

Re. Change in British Waterways

I am writing to inform you of changes BW is making to its organisation and structure. Details of these changes were communicated to all BW staff earlier today.

The current structure of six regions and 25 waterways will be replaced by ten new Waterway Units. Two of these – London and Scotland – will remain largely the same as now, with Mark Bensted and Jim Stirling as Directors. They will report directly to the chief executive.

The remaining eight Waterway Units covering England and Wales will be headed by new General Managers. I've attached a one-page summary (Overview of Waterway Units) and a Map, which contain details of these new units, including the names of the BW people appointed to the General Manager positions and main office locations.

Each General Manager will be supported by a complete waterway team which for the first time will include engineering, heritage, environmental, surveying, architectural and marketing specialists. The aim is to create local Waterway Units that are big enough to contain all the expertise and resources needed to deliver the high standards of service that our customers and visitors want.

You'll also note from the summary that the eight new Waterway Units will be divided into two groups: Northern Waterways and Southern Waterways. Each will be headed by a new Managing Director (Derek Cochrane and John Lancaster respectively) who will report directly to the chief executive. They will have overall responsibility for running their Waterway Units, with support from a small team of specialists providing strategic direction and policy.

The roles and responsibilities of the executive directors will not change greatly, however the existing posts of Operations Director and Technical & Environment Director will be merged into a new Technical Director post, which Stewart Sim will take up.

These changes are designed to create a much simpler and more efficient structure, with more resources and expertise located on the 'front line', where they are most needed. It's an important step in BW's continuing shift towards developing its full commercial potential as a leisure business.

Our aim is to have this new structure in place and fully operational by 1 September 2003. For the time being, though, you should continue with your usual contacts. The new General Managers have already started building their teams within the Waterway Units, a process we expect will last several months.

Please call me or Eugene Baston (Customer Relations Manager) if you would like to discuss these changes more fully.

Yours sincerely


Simon Salem
Marketing and Communications Director

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3. Overview of Waterway Units

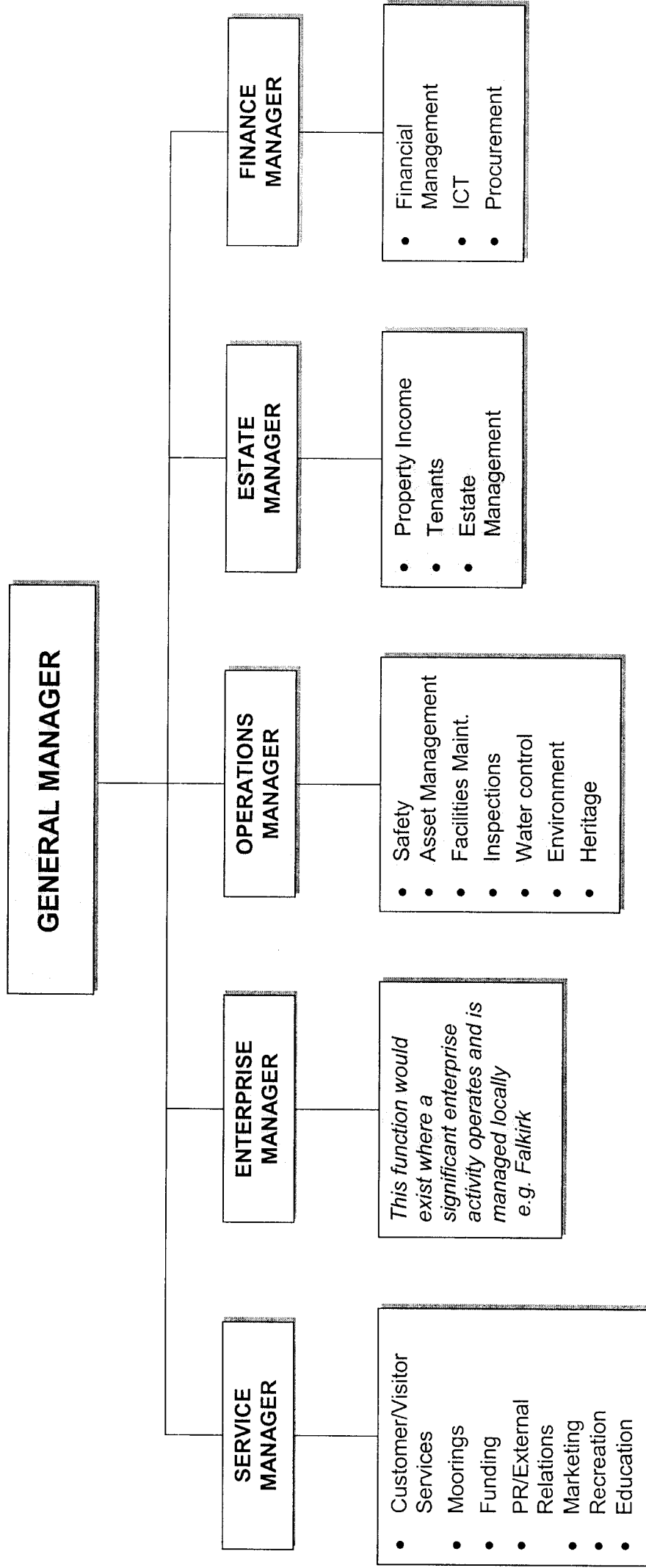
Northern Waterways Managing Director: Derek Cochrane Office: Manchester

