



Taking responsibility report 2025

for the environment, supporting
our communities and the
impacts we have





Tony McHardy
Managing Director, Corporate

Save Water Save Energy

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only fre

The last year has seen longer term partnerships developing to drive further carbon reductions and water savings at scale. There has been bigger positive community impacts too, as we join forces to deliver more good in neighbourhoods.

Our fourth Taking Responsibility Report shows the additional actions we're taking to support Net Zero and lower-carbon futures for businesses, the public sector, communities and the UK.

It also shows how we're tracking and working to improve carbon data, alongside encouraging and working with others, including customers and supply chains, to save water, increase efficiencies and reduce carbon emissions.

This all helps reduce running costs for customers, as well as help with demand pressures on water resources.

And our additional actions and team's drive on improving data on carbon emissions, means we can meaningfully target our efforts in the right areas to align with the Science Based Targets initiative (SBTi) and support progress for customers and others who have set Science Based Targets, to limit global temperature rises.

There's much more ahead for 2026 and beyond, with our smarter water management delivery programmes, involving hundreds of sites - and the big differences our knowledgeable and experienced people are making every week.

Plus, access the [on-demand webinars](#), [blogs](#) and other [free resources](#) and [checklists](#), created using our knowledge and years of experience, to help



Carbon Assessed and CO2e Reduced Organisation for 2024-2025 financial year, for Scope 1 and Scope 2 and Scope 3 elements including employee commuting, work journey mileage, employee homeworking and water use, following reduction in carbon emissions since 2023-2024 financial year.

CO2e Assessed Supply Chain Carbon Footprint Standard, for carbon assessment of goods and services for 2024-2025.

R. Alcock

The content of this report has been endorsed by the Chairman of the Board

Progress points

Office, energy and transport

- 1 Energy saving measures increased** at our main office in 2025. 58% energy reduction on lighting.
- 2 Additional water-saving measures at our main office identified** from water audit and energy audit for new office site we welcomed staff to in February 2025.
- 3 Zero waste to landfill at new main office site**, moved to in 2025. We also have food waste recycling units across our main office site.
- 4 Homes found for 38 cupboards, 60 bean bags and 30 lever arch folders, when we moved from our previous office.** This included cupboards and some of the beanbags going to help the charity Animal Lifeline - an employee chosen charity of the year, in the local area to our main office.



Global Gold for Water Management

Businesses, customers and suppliers

- 1 Water-saving stepped up** across businesses and public sector, 2025 and 2024. 30-site water efficiency project delivered in England and Scotland in 2024, reducing water and energy use and cutting carbon and costs.
- 2 Support the Food and Drink Federation's (FDF) Environmental Leadership Award** 2025 - UK's largest manufacturing sector: helping its search for companies taking more steps for the environment, with water-saving steps highlighted to their members.
- 3 Large-scale water-saving projects delivered** sustainability sessions delivered at manufacturers and hospital trusts, and additional water tracking technology installed.
- 4 Gathered additional carbon data** and continue to drive better data for the future.

As part of driving positive impacts at scale for the environment, employees and communities, we have an annual EcoVadis ESG assessment. Water Plus is in the top 35% of companies, worldwide, in the EcoVadis sustainability rating, with us taking additional actions in 2025 to increase our scores further.



Actions for the planet

- 1 Environmental and nature-based projects supported** through an online portal provided by Water Plus for employees in 2025 and 2024.
- 2 Improving our EcoVadis score** on the environment and sustainable procurement from 2023/2024 to 2024/25.
- 3 Green Action Fund established** to accelerate decarbonisation actions in 2025 and 2026.
- 4 50% reduction in 24/25 for our published Scope 1 and 2 emissions**, versus the baseline in 2019/20.
- 5 We are working towards a commitment to Science Based Targets.**



Action for 2022

Establish additional carbon impact data and work to close data gaps, by encouraging updates each year from supply chain.

Action for 2023

Reduce carbon by 45% across direct operation.

PROGRESS POINT: 40.5% reduction in 23/24 for our published Scope 1 and 2 emissions, versus 2019/20 baseline.

Action for 2024

Reduce carbon by 30% across direct operation.

PROGRESS POINT: 50% reduction in 24/25 for our published Scope 1 and 2 emissions, versus 2019/20 baseline.

Funding 500 more UK trees. Supporting 3 renewable energy projects.

Reduce water use by 60% in our main office.

Engaging with our partners to encourage more action and de-carbonisation

Funding 225 more UK trees. Supporting 4 renewable energy projects.

