



Biodiversity policy

Policy no. POL037



Purpose

We are the largest water and wastewater provider in the UK and a major landowner in the Southeast. Serving around 15 million customers in a region the size of the Thames Valley, we influence and are influenced by the variety of species and habitats that exist within our operational sites and the wider landscape.

We try to take great care to balance the needs of the animals, plants, birds and insects that call our sites home, and we're committed to continually improving our biodiversity performance at those sites and beyond. And we aim to always deliver our services in the most sustainable way.

As a minimum, we'll ensure compliance with all biodiversity, environmental and regulatory drivers, but through our ambitious public value goals we aim to achieve much more. We know we can't do this alone, and we rely on delivering better outcomes in partnership and collaboration with our customers, stakeholders, contractors, suppliers and regulators.

Key principles

- Comply with all applicable environmental laws and regulations and drive for more sustainable solutions where we operate.
- Work closely with external regulatory bodies to ensure emerging environmental challenges are addressed.
- Protect and enhance biodiversity during our activities through continued investment at our sites, demonstrating a 5% net gain on our 253 sites of biodiversity interest and a 10% net gain on engineering projects.
- Implementing best practice solutions to retain trees and hedgerows on new developments and prevent the use of netting intended to stop birds from nesting.
- Continue to be a socially responsible business, working in partnership with a wide range of organisations across our region to share knowledge, combine resources and make a bigger difference.
- Ensure 99% of our Sites of Special Scientific Interest reach 'favourable' or 'unfavourable recovering' status and that at least 50% of those are in favourable condition.
- Deliver public value by educating customers of all ages with key wildlife messages that link to our broader education programme and by increasing access to and enjoyment of our sites, where we can.
- Ensure an overall improvement in the management of the wildlife within our landholding, particularly with regards to managing the spread of invasive species.

Sharing our progress

Doing the right thing for society and the environment is the responsibility of everyone at Thames Water, our partners and our wider supply chain. We'll make our employees, our partners and our wider supply chain aware of this policy and what it means. Where appropriate, we'll provide training to help us continually improve our performance in this emerging area.

This policy will be made available to our suppliers and contractors. We'll work closely with them to deliver public value and expect them to adhere to this policy and support our monitoring and reporting needs.

Responsibilities

- All employees / contractors / business partners are responsible for ensuring their actions are consistent with this policy
- Subject matter teams are responsible for communicating the details of this policy to employees and contractors, promoting compliant working
- The Executive is responsible for conducting all business in line with this policy and our core values

Contacting us

For questions, comments or feedback relating to this policy, you can contact us through <https://www.thameswater.co.uk/contact-us>

If you have any concern about any issues relating to our biodiversity performance or management arrangements, you can contact the policy sponsor.

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



If you're a Thames Water employee, you can also speak with your line manager.

Useful references

- Sustainability policy
- Public value policy
- Environment policy
- Invasive non-native species and biosecurity policy

Sarah Bentley, Chief Executive Officer, December 2020