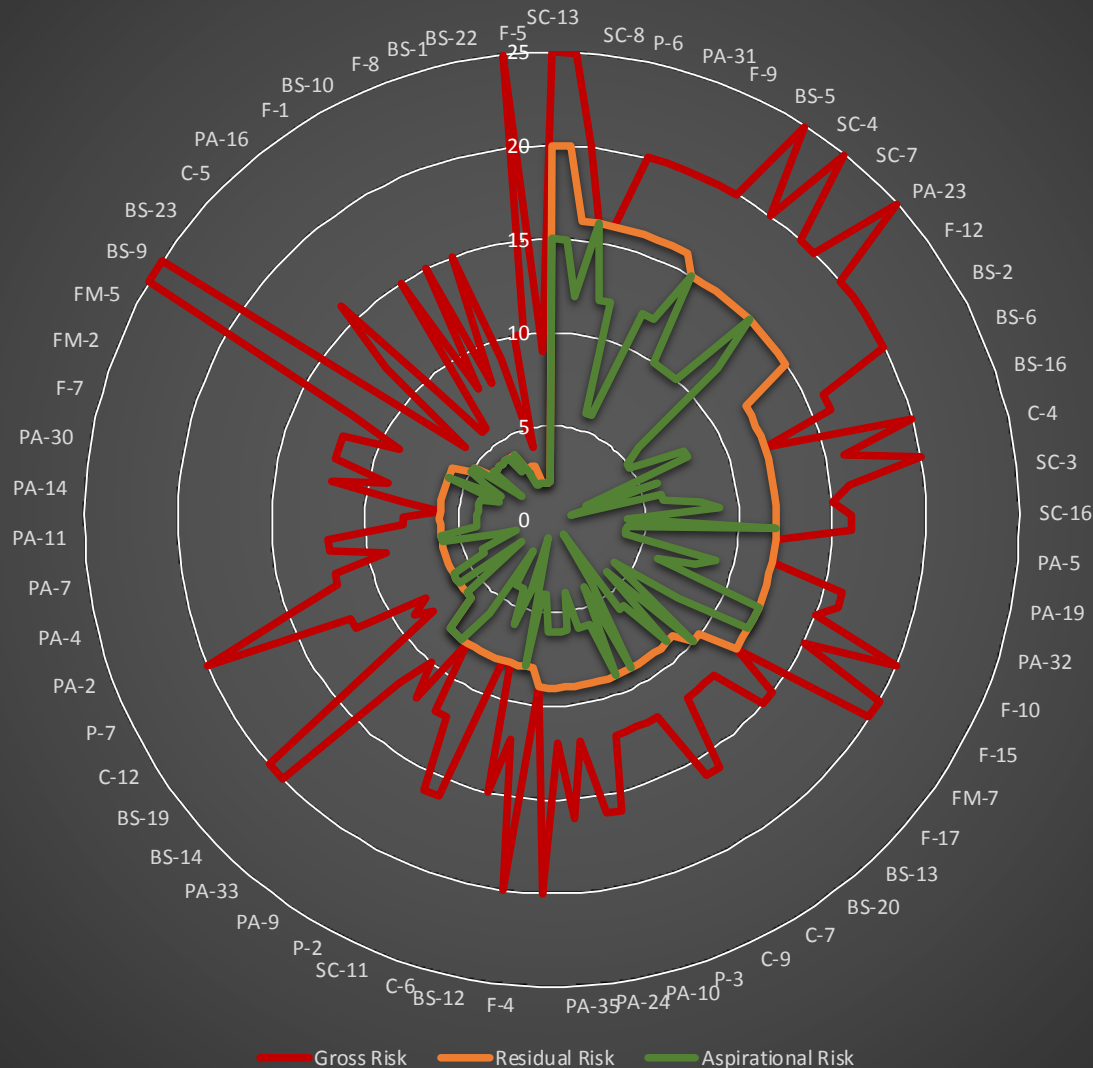


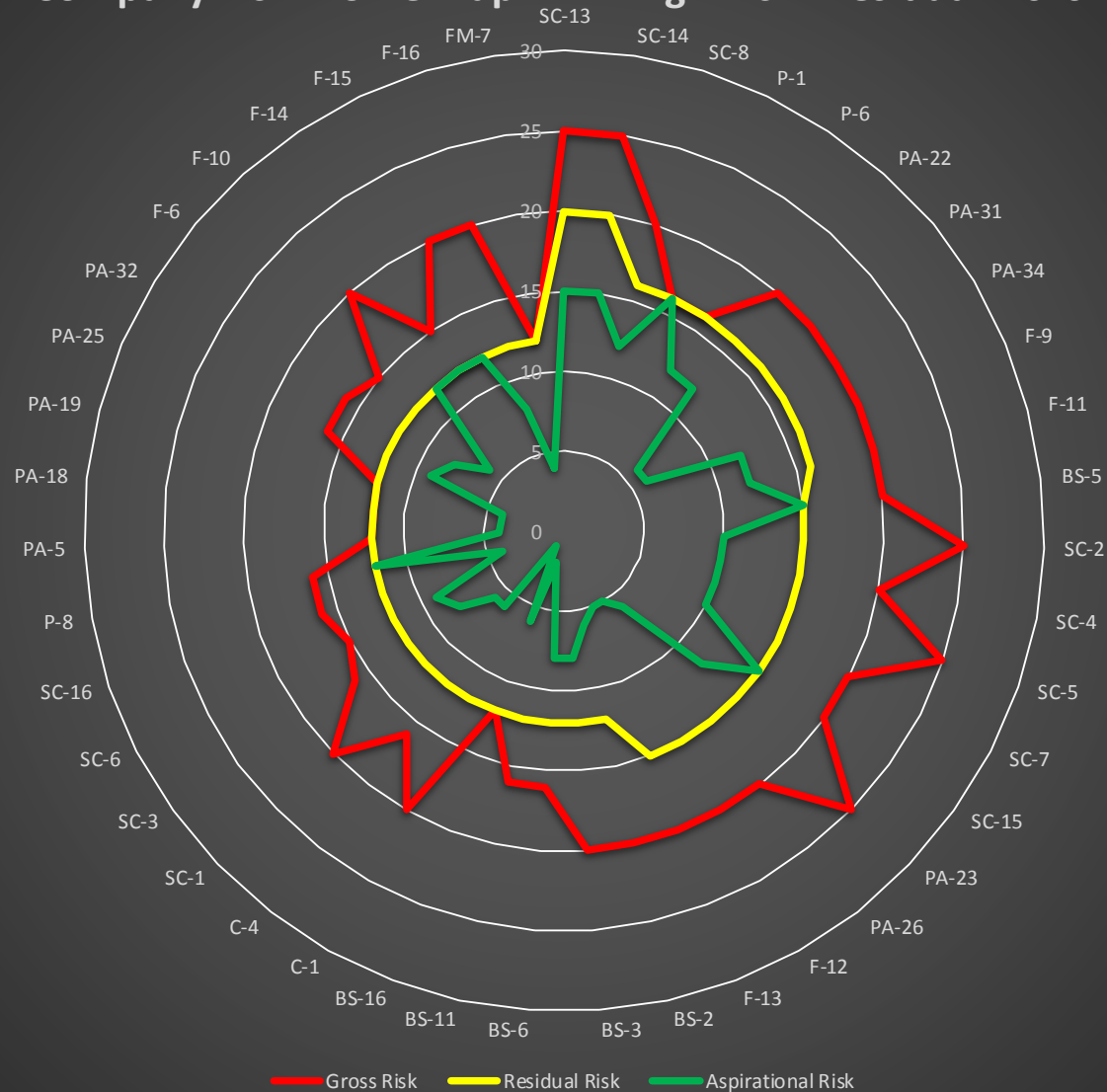
# All risk profile maps

## Company Risk Profile Map - All Risks Levels



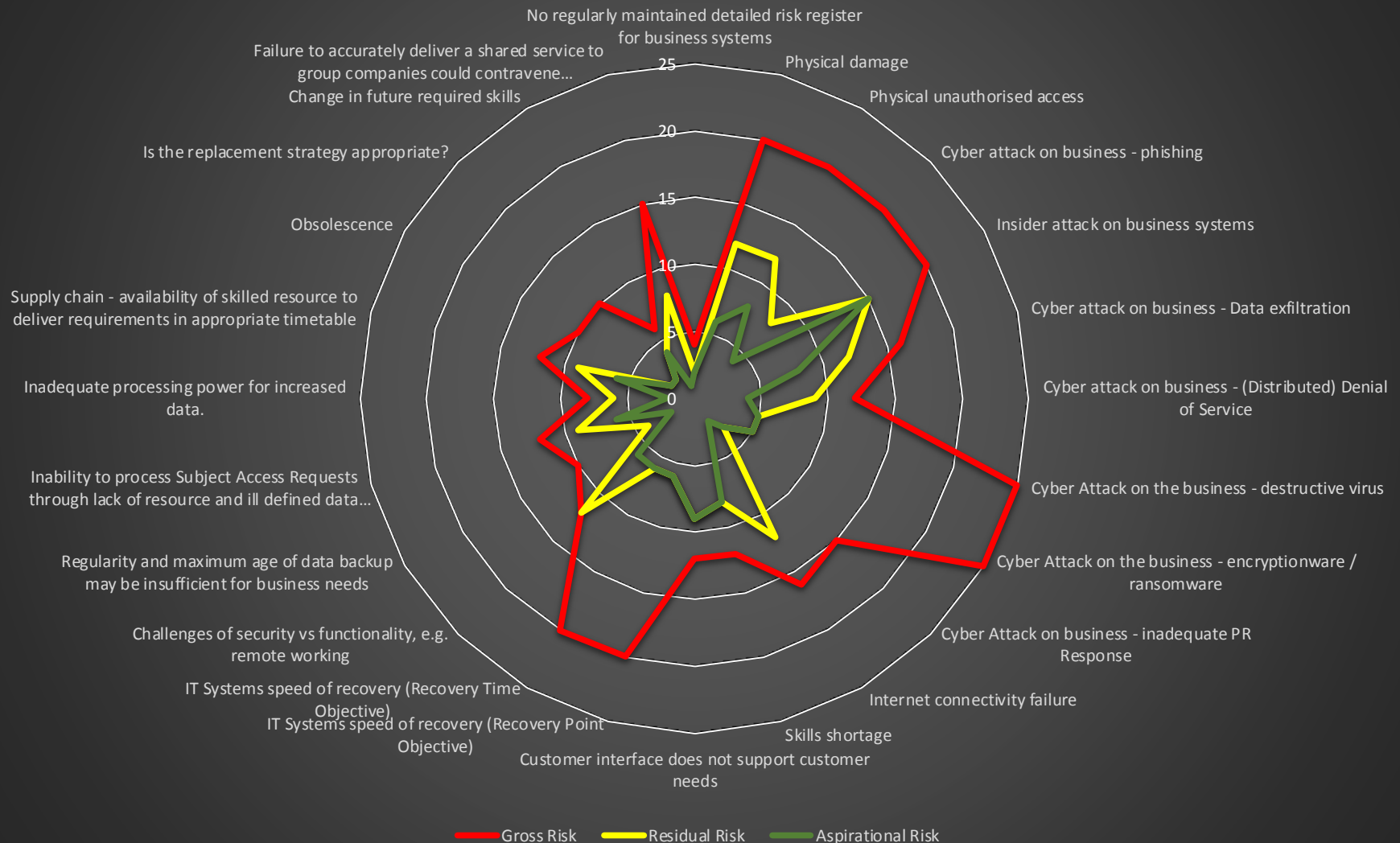


## Company Risk Profile Map - All "High Risk" Residual Risks





# Business Systems Risk Profile Map





# Customer Participation - Risk Profile Map

Not enough customers apply for water meters within this AMP which means our commitment of 32,000 is not met and PCC is not reduced

Customers do not report visible leaks to us so leaks are not identified as quickly and more water is wasted

Customers do not repair leaks on their own pipework - wastage, high consumption and potential bill payment issues

Customers use more water and PCC increases due to external elements like new technologies that use more e.g. rainfall showers.

