HAFREN DYFRDWY

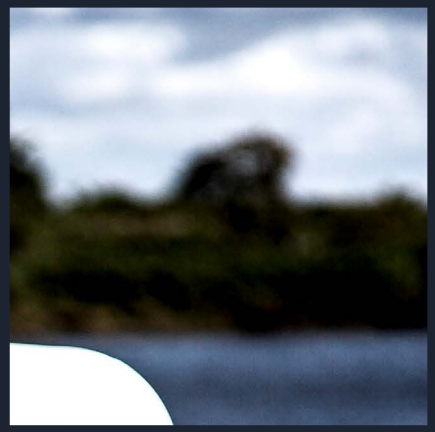
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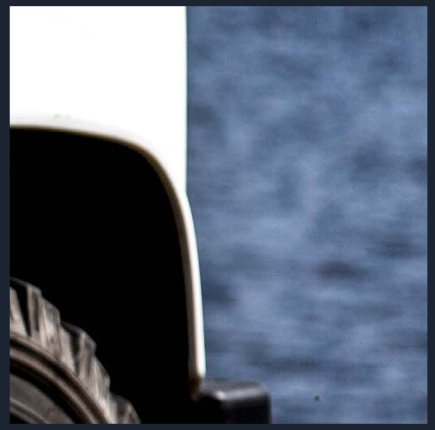
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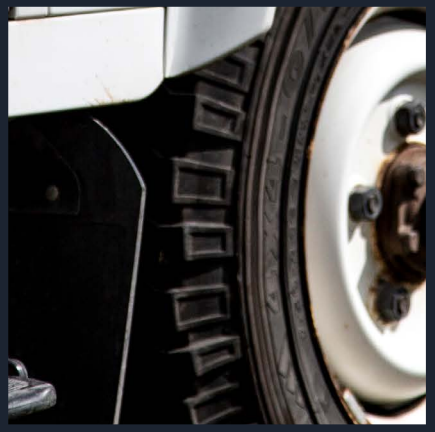
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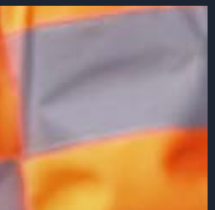

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About Hafren Dyfrdwy

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Hafren Dyfrdwy is one of 11 regulated water and wastewater companies in England and Wales, providing over 100,000 customers across Powys, Wrexham and parts of Flintshire, Denbighshire and Montgomeryshire with high-quality water and waste services at some of the most affordable prices in the UK.

History

Hafren Dyfrdwy was acquired by Severn Trent Plc in February 2017 but has very much retained its own Welsh identity within the Group. Following changes to the licensed boundary areas with Severn Trent Water in 2018, Hafren Dyfrdwy now serves only Welsh customers in Powys, Wrexham, Flintshire, Denbighshire and Montgomeryshire for water and sewerage services.

Given that water policy in Wales is partially devolved to the Welsh Government, this restructuring provided Hafren Dyfrdwy with the opportunity to provide a high-quality service to its customers, whilst maintaining a strong Welsh identity, responding to Welsh Government policies and focusing on the wellbeing of future generations in the region.

Hafren Dyfrdwy has further reinforced its commitment to, and roots in, Wales with the opening of the Newtown Hub in 2022, creating 40 jobs in the local economy, and is proud to be embedded in the community. It also builds and maintains strong relationships with the local community, such as donating c.£50,000 to charitable projects last year.

The company is regulated by Ofwat, Natural Resources Wales and the Drinking Water Inspectorate.



Performance

A leading employer in the region, Hafren Dyfrdwy employs 226 individuals (2023/24: 207) and generates a turnover of £46m (2023/24: £40m). The company is in the first year of the current five-year regulatory period known as AMP8 (which is its Asset Management Plan for 2025-2030).