Supply chain engagement

Carbon assessment (Carbon Footprint Ltd)

Support UK peatland restoration

Increase UK native tree-planting, including through NHS Forest

Supply chain engagement

Carbon assessment (Carbon Footprint Ltd)

Support UK peatland restoration

Increase UK native tree-planting, including through NHS Forest

Supply chain screening



2022



Electric car scheme introduced.



Certified 100% renewable electricity at our main office.



Cycle to work scheme introduced.



Supporting safe drinking water projects



UK Great Big Green Week Partner



Employee engagement to reduce impacts in and out of work.



Supporting safe drinking water projects



UK Great Big Green Week Partner



Employee engagement to reduce impacts in and out of work.



25% increase in EV usage among employees. EV miles for work increased 24/25 v 23/24. 3,685 miles completed in the 24/25 Financial year with 82% under the salary sacrifice option.



20% increase in cycle to work scheme



Supporting safe drinking water projects



UK Great Big Green Week partner. Net Zero Week 2025 content partner.

2023

2024

2025

Move to new office

Goal 1

Achieve Net Zero across our operation (by end of 2025) for Scope 1 and Scope 2.

Goal 2

Explore power from 100% renewables.

Goal 3

Continually reduce impact from staff travel and support alternative modes of transport.

Goal 4

Wholesalers have committed to Net Zero by 2030, under water industry approach (Water UK) and 2040 for Scottish Water.

Our ambition on Net Zero and the actions we're taking also align with the UN SDGs including: SDG 6, which is all about clean water, including water efficiency and protecting it for the future; Goal 14 Life Below Water, along with Goal 11 Sustainable Cities and Communities, Goal 15 Life on Land and Goal 13 Climate Action. See our section on what we're doing with communities, later in this report, for details on the other SDGs we're supporting.

Action and results

In 2022, we committed to taking actions each year to help reduce environmental impacts, engaging with customers, suppliers and others.

From projects saving water, at scale, in the UK, to supporting nature, biodiversity and communities - we're seeing greater impacts from our efforts – and quicker progress on decarbonisation for the planet.

The actions have cut carbon emissions, reduced energy use and upped water savings. Here's just some of the highlights.



3,600+ locations saving water

and cutting carbon and costs in a large-scale project delivered from July 2024 to March 2025. Businesses, sports clubs, GP practices, manufacturers, schools and other public sector sites had water efficiency kit installed and leaks located and repaired, after Water Plus engaged the sites. Water-saving kit and site visits, funded by the wholesaler United Utilities.

Our team delivered over 17 large-scale project audits in 2025.

A water audit at one site found multiple areas to cut water, to reduce estimated annual wholesaler water costs by over £13.6k. Running taps were shut off and a number of leaks were located and fixed during the visit, reducing use by 470 litres an hour in February 2025.

An audit in October 2024 also identified a 42% water saving could be made from adding water efficiency devices.

**Supports: SDG 6
SDG 11**



EVs and LEDs

Increasing energy saving lighting at main office – with 58% reduction in kwh, which is reducing electricity usage.

Work journeys by EVs saw more than 3,600 work miles completed 24/25, with 82% in EVs under the salary sacrifice option we provide for employees.



Smarter water management

Helping customers to decrease energy use, through installing more than 2,500 water-saving devices across a range of sectors, including food and drink businesses.

Underground hot water pipe leak located and repaired through our Advanced services team, which was losing 570 litres an hour at a site, November 2024.

**Supports: SDG 7
SDG 13
SDG 11**



370+ trees

increasing green canopies for communities and supporting biodiversity through nature-based actions. 200 extra UK native trees planted in 2024 and 325 new saplings in 2025, to help combat climate change. 45 new trees being planted on, or near, healthcare sites in 2025 to help with health and wellbeing of hospital staff and patients.

Volunteers planted 30 trees Water Plus supported for the NHS Forest, at a Scottish hospital site in 2023/2024. Employees also supported global tree-planting efforts, by using points on an employee platform, with 6 extra trees in the 12 months to 30th June 2025



Volunteering action

Increasing green space access for communities, helping at a girls league's flagship grassroots cup final event and helping heathland development and improving habitats.

**Supports: SDG 3 SDG 5
SDG 11 SDG 13
SDG 17**



1,200+ tonnes CO2e cut

Encouraging and supporting transition to reducing carbon emissions overall, renewable energy projects supported, including solar, hydro power, wind and methane capture.

More than 6lbs of ocean plastic collected, trees planted, UK seagrass restoration project supported, supporting restoring coral reefs and helping wildlife habitats – all actions completed through an employee platform, in 2025 and 2024, with points provided to employees to use on the platform by Water Plus.

Actions also saw more than 30 square feet of land for wildlife supported and more than 30 people supported environmental projects through the platform, in the 12 months to 30th June 2025. Projects are certified, vetted and monitored through a B Corp certified provider, supporting ecosystem restoration.

