Information Security Policy Statement

In order to protect our customers, colleagues and other stakeholders, and to support service delivery, Welsh Water is committed to protecting the information and systems that we rely upon by ensuring:

—— Confidentiality – preventing unauthorised access or disclosure of information.

—— Integrity – preventing unauthorised or unintended modification of information or control of systems.

—— Availability – ensuring information and systems are resilient and available to authorised recipients when needed.

—— Safety – ensuring the safety of people and environments through the correct operation of systems under the control of authorised users.

All colleagues, contractors and partners are required to comply with our security policies, and the procedures and standards that support them. These are applicable to all information and system environments including all information technologies (IT) and operational technologies (OT). It is our Policy aim to ensure that:

—— Our systems and our use of information comply with relevant legislation, regulations, and other requirements.

—— Our colleagues are aware of security requirements and receive relevant training to enable them to protect the information and systems that they work with.

—— Security risks are identified, recorded, and managed in accordance with the corporate risk management process.

—— Individuals take appropriate steps to protect the information and systems that they have responsibility for, and a framework is in place to set information security objectives for relevant functions and roles.

—— All information and control systems are subject to risk assessment and are approved by the Welsh Water Information Security team prior to operation.

—— Access to systems and information is granted according to business necessity.

—— All security incidents are reported, risk assessed and receive a proportionate response.

—— We operate a continuous improvement approach to our Information Security Management Framework and make use of independent assurance, including penetration testing and certifications, to demonstrate the effectiveness of our controls.

The Executive recognises the importance of protecting information and systems and has tasked the Chief Information Security Officer with implementing a risk management approach which supports customer service delivery across the business.

This Policy will be reviewed annually, or sooner in the event of a significant change in business requirements.

Peter Perry
Chief Executive
Welsh Water
April 2022

IS(1)01