



keyzo

AMP8 White Paper

Driving competence, compliance and digital transformation in the UK water sector

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Executive summary



AMP8 runs from 2025-2030, and introduces significantly higher expectations across environmental performance, governance, contractor oversight and workforce competence.

Unlike previous regulatory cycles, water companies must now demonstrate real-time, auditable evidence that individuals across their workforce and supply chain are competent, authorised and site-aware.

Regulators are no longer focused solely on policy, intent or process design. The emphasis has shifted firmly towards proof of implementation, consistency of application and operational control.

This white paper explores the regulatory and operational challenges facing the UK water sector under AMP8 and outlines how modern digital induction and training platforms can support AMP8 delivery, strengthen governance, improve audit outcomes and reduce operational risk across complex, multi-site environments.

1. AMP8 context and regulatory drivers

AMP8 represents one of the most demanding regulatory cycles in the water sector's history.

[Ofwat](#), the [Environment Agency](#) and the [Drinking Water Inspectorate \(DWI\)](#) have placed increased emphasis on governance, assurance and demonstrable control over workforce competence.

Significant investment under PR24 has intensified scrutiny of how water companies manage risk across large capital programmes, operational assets and complex delivery alliances.

Environmental priorities such as storm overflow reduction, pollution prevention and asset resilience require a workforce that clearly understands risks, controls and responsibilities.

Accountability for compliance ultimately sits with the appointed water company, regardless of whether work is delivered by internal teams, joint ventures or tier-one contractors. This places increased pressure on organisations to maintain consistent, auditable assurance across their entire supply chain.



Interim performance reviews are due to begin in 2027, meaning water companies need to act now if they are to successfully meet AMP8 requirements.

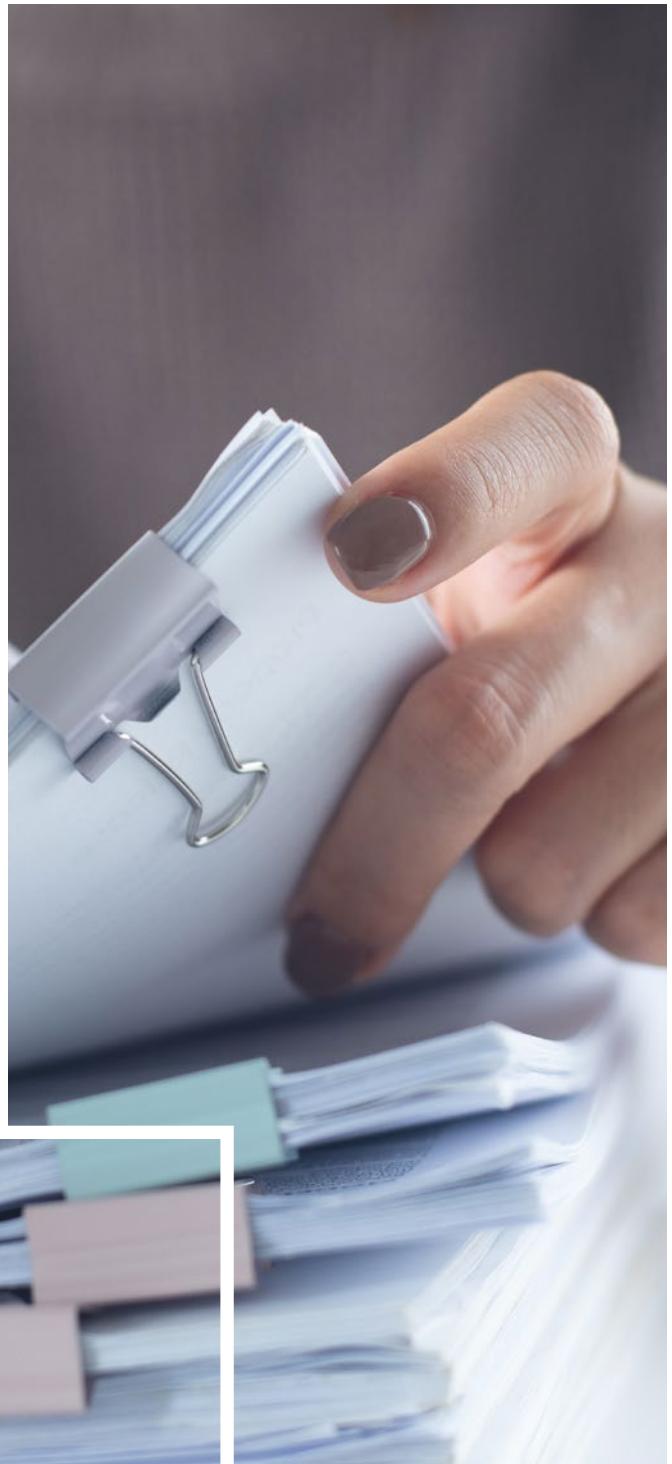
2. Current industry challenges

Many organisations continue to operate fragmented onboarding and induction processes across regions, frameworks and delivery partners.

