

Our stakeholders

Shareholders

Our shareholders have made a long-term commitment to our organisation and have a shared interest in and responsibility for its success. It's vital, therefore, that we engage them in strategic planning and share our progress and results with them.

HOW WE ENGAGE

Our investors own shares in the Group's ultimate parent company Anglian Water Group Limited (AWG) (details of our shareholders can be found on page 26). Representatives from our shareholders engage in a number of ways including:

- By attending meetings of the company's Board in their capacity as Non-Executive Directors and, as such, participating in discussions and decisions about Anglian Water (see pages 100–103).
- By attending meetings of the Board of AWG (which chiefly comprises representatives of our shareholders), which regularly considers and has input into matters of importance to Anglian Water.
- Through conversations with senior management, including the Chief Executive Officer and the Chief Financial Officer.
- Via written reports, including full-year and half-year reports, the Annual Integrated Report and the annual Green Bond Impact Report, and by publishing interim and preliminary company results at half year and year end.

WHAT THEY TELL US

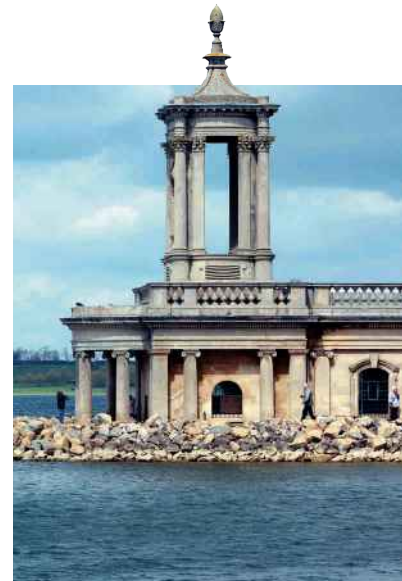
Our shareholders value the opportunity to engage with the Board and management to further understand the value of their investment.



Our shareholders

Our shareholders have made a significant financial investment in the Group and a number of them represent millions of individual pension investors both in the UK and overseas. Representatives from our shareholders are non-executive directors on the Boards of both Anglian Water and our parent company Anglian Water Group Limited. They bring with them a broad range of skills and experience which is extremely valuable during Board discussions. Further information on the AWS Directors can be found in the biographies on pages 100–103.

In 2019, our shareholders supported the change to Anglian Water's Articles of Association to lock public interest into the way we run our business, both now and for future generations. This means that environmental and social priorities now sit alongside the need to deliver fair returns for our shareholders. Our external shareholders have not received a dividend since 2017 and we acknowledge their continued support during this period.



Innovation

In September 2020 we held our first online Investor Day, focused around innovation. The members of the AWS and AWG boards were invited to a day of virtual presentations highlighting areas including our holistic 'Innovators, not Innovation' approach to driving progress, the Ofwat Innovation Fund and a new sector-wide innovation strategy, innovation discovery, progress on the 2030 net zero routemap, an update on Anglian Water's HpH anaerobic digestion technology, and an insight into digital twins.



"The online investor day was an excellent opportunity to hear from several areas of the business about new projects and initiatives, and really reinforced Anglian Water's consistently innovative approach to tackling big long-term challenges".

Duncan Symonds, Executive Director of Asset Management, IFM Investors European Infrastructure