It has achieved some impressive performance results over the course of AMP7 and some of the key performance metrics include:

- Our average household bill is £635 (2026/27) which is the lowest in Wales and the third-lowest across England and Wales. The current industry average household bill is £639. Replacing 1,019 lead pipes, exceeding its target by four times.
- A 21% reduction in water quality complaints from the start of AMP7.
- Sector leading 0 serious pollutions in over 13 years.
- 84% improvement in supply interruption average duration compared to the beginning of AMP7.

Further Financial and Operational Performance information is contained in the Regulatory Library.

Purpose, Values and Culture

The company's purpose and values set the cultural tone for the organisation, guiding behaviours and expressing intent behind everything it does. The Board reserves responsibility for establishing Hafren Dyfrdwy's purpose, values and strategy, and seeks to ensure its culture is aligned to these.



The company is driven by its purpose – **Taking Care of One of Life's Essentials** – which ensures its customers experience the very best of its product every day. It is guided in delivering its purpose through its values, which are:

- **Setting bold ambitions.**
- **Inspired to try new approaches.**
- **Promoting fairness and equality for all.**
- **Succeeding on our journey.**

The purpose and values underpin the culture of **Doing the Right Thing**. It is clear that this resonates with employees, with an overall employee engagement score of 9.0 out of 10, placing Hafren Dyfrdwy in the top quartile of all businesses and in the top 5% of energy and utility companies globally.



Strategy

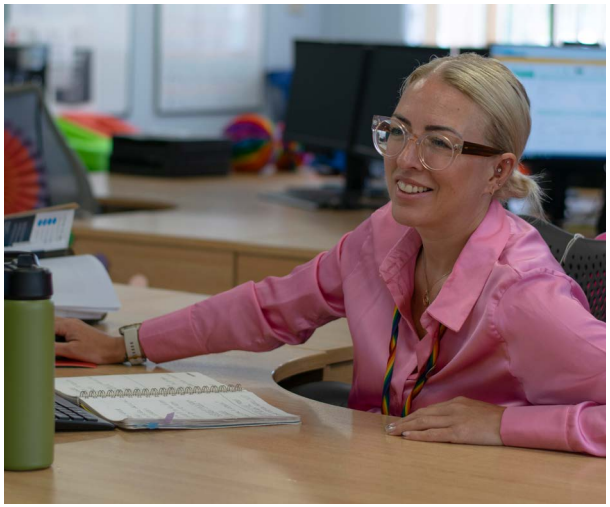
The company's first-ever Strategic Direction Statement for Hafren Dyfrdwy, covering the period through to 2050, was published during 2021/22 and provided a strong foundation for its plans for AMP8. The Statement demonstrates that it is a proud local company and recognises its role as a custodian of valued Welsh assets. It can be found here: Strategic Direction Statement.

Furthermore, Hafren Dyfrdwy has now begun the 2025-2030 period of AMP8 which focuses on seven strategic priorities:

- Guaranteed future water supplies.
- Ensure water is used more widely.
- Deliver a high quality, affordable service.
- Lower risk of flooding and pollution.
- A positive social difference.
- A safe, inclusive and fair workplace.
- Protect and enhance our environment.

The AMP8 Business Plan was formulated through extensive stakeholder engagement, including with local communities, over 6,000 customers, Welsh Government and the company's regulators, and was approved by the regulator, Ofwat, in December 2024.

The AMP8 Business Plan was formulated through extensive stakeholder engagement, including with local communities, over 6,000 customers, Welsh Government and the company's regulators, and was approved by the regulator, Ofwat, in December 2024. The £262m (in 2023/24 prices) plan is the biggest ever investment in infrastructure and services from the company and will enable it to provide the strong and reliable service that customers deserve, along with huge benefits for the local communities in Powys and Wrexham. The AMP8 Business Plan proposed to Ofwat can be seen in full detail or in executive summary form here and an overview of Ofwat's Final Determination can be read here.



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The Board

The Board is led by the Chair and comprises a Non-Executive Chair, Hafren Dyfrdwy's Managing Director and Chief Financial Officer, and three Independent Non-Executive Directors:

- Sarah Legg – Chair
- Iain Mansfield – Independent Non-Executive Director
- Dr Mohammed Mehmet – Independent Non-Executive Director
- Sally Jones-Evans – Independent Non-Executive Director
- James Jesic – Managing Director
- Rob McPheely – Chief Financial Officer

The Board has an Audit and Risk Committee and a Nominations Committee, which all Independent Non-Executive Directors sit on.

