



Our
sustainability
policy.

Becoming more sustainable.

We provide the essential service that's at the heart of daily life, health and enjoyment, to over 15 million customers across London and the Thames Valley - and we aim to do this in the most sustainable way. Striking a balance, doing the right thing for people, for the performance of our business and for the natural environment – this is what being more sustainable means to us.

We know the decisions we make today need to ensure delivery of our services for our customers for the longer term. We describe how we will do this through our nine sustainability themes below. We cannot do this alone and rely on delivering better outcomes in partnership with customers, stakeholders, alliances, suppliers and regulators.

Water a precious resource.

We will manage the water cycle in the most sustainable way by taking less, losing less, and planning for resilient water resources for the long-term.

Providing sustainable drainage.

We will work to ensure our sewerage network is as resilient as possible and will take advantage of opportunities to deliver more sustainable drainage solutions.

Mitigating climate change.

We will minimise our carbon footprint associated with energy and fuel use, reduce our consumption of resources and their associated carbon or identifying lower carbon alternatives.

Climate change adaptation.

We will understand the potential impact on our business and customer service and develop resilient responses to minimise this impact.

Ensuring responsible operations.

We will operate our sites responsibly whilst respecting our neighbours, local communities and the environment. We will find safe opportunities to make our sites available for community use.

Enhancing customer inclusion.

Our customers are at the centre of what we do and we will actively seek to make our services affordable, engage them on what they want and provide fair and transparent charging.

Delivering efficient operations.

We will seek to reduce the use of natural resources, minimise waste, deliver efficient and effective operations for both today and the future and work with our supply chain to improve our resilience.

Sustainable and safe workforce.

We will work to ensure that we not only provide employment and improved employability of our current workforce but will provide opportunity for future employees of all skills and backgrounds. We want our people to be fit and healthy and return home safely each day and are committed to Zero incidents, Zero harm and Zero Compromise.

Long-term sustainable investment.

We will take a longer-term view of managing the financeability of our business ensuring we remain attractive to investors of both equity and debt.

This policy will be made available and apply to our employees, suppliers, alliance partners and contractors.

We will review and update this policy on a regular basis. We will report regularly on progress through our Sustainability and Corporate Responsibility Report.

**Steve Robertson, Chief Executive Officer,
August 2018**