Waterway Unit	Main Office Location	General Manager
Wales & Border Counties	Northwich	Julie Sharman
North West	Wigan	Adrian Sains
Yorkshire	Leeds	Laurence Morgan
East Midlands	Newark	Caroline Killeavy

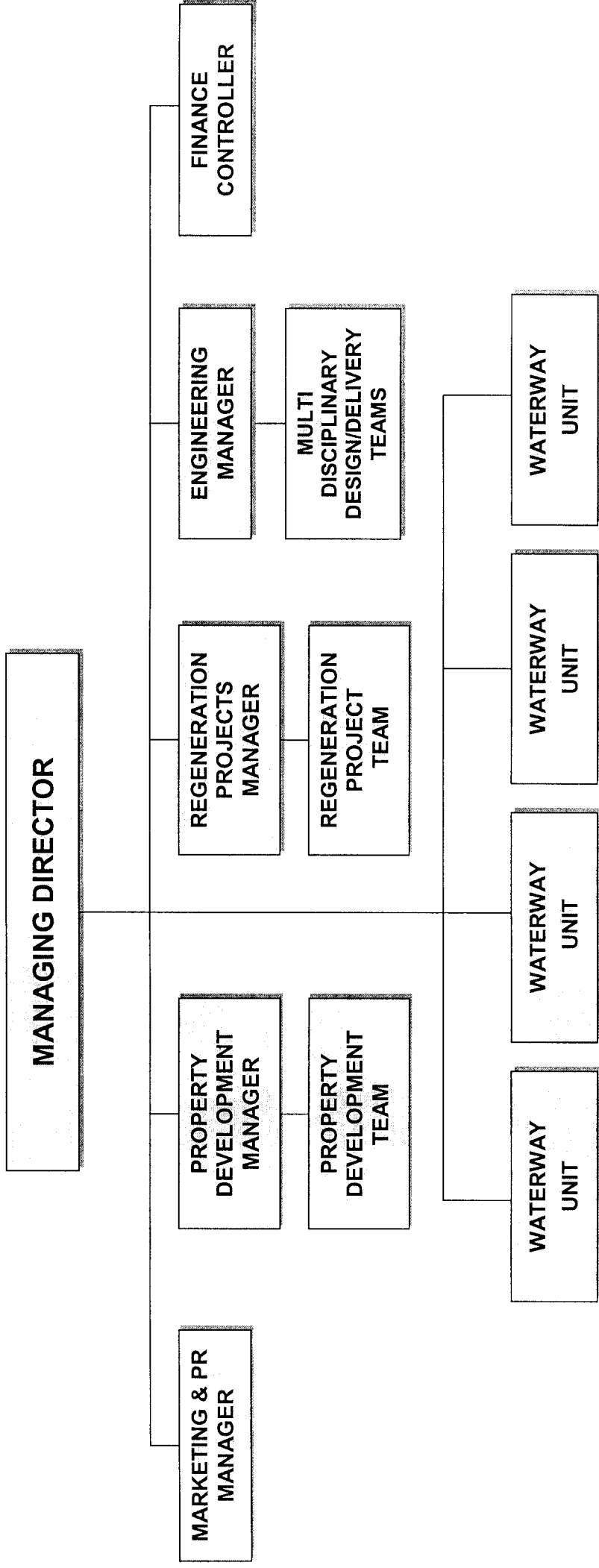
Southern Waterways Managing Director: John Lancaster Office: Hatton

Waterway Unit	Main Office Location	General Manager
South West	Gloucester	Ian Jarvis
West Midlands	Birmingham	Roger Herrington
Staffordshire & Warwickshire	Fazeley	Tony Harvey
South Central	Milton Keynes (to be confirmed)	Chris Mitchell

WATERWAY UNIT STRUCTURE



MANAGING DIRECTOR TEAM STRUCTURE



CORPORATE STRUCTURE

