



Supply chain
sustainability
policy.

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We want to operate as efficiently as possible: how we buy products and who we buy them from can have a significant impact on this. Through our supply chain we seek to reduce our use of unsustainable resources, minimise waste and deliver efficient and effective operations for both today and the future. Our aim is to develop a resilient supply community where suppliers are treated fairly, which operates with a shared set of goals, visions and values and delivers real benefits to our customers to help us become a more sustainable business.

Reach higher, be better.

Working hand in hand with our supply partners we will identify more sustainable solutions to our challenges and on-going operation. By collaborating with our supply chain we will jointly design and deliver innovations that meet those challenges and continuously drive towards a more sustainable service.

Be respectful and value everyone.

At Thames Water, we have responsibilities to the world around us. We're striving towards mitigating climate change by preventing pollution, reducing our carbon footprint and energy consumption. That's why we encourage our partners to join us in our efforts to identify lower carbon alternatives and waste reduction through the use of innovative business practices; such as reusable energy sources and lowering fuel usage in our supply chain.

Take ownership.

We are dedicated to building a resilient supply chain with a workforce that can meet future demand. The Skills Accord is an Energy & Utilities initiative promoting sustained investment in the skills our sector needs most. As lead signatories on the Skills Accord, we have committed to address sector-wide skills gaps and shortages, and promote relevant skills development across the supply chain through procurement.

Our progress to becoming a more sustainable business will be reported in our annual company Corporate Responsibility & Sustainability (CR&S) Report and we will undertake an annual review of our Supply Chain Sustainability Policy. This policy will be made available to and apply to our employees, suppliers, alliance partners and contractors, who are obliged to support the intent of our Supply Chain Sustainability Policy.

Take care.

We will use robust assessments throughout our procurement process and audit in-life performance to ensure that our entire supply chain champions our policy of 'Zero Incidents, Zero harm and Zero Compromise'. We will drive best practice in health, safety and wellbeing through shared forums, on our dedicated web pages and communicate any changes to standards.

Passionate about everything we do.

We encourage our supply partners to continuously look for ways to optimise the performance of our network, to reduce our carbon footprint and to minimise the waste from our operations. We know the decisions we make today need to ensure the delivery of resilient services to our customers for the longer term. We can't achieve this on our own and need support from our customers, stakeholders, alliances, supply partners and regulators to help deliver better outcomes.

Be proud, be blue.

We are committed to sharing our vision of becoming a more sustainable business with our supply partners and will continue to encourage the supply chain to support our mission through regular communications. We care about the communities we do business in and will actively encourage our supply chain to support the work that we do in the community and with our charity partners.

**Steve Robertson, Chief Executive Officer,
March 2019**

