



# Corporate Responsibility Policy

Thames Water is the largest water and sewerage services company in the UK, operating across 5,000 square miles of south-east England and serving over 13 million customers. We embrace the concept of sustainable development, to ensure a better quality of life for everyone, now and for generations to come. We will work to integrate corporate responsibility measures into every area of the business. We are committed to conducting business with integrity, openness and transparency and showing respect for human dignity and the rights of individuals and communities.

Three important factors will help us to do this effectively:

## 1 Our core values as a company

Our values summarise our beliefs, about what matters to us and about the way we should behave. These values form the bedrock on which we build our business success and our aim is to always act in accordance with them. We aim to be:

### **Challenging**

constructively questioning each other in the constant search for continuous improvement

### **Committed**

passionate about customer service  
to do that bit more because we care

### **Purposeful**

everything we do must lead to improved customer service, profitability and delivery of regulatory outputs

base decisions on good reasoning and judgement

### **Reliable**

always doing what we say we are going to do

### **Supportive**

create an environment where people feel confident they can voice their opinions and ideas

be receptive to other people's views

consider the consequences of what we do on other people

## 2 The expectations of others

Our business activities make us an integral part of a wider society. Our aim is to understand what others expect of us and to look for opportunities to work in partnership with them. We aim to be responsive to the needs of all our stakeholders, including our shareholders, employees, customers, regulators, suppliers, contractors, partners and the community at large. We make it a priority to develop and sustain good working relationships with all of our stakeholders.

### 3 The world we live in

Our business revolves around a precious natural resource, essential to all life. We aim to ensure that our activities make a positive contribution to the wider goal of achieving sustainable development.

#### Sustainable Development

These are our sustainability principles – we will use them to help us plan and operate in an environmentally, socially and economically responsible way, and will encourage our business partners to do the same.

Protect and enhance the natural and built environments, whether they are directly or indirectly impacted by our activities.
Make effective and efficient use of natural resources, including water, land and raw materials.
Minimise our impact on climate change through energy avoidance, efficiency, renewables, emissions reduction and good carbon management, whilst ensuring we adapt to the inevitable impacts of climate change on our assets and operations.
Actively engage with our customers and stakeholders in an open, clear and timely manner to achieve mutually beneficial, fair and sustainable outcomes.
Provide customers with safe, reliable and affordable water and wastewater services whilst encouraging and enabling all of our stakeholders to use water wisely and make appropriate use of the wastewater system.
Ensure health, safety, well-being and respect for our people, our partners, our customers and the general public throughout our activities and operations.
Ensure our people are treated with fairness and respect, that we understand and value their differences, and that we recognise, develop and reward talent, commitment and performance.
Operate in a cost-effective manner, balancing this with environmental and social considerations to provide stable returns to our investors and enable sustained investment in our water and wastewater services.
Maintain open, accountable and transparent governance structures, ensuring we comply with our own policies and procedures, and with relevant legislation and policy.
Minimise the generation of waste and make effective and efficient use of unavoidable waste.
Maintain and enhance the immediate and long-term performance of our assets, optimising resource use over the lifecycle of our assets.
Proactively seek and encourage more innovative and sustainable approaches to our planning and operations that act in the long-term interests of our customers and the wider community.

In particular we will achieve the following objectives:

#### Environment

Environmental considerations are a fundamental and integral part of the operation of our business and we aim to continually improve our environmental performance in accordance with our environmental policy. We will:

- Comply with all relevant environmental laws, regulations and standards.
- Identify our significant environmental impacts and take action to manage these throughout our capital programme and wider operations.

- Incorporate environmental considerations into our business decision-making and investment appraisal processes.
- Protect and, where possible, enhance biodiversity, and conserve our cultural heritage both on our land holdings and where our activities may have an impact.
- Prevent pollution through effective management of our activities and those of our suppliers, contractors, partners and trade effluent customers.
- Balance demand management activities with responsible water resource development, ensuring we apply sustainable integrated water resource management practices to our planning.
- Promote the adoption of sustainable urban drainage systems to reduce the impact of storm water run-off.
- Reduce the volume of waste we produce and maximise avoidance, reuse and recycling of waste through proactive waste management.
- Ensure the beneficial reuse of sewage sludge.
- Work with our suppliers, contractors and partners to improve the environmental performance of our supply chain.

## Community

We are committed to engaging positively with the communities that we serve, and to minimise any negative impacts that our activities may have on them. We will:

- Seek to build trust among the communities we serve and act as a good neighbour.
- Conserve and, where possible, provide access to our cultural heritage.
- Make a positive contribution to the social and economic development of the communities we serve, focusing particularly on the theme of water and sanitation, linked to education, environment and healthy living.

## Customers

We take pride in looking after our customers and aim to provide an efficient, cost-effective and accessible service. We will:

- Provide our customers with safe and reliable water supply and sanitation services.
- Treat all customers fairly.
- Encourage our customers to use our services wisely.
- Provide our services in a way that is accessible and affordable to all of our customers, including the disabled and disadvantaged.
- Restore our service quickly and efficiently in the event of interruptions.

## Employees

Our employees are central to the success of our business. We will:

- Ensure that equal opportunities are given to all potential and existing employees. All will be treated equally and fairly and provided with the same opportunities as colleagues or potential colleagues irrespective of factors such as sex, marital or civil partnership status, disability, health, race, colour, nationality, ethnic or national origins, age, pregnancy, sexual orientation, gender reassignment, political opinion, religion or belief, trade union membership, or part-time or fixed term status. We recognise the importance of having a diverse workforce.
- Invest in the development of our employees' skills, abilities and potential.
- Ensure the health, safety and welfare of our employees.

## Contractors and supply chain

We work in partnership with our suppliers, contractors and service providers to improve productivity and efficiency in the supply chain. We will:

- Continue to foster fair, long-term, stable, and productive business relationships.
- Pay all our suppliers, contractors and service providers according to mutually agreed terms and conditions.
- Improve the environmental and ethical performance of our supply chain.

## Shareholders

Our business is owned by Kemble Water Limited. We will:

- Improve our operating efficiency through continuous innovation and rigorous cost control.
- Maximise the return on investment to our shareholders while also meeting the needs of our customers and other stakeholders.
- Meet the corporate governance expectations of our shareholders.

## Delivering corporate responsibility

In implementing the above objectives, we will:

- Communicate this policy to our employees, contractors, suppliers, partners and customers and work with them to ensure our objectives are met.
- Develop key performance indicators to ensure corporate responsibility is embedded in business decision-making.
- Seek dialogue with our stakeholders to ensure this policy evolves continually and, as far as possible, reflects their expectations.

The Health, Safety and Environment Committee assists the Thames Water Utilities Board by reviewing any matters of significance affecting the Health, Safety, Environmental and Corporate Responsibility performance of the Group.

We will regularly monitor and report on our performance with respect to the implementation of this policy, and will report externally each year. This policy will be reviewed at least once a year along with other corporate policies to ensure they are in line with best practice and the sustainable development agenda.



Martin Baggs  
Chief Executive Officer