



BETTER TOGETHER 2023

*Thursday 12 January 2023, 7.00 - 10.30 pm,
The Deep, Hull*

TACKLING WATER INDUSTRY CHALLENGES

PRESENTING OUR **PLATINUM SPONSOR**





Connecting **today's**
industry for **tomorrow's**
global future



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BETTER TOGETHER RECEPTION: AGENDA

Thursday 12 January, 19.00 – 22.30

Venue: The Deep, Hull

19.00 – 19.45 ARRIVAL & REGISTRATIONS

Drinks & Canapés, & time to explore The Deep

20.00 - 20.15 BRITISH WATER WELCOME ADDRESS & OUTSTANDING CONTRIBUTION AWARDS

Mark Fletcher, Chair, *British Water*

20.15 - 20.35 KEYNOTE ADDRESS

Nicola Shaw CBE, Chief Executive Officer, *Yorkshire Water*

20.35 - 22.20 NETWORKING CONTINUES

Drinks & Canapés

22.30 EVENT CLOSE

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WELCOME FROM OUR **CHAIR & CHIEF EXECUTIVE OFFICER**

It is with great pleasure that we welcome you to the British Water Better Together- 'Tackling water industry challenges' Reception. This event kickstarts a year of activity to mark British Water's 30th anniversary. We are proud of British Water's legacy in supporting supply chain companies, improving best practice in the industry and working with key stakeholders for the betterment of the environment.

British Water has an exciting programme planned ahead and we would encourage you to speak us and the rest of the British Water team to get involved. With a membership and network of talent, expertise and solutions, we are looking forward to working with you all to continue to solve the sectors' challenges.

We are delighted that Nicola Shaw CBE, CEO of Yorkshire Water will

provide the keynote address. Nicola will focus on Yorkshire Water's initiatives to attract talent, support existing young professionals and increase diversity of thought and representation across the industry. While the water sector has seen some impactful initiatives in recent years, we still have some way to go to increase inclusion and inspire fresh ideas and creativity.

We wish you every success over the coming months and years, as we build on the achievements of British Water to ensure it continues to play a crucial role at the heart of the water industry.

Dr MARK FLETCHER, FREng
Chair, British Water

LILA THOMPSON
Chief Executive Officer, British Water

transforming water & energy utilities.

At the forefront of **innovation, collaboration, digital excellence, customer experience** and **value for money**.

Working together to solve your problems, achieving business outcomes and delivering water & energy efficiencies.

Skewb provide **simple, effective solutions to complex problems**, enabling our customers to continuously improve operational efficiencies, customer experience and organisation design, while addressing challenges such as an evolving regulatory environment and climate change.

At our heart we believe collaboration with customers and industry partners is fundamental to building transformative solutions in the utility sector, including **gas, energy, street works, water, digital and smart networks** that ultimately benefit our customers, the consumer and our environment.



Accelerating people transformation for a sustainable future.



Skewb Climate have recognised the growing evidence for **game-based education and training**.

Gamification provides action-centred learning in a safe environment. It will play an increased role in both schools and in the workplace. We believe that the utility and infrastructure market could lead this to drive **environmental and social action**.

Our purpose is to **accelerate climate and social action through digital education** for a sustainable future. We are passionate about the creative process of developing games with clients, enabling tangible steps to strengthen focus on being a force for good in the communities in which they operate.

There is evidence that clearly demonstrates the delivery of environmental education to children filters down to adults, when they interact with them at home. This transfer of knowledge from child to adult has shown to influence **adult behaviours positively**. We strongly believe that these drive "positive actions for good", across our wider communities.

We have started the creation of a "young person's" movement, encouraging them to take an active part in their communities to change lives now and learn new skills. We also target our engagement with schools in the 'hard to reach' communities and through education, empower young people to **combat many challenges such as fuel poverty, water efficiency and gas safety**.

DIGITAL STORE



TALENT & SKILLS LAB



CAMPAIGNS



With this in mind, we focus on 3 Engagement Channels and Products:

Digital Store - Next gen children engagement creating awareness & enabling action for our climate, energy, and water challenges via digital gaming using Minecraft & other technologies

Talent & Skills Lab - Neurodevelopment, adapting our BAU delivery, training, comms and people skills to accommodate neurodivergent needs. Stem & Education, promoting utilities as a forward-thinking inclusive and progressive sector. Apprenticeships, creating a values-led proposition that will attract and retain young people. Workforce knowledge transfer, attracting talent from across different sectors and retaining knowledge from an experienced workforce.

Campaigns - Specialist consumer-focused multi-channel digital campaigns in partnership with our Utility clients to help solve a variety of business problems e.g. safety, neurodevelopment, customer experience, water conservation, technical competencies management, etc.

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THANK YOU TO **OUR PLATINUM SPONSOR**

Skewb is proud to be sponsoring British Water Better Together Reception 2023.

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Working together to solve your problems, achieve business outcomes and deliver water & energy efficiencies.

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At our heart we believe collaboration with customers and industry partners is fundamental to building transformative solutions in the utility sector; gas, energy, street works, water, digital and smart networks that benefit our customers, the consumer and our environment.

OUR **BRITISH WATER** TEAM

LILA THOMPSON
Chief Executive Officer

Lila spearheads British Water's strategic direction. She is committed to ensuring all our members get maximum value from their membership.



PROGRESSIVE. PROFESSIONAL.

MARIE TIERNEY
*Office Manager &
PA to Chief Executive Officer*

Marie handles British Water's finance and administration and the day-to-day running of the office.



PRACTICAL. SAVVY. ENERGETIC.

MAR BATISTA
Head of Programmes

Mar is responsible for overseeing the delivery of British Water's UK, Technical and International programme.



POSITIVE. PASSIONATE.

ZOE KEMP
Events Manager

Zoe leads the end-to-end management of British Water's portfolio of events.



EXCELLENT. KIND.

OUR **BRITISH WATER** TEAM

HANNAH MARTIN

Senior Technical Officer - UK

Hannah is responsible for building British Water's UK stakeholder engagement and the delivery of the UK and Technical Forum.



PROGRESSIVE. PROFESSIONAL.

CHARLES SHACHINDA

***Technical Officer -
International***

Charles is responsible for building British Water's international stakeholder engagement and the delivery of the International Forum



PRACTICAL. SAVVY. ENERGETIC.

JUDITH PONS
Marketing Executive

Judith is responsible for the marketing strategy at British Water and for raising the profile and services of British Water and its members.



POSITIVE. PASSIONATE.

NEILAS SVILPA
Digital Administrator

Neilas is responsible for producing British Water's digital content and supporting members with their enquiries.



EXCELLENT. KIND.



We champion **collaboration**,
channel **innovation** and
promote **future thinking**.



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#bwnetworking

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