



Our
heritage
policy.

Protecting our heritage.

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 have a unique heritage with historic assets that tell the story of water supply and sewage treatment in the UK.

As a business we are continuously adding to this asset story – from the New River to the London Ring Main, from Bazalgette’s sewers to the Tideway Tunnel. We use the past to tell our story – what we do to care for our assets now and why we need to invest for the future. We understand we need to be good custodians of our heritage both now and in the future. By proactively managing our heritage assets and complying with legislation and working to deliver operations and projects that have positive heritage impacts, we will demonstrate to our stakeholders and customers that they can trust us to do the right thing.

In addition, our rich history is a source of pride for our employees – it places in context their roles as the custodians of our assets and of our continuously developing heritage. The decisions we make today will affect the heritage of future generations.

Our aim is to not only meet our legal responsibilities, for example, listed buildings in good repair, but also to go above and beyond through providing access to our heritage assets. This policy sets out how we will work to integrate heritage into our business.

Describing our approach

We constantly strive to strike the right balance between delivering services to our customers and managing our business responsibility, including our heritage impact.

Through our commitment to protecting our heritage assets and making them accessible to our customers, we will:

- Comply with all relevant heritage laws and regulations and statutory codes of practice and aim for heritage sensitive solutions where we operate.
- Complete 100 percent of schemes necessary to meet heritage regulations including the National Planning Policy Framework.
- Work closely with external regulatory bodies to ensure emerging heritage obligations are addressed appropriately.
- Protect and enhance heritage through proactive management of our sites.
- Ensure listed buildings and scheduled monuments owned by us are in good condition and not on the Historic England Heritage at Risk Register.

- Support, inform, engage and involve heritage stakeholders and partners, to tell and share our unique story.
- Celebrate our heritage sites by enhancing access to them for local communities, our employees and the general public in a safe and controlled manner.
- Use our rich heritage to engage and educate customers of all ages about their role in the water cycle.

Sharing our progress

This policy will be made available and apply to our employees, suppliers, alliance partners and contractors. We will work closely with them to promote good working practices to protect, enhance and promote heritage, and expect them to 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 heritage performance will be regularly published in our annual Corporate Responsibility and Sustainability Report.

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

