



# Climate change policy

Under review



# Climate change policy

Policy no. POL013

## Purpose

The Executive Risk Committee has approved this Climate change policy (the “policy”) to set out the principles for managing the unavoidable impact of climate change on our business (‘adaptation’), combined with a reduction in our greenhouse gas emissions (‘mitigation’), to respond to the challenges that climate change represents.

Implementation of this policy and supporting standards, as part of our Enterprise Risk Management framework, 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”, where such failures 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 climate change regulation, obligations and commitments, managed by Thames Water Utilities Limited, and its associated subsidiaries. It applies to all Thames Water employees<sup>1</sup>, workers<sup>2</sup>, and other service providers<sup>3</sup>.

## Key principles - describing our approach

We’re committed to understanding the potential impact of climate change on our business and customer service.

To develop resilient responses to minimise the impacts of climate change impact, we will:

- Continue to assess how climate change affects our operations and operational sites and develop appropriate responses.
- Incorporate the latest climate change understanding, such as the UKCP18 climate projections, into our business planning processes.
- Make sure climate change adaptation and resilience is appropriately reflected in our statutory Water Resource Management Plan.
- Make sure climate change adaptation and resilience is appropriately reflected in our Drainage and Wastewater Management Plan.

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

<sup>2</sup> A worker is an employee or an agency worker

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

- Work with our business partners, contractors and supply chain to increase resilience to the impacts of climate change.
- Engage with and seek support from our customers for our adaptation, mitigation and resilience responses.

To minimise our carbon footprint and reduce our consumption of resources, we will:

- Reducing our greenhouse gas emissions and playing our part in meeting government/national targets for Net Zero<sup>4</sup> Continue working to reduce the amount of energy we take from the grid by delivering energy efficient solutions across all our activities.
- Aim to increase the amount of energy we generate and use from renewable sources
- Include embodied and operational carbon assessments in our Water Resource Management Plan and Drainage and Wastewater Management Plan and work to decarbonising our capital programmes.
- Work with our capital delivery partners and supply chain contractors to reduce our embodied carbon emissions.

### 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 our employees, contractors, business partners and our wider supply chain aware of this policy and work with them to promote positive climate change responses.

We will calculate and annually report our greenhouse gas emissions in an open and transparent 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.

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<sup>4</sup> 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](mailto: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](mailto: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.