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- TWPassport

Web-Based Training : Competition 2019 Training :

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The course is licensed from 09.10.2019 to 31.12.9999.

Fee

Free of Charge

Learning Progress

Booking Date	09.10.2019
Course is licensed as of	09.10.2019
First Accessed on	Not Yet Started



Learn. Develop. Grow.

# Competition Training 2019



**Click each number to view  
the modules content**



# Competition Training 2019



Thames Water's  
commitment



# Competition Training 2019



Click the modal to see why competition is important?



# Competition Training 2019



The rules and regulations



# Competition Training 2019



Consequences of getting it wrong



# Competition Training 2019



Some examples





# Competition Training 2019



A quiz



## Thames Water's commitment

Our board and senior management team have given a commitment that the business and our contractual partners understand and will comply with its obligations under competition law.

We are committed to maintaining a culture of competition compliance throughout the company.

This training is one part of that commitment.



# Why is competition important?

Drag the correct wording into the end of each statement

Competition will give customers

Competition will encourage new organisations to offer new and better

Competition should result in lower

Competition should stop companies

services

taking customers for granted

Competition will give customers

Competition will encourage new organisations to offer new and better

Competition should result in lower

Competition should stop companies

# Why is competition important?

Drag the correct wording into the end of each statement

Competition will give customers

**more choice**

Competition will encourage new organisations to offer new and better

**services**

Competition should result in lower

**prices**

Competition should stop companies

**taking customers for granted**

# Why is competition important?

Click on an image to find out more



Competition law prohibits dominant companies from using their market position to harm competition.

These companies - generally seen as those with more than 40% market share - have a “special responsibility” not to abuse that position.

This applies to Thames Water who are the dominant provider of water and waste services locally.



**Competition law also prohibits anti-competitive agreements or understandings between businesses, irrespective of their size or market position.**

**An anti-competitive agreement would be where competitors agree to fix prices, divide up customers or markets or limit the availability of a product or service.**



Competition law is enforced by the Competition and Markets Authority (CMA) and Ofwat.







**Ofwat or the CMA are likely to start an investigation by writing to us.**

**However, if they suspect a breach of competition law they could also arrive unannounced to conduct an on-site inspection, known as a 'dawn raid'.**

**If this happens at your site, you should make your manager aware immediately and contact the Legal team – by telephone, not email.**



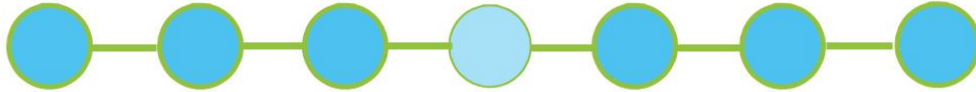
Ofwat regulates the water and sewerage industry and grants TW a licence to operate.

Ofwat has a duty under the Water Industry Act 1991 to ensure that no undue preference or discrimination is shown by companies that have a licence.

Following the opening up of the non-household retail market in 2017, we must be careful not to discriminate against or favour particular retailers or their customers.



Click on a circle to see the details



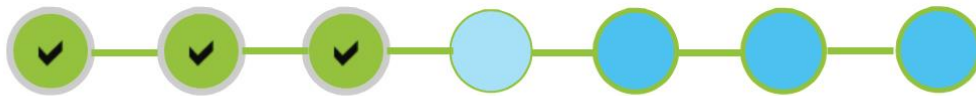
We should not discriminate between our customers unless those customers have paid for a different type or level of service.



We should not give particular customers or groups of customers a better or worse service, just because of who they are.



This could happen where we had a set process or timescale but gave preference to certain customers or allow them to 'jump the queue'.



In this situation, another customer might be able to claim that they had been unfairly discriminated against.



Discrimination does not have to be deliberate – doing it accidentally is no defence.





Ask yourself whether the business has a set process for dealing with this customer – are you following it?



We are not talking here about sex or race discrimination – although we are subject to those laws, as well as the particular rules and regulations of the water industry.



# Anti-competitive agreements

Drag the correct word into the white box for each statement

Competitors must not agree to fix prices, divide up  or markets, or limit the availability of a product or service.

An 'agreement' does not have to be in writing – it could just be a course of action that  agree to over the telephone, or in person.

Competition law also prohibits  or understandings between competitors that unlawfully restrict competition.

We operate in commercial  and you should treat other water and sewerage companies as competitors.

competitors

customers

limit the availability of a product or service.

An 'agreement' does not have to be in writing – it could just be a course of action that [redacted] agree to over the telephone, or in person.

Competition law also prohibits [redacted] or understandings between competitors that unlawfully restrict competition.

We operate in commercial [redacted] and you should treat other water and sewerage companies as competitors.

markets

competitors

agreements

customers

Reset

Submit

Undo

# Anti-competitive agreements

Drag the correct word into the white box for each statement

Competitors must not agree to fix prices, divide up **customers** or markets, or limit the availability of a product or service.

An 'agreement' does not have to be in writing – it could just be a course of action that **competitors** agree to over the telephone, or in person.

Competition law also prohibits **agreements** or understandings between competitors that unlawfully restrict competition.

We operate in commercial **markets** and you should treat other water and sewerage companies as competitors.

# Consequences of an investigation or allegation

Any allegation by a competitor, supplier, customer or a regulator that we have breached competition law will have consequences, click on the numbers to see examples.

1

2

3

4

# Consequences of an investigation or allegation

Any allegation by a competitor, supplier, customer or a regulator that we have breached competition law will have consequences, click on the numbers to see examples.



It is damaging to our company's reputation – we lose the trust of our customers and the trust of Ofwat.

