



Scottish Water Memorial Policy

Published: March 2022

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Policy Purpose

Scottish Water recognises sites, such as reservoirs, are often places that can hold sentimental value among visitors. The purpose of this policy is to provide process and guidance for the consistent handling of memorial requests for any Scottish Water landholdings. Given the sensitive nature of such requests, this policy supports respectful handling while ensuring appropriate consideration is given to long term liability.

This policy applies to requests to place memorials on Scottish Water land only. If requests are made for planting on land which is not owned by Scottish Water, the requestor is required to liaise with the relevant landowner.

Request Focal Point

By completing the form on the Scottish Water website, a request will be sent to the Scottish Water Access Officer. They will review the request and liaise with you regarding next steps.

Memorial Options

Scottish Water's preference is to support memorial trees with accompanying memorial name plaque. Regrettably, we are unable to accept new memorial benches or other memorial items on our land holdings.

Memorial Trees and Accompanying Name Plaque

Options for the species and location will be reviewed by Scottish Water taking into consideration future maintenance, landscaping designations at the requested location, potential impact on operational infrastructure and other structures or access implications. In some cases, consultation may be required with the relevant Local Authority Tree Officer.

Options will then be offered to the memorial requestor. Where there is no species preference, the memorial requestor is free to choose among British native varieties.

To ensure clarity on who is accountable for future maintenance of both the tree and name plaque, a Memorial Agreement must be reached. This will be provided by Scottish Water as part of the process. Once agreed, Scottish Water will arrange for the tree to be planted and plaque installed on the same day, with the date communicated to the requestor who will be welcome to attend.

The Memorial Agreements details that:

As the tree is planted on Scottish Water land, it becomes part of its landholdings and the liability to look after and maintain it therefore rests with Scottish Water. This extends for the full life of the tree and Scottish Water will have the right to take necessary action, including carrying out works on the tree without notice and felling, if

the tree is assessed to pose an imminent risk to the health and Safety of Scottish Water employees, contractors or the general public.

The memorial requestor will be responsible for the ongoing maintenance of the name plaque. If it falls into a state of disrepair and is deemed unsafe, Scottish Water will have the right to take necessary action to remove it without notice.

Scottish Water will not be liable in any way if the tree or name plaque is damaged, stolen or vandalised, but the memorial requestor may replant the tree or replace the name plaque. Similarly, the tree may be replanted if it dies as a result of drought.

The cost of the tree, planting, name plaque and, where necessary, replanting will be borne by the memorial requestor. Trees will be planted, and name plaque installed by a Scottish Water contractor. Both items must be provided by the requestor for install at the same time.

Existing Memorials - Benches

Scottish Water has supported memorial requests for many years and as a result there are some existing benches within its landholdings. Regrettably, we are unable to accept new memorial benches.

Replacement of an Existing Bench

If the bench owner wishes to replace their existing bench, the following offers guidance as to the necessary process.

Scottish Water will advise if there is a preferred bench style for the site. The cost of the bench purchase, delivery and install will be borne by the requestor. All stages of install will be led by Scottish Water with liaison required to advise the date on which the bench will be delivered to site.

To ensure clarity on who is accountable for future maintenance of the new bench, a Memorial Agreement must be reached. This will be provided by Scottish Water as part of the process. Once agreed, Scottish Water will become responsible for the bench and carry out any necessary future maintenance, but it shall not be liable in any way for its loss if the bench seat is damaged, stolen or vandalised or reaches a stage in its lifecycle when repairs are no longer economically viable.

Scottish Water will guarantee the bench for a period of one year from installation covering failure of structure or the bench and painting. It does not cover damage by vandalism.

Repair of Existing Benches

For existing benches where disrepair is evident, efforts will be made to contact the owner to discuss necessary action. If making contact is not successful, action will be taken to make the memorial safe, be that by repair or removal. No compensation will be paid to the owner if the memorial is removed.

All bench activity, be that repair or install, will be undertaken once per year with the timing determined by Scottish Water.

Scottish Water maintains the right to approve new memorial benches under special circumstances.

Memorial Agreements

An agreement is required between the memorial requestor and Scottish Water to ensure each party is aware of and agrees to the respective expectations and liabilities of the request. An agreement must be in place together with the necessary consent from Scottish Water prior to any tree being planted or bench being replaced.

GDPR

Memorial requestor contact details will be stored so contact can be made with them regarding the memorial only.

Scottish Water is committed to protecting your data and information. Our privacy notice explains how Scottish Water uses personal data collected by Scottish Water. It also sets out our commitment to safeguarding personal information held about individuals - it does not apply to information we hold about companies and other organisations. Any personal data you give to Scottish Water will be processed in accordance with current UK Data Protection laws.

You can read our Personal Data Policy via the following link:

<https://www.scottishwater.co.uk/help-and-resources/document-hub/key-publications/data-privacy>