Customers do not use less water when it is critical to do so e.g. during drought

Customers do not make use of online information such as water quality factsheets and instead choose to contact us instead which increases call demand

Landowners do not take our advice around the use of pesticides which impacts on the water quality of our catchment areas

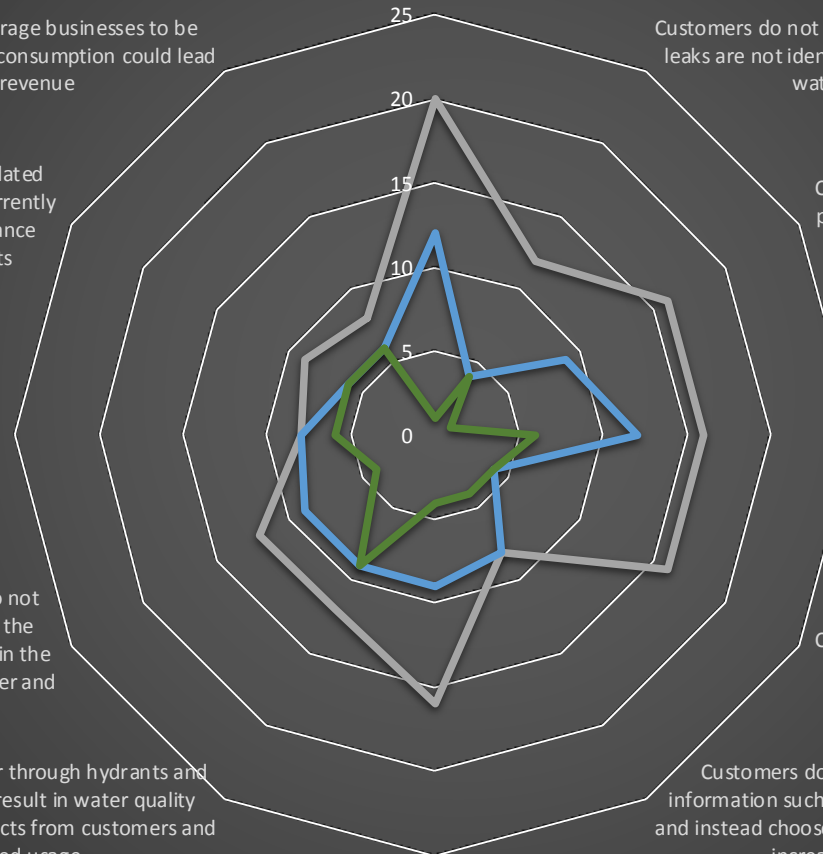
Illegal use of our water through hydrants and washouts which can result in water quality issues, unwanted contacts from customers and unmetered usage

Customers and future generations do not understand the part they can play in the sustainability of water, both now and in the future, and therefore do not value water and therefore behave accordingly

We do not understand our customers well enough to engage with them in the way that will have the greatest effect which results in negative consequences like increased call volume, reputation damage, no reduction in usage, fines etc

Lead and other customer pipework-related water quality incidents and failures. Currently can also count towards two performance commitments - quality and contacts

