

## Scottish Water Business Stream Limited

### GUIDE TO INFORMATION AVAILABLE THROUGH THE MODEL PUBLICATION SCHEME 2021

The Freedom of Information (Scotland) Act 2002 (the Act) requires Scottish public authorities to produce and maintain a publication scheme. Authorities are under a legal obligation to:

- publish the classes of information that they make routinely available
- tell the public how to access the information and what it might cost.

**Scottish Water Business Stream Limited** has adopted the Model Publication Scheme produced by the Scottish Information Commissioner, published on 26 March 2021.

You can see this scheme on our website at <http://www.business-stream.co.uk/about-us/governance-and-compliance/#freedom> or by contacting us at the address below.

Regulation and Compliance

Business Stream  
1-3 Lochside Crescent  
Edinburgh  
EH12 9SE

The purpose of this Guide to Information is to:

- allow you to see what information is available (and what is not available) in relation to each class,
- state what charges may be applied
- explain how you can find the information easily
- provide contact details for enquiries and to get help with accessing the information
- explain how to request information we hold that has not been published

#### *Availability and formats*

The information we publish through the model scheme is, wherever possible, available on our website. We offer alternative arrangements for people who do not want to, or cannot, access the information online or by inspection at our premises. For example, we can usually arrange to send information to you in paper copy (although there may be a charge for this).

#### *Exempt information*

We will publish the information we hold that falls within the classes of information below. If a document contains information that is exempt under Scotland's freedom of information laws (for example sensitive personal information or a trade secret), we may remove or redact the information before publication but we will explain why.

## Copyright

Scottish Water Business Stream Limited has adopted the Non-Commercial Government Licence for public sector information [www.nationalarchives.gov.uk/doc/non-commercial-government-licence/version/2/](http://www.nationalarchives.gov.uk/doc/non-commercial-government-licence/version/2/). This sets out what you can and cannot do with our published information where we are the copyright holder.

Where Scottish Water Business Stream Limited does not hold the copyright in information we publish, we will make this clear in this guide.

## Charges

This section explains when we may make a charge for our publications and how any charge will be calculated.

There is no charge to view information on our website or at our premises except where there is a statutory fee, for example, for access to registers. You can see a list of our statutory fees here

We may charge for providing information to you e.g. photocopying and postage, but we will charge you no more than it costs us to do so. We will always tell you what the cost is before providing the information to you.

Our photocopying charge per sheet of paper is shown in the table below:

Size of paper	Pence per single sided copy (black and white)	Pence per single sided copy (colour)
A1	5p	15p
A2	5p	15p
A3	5p	15p
A4	5p	15p
A5	5p	15p

Information provided on CD-Rom will be charged at £1 per computer disc.

We will recharge any postage costs at the rate we paid to send the information to you.

When providing copies of pre-printed publications, we will charge no more than the cost per copy of the total print run.

We do not pass on any other costs to you in relation to our published information.

## Contact us

You can contact us for assistance with any aspect of this publication scheme:

Address	Regulation and Compliance Business Stream 1-3 Lochside View Edinburgh EH12 9SE
Email address	<a href="mailto:FOI@business-stream.co.uk">FOI@business-stream.co.uk</a>
Telephone number	0330 123 2000

We will also be pleased to advise you how to ask for information that we do not publish or how to complain if you are dissatisfied with any aspect of this publication scheme.

## The classes of information that we publish

We publish information that we hold within the following classes. Once information is published under a class we will continue to make it available for the current and previous two financial years.

Where information has been updated or superseded, only the current version will be available. If you would like to see previous versions, you are welcome to make a request to us for that information.

CLASS 1: ABOUT SCOTTISH WATER BUSINESS STREAM LIMITED
<p><b>Class Description:</b></p> <p>Information about <b>Scottish Water Business Stream Limited</b> who we are, where to find us, how to contact us, how we are managed and our external relations</p> <p><b>Who we are</b> - Business Stream is the trading name of Scottish Water Business Stream Limited. Registration Number SC294924. A wholly owned subsidiary of Scottish Water that operates at arms-length with its own Board and independent management team.</p>

The information we publish under this class	How to access it
About us	<a href="#">about us</a>
What we do	<a href="#">what we do</a>
Where to find us	<p>Our address</p> <p>Business Stream 1-3 Lochside Crescent Edinburgh EH12 9SE</p> <p>Our web site <a href="http://www.business-stream.co.uk">www.business-stream.co.uk</a></p>
How to contact us general enquiries and complaints	<p>Customer Response Centre Business Stream 1-3 Lochside Crescent Edinburgh EH12 9SE</p> <p>Phone number <b>0330 123 2000</b> Lines are open 9am to 5pm Monday to Friday</p> <p><a href="http://www.business-stream.co.uk/contact-us/">www.business-stream.co.uk/contact-us/</a></p>

