



Biodiversity and heritage policy

Under review



Biodiversity and heritage policy

Policy no. POL014

Purpose

The Executive Risk Committee has approved this Biodiversity and heritage policy (the “policy”) to set out the principles for managing the large areas of land and water in a responsible and sustainable manner that enhances biodiversity and prevents the establishment of invasive non-native species (INNS also referred to as ‘biosecurity’), and for ensuring that we protect our heritage for future generations.

Implementation of the policy and supporting standards will help to mitigate the Principal Risk that “we fail to protect biodiversity and mitigate the effect of climate change and population growth” 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 biodiversity, INNS and heritage legislation, regulatory and licence obligations and commitments, for sites and assets 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

The aim of this policy is to take great care of the areas of land and water we manage, and to protect our heritage in the London and the Thames Valley area where we operate. This is delivered through:

- Complying with all applicable legislation and regulation
- Engaging with all our stakeholders by:
 - Working closely with external regulatory bodies and other water companies to develop consistent reporting and response procedures for dealing with new discoveries or risks and addressing emerging environmental challenges.
 - Working in partnership with a wide range of stakeholders, communities, and organisations across our region to share knowledge, combine resources and

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 Others includes consultants, freelancers, and contractors (whether self-employed or part of other companies)

provide engagement opportunities that encourage native biodiversity, prevent the spread of INNS, and support nature recovery.

- Providing learning experiences to inspire future generations Protecting and enhancing biodiversity during our activities by:
 - Fulfilling our obligations on biodiversity net gain, as a result of our planned activities, and delivering commitments to improve biodiversity on our land holdings.
 - Implementing solutions to retain trees and hedgerows on new developments and prevent the use of netting intended to stop birds from nesting.
 - Protecting our Sites of Special Scientific Interest
 - Managing habitats within our landholding.
 - Seeking sustainable solutions, improved biosecurity and INNS management where we operate
- Deliver a Thames Water company-wide INNS plan by:
 - Keeping our approach under review and promoting effective working with operations and grounds maintenance teams. In particular, where INNS affect our operational sites and nature reserves.
 - Working to understand and address the ongoing problem of INNS to meet the impacts of climate change and population growth.
 - Proactively protecting biodiversity, human health and operational performance through prevention, early detection, rapid eradication and ongoing management of INNS.
 - Delivering our biosecurity and INNS commitments in the Water Industry National Environment Plan.
- Protecting our built heritage and providing access to our heritage buildings:
 - Applying heritage sensitive solutions where we operate
 - Working closely with external regulatory bodies to design and prepare for emerging heritage obligations
 - Protecting heritage through proactive management of our sites including listed buildings and scheduled monuments owned by us
 - Engaging heritage stakeholders and partners, to tell and share our unique story
 - Celebrating our heritage sites by promoting access to them for our employees, local communities, and the general public in a safe and controlled manner

Sharing our progress

Doing the right thing for society and the environment is the responsibility of everyone working at and with Thames Water. We will make Thames Water employees, workers, and other service providers aware of this policy and what it means to safeguard biodiversity and promote stewardship of our built heritage.

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.

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.