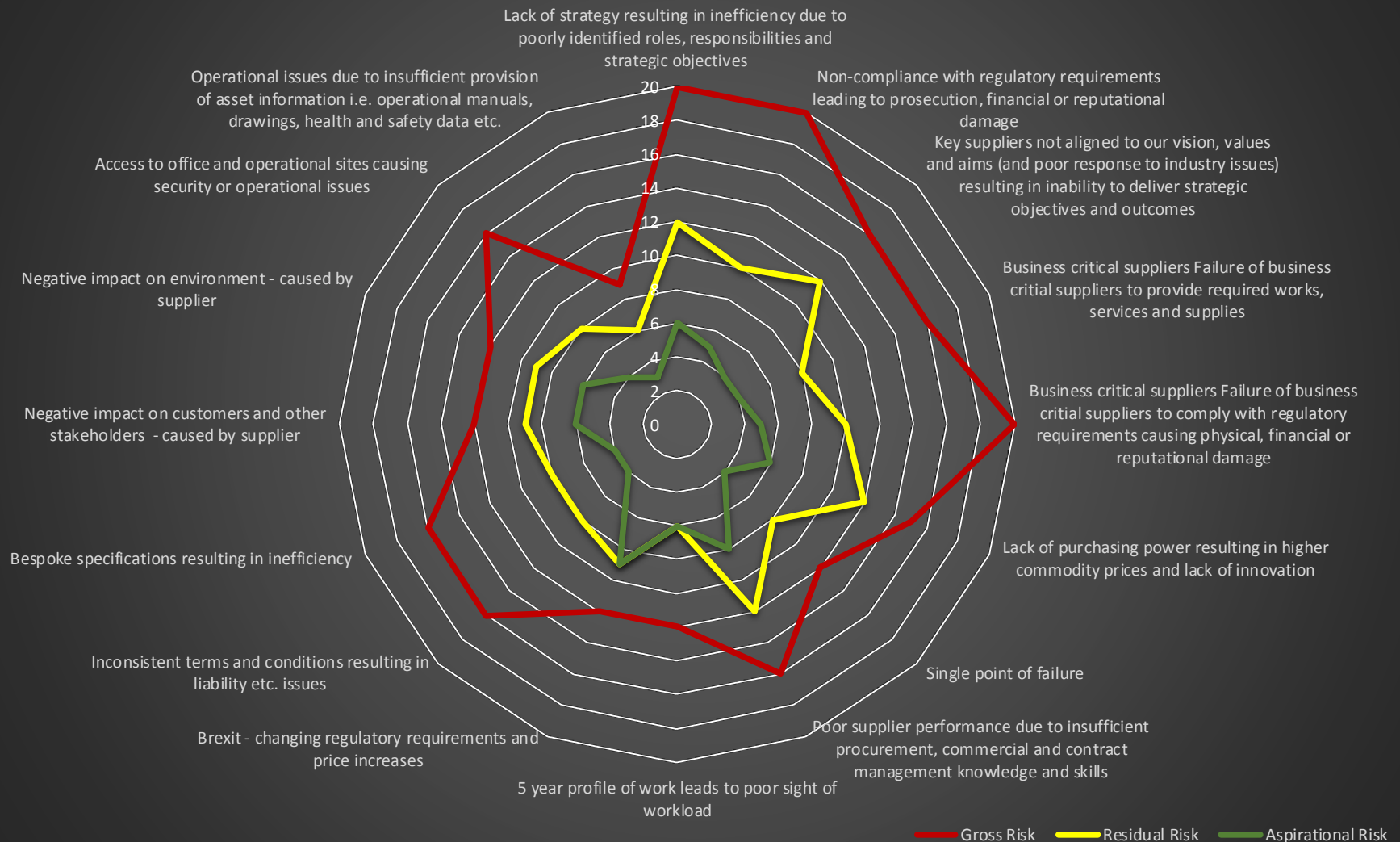
Retailers do not encourage businesses to be water efficient as lower consumption could lead to lower revenue