Reliance on spreadsheets, paper-based induction packs and locally held records introduces inconsistency, delays and risk.

These approaches struggle to scale during peak AMP delivery phases when contractor numbers increase significantly.

Limited visibility of training status, competency validity and site authorisation exposes organisations to regulatory risk, weakens assurance and increases the likelihood of non-compliance during audits or investigations.

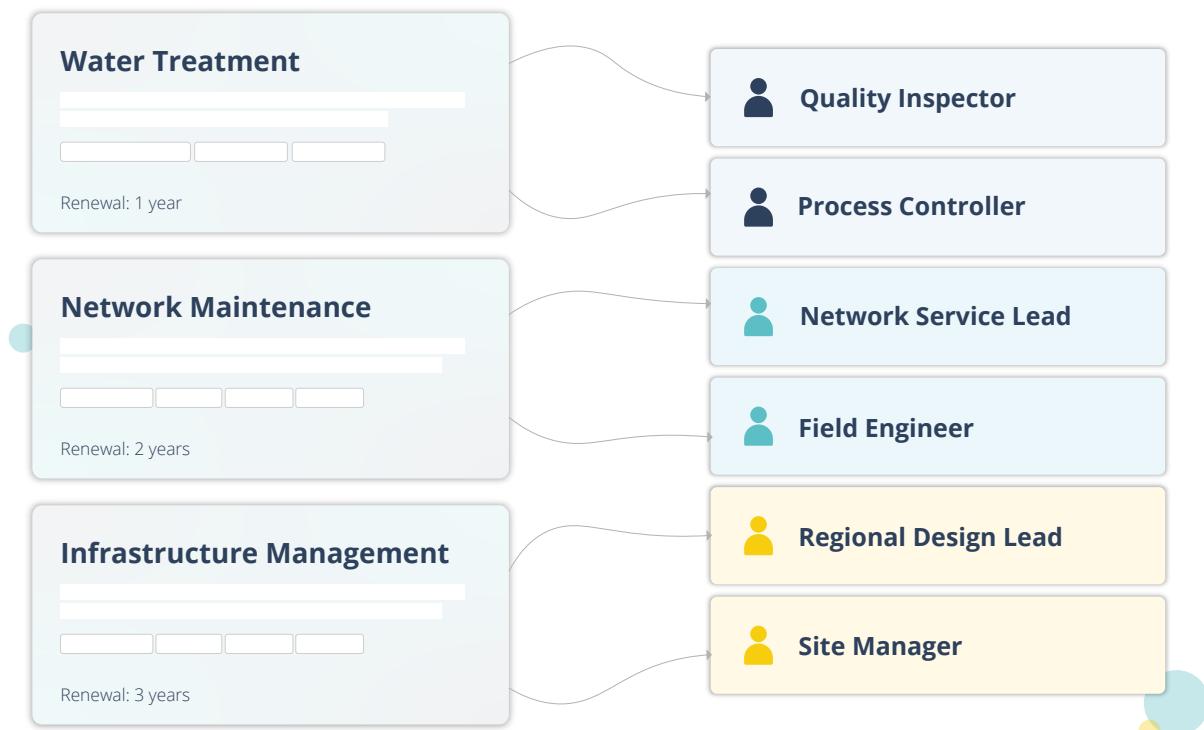


3. Competency, assurance and workforce risk

Failures in competency management can result in environmental incidents, operational disruption, safety breaches and regulatory enforcement.

Regulators increasingly expect water companies to demonstrate who is competent, when individuals were trained, what training was completed and whether that competence is current and valid at the point of work.

Role-based competency frameworks are essential to ensure individuals only undertake tasks for which they are trained, assessed and authorised. Without clear, auditable controls, organisations remain exposed to both operational and reputational risk.



4. The AMP8 competency and assurance framework

Effective competence management under AMP8 requires a structured, end-to-end framework:



This framework supports consistent application across regions, projects and delivery partners.

5. Digital transformation for AMP8

AMP8 delivery requires scalable, repeatable and evidence-based systems that reduce reliance on local administration and individual knowledge.