**Supports: SDG 13
SDG 17**



UK and global awards

For work with customers around their water and effluent – and for our actions for the environment. It's seen a Global Gold for Water Management in the Green World Environment Awards 2024 and a UK Customer Satisfaction Award in 2025.



**Supports: SDG 13
SDG 17**



Engaging minds and driving efficiencies

Delivering sustainability sessions at sites, including manufacturers, and hospital trusts, to help drive water-saving and reductions in operating costs for organisations. We also highlighted water-saving to our supply chain, in our engagement - and worked with organisations to help the environment.

Plus, we've delivered large water efficiencies including:

- Locating and repairing a 50 cubic metre an hour leak for a large manufacturer. If left it would have costed them an estimated £1.4m a year in wasted water.
- Providing additional tracking information obtained through a data logger to a big manufacturing site. This helped them to find a hidden 2,292 litres an hour, which we fixed. Left alone the leak could have cost an estimated £62,000 over 12 months.

**Supports: SDG 6
SDG 17**

Cutting carbon footprints and supporting Science Based Targets

We work with national companies committed to Science Based Targets to achieve significant water savings and efficiencies, and to implement water tracking technology that supports Net Zero progress.

A water audit and tracking programme for two big multi-sites, in 2025, has provided access to water use information for analysis through an online portal with alerts for usage spikes.

We've held sustainability sessions and water awareness and efficiency days at multi-sites, including a council, and at manufacturing sites. We engage staff on water use efficiency actions and to reduce potential areas of water waste.

Our Key Account Managers work with multi-site and larger industry customers to review how they're using water and trade effluent and put bespoke water management plans in place. Information provided to those managing facilities and their staff helps them to manage water more effectively and efficiently.

Additional earth actions, which are included in this report, are being delivered by our engagement approach with our employees, and through other nature-based projects.

**Supports: SDG 7
SDG 13
SDG 17**



42% water saving

for multi-site

on average daily use, at one of four sites that had water efficiency kit installed, following water audits – all delivered through the Water Plus team.

The saving was tracked by a data logger, Water Plus can provide, that feeds information into an online analysis portal, to see use during the day and night at locations.

We also helped other businesses find more ways to save water, increase efficiencies and cut running costs, while highlighting free resources and checklists.

These resources are available for customers to help save water, cut energy use and reduce carbon emissions at:

Highlighting efficiencies in major sectors

We partner with the Food and Drink Federation, to highlight water and effluent efficiency approaches that can drive energy and carbon savings, to its members.

We also supported the Environmental Leadership category in the Federation's Awards 2025, to encourage further action in the sector, after supporting this category in 2024.

Our Key Account Managers visited sites in 2025, to advise on trade effluent efficiencies, contingency plans and water emergency plans. This included manufacturing site visits, and in the food and drink sector too.

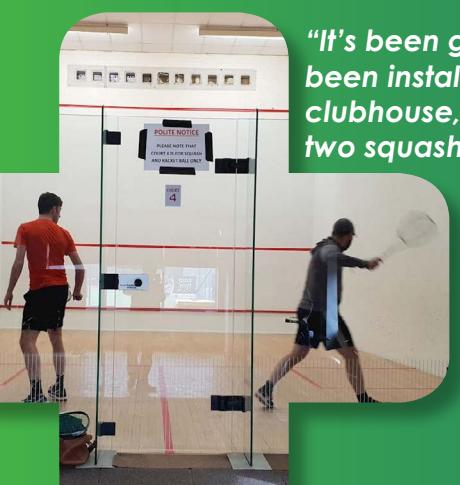
We also share insight and tips on [How to tackle water scarcity risks while stepping up progress on sustainability targets](#) through the Major Energy Users' Council.

Businesses seeing boost to budgets and operations from actions on water – through Water Plus partnership

Our team work with a huge range of businesses and public sector sites, finding solutions around water use and reusing water meeting customer needs.

"Water Plus's professionalism and expertise has helped us to run our business – and save water, so it's all been exceptional work by Water Plus. We track our water use at our site during the year, as we know it's an essential part of our business – and providing our meter readings to Water Plus is really quick and easy through MyAccount."

Manager at a site that had 58 water efficiency devices installed, including 38 fittings to reduce hot and cold water use. May 2024.



"It's been great to be saving water through the kit that's been installed, through Water Plus, as we have a large clubhouse, six courts and indoor facilities, which includes two squash courts, fitness classes and table tennis."

President of Stone Lawn Tennis and Squash Club, July 2024.

More tips to help businesses and public sector sites can be [found on the Water Plus website](#) – and follow Water Plus UK on [LinkedIn](#) for