a fantastic ambition that is starting to shape the way we drive our organisation. Our ambition is the north star that guides our decision making and ensures people remain at the heart of everything we do.

We've only just begun this journey and have a long way to go to achieve our goals, but it's an exciting time. The scale of our ambition already makes our organisation stand out from the crowd. And in future, it will help us to deliver an amazing service to our customers, inspire and take care of our colleagues, and make a lasting difference to every part of Yorkshire.



It's how we do it that really matters

Our everyday behaviour plays an important role in how we take care of Yorkshire's water, because one disappointing experience for a customer can undermine lots of good ones and influence how they view our people and brand.

That's why it's down to us to lead by example and bring the following behaviours into our normal working lives.



We own it

Every one of us gets what needs to be done and sees things through to the end.

We all care about what we do and want Yorkshire to be able to rely on us. So whatever we're working on we step up and make sure it gets done, either on our own or with the help of others. We don't leave it, we own it.



We're always learning

We're not afraid to try things out, challenge ourselves and others and share our experiences.

We want to do the best we can every day and we're always looking to get better. Be open minded, curious, ask questions, share and learn with others, try new things and accept that sometimes we'll fail in order to learn. That's how we'll all improve.



We're better together

By bringing people together we can do amazing things.

We're good on our own, but together there's no stopping us. Working together – whether it's with colleagues, customers, communities or other stakeholders – will help us come up with the best ideas and the best solutions. Let's use the power of people working together to make amazing things happen.



We have heart

We're a Yorkshire company with that true Yorkshire spirit:

Straight-talking, respectful, getting things done with care and compassion and a healthy dose of fun. But Yorkshire is a wonderfully diverse place. We always look to understand, respect, embrace and value difference. Difference matters. It makes us stronger.

These are our behaviours