



Environmental policy



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Policy no. POL011

Purpose

The Thames Water Utilities Limited (“TWUL”) Board 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 28 June 2023 by the TWUL Board.

Scope

This policy covers our environmental regulatory and licence obligations and commitments, managed by TWUL, and its associated subsidiaries. It applies to all Thames Water employees, contractors and business partners working with Thames Water.

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:

- Protecting the environment in which we operate, preventing pollutions and comply with all applicable environmental laws and regulations.
- Completing 100% of schemes necessary to meet new environmental regulations, including the Water Industry National Environment Programme.
- Working closely with external regulatory bodies to ensure we address emerging environmental obligations appropriately.
- Continuing to deliver our enhanced maintenance activities.
- Sustainably managing 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.
- Delivering our commitments for biodiversity net gain at our sites specifically recognised for their biodiversity interest.

- 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 carbon emissions through optimisation and innovation of our processes and deliver net zero operational emissions by 2030.
- 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.

Responsibilities

All employees, contractors and business partners are responsible for ensuring their actions are consistent with this policy.

Managers in relevant positions are responsible for communicating the details of this policy to employees, contractors and business partners, promoting a compliant working environment.

The Executive is responsible for conducting all business in line with this policy and our core values.

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

- Sustainability policy
- Biodiversity and invasive non-native species (INNS) policy
- Climate change 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.