



# Sustainable Procurement Policy

For Thames Water, sustainability is about planning and operating in an environmentally, socially and economically responsible manner. This includes how we source goods and services across our range of operations, and which suppliers and contractors we use. Adopting a sustainable approach to procurement ensures we are able to deliver the same or enhanced levels of service into the future, while also:

- Protecting and enhancing the environment,
- Providing effective stewardship of our assets,
- Operating responsibly within and making a positive contribution to the communities we serve,
- Ensuring ethical practice which recognises the human rights and health, safety and well-being of employees and other individuals, and
- Maximising our shareholder value, but at the same time treating suppliers fairly and agreeing appropriate terms and conditions.

It means that future generations should not be disadvantaged by the actions our business takes today.

We are committed to continual improvement in our own sustainability performance. We also promote this to our suppliers and contractors and expect them to demonstrate a similar commitment to sustainability. We use our sustainability principles to help us plan and operate in a sustainable way and encourage and expect our suppliers and contractors to do the same.

We will:

- 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, while 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 while 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.

We will work with suppliers and contractors to identify and implement initiatives that further these objectives. We will develop programmes to help us meet these objectives and will integrate sustainability criteria and performance as a key part of our processes. We will review and report progress annually.

As a responsible supplier, we will also co-operate with clients we serve by completing their supplier self-assessment questionnaires when requested.

This policy will be reviewed annually.



Martin Baggs  
Chief Executive Officer

[Thames Water Utilities Limited](#)

Adopted: November 2008

Last reviewed: October 2010