



Our
climate
change
policy.

Climate change resilience.

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. The projected impacts of climate change in south-east England will compound a difficult situation where water resources are already stressed and the population is increasing. We believe that a twin track approach of managing the unavoidable impacts of climate change on our business ('adaptation'), combined with a reduction in our greenhouse gas emissions ('mitigation'), is essential if we are to manage the challenges that climate change represents.

Our response to these challenges needs to be positive and equitable, contributing to our wider aspiration of becoming a more sustainable business. We cannot do this alone and rely on delivering better outcomes in partnership with customers, stakeholders, alliances, suppliers and regulators. We have described how we intend to respond to the challenges of climate change below.

Becoming climate resilient.

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

- Continue to assess how climate change affects our operations and operational sites, and develop appropriate responses.
- Reflect the latest climate change understanding into our business planning processes.
- Work with our alliances, our business partners, contractors and supply chain to increase resilience to the impacts of climate change
- Ensure climate change is appropriately reflected in our statutory Water Resource Management Plan.
- Engage with, and seek support from, our customers for our adaptation, mitigation and resilience responses.
- Review and improve the resilience of our sites to flooding to ensure customer service is maintained.

Managing our emissions.

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

We will:

- Calculate and annually report our greenhouse gas emissions in an open and transparent way.
- Work towards reducing our greenhouse gas emissions (carbon dioxide equivalent, 'CO₂e') by 34% compared to 1990 levels by 2020 for scope 1 and 2 emissions.
- Continue to seek to reduce the amount of energy we take from the grid through delivering energy efficiency solutions across all our activities and generating more renewable energy.
- Seek to increase the amount of energy we generate and use from renewable sources.
- Work with our business partners, including eight₂O, other key alliances, and supply chain contractors to reduce our embodied carbon emissions.

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**

