



Sustainability policy

Under review



Sustainability policy

Policy no. POL012

Purpose

The Executive Risk Committee has approved this Sustainability policy (the “policy”) to set out the principles for becoming a more sustainable business, through continually improving our performance, complying with regulation, delivering public value and leaving the environment in a better state than we found it at the end of each regulatory period.

Implementation of the policy and supporting standards will help to mitigate the principal risks of “we fail to protect biodiversity and mitigate the effect of climate change and population growth” and “we fail to engage, and gain the trust of, customers, communities and stakeholders in our plans” of which breaches may involve financial penalty, enforcement action and/or reputational damage.

This policy was approved on 14 May 2025 by the Executive Risk Committee.

Scope

This policy covers our sustainability regulation, obligations and commitments, managed by Thames Water Utilities Limited, and its associated subsidiaries. It applies to all Thames Water employees¹, workers², and other service providers³.

Key principles - describing our approach

In all parts of our business, we aim to deliver our services in the most sustainable way. We will genuinely go beyond compliance to make a positive contribution to our customers and communities and enhancing the natural environment. We will achieve this through:

- **Protecting water, a precious resource** - Actively managing the water cycle in the most sustainable and resilient way by taking less from the environment, reducing leakage and planning ahead to deliver resilient water resources today and for the long-term through our Water Resource Management planning.
- **Managing wastewater and sustainable drainage** – Maintaining and developing our sewerage network and wastewater sites to be as resilient as possible, both today and in the future, taking advantage of opportunities to deliver more sustainable drainage solutions through Drainage and Wastewater Management planning. We are committed to reducing harm to our rivers by speaking up, opening up and cleaning up.

¹ An employee is an individual with a full-time, part-time or fixed-term employment contract

² A worker is an employee or an agency worker

³ Other service providers include consultants, freelancers, and contractors (whether self-employed or part of other companies)

- **Mitigating climate change** – Reducing our greenhouse gas emissions and playing our part in meeting government/national targets for Net Zero⁴. We will continue explore opportunities to reduce our capital carbon emissions and to generate more of our own renewable energy.
- **Adapting to climate change** – Committing to understand the potential impact of climate change on delivering customer service as well as identifying and developing climate resilient responses as part of our Water Resource Management Plan and Drainage and Wastewater Management Plan to minimise its impact.
- **Delivering efficient operations** - Seeking new ways to reduce our use of natural and manmade resources, minimise waste and deliver efficient and effective operations for both today and the future, while continuing to work with our supply chain to improve our resilience.
- **Investing sustainably for the long-term** - Taking a longer-term and sustainable view of managing the financeability of our business, ensuring we remain attractive to investors of both equity and debt.
- **Ensuring responsible operations** - Operating responsibly and collaboratively, and through the delivery of our public value commitments, striving to go beyond compliance to make a positive contribution to our customers and communities, and enhancing the natural environment. Adding value by sharing the enjoyment of our sites with our customers to promote a healthy lifestyle and wellbeing, collaborate with others to limit our impact and minimise disruption, acting as a good neighbour and supporting charitable organisations and contributing to the UN Sustainable Development Goals.
- **Enhancing customer inclusion** - Actively seeking to make our services affordable and support our more vulnerable customers through our Priority Services Register and financial and debt support schemes. Proactively engage customers to raise awareness of our support, serving our customers with proactive interactions and providing learning experiences to inspire future generations.
- **Maintaining a safe and sustainable workforce** - Committing to our 'zero incidents, zero harm and zero compromise' health and safety vision and wanting our people to be fit, healthy and return home safely each day. Recruit and develop a skilled workforce and promote inclusion, equity and drive social mobility.

Sharing our progress

Doing the right thing for society and the environment is the responsibility of everyone working at or with Thames Water. We will make our employees, contractors, business partners and our wider supply chain aware of this policy and what it means to deliver our services in the most sustainable way.

We will report regularly to the Board on our performance against this policy and will share our plans and the progress made within our annual Sustainability Report and ESG Statement.

⁴ We are just starting a new AMP and are reviewing a number of our policies (including this Public Value Policy) having regard to the contents of Ofwat's Final Determination. Policies that are under review are marked as such.

Useful references

This policy is one of a suite of overlapping environmental policies.

- Biodiversity and heritage policy
- Climate change policy
- Energy policy
- Environmental policy
- Public value policy
- Sustainability policy

Contacting us

For questions, comments or feedback relating to this policy, you can contact us through customer.feedback@thameswater.co.uk

If you would like to contact us for environmental information, please refer to our dedicated webpage [Environmental Information Regulations](#) or contact us through eir.requests@thameswater.co.uk

For concerns regarding dishonest or unethical behaviour, please contact us on any of the following:



You can also raise your concern or issue to independent organisations, such as contacting a Regulator (e.g. Ofwat, DWI, EA) or whistleblowing charity (e.g. Crimestoppers). You are not required to submit a disclosure to us before contacting an independent organisation.

If you are an employee of Thames Water, you can also speak with your Line Manager.