



Our
environment
policy.

Protecting the environment.

Thames Water is the largest water and sewerage services company in the UK. Serving around 15 million customers in London and the Thames Valley we provide the essential service at the heart of daily life. We recognise that our activities have the potential to impact the natural environment – upon which our business relies.

We are committed to continually improving our environmental performance, aiming to deliver our services in the most sustainable way, which as a minimum, is compliant with environmental and regulatory drivers.

The decisions we make today must ensure the delivery of our services for the longer term in a more sustainable way. 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.

We constantly strive to strike the right balance between delivering services to our customers and managing our business responsibly, including our environmental impact. Our commitment to the environment and wider sustainability is clearly demonstrated by the six core outcomes in our Business Plan 2015-20. For example, we will:

'Limit our impact on the environment and achieve socially responsible and sustainable business for future generations, including reducing levels of leakage.'

Our core outcomes help us plan and operate our business in a more sustainable way with minimal detrimental impact on the environment. To ensure we fulfil our environmental responsibilities, we will:

- Comply with all applicable environmental laws and regulations and drive for more sustainable solutions where we operate.
- Strive for 100 percent compliance with our environmental permit requirements.
- Complete 100 percent of schemes necessary to meet new environmental regulations, including the Water Industry National Environment Programme.
- Work closely with external regulatory bodies to ensure emerging environmental obligations are addressed appropriately.
- Protect and enhance biodiversity through continued investment at our sites.
- Continue our maintenance programme for networks and treatment works.

- Sustainably manage our water resources to ensure security of supply by reducing leakage, minimising wastage and delivering water efficiency initiatives.
- Adopt a catchment based approach to planning and delivering our water and wastewater services, wherever appropriate.
- Manage our carbon emissions through optimisation and innovation of our current and new processes, including the generation of renewable energy.
- Aim to be a socially responsible business working in partnership with a wide range of stakeholders across our region.

Sharing our progress.

Doing the right thing for the environment is the responsibility of everyone in Thames Water. We will make employees aware of this policy and, where appropriate, provide training to help us continually improve our environmental performance.

This policy will be made available to our suppliers, alliance partners and contractors. We will work closely with them to promote sound environmental stewardship, and expect they adhere to this policy and support our monitoring and reporting needs.

We will review and update this policy on a regular basis. Details of our environmental performance will be regularly published in our annual report and accounts, and our annual corporate responsibility and sustainability reports.

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