



Our Ethics and Values

Castle Water operates to high ethical values and business standards.

How we do business: Castle Water treats customers fairly, is transparent with customers and regulators, and through offering competitive prices and high service standards aims to maintain long-term customer relationships.

Customer Service: We aim to provide high standards of customer service, responsive to customer concerns. All customers, regardless of size, deserve good service. Questions and concerns should be met with substantive answers.

Charges: We base our charges on the amount we are required to pay wholesalers on a customer's behalf, together with a reasonable retail margin, which is always within the limits determined by our regulators. We disclose our charges, and our contractual terms, in full to our customers so they know what service they can expect and the charges they will pay.

Regulators: We maintain an open-door policy with our regulators and with customer protection bodies. We follow the codes of practice and advice from regulators and consumer groups.

What we don't do: All Castle Water employees must follow the rule that if you wouldn't want to disclose it to the customer or regulator, don't do it.

Complaints: If a customer makes a complaint, we address it in a transparent, fair manner, as rapidly as possible.

Policies: Castle Water company policies relate to employee behaviour, such as Health & Safety, Anti-Bribery and Environmental policies. Every employee should read these policies, and ask for further information relating to anything they do not understand.

Community: Castle Water is part of the community where we work, and where we serve our customers. We will take our responsibilities to society seriously, with fair working practices, prompt payment of suppliers and a commitment to training.