

Being a responsible business means understanding the role we play in safeguarding the quality of the environment, protecting and enhancing it whilst delivering our services, now and in the future. Our Environmental Policy supports our vision and sets out how we deliver our commitment to the environment.

We will:

- Do all we can to comply with relevant legal and regulatory requirements and appropriate codes of practice;
- Drive an integrated catchment approach to water quality and quantity issues, whilst maximising wider environmental benefits;
- Further reduce leakage, promote water efficiency and abstract sustainably to protect water resources and ensure an adequate supply-demand balance;
- Deliver schemes to prevent environmental deterioration and improve bathing and river water quality;
- Act to prevent pollution incidents from our operations and demonstrate leadership in the sector;
- Optimise the operation of our wastewater network, engage with customers on non-flushable products and promote the uptake of sustainable drainage solutions to reduce the risk of sewer flooding;
- Protect and, where appropriate, enhance the natural environment and the value of services it provides, particularly with regard to areas of biodiversity and the spread of invasive species;
- Manage our use of natural resources and apply the waste hierarchy to ensure that we put waste to beneficial use;
- Consider the impacts of climate change and population growth, and adapt our business accordingly;
- Optimise energy consumption, generate more renewable energy and lower our emissions; and
- Integrate environmentally responsible behaviour throughout our operations.

We will do 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 catchment interventions;
- Being innovative in solving environmental challenges and driving improvement by understanding and engaging in relevant research to integrate new technologies and practices;
- Providing appropriate learning and development to employees involved in activities that interact with the environment, enabling them to deliver environmental improvements;
- Working with our suppliers to achieve environmental goals;
- Delivering outcomes in partnership and collaborating with stakeholders to inform, influence and deliver future developments affecting the environment;
- Communicating this policy to our stakeholders and making it publically available;
- Reviewing our objectives and targets through monitoring our environmental performance and regularly publishing externally-audited information about our performance;
- Ensuring appropriate governance through our Corporate Responsibility Panel and Board Corporate Responsibility Committee; and
- Reviewing this policy every three years.



Steve Mogford
Chief Executive