

Environmental policy

UNITED UTILITIES POLICY STATEMENT | APRIL 2023

Our purpose is to provide great water and more for the North West. Our environmental policy supports our purpose and sets out how we deliver value through protecting and enhancing the environment.

We will strive to:

- comply with relevant legal and regulatory requirements and appropriate codes of practice;
- approach catchments as a system to achieve broader environmental gain;
- consider the impacts of climate change and population growth, and adapt our business accordingly, maintaining long-term resilience of services;
- play our part in mitigating future climate change by meeting our ambitious carbon science-based targets;
- use energy efficiently and generate renewable energy to improve operational resilience;
- further reduce leakage and deliver sustainable abstraction to protect water resources;
- champion water efficiency with colleagues, customers and stakeholders;
- deliver natural capital schemes that aim to improve bathing and river water quality;
- prevent pollution to air, water and land from our operations and demonstrate leadership in the sector;
- optimise the operation of our wastewater network, engage with all stakeholders on non-flushable products and promote the uptake of sustainable drainage solutions to reduce the risk of sewer flooding;
- manage our land to deliver key ecosystem services including water quality, climate regulation, air quality, nutrient cycling, and the social benefits associated with access to blue and green space;
- play our part in nature recovery and delivery of biodiversity net gain; and
- drive resource efficiency by managing our use of natural resources, applying the waste hierarchy to ensure that we put waste to beneficial use and promote a circular economy.

We will work towards this by:

- seeking continuous improvement in our environmental performance and in our quality control as set out in our Environmental Management System;
- designing, operating and maintaining our assets to the applicable environmental standards and, where appropriate, maximising benefits by integrating asset and nature based interventions;
- driving a catchment systems thinking approach to water quality and quantity issues for wider environmental benefits;
- being innovative in solving environmental challenges and driving improvement by understanding and engaging in relevant research to integrate new technologies and practices;
- providing learning and development opportunities for employees, and where appropriate partners, to support environmental improvements;
- promoting environmentally responsible behaviours throughout our operations and supply chain;
- working in partnership with stakeholders and communities to achieve environmental outcomes;
- reviewing our objectives and targets through monitoring our environmental performance and regularly publishing externally-audited information about our performance;
- demonstrating integrity and environmental leadership in our disclosures and activities;
- communicating this policy to our stakeholders and making it publically available;
- ensuring appropriate governance through our Corporate Responsibility Panel and Board Corporate Responsibility Committee; and
- reviewing this policy every three years.



Louise Beardmore
Chief Executive