Digital induction and training platforms are no longer optional efficiency tools. They represent a core governance control that enables consistent onboarding, automated renewal management, controlled document versioning and real-time operational oversight.

A single source of truth for training and competence data reduces risk, improves audit outcomes and increases regulatory confidence.



6. Accessibility and inclusion (WCAG 2.2 AA)

Water companies must meet accessibility requirements under the Public Sector Bodies Accessibility Regulations and the Equality Act.

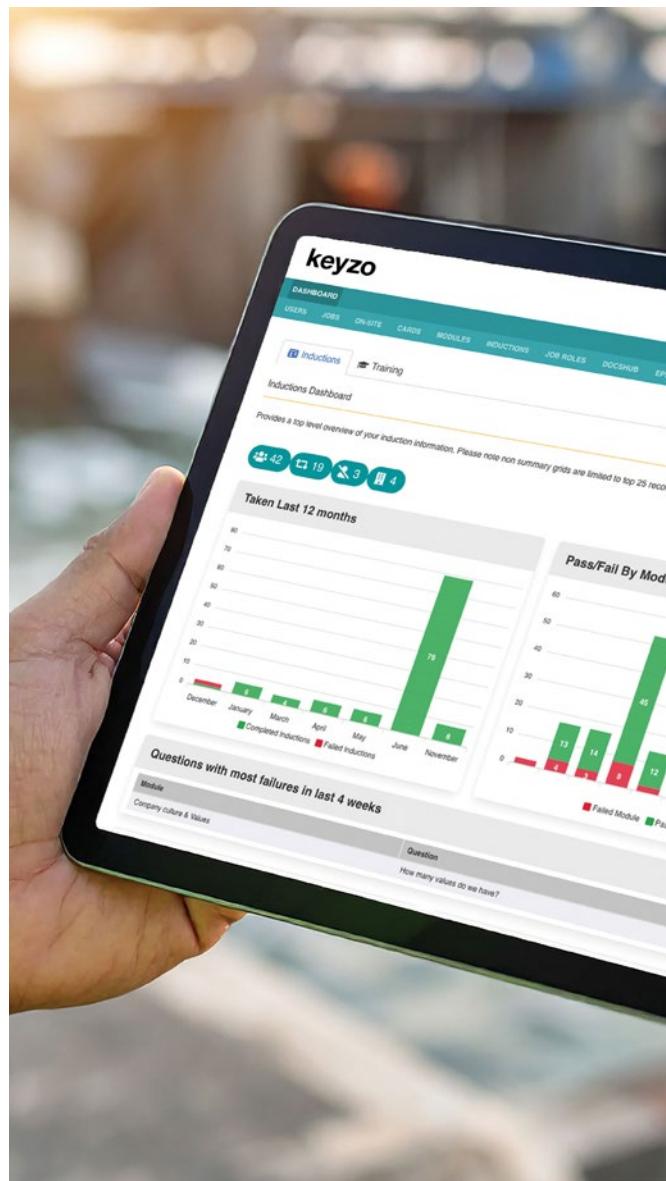
Accessibility is essential to ensure all workers, including contractors, multilingual workers, temporary staff and neurodiverse individuals, can consistently access and understand safety-critical information.

Digital systems should support high-contrast themes, captions, transcripts, screen-reader compatibility, keyboard navigation and non-colour-dependent status indicators to ensure consistent understanding across diverse workforces.



