



Material Issue

- 1 Trust, transparency and legitimacy
- 2 Resilience
- 3 Customer service and operational performance
- 4 Climate change
- 5 Political and regulatory environment
- 6 Storm overflows
- 7 Affordability and vulnerability
- 8 Drinking water quality
- 9 Water resources and leakage
- 10 Financial risk management
- 11 Corporate governance and business conduct
- 12 Natural capital and biodiversity
- 13 Innovation
- 14 Cyber security

Material Issue

- 15 Health, safety and wellbeing
- 16 North West regional economy
- 17 Land management, access and recreation
- 18 Sewage sludge to land
- 19 Energy management
- 20 Environmental impacts
- 21 Data security
- 22 Diverse and skilled workforce
- 23 Responsible supply chain
- 24 Colleague engagement
- 25 Supporting communities
- 26 Competitive markets
- 27 Human rights
- 28 COVID-19