

Technical Competence Policy Statement

Welsh Water recognises that the protection of our environment and human health is an integral part of our business and is committed to reducing the risk of pollution to land, air and water by ensuring that we operate within the performance standards set out by our Regulators, Natural Resources Wales and the Environment Agency. We acknowledge that it is vital that our colleagues who operate our Advanced Anaerobic Digestion Facilities and Sludge Treatment Centres have the necessary knowledge, skills, and technical competency to satisfy regulatory requirements and comply with the environmental permit.

We will achieve this by:

- Senior management demonstrating leadership and commitment and taking accountability for the effectiveness of the Competence Management System, ensuring its integration with the strategic direction and processes of Welsh Water.
- Providing a framework for establishing and reviewing competence related objectives and targets.
- Continually improving the effectiveness of our Competence Management System and the enhancement of our permit compliance through regular review of performance and the evaluation of feedback from our Regulators and customers.
- Engaging, directing, and supporting each employee to have a good understanding of the importance of the Competence Management System, their responsibility in contributing to its effectiveness and its direct relevance to permit compliance.
- Providing each colleague with a comprehensive job description that defines the role, responsibilities, reporting lines and the levels of competence required to comply with environmental permits.
- Providing the budget and resources required to deliver planned programmes of training and development for our colleagues.
- Undertaking regular performance reviews of our colleagues to determine ongoing levels of competence.
- Reporting emissions and performance data to our Regulators within specified timescales.
- Delivering a programme of essential planned maintenance on critical plant and equipment to ensure effective operation of our assets.
- Operating and continuously improving a Competence Management System that is certified to the Energy and Utility Skills CMS Standard.
- Communicating the content of the Competence Management Policy to all Welsh Water colleagues and relevant interested parties.

The Competence Management System is supported by the Welsh Water Integrated Management System which is certified to ISO 9001 and ISO 14001.

This Policy will be reviewed annually and/or when significant changes are identified.



Steve Wilson

Managing Director of Wastewater Business Customers and Energy

Welsh Water

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