



Environmental 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. Natural resources and the natural environment are fundamental to our business - we rely on these in carrying out our core business and have the potential to impact upon the environment in many ways. This policy recognises our environmental responsibility and sets out our approach as part of our wider commitment to sustainability and good corporate citizenship.

Managing environmental performance

Good environmental management is fundamental to our business, important to our customers and stakeholders, and is integrated into our sustainability principles. These principles include:

- Protecting and enhancing the natural and built environments, whether they are directly or indirectly impacted by our activities.
- Making effective and efficient use of natural resources, including water, land and raw materials.
- Minimising our impact on climate change through energy avoidance, efficiency, renewables, emissions reduction and good carbon management, while ensuring we adapt to the inevitable impacts of climate change on our assets and operations.
- Minimising the generation of waste and making effective and efficient use of unavoidable waste.

We will use these principles, and our wider sustainability principles, to help us plan and operate in a sustainable way. In particular, when implementing our environmental responsibilities, 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.

Customers and stakeholders

We will seek dialogue with our customers and stakeholders to ensure this policy continually evolves and, as far as possible, reflects their expectations.

We will promote environmental stewardship with our suppliers, contractors and partners and expect them to adhere to this policy.

We will support collaborative research on environmental areas through academia and national / international research bodies where appropriate.

Environmental responsibility

Good environmental management is the responsibility of everyone in Thames Water. We will make employees aware of the policy and, where appropriate, provide training to help us continually improve our environmental performance.

Each business unit within Thames Water is required to identify and manage its environmental impacts in a systematic way through implementation of an environmental management system based on the principles of the International Environmental Management Standard ISO 14001 and, where appropriate, to seek certification.

The Health, Safety and Environment Committee assists the Thames Water Board by reviewing any matters of significance affecting the health, safety, environmental and corporate responsibility performance of the Group.

Reporting and review

We will regularly monitor and report on our environmental performance internally and will report externally each year.

We will review and update this policy each year to ensure it reflects our key environmental impacts and responsibilities, our regulatory duties and our wider sustainability aspirations.



Martin Baggs
Chief Executive Officer

Thames Water Utilities Ltd

Adopted: May 2002

Last reviewed: October 2010