

Appendix 1.2

PUBLISHED DOCUMENTS

September 2018

APPENDIX 1.2

PUBLISHED DOCUMENTS

- 1 [Shaping our future 2018-40](#)
- 2 [Water Forums report\(NW\)](#)
- 3 [Water Forums Report \(ESW\)](#)
- 4 [From customer consultation to a culture of customer participation report](#)
- 5 [Our contribution reports for 2017](#)
- 6 [Our contribution reports for 2018](#)
- 7 [Our unrivalled customer experience strategy 2016 -2020](#)
- 8 [Our Finances Explained - Detailed guide to our finances 2017](#)
- 9 [Appointed business Tax Strategy \(pg 152-153 of Annual Performance report 2017-18\)](#)
- 10 [Responsible procurement strategy](#)
- 11 [Our customer inclusivity strategy 2018-2030](#)
- 12 [Annual assurance plan](#)
- 13 [Water resource management plan \(NW\)](#)
- 14 [Water resource management plan \(ESW\)](#)
- 15 [NW drought management plan](#)
- 16 [ESW drought management plans](#)
- 17 [NWG trading and procurement code](#)
- 18 [Board governance code](#)
- 19 [Terms of reference](#)
- 20 [Company monitoring framework: 2017 assessment](#)
- 21 [Data assurance summary 2018](#)