



# Public value policy

Policy no. POL120



## 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. As well as continually improving our performance, we aim to deliver our services in the most sustainable way, which means complying with regulation, delivering public value and leaving the environment in a better state than we found it at the end of each regulatory period.

Our aim is to understand what others expect of us and we actively look for opportunities to work in partnership with them to help ensure that through the delivery of our public value commitments we genuinely go beyond compliance and that we will make a positive contribution to our customers, communities; and, the natural environment.

## Key principles

### Help 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, and supporting our corporate charity and local charities.

### Positively impact communities

Reaching every schoolchild with our education programme, providing a public voice for water and wastewater, encouraging employee volunteering, contributing to the economy through innovative and sustainable employment and skills programmes, and growing our community Investment Programme.

### Create public realm

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 realm as part of the Thames Tideway Tunnel.

### Protect the environment

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 by installing drinking fountains, and investing in nature-based infrastructure.

## 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 will make our employees, our partners and our wider supply chain aware of this policy and what it means. Where appropriate, 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 will work closely with them to deliver public value and expect them to adhere to this policy and support our monitoring and reporting needs.

**Policy sponsor: Ian Marchant, Interim Executive Chairman, June 2020**

## 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 this policy, you can contact the policy sponsor.

For concerns regarding dishonest or unethical behaviour, please contact us on any of the following:



If you are an employee of Thames Water, you can also speak with your Line Manager.

## Useful references

- Sustainability policy
- Energy policy
- Climate change policy
- Environment policy