— Gross Risk — Residual Risk — Aspirational Risk



# Supply Chain - Risk Profile Map





# People - Risk Profile Map



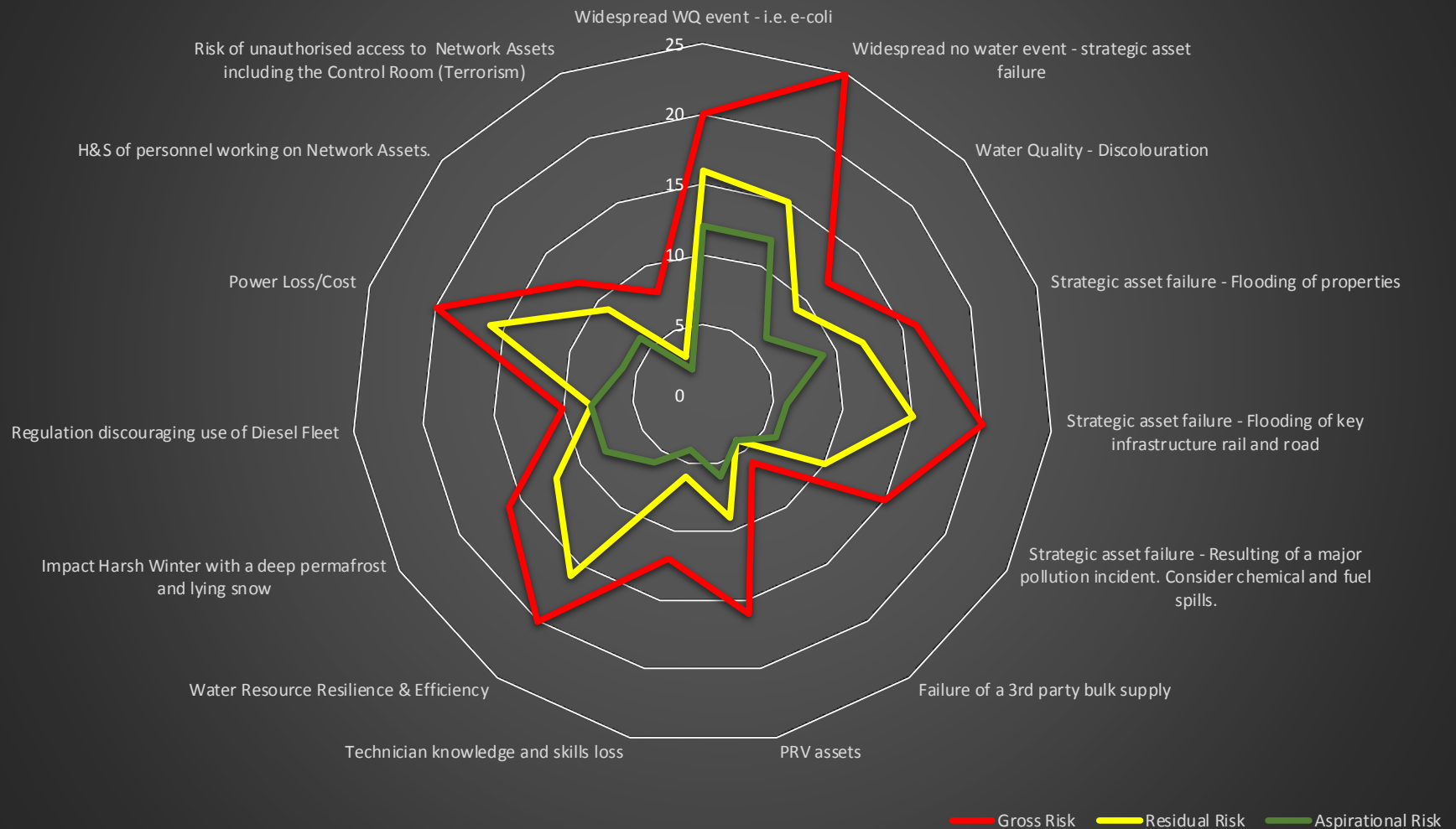


# Physical Assets (Production) - Risk