# Consequences of an investigation or allegation

Any allegation by a competitor, supplier, customer or a regulator that we have breached competition law will have consequences, click on the numbers to see examples.



Dealing with an allegation or investigation is very time-consuming and takes our people away from their 'day job'.



# Consequences of an investigation or allegation

Any allegation by a competitor, supplier, customer or a regulator that we have breached competition law will have consequences, click on the numbers to see examples.



Any organisation found guilty of breaching competition law, can be fined up to 10% of its turnover.

For us this could mean a fine of up to £200m.

## Consequences of an investigation or allegation

Any allegation by a competitor, supplier, customer or a regulator that we have breached competition law will have consequences, click on the numbers to see examples.



Other companies, affected by the competition law breach, could sue us for damage they've suffered.

Our directors could also be disqualified from being a director of any company for up to 15 years.



Hover over an icon to view examples



# Examples of potentially anti-competitive behaviour

When a customer asks you to recommend a particular company and you give a recommendation.



# Examples of potentially anti-competitive behaviour

Doing a special favour for someone with whom you have worked. This could breach competition law, as you are giving preferential treatment.



# Examples of potentially anti-competitive behaviour

When you are critical of the work of another company who operate in the same market as Thames Water.



# Examples of potentially anti-competitive behaviour

When you disclose confidential and commercially sensitive information to someone outside Thames Water, you are potentially giving them an advantage.

You may also be breaching a confidentiality obligation.



Be careful not to use language that could be taken the wrong way.

Remember:

Don't discuss commercially sensitive information, strategy or prices at industry events.





Thank you for completing the  
Competition Training module.

Now test your knowledge by  
completing our quiz.

You will need to achieve 80% to pass!

Start Quiz



Which of the following is the correct answer?

When you are dealing with Castle Water you should:

- A) Give them the same excellent service as other Thames Water customers
- B) Offer them preferential treatment because they are a good customer of Thames Water
- C) Refer all their questions to the Legal team

Submit

Which of the following is the correct answer?

When you are dealing with a customer at Castle Water you should



- A) Give them the same excellent service as other Thames Water customers
- B) Offer them preferential treatment because they are a good customer of Thames Water
- C) Refer all their questions to the Legal team

Submit

If Ofwat or CMA turn up at your site to investigate a competition allegation, what should you do?

- A) Refuse to co-operate
- B) Contact Legal by phone immediately and let your manager know
- C) Deal with them yourself

Submit

If Ofwat or CMA turn up at your site to investigate a competition allegation, what should you do?



- A) Refuse to co-operate
- B) Contact Legal by phone immediately and let your manager know
- C) Deal with them yourself

Submit

You are speaking to a developer and your system shows that a planning application has been submitted to the local council.

This relates to a site next door to the site being developed by the developer you are talking to. You mention this to him.

Are there any problems with you doing this?

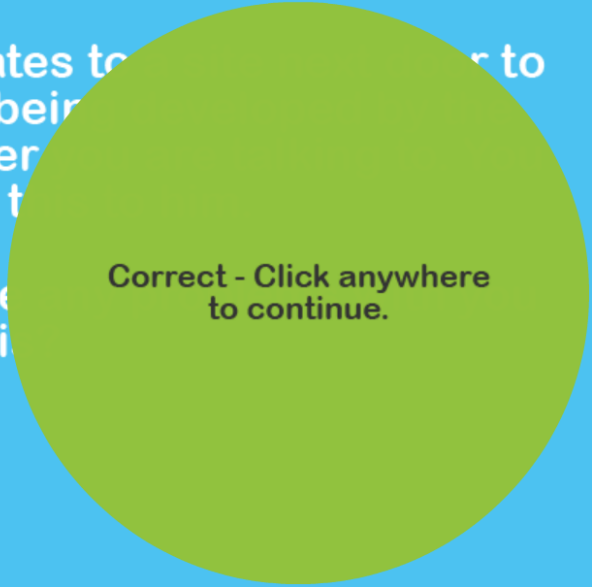
- A) **There is no problem in you doing this as the planning application is publicly available information.**
- B) **You should not mention this, as the information held on our system could be commercially sensitive and the developer may not have been aware of the planning application. Therefore you are tipping him off, which gives him an advantage.**
- C) **You should telephone the local council to check what stage the planning application has reached and then call the developer back.**

Submit

You are speaking to a developer and your system shows that a planning application has been submitted to the local council.

This relates to the site being developed. You should mention this to the developer.

Are there any other things you should be doing this time?



Correct - Click anywhere to continue.

- A) There is no problem in you doing this as the planning application is publicly available information.
- B) You should not mention this, as the information held on our system could be commercially sensitive and the developer may not have been aware of the planning application. Therefore you are tipping him off, which gives him an advantage.
- C) You should telephone the local council to check what stage the planning application has reached and then call the developer back.

Submit

Competition 2019 Training

Accuracy: 80%

Total Questions: 5

Correct Questions: 4

**Congratulations, you passed the quiz!**

Continue

16:37  
09/10/2019



# Competition 2019 - Further documents and contacts

You can find further information in our competition compliance using the below links

- ❖ [Manual](#)
- ❖ [Factsheet](#)
- ❖ [Policy](#)

Please note: In due course the links will be updated. The competition compliance policy,

# You can find further information in our competition compliance using the below links

- ❖ Manual
- ❖ Factsheet
- ❖ Policy

Please note: In due course the links will be updated. The competition compliance policy, containing links to the manual and factsheet, will be listed on the policies intranet page



# Competition 2019 - Further documents and contacts

If you've any questions, please contact:

*Email Link -* [Redacted]

[Redacted]

*Email Link -* [Redacted]