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The Role

Hafren Dyfrdwy is now seeking a new Non-Executive Director, as its Independent Non-Executive Directors rotate off the Board in planned intervals over the next two years. This is an exciting opportunity to make a contribution to Wales, and particularly to the communities of Powys and Wrexham, as well as working as a wider part of a leading Plc business.

The successful candidate will be driven by delivering outstanding services to the public, customer-centricity, operating in a regulated environment, and identifying with Hafren Dyfrdwy's purpose, values and culture.

Responsibilities of Independent Non-Executive Directors include the following:

- Provide effective and appropriate governance of Hafren Dyfrdwy, ensuring excellent financial and operational performance.
- Help shape strategy and ensure all business decisions help contribute to the furthering of this strategy.
- Scrutinize the performance of management in the meeting of agreed objectives and rigorously monitor the reporting of performance. Ensure the Executive appropriately strikes a balance between long-term growth and delivering short-term objectives.
- Demonstrate the financial literacy required for a proper understanding of Hafren Dyfrdwy's activities and associated risks.
- Provide independent counsel to the Chair and Managing Director, acting as a sounding board for other members of the senior leadership team when appropriate.
- Provide an informed and independent view on board matters, both strategic and operational, and contribute to the development of the business within its risk appetite.
- Set the Hafren Dyfrdwy values and standards and ensure that its obligations to its customers, regulators and other stakeholders are understood and met.
- Act as an effective Ambassador for the organisation, including with internal and external stakeholders.
- Bring a diverse range of knowledge, experience and insight from other industries and an awareness of Welsh Government policy and priorities, including the Well-being of Future Generations Act.
- Ensure the required knowledge and understanding of the business to contribute effectively and continue to develop this understanding and knowledge.
- At all times act not only in good faith and honestly, but also in Hafren Dyfrdwy's best interests to promote the success of the company for all its members, whilst having regard to the impact on the long-term consequences of any decisions on employees, suppliers and customers, the community and the environment.
- Participate in, and contribute to, Board committees as appropriate.

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The Individual

The individual may come from a range of sectors and functions but, in particular, will bring strong Operational/Engineering/ Asset Management experience within an asset heavy organisation. The below is a non-exhaustive list of the experiences and skills that would be additive to the Hafren Dyfrdwy Board:



- Experience of operating at a senior level within the public, private or third sector, either as an Executive or Non-Executive, and of commensurate scale and complexity.
- An understanding of operational complexity and of working within an asset-heavy organisation with significant capital investment.
- Experience of working within a regulated sector.
- Comfortable challenging and supporting the executive on all matters relating to Hafren Dyfrdwy, and curious to develop their knowledge beyond their own areas of expertise.
- An understanding of the difference between the role of an Executive and a Non-Executive.
- An enthusiastic, inquisitive and personable approach to ensure development of relationships at all levels and ability to work effectively as part of a low ego environment.
- Ideally, an empathy and understanding of Wales and its devolved context, namely an appreciation of the unique political and regulatory context.
- Suitability for assessment and approval by Ofwat.
- Availability of time to effectively carry out the role in the interest of the business and add true value to the Board and Hafren Dyfrdwy, including availability if urgent issues are raised by management.



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Time, Location and Remuneration

Hafren Dyfrdwy Board meetings are usually held at its head office in Wrexham, however occasionally meetings will also be held at other sites in Wales. Travel will also occasionally be required to Severn Trent Plc offices in London and Coventry. Attendance in-person at these meetings is required unless by exceptional circumstances.

The appointee will be remunerated £34,745 pa (plus reasonable travel expenses) for a time commitment of c.12 days per annum. This will usually include four Board meetings a year, up to three meetings each of the Nominations Committee and Audit and Risk Committee, one strategy day and other ambassadorial activity/ site visits. Committee meetings are usually held directly before or after meetings of the Board.

