



Our  
biodiversity  
policy.

## Conserving our biodiversity

We are the largest water and waste water provider in the UK and a major landowner in the Southeast. Serving around 15 million customers in a region the size of the Thames Valley, we recognise that in providing an essential service at the heart of daily life we influence and are influenced by the variety of species and habitats that exist within our operational sites and the wider landscape.

We try to take great care to balance the needs of the animals, plants, birds and insects that call our sites home and we are committed to continually improving our biodiversity performance at those sites and beyond, whilst aiming to deliver our services in the most sustainable way.

As a minimum we will ensure compliance with all biodiversity, environmental and regulatory drivers, but through our ambitious delivery programme we aim to achieve much more.

We know we cannot do this alone and rely on delivering better outcomes in partnership and collaboration with our customers, stakeholders, alliance partners, suppliers and regulators.

### Describing our approach

Our commitment to the environment is identified as a priority in our business plan.

Our core business outcomes help us plan and operate our business in a sustainable way with minimal detrimental impact on environment. In particular, to ensure we fulfil our biodiversity responsibilities, we will:

- Comply with all applicable environmental laws and regulations and drive for more sustainable solutions where we operate.
- Work closely with external regulatory bodies to ensure emerging environmental challenges are addressed.
- Protect and enhance biodiversity during our activities through continued investment at our sites, with no net loss of 'priority' habitat.
- Continue to be a socially responsible business, working in partnership with a wide range of organisations across our region to share knowledge; combine resources and make a bigger difference.
- Educate customers of all ages with key wildlife messages that link to our broader education programme by increasing access to our sites helping people to 'do the right thing', at home.

- Ensure 99% of our Sites of Special Scientific Interest reach 'favourable' or 'unfavourable recovering' status and that at least 50% of those are in favourable condition.
- Ensure an overall improvement in the management of the wildlife within our landholding, particularly with regard to an increase in priority habitats and species and managing the spread of invasive species.
- Provide a platform that will deliver opportunities for more people to enjoy the wildlife on our sites.

### Sharing our progress

This policy will be made available to our suppliers, contractors and partners and we will work with them to promote sound environmental stewardship.

We will review and update this policy on a regular basis. Details of our biodiversity performance will be regularly published in our annual Corporate Responsibility and Sustainability report.

**Steve Robertson, Chief Executive Officer,  
April 2017**

