



Our
corporate
responsibility
policy.

Our approach to corporate responsibility.

We are the largest water and sewerage services company in the UK, operating across 5,000 square miles of south-east England and serving 15 million customers. We are an integral part of the wider society and the natural and built environment.

Our aim is to understand what others expect of us and to look for opportunities to work in partnership with them. We aim to be responsive to the needs of all our stakeholders, including our customers, shareholders, employees, regulators, suppliers, alliance partners, partners and the wider community. We make it a priority to develop and sustain good working relationships with all of our stakeholders.

Our business revolves around a precious natural resource, essential to all life. Whilst we are a regulated monopoly, we will ensure that our activities make a positive contribution to our customers, communities; and, biodiversity on our land.

This policy sets out how we integrate corporate responsibility into our business.

Themes

Our approach to corporate responsibility has three core interrelated themes: education, engagement and enhancement:

1. Education

Our education programmes are aimed at customers of all ages; they increase awareness of what we do for them. They support key business messages - water efficiency and sewer abuse education.

2. Engagement

Our aim is to understand what others expect of us and to look for opportunities to work in partnership with customers, alliance partners and organisations (for example charities and environmental specialists). We aim to be responsive to the needs of the community and work with them on community investment projects that deliver both community and business benefits.

3. Enhancement

As a large landowner, with a large number of heritage assets we need to be recognised as a good neighbour and we need to take care of both our natural and built environment. Where we can, we open our sites for customers. Over 100 of our sites have public access and they need to be clean, tidy and safe. We also need to ensure that we protect and enhance biodiversity on our sites through working with those responsible for grounds maintenance and operations.

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. Details of our biodiversity performance will be regularly published in our annual Corporate Responsibility and Sustainability report.

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

