



Public value and heritage policy



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Policy no. POL016

Purpose

The Executive Risk Committee has approved this Public value and heritage policy (“the policy”) to set out the principles for delivering public value and ensuring that we protect our heritage for future generations.

Implementation of the policy and supporting standards will help to mitigate the principal risks of “we fail to deliver public value” and “we failed 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 31 May 2023 by the Executive Risk Committee.

Scope

This policy covers public value and heritage legislation, regulatory and licence obligations and commitments, managed by Thames Water Utilities Limited, and its associated subsidiaries. It applies to all our employees, contractors and business partners working with Thames Water.

Key principles - describing our approach

The aim of this policy is to achieve public value and protect our heritage in the London and the Thames Valley area where we operate. This is achieved through:

- Complying with all applicable legislation, regulations and statutory codes of practice
- Helping those in need by:
 - Keeping bills affordable through our social tariffs
 - Supporting customers on our priority services register
 - Supporting the Thames Water Trust Fund
 - Engaging customers with water efficiency information and advice
 - Supporting our corporate charity and local charities
- Positively impacting communities by:
 - Providing an education programme for school aged young people
 - Encouraging employee volunteering
 - Contributing to the economy through innovative and sustainable employment and skills programmes
 - Supporting local communities with community projects

- Creating new public spaces by:
 - Building on the success of Walthamstow Wetlands & our nature reserves
 - Delivering a net gain in biodiversity
 - Improving access to sites for sport & recreation
 - Supporting special interest groups and citizen science
 - Creating new public spaces as part of the Thames Tideway Tunnel
- Protecting the environment by
 - Committing to net zero operational carbon by 2030 and our ambition is to go beyond this by 2040
 - Looking after the health of rivers, aiming for zero pollutions and a cleaner Thames
 - Tackling plastic pollution through customer education and supporting drinking fountain projects
 - Investing in nature-based infrastructure
- Protecting our built heritage and providing access to our heritage buildings':
 - Applying heritage sensitive solutions where we operate
 - Completing 100 percent of the schemes required to meet heritage regulations
 - Working closely with external regulatory bodies to ensure emerging heritage obligations are fulfilled
 - Protecting and enhancing heritage through proactive management of our sites
 - Ensuring listed buildings and scheduled monuments owned by us are in good condition and not on the Historic England Heritage at Risk Register
 - Supporting, informing, engaging and involving heritage stakeholders and partners, to tell and share our unique story
 - Celebrating our heritage sites by enhancing access to them for our employees, local communities, and the general public in a safe and controlled manner
 - Using our rich heritage to engage and educate customers of all ages about their role in the water cycle

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 what it means to deliver public value and protect our heritage.

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.

Useful references

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