



Environment policy

Policy ref no. POL036



Protecting the environment

We are the largest water and wastewater provider in the UK and a major landowner in the Southeast. Serving around 15 million customers in London and the Thames Valley, we provide an essential service at the heart of daily life. In doing so, we influence – and are influenced by – the natural environment, both within our operational sites and in the world around us.

We are committed to continually improving our environmental performance, a critical component of our public value commitments, and, at a minimum, complying with environmental and regulatory standards. We aim to deliver our services in the most sustainable way and make sustained improvements, leaving the environment in a better state at the end of each regulatory period.

As part of our goal to become a more sustainable business, we respond to challenges positively and equitably. We know we cannot do this alone and rely on delivering better outcomes in partnership with our customers, stakeholders, delivery partners, suppliers and regulators.

Our approach

To fulfil our environmental responsibilities, we will:

- Protect the environment in which we operate, prevent pollutions and comply with all applicable environmental laws and regulations.
- Complete 100% of schemes necessary to meet new environmental regulations, including the Water Industry National Environment Programme.
- Work closely with external regulatory bodies to ensure we address emerging environmental obligations appropriately.
- Continue to deliver our enhanced maintenance activities.
- Sustainably manage water resources to ensure long-term security of supply by reducing leakage, minimising wastage, delivering water efficiency initiatives and, where necessary, developing new water resources.
- Deliver our commitments for biodiversity net gain at our sites specifically recognised for their biodiversity interest.

Striving for environmental excellence

To reduce our environmental impact, we will:

- Actively promote a positive behavioural culture by empowering our people to have a sense of environmental ownership, driven by collective organisational purpose.
- Adopt a river catchment-based approach in planning and delivering our water and wastewater services.¹
- Reduce our carbon emissions through optimisation and innovation of our processes and deliver zero net operational emissions by 2030.
- Working in partnership with local communities and stakeholders across our region.

* The Catchment Based Approach (CaBA) is a community-led approach that engages people and groups from across society to help improve our precious water environments.

Sharing our progress

This policy will be made available and apply to our employees, suppliers, delivery partners and contractors. We will work with them to promote sound environmental stewardship. We will review and update this policy on a regular basis and publish the details of our performance in our annual report.

Ian Marchant, Interim Executive Chairman, March 2020

Responsibilities

All employees and contractors ensure their actions align with this policy and speak up if something is non-compliant.

Line managers must communicate the details of this policy to employees and contractors, promoting a compliant working environment.

Executives must conduct all business in line with this policy and our core business values.

When to speak up

As an employee you commit to

- Complying with this policy
- Reporting any concerns

If you have a concern about any issues relating to our environmental performance or management arrangements, or you have a question about this policy you can speak to the policy owner or any of the following:

Tell your line manager

This doesn't have to be your immediate line manager

Speak to us in confidence

07747 640 072
investigations@thameswater.co.uk

Report anonymously

0800 917 6936
thameswaterspeakup.co.uk

Write to the CEO

Thames Water
Utilities Ltd
Clearwater Court
Reading RG18DB

Useful references:

Internal:

- Sustainability policy
- Biodiversity policy
- Invasive non-native species and biosecurity policy
- Climate change policy