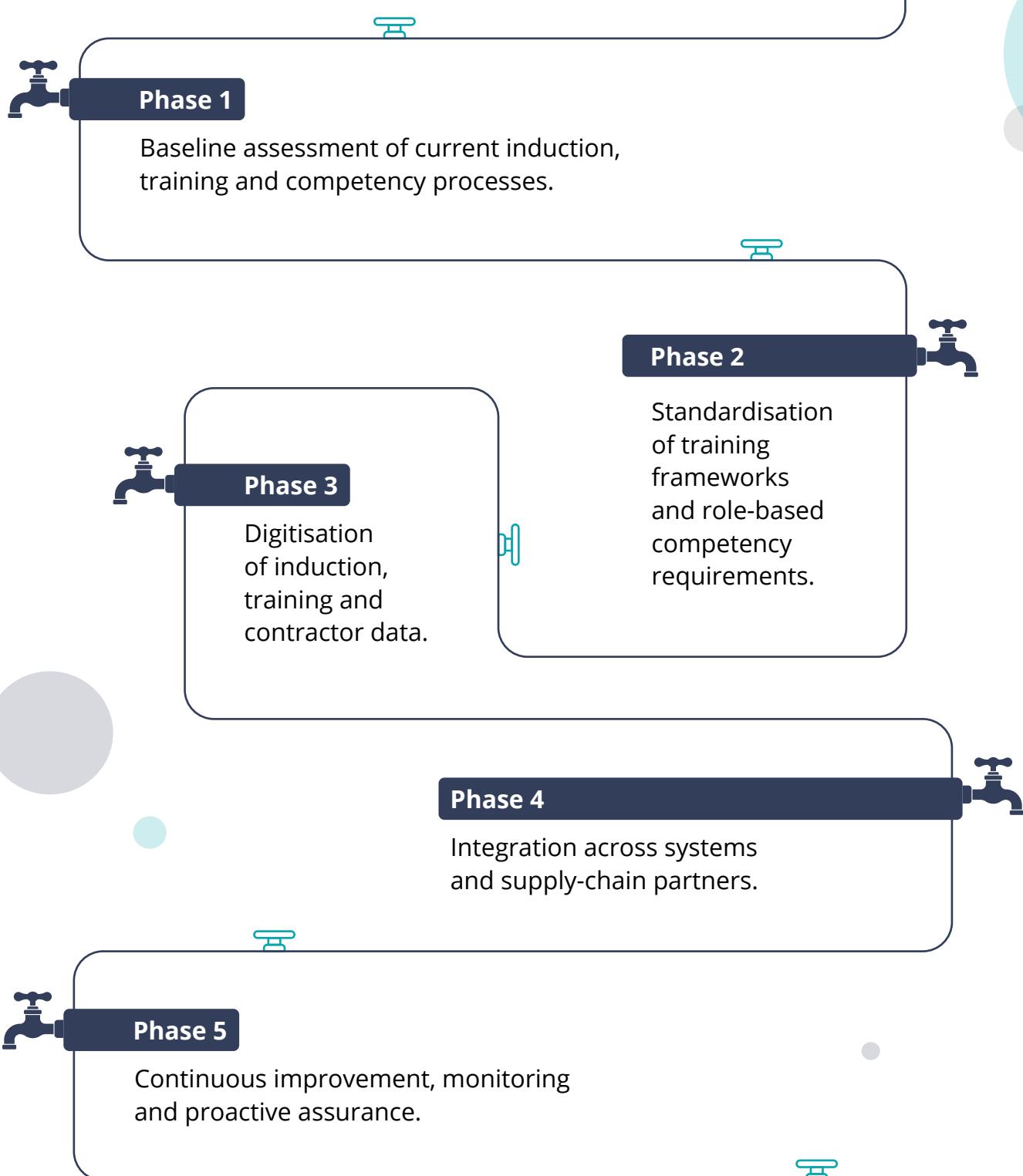
7. Supporting AMP8 readiness through digital induction and training

Digital induction and training platforms, such as Keyzo's **Induct & Train**, support AMP8 readiness by providing:



- A centralised, controlled induction and training environment across multiple regions and delivery partners.
- Real-time visibility of contractor approvals, competency status and renewal requirements.
- Scalable onboarding for large contractor populations during capital programme peaks.
- Comprehensive audit trails, digital signatures, document version control and timestamped evidence suitable for regulatory scrutiny.
- Accessible learning aligned with WCAG 2.2 AA standards.
- Integration with enterprise systems to support complex, multi-site operational environments.

8. AMP8 digital readiness roadmap



9. Conclusion

AMP8 demands a **step change** in how water companies manage workforce competence, contractor oversight and operational readiness.

Digital induction and training systems provide the structure, assurance and auditability required to deliver AMP8 safely and effectively.

Organisations that invest early in modern, digital competence assurance will be better positioned to respond to regulatory scrutiny, scale safely during peak delivery periods and demonstrate leadership throughout AMP8 and beyond.



References

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- 9 Drinking Water Inspectorate (DWI) Has regulatory oversight of drinking water quality and operational assurance <https://www.gov.uk/government/organisations/drinking-water-inspectorate>

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About Keyzo

Founded in 2009, Keyzo develops bespoke business software for organisations looking to work smarter and with greater confidence.

We partner with teams to simplify complex operations, support compliance, and provide clear insight through accessible, reliable data. Our focus is on making critical information easy to find and understand, particularly in safety-critical and highly regulated environments.

As a solutions provider, we believe software should never stand still. By continually evolving our technology, we help organisations respond to changing regulatory expectations and operational demands, including those shaping AMP8 delivery.

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