



# Environmental policy

Under review



# Environmental policy

Policy no. POL011

## Purpose

The Board of Thames Water Utilities Limited ('Thames Water') has approved this Environmental policy (the "policy") to set out the principles for protecting the environment in which we operate, preventing pollutions, continually improving our environmental performance, a critical component of our public value commitments, and, as a minimum, complying with environmental and regulatory standards.

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 13 June 2025 by the Thames Water Board.

## Scope

This policy covers our environmental regulatory and licence obligations and commitments, managed by Thames Water, 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 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. We will fulfil our environmental responsibilities and reduce our environmental impact through<sup>4</sup>:

- Aiming for zero pollutions and a cleaner Thames for river users and our environment
- Completing schemes necessary to meet new environmental regulations, including the Water Industry National Environment Programme
- Working closely with external regulatory bodies to address emerging environmental obligations appropriately

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

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

- Prioritising our maintenance programme to mitigate against risk of non-compliance and/or environmental harm
- Sustainably managing water resources for long-term security of supply by reducing leakage, minimising wastage, delivering water efficiency initiatives and, where feasible, developing new water resources
- Delivering our obligations for biodiversity net gain, as a result of our planned activities, and commitments to improve biodiversity on our landholdings
- Actively promoting a positive behavioural culture by empowering our people to have a sense of environmental ownership, driven by collective organisational purpose
- Adopting a river catchment-based approach (“CaBA”) in planning and delivering our water and wastewater services. This is a community-led approach that engages people and groups from across society to help improve our precious water environments
- Reducing our greenhouse gas emissions and playing our part in meeting government/national targets for Net Zero
- Working in partnership with local communities and stakeholders across our region
- Responding to all requests for environmental information to the best of our ability and progressively making more environmental information readily accessible on our website

### 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 sound environmental stewardship.

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 Report and Sustainability Report and Environment, Social and Governance (ESG) Statement.

## 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.