Profile Map



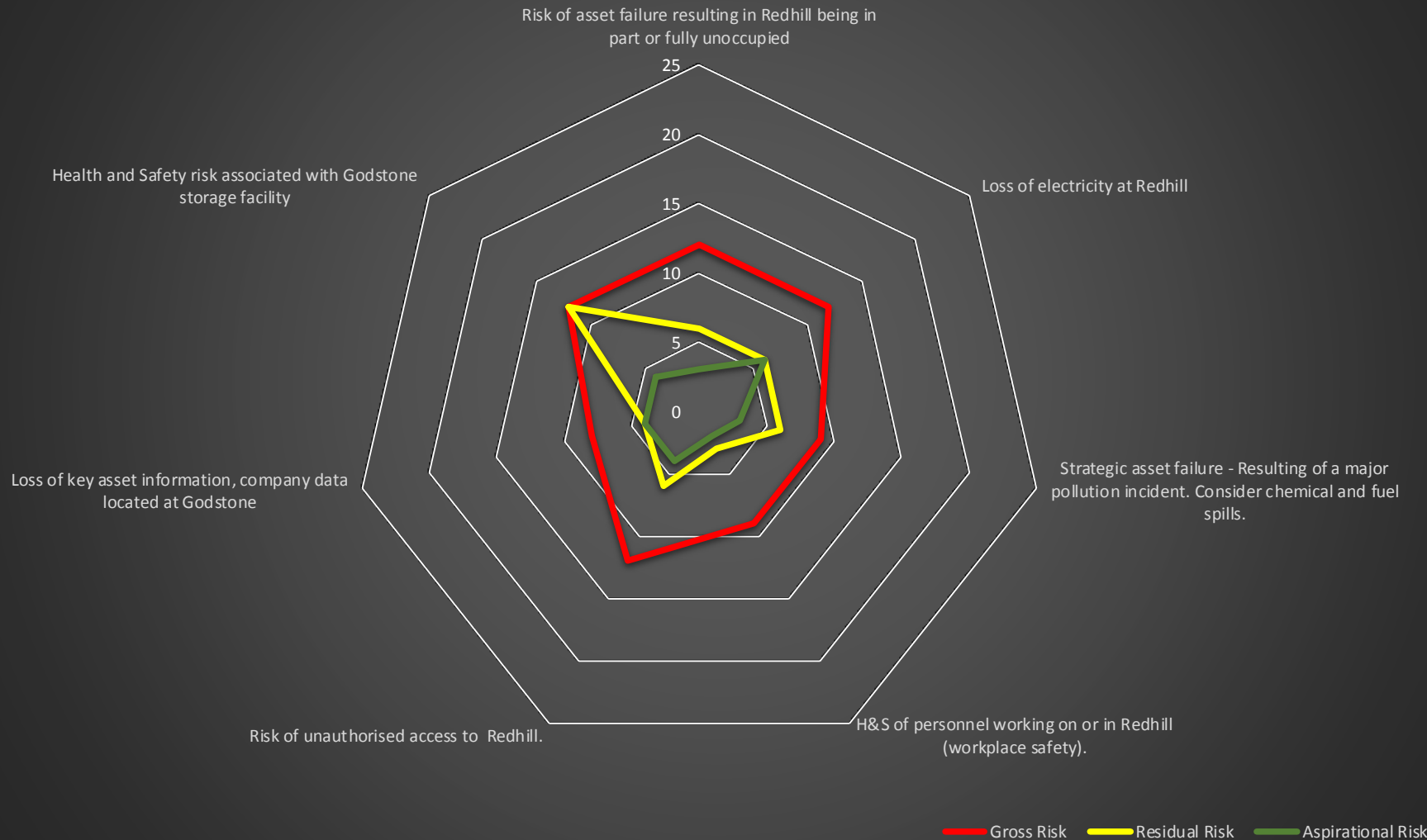


# Physical Assets (Networks) - Risk Profile Map





# Facilities Management - Risk Profile Map





# Financial - Risk Profile Map

