



Heritage policy

Policy no. POL041



Purpose

We provide an essential service that's at the heart of daily life, health and enjoyment for over 15 million customers across London and the Thames Valley. We have a unique heritage with historic assets that tell the story of water supply and sewage treatment in the UK.

As a business, we're continuously adding to this asset story – from the New River to the London Ring Main, Bazalgette's sewers to the Tideway Tunnel. We use the past to tell our story – what we do to care for our assets now and why we need to invest for the future. We understand we need to be good custodians of our heritage both now and in the days to come. By proactively managing our heritage assets, complying with legislation and working to deliver operations and projects with positive heritage impacts, we'll demonstrate to our stakeholders and customers that they can trust us to do the right thing.

In addition, our rich history is a source of pride for our employees – it places in context their roles as the custodians of our assets and continuously developing heritage. The decisions we make today will affect the heritage of future generations.

Our aim is to not only meet our legal responsibilities – for example, keeping listed buildings in good repair – but also to go above and beyond in delivering public value by providing access to our heritage assets. This policy sets out how we'll work to integrate heritage into our business.

Key principles

We constantly strive to strike the right balance between delivering services to our customers and managing our business responsibilities, including our heritage impact. Through our commitment to protecting our heritage assets and making them accessible to our customers, we will:

- Comply with all relevant heritage laws and regulations and statutory codes of practice, and aim for heritage sensitive solutions where we operate.
- Complete 100 percent of the schemes required to meet heritage regulations, including the National Planning Policy Framework.
- Work closely with external regulatory bodies to ensure emerging heritage obligations are addressed appropriately.
- Protect and enhance heritage through proactive management of our sites.
- Ensure listed buildings and scheduled monuments owned by us are in good condition and not on the Historic England Heritage at Risk Register.
- Support, inform, engage and involve heritage stakeholders and partners, to tell and share our unique story.
- Celebrate our heritage sites by enhancing access to them for local communities, our employees and the general public in a safe and controlled manner.
- Use our rich heritage to engage and educate customers of all ages about their role in the water cycle.

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 heritage performance or management arrangements, you can contact the policy sponsor.

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



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

Useful references

External:

- Public value policy
- Environment policy
- Sustainability policy

Sarah Bentley, Chief Executive Officer, December 2020