FOI requests & EIR requests	<p>Regulation and Compliance Business Stream 1-3 Lochside Crescent Edinburgh EH12 9SE</p> <p>Phone number 0330 123 2000 <a href="mailto:FOI@business-stream.co.uk">FOI@business-stream.co.uk</a></p>
FOI complaints & EIR complaints	<p>Chief Financial Officer Business Stream 1-3 Lochside Crescent Edinburgh EH12 9SE</p> <p>Phone number 0330 123 2000 <a href="mailto:FOI@business-stream.co.uk">FOI@business-stream.co.uk</a></p>
Our articles of association	<p>If you'd like a copy of our articles of association then send an email to <a href="mailto:FOI@business-stream.co.uk">FOI@business-stream.co.uk</a></p>
<p>How we do business</p> <p>With over 300,000 business customers, ranging from small corner shops to large industrial estates, we're here to help our customers save time, money and water by providing a seamless service and expert, insight driven solutions. We're passionate about making a positive difference to our customers, our people, the environment, and our local communities, and we've launched over 35 initiatives since 2019 to help bring our vision to life.</p>	<p><a href="#">how we do business</a></p>
Health and safety policy statement	<p>If you'd like a copy of our health and safety statement send an email to <a href="mailto:FOI@business-stream.co.uk">FOI@business-stream.co.uk</a></p>
Human resources policy	<p>If you'd like a copy of our human resources policy then send an email to <a href="mailto:FOI@business-stream.co.uk">FOI@business-stream.co.uk</a></p>
How we are managed	<p><a href="#">meet the team</a></p>

Our external auditors	KPMG LLP Saltire Court 20 Castle Terrace Edinburgh EH1 2EG
Legal registration numbers	VAT number 945 8505 85  Registered number SC294924
Subsidiary companies  Scottish Water Business Stream Limited owns Business Stream Limited. This company is a wholly-owned subsidiary that did not trade last year.	

## CLASS 2: HOW SCOTTISH WATER BUSINESS STREAM LIMITED DELIVERS OUR FUNCTIONS AND SERVICES

### Class Description:

Information about our work, our strategy and policies for delivering functions and services and information for our service users.

The information we publish under this class	How to access it
The services we provide	<a href="#">what we do</a> <a href="#">water supply services</a> <a href="#">waste water</a> <a href="#">trade effluent</a> <a href="#">new connections</a> <a href="#">our licences</a>
Our charges	<a href="#">our charges</a>
Our strategy and policies for delivering functions and services	<a href="#">how we do business</a> <a href="#">our publications</a>
Information for our service users	<a href="#">frequently asked questions and answers</a> <a href="#">water meters</a> <a href="#">our terms and conditions</a> <a href="#">our standards of service</a> <a href="#">how to make a complaint</a> <a href="#">our news</a> <a href="#">our press-releases</a>

<b>CLASS 3: HOW SCOTTISH WATER BUSINESS STREAM LIMITED TAKES DECISIONS AND WHAT IT HAS DECIDED</b>
<b>Class Description:</b> Information about the decisions we take, how we make decisions and how we involve others

The information we publish under this class	How to access it
Information about the decisions we take, how we make decisions and how we involve others	<a href="#">board of directors</a> <a href="#">our executive leadership team</a> <a href="#">our licences</a> <a href="#">our press releases</a> <a href="#">environmental impact</a> <a href="#">gender pay gap report</a>

<b>CLASS 4: WHAT SCOTTISH WATER BUSINESS STREAM LIMITED SPENDS AND HOW IT SPENDS IT</b>
<b>Class Description:</b> Information about our strategy for, and management of, financial resources (in sufficient detail to explain how we plan to spend public money and what has been spent.)

The information we publish under this class	How to access it
<p>Business Stream is a wholly-owned subsidiary of Scottish Water. Business Stream has been formed as an arms-length company with its own Board and independent management team.</p> <p>For further information on Business Stream capital structure at the point of separation from Scottish Water, refer to our financial viability report and our governance document.</p> <p>In accordance with the governance code (section 6), Business Stream warrants publicly every year to Scottish Water that it does not anticipate seeking any funding from Scottish Water during that year and therefore does not anticipate the requirement to receive any public money.</p>	<a href="#">board of directors</a> <a href="#">our executive leadership team</a> <a href="#">financial viability</a> <a href="#">our governance document</a> <a href="#">separation</a> <p>If you'd like a copy of our annual warrant send an email to <a href="mailto:FOI@business-stream.co.uk">FOI@business-stream.co.uk</a></p> <a href="#">gender pay gap report</a>



