



Equity, diversity & inclusion statement

Our statement on equity, diversity and inclusion

The purpose of this statement is to communicate the Thames Water Utilities Limited (“Thames Water”) approach to equity, diversity and inclusion (“EDI”) and sets out the steps that we take to comply with the provisions of the Equality Act 2010.

We value and respect everyone and are committed to delivering a great service that meets our customers’ needs. To achieve this, we strive to create an inclusive work environment to:

- Attract and retain a talented workforce to drive innovation, creativity and success.
- Serve our customers effectively by having a workforce that reflects the diversity of our customer base and the broader society.

Our structure

Thames Water is the largest supplier of water and wastewater services in the UK, serving approximately 16 million customers and managing and maintaining 31,900km of water pipes and 109,400km of sewers across London and the Thames Valley.

Who this statement applies to

This statement applies to all persons associated with Thames Water including employees, contractors, business partners and any person acting on behalf of Thames Water.

Our key principles

To create a welcoming workplace where individual differences are celebrated, and everyone has an equal opportunity to thrive, and perform at their best. The conduct and attitude of our people has a direct influence on how we deliver the performance our customers and the environment so rightly deserve. To achieve this, we will:

- Attract, inspire and retain a mix of people from diverse backgrounds by creating pathways that reflect our commitment to equality, personal growth, and an inclusive experience.
- Provide equal opportunities and access to jobs/career opportunities, education and training to help support and develop our people to be the best they can be, so they feel respected and valued, without discrimination.
- Promote a supportive, inclusive culture and working environment that inspires people to live our values – respecting and valuing everyone.

Speak-up

We take a zero-tolerance approach to bullying, discrimination, harassment, or victimisation on any grounds. This includes “protected characteristics” as set out in the Equality Act 2010: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.

Employees must not unlawfully discriminate against or harass other people, including current and former staff, job applicants, clients, customers, suppliers and visitors. This applies in the workplace, outside the workplace (when dealing with customers, suppliers or other work-related contacts or when wearing a work uniform), and on work-related trips or events including social events.

We actively promote a culture of speaking up: if anyone sees or witnesses’ behaviours that fall short of our expectations, they should report it in line with our Honest and Ethical Behaviour Policy. We will investigate all reports carefully and take the appropriate action, which can

include, but is not limited to, education, training or disciplinary action.

How we assess ourselves on our compliance

Strong governance and clear accountability ensure EDI is embedded across the business, with all colleagues contributing to its success. All employees are expected to complete mandatory EDI training on an annual basis. We manage compliance with this statement using our risk management process which identifies, assesses, monitors and reports on the risk on non-compliance.

We use the ‘three lines’ model to provide assurance on our risk management arrangements and systems of internal controls:

- **First line:** our line management make sure our business activities are compliant with this statement.
- **Second line:** our support functions, such as our People Team, set standards and provide assurance on their implementation.
- **Third line:** our Internal Audit team and specialist third parties provide independent assurance on the activities of first and second line.

Our commitment

This document constitutes the Thames Water statement and has been reviewed and approved by the People Director of Thames Water Utilities Limited.



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Catherine Green
People Director
Thames Water Utilities Limited
15 May 2025