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How to Apply and Process

To have a confidential conversation about the role with Odgers' team in Wales, please call **Steffan Griffiths, Jemma Terry or Leighton Freeman** on **029 229 47009** or email us at OdgersWalesPractice@odgers.com.

To apply, please submit a CV by **24 April 2026**.

The preferred method of application is online at: **www.odgers.com/95453**

If you are unable to apply online, please email: OdgersWalesPractice@odgers.com

Shortlisted candidates will initially meet with Rob McPheely (Chief Financial Officer) and Gemma Eagle (Company Secretary) and, separately, Sally Jones-Evans and Mohammed Mehmet (Independent Non-Executive Directors) for an informal conversation. Candidates will then meet with Sarah Legg (Chair), Iain Mansfield (Independent Non-Executive Director) and James Jesic (Managing Director).

The preferred candidate will then have an informal conversation with Christine Hodgson (Group Chair), before being made an offer, subject to references and Ofwat approval (assessed through a pre-appointment interview).

Personal data

In line with GDPR, we ask that you do NOT send us any information that can identify children or any of your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, data concerning health or sex life and sexual orientation, genetic and/or biometric data) in your CV and application documentation.

Following this notice, any inclusion of your Sensitive Personal Data in your CV/ application documentation will be understood by us as your express consent to process this information going forward. Please also remember not to mention anyone's information or details (e.g. referees) who have not previously agreed to their inclusion.

About Odgers

Odgers is one of the world's leading Global Executive Search firms. Our reputation for excellence and integrity has been established over 50 years driven by the client, candidate, and employee experience. We act as trusted advisors to our clients and candidates and engage with a diverse range of leaders for the most influential roles across a wide variety of industries. The service we deliver is creative, insightful, and most importantly, in partnership; we pride ourselves on maintaining personal relationships in particular with our candidates.

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Candidate Charter

Talented people are our lifeblood

Whether we approach you about a specific opportunity, or you contact us to share your biography and career ambitions, we want you to have a constructive experience of engaging with Odgers.

We recognise that we have a commitment to you as well as to our client, and we undertake that our dealings with you will be professional, courteous, rigorous and honest.

We will:

- Approach you after considered analysis and in relation to roles where we think there is a strong match. Your time is valuable; we don't want to waste it.
- Work to make your candidacy as strong as it can be.
- Represent you effectively and discreetly to our client, based on accurate information that you give us in confidence.
- Be inclusive, open and fair-minded.
- Keep you informed, communicating outcomes promptly, and giving fair and honest feedback where we can.
- Celebrate your success in the event of a successful outcome, and share any lessons in the event of disappointment.
- Take a long-term view, recognising that you have a multi-year view of your own career. Where possible, we will help you fulfil your ambitions.
- Embrace continuous improvement, for example by carrying out regular independent audits of those we shortlist for roles.

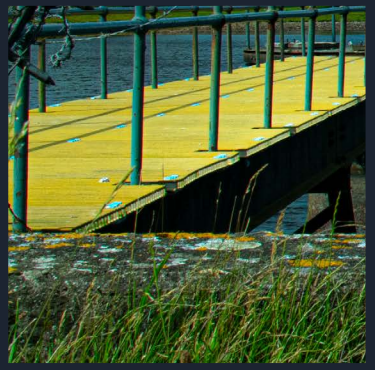
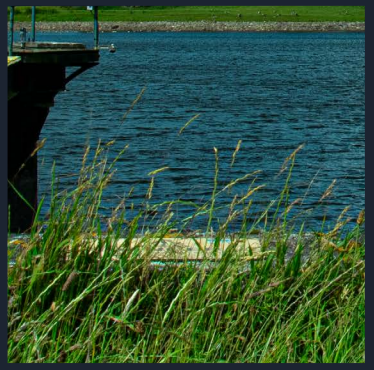
If ever you feel we have not lived up to the letter or spirit of this charter, please tell us. We want to know.

Email KScrope.CEO@odgers.com







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