<p>Business Stream works completely independently of its parent company and competes for customers within the competitive market therefore to disclose what Business Stream spends or plans to spend would be commercially sensitive information and is therefore exempt from disclosure.</p> <p>Exemption 33 1 b - Commercial interests and the economy, information is exempt information if its disclosure under this Act would, or would be likely to, prejudice substantially the commercial interests of any person (including, without prejudice to that generality, a Scottish public authority)</p>	
Pension details	<a href="#">our pension</a>
Annual report	If you'd like a copy of our annual report then send an email to <a href="mailto:marketing@business-stream.co.uk">marketing@business-stream.co.uk</a>
<p>Expenses policy</p> <p>Business Stream employees can reclaim expenses incurred while performing their role providing that they are reasonable and that they are wholly, necessarily and exclusively incurred while performing their duties.</p>	

## CLASS 5: HOW SCOTTISH WATER BUSINESS STREAM LIMITED MANAGES ITS HUMAN, PHYSICAL AND INFORMATION RESOURCES

Class Description:

Information about how we manage the human, physical and information resources of Scottish Water Business Stream Limited

The information we publish under this class	How to access it
<p><b>Human resources</b></p> <p>Business Stream's management team is supported by five directorates/functional teams covering;</p> <ul style="list-style-type: none"> <li>• Customer operations</li> <li>• Finance</li> <li>• People &amp; Development</li> <li>• Commercial</li> <li>• Communication, Brand &amp; Marketing</li> </ul> <p>Rewards, benefits and pension</p>	<p><a href="#">board of directors</a></p> <p><a href="#">our executive leadership team</a></p> <p><a href="#">role types</a></p>

<p>Career development</p> <p>Culture and working environment</p> <p>Employee forum</p> <p>We really like our employees to get involved in the running of the business. We have an employee forum, which is made up of union and non-union members all acting in the interests of our business.</p>	<p><a href="#">benefits, rewards &amp; training</a></p> <p><a href="#">career development</a></p> <p><a href="#">our culture and environment</a></p> <p>If you'd like more information about our Human Resources policies &amp; procedures then send an email to <a href="mailto:FOI@business-stream.co.uk">FOI@business-stream.co.uk</a></p>
<p><b>Physical Resources</b></p> <p>We manage our own facilities supported by outsourced maintenance companies</p>	<p><a href="#">environmental impact</a></p>
<p><b>Information resources</b></p> <p>Records management policy and records management plan, including records retention schedule</p> <p>Privacy policy</p> <p>Data protection policy</p> <p>Freedom of Information</p>	<p>If you'd like a copy of our record retention policy then send an email to <a href="mailto:FOI@business-stream.co.uk">FOI@business-stream.co.uk</a></p> <p><a href="#">Privacy policy</a></p> <p>If you'd like a copy of our data protection policy then send an email to <a href="mailto:FOI@business-stream.co.uk">FOI@business-stream.co.uk</a></p> <p><a href="#">freedom of information</a></p>

<b>CLASS 6: HOW SCOTTISH WATER BUSINESS STREAM LIMITED PROCURES GOODS AND SERVICES FROM EXTERNAL PROVIDERS</b>
<p>Class Description:</p> <p>Information about how we procure goods and services, and our contracts with external providers</p>

<b>The information we publish under this class</b>	<b>How to access it</b>
<b>Procurement Policies and Procedures</b>	<p>If you'd like to know about how we procure goods and services please email <a href="mailto:FOI@business-stream.co.uk">FOI@business-stream.co.uk</a></p>

<b>CLASS 7: HOW SCOTTISH WATER BUSINESS STREAM LIMITED IS PERFORMING</b>
<p><b>Class Description:</b></p> <p>Information about how Scottish Water Business Stream Limited performs as an organisation, and how well it delivers its functions and services</p>

<b>The information we publish under this class</b>	<b>How to access it</b>
Annual report	If you'd like a copy of any of our annual reports then send an email to <a href="mailto:marketing@business-stream.co.uk">marketing@business-stream.co.uk</a>
Employee and board equality monitoring reports, produced under the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012,	<a href="#">gender pay gap report</a>

<b>CLASS 8: OUR COMMERCIAL PUBLICATIONS</b>
<p><b>Class Description:</b></p> <p>Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet e.g. bookshop, museum or research journal.</p>

<b>The information we publish under this class</b>	<b>How to access it</b>
Business Stream does not sell any commercial publications.	

<b>CLASS 9: OUR OPEN DATA</b>
<p><b>Class Description:</b></p> <p>The open data we make available as described by the Scottish Government's Open Data Resource pack, available under an open licence.</p>

<b>The information we publish under this class</b>	<b>How to access it</b>
	<a href="http://www.nationalarchives.gov.uk/doc/non-commercial-government-licence/version/2/">www.nationalarchives.gov.uk/doc/non-commercial-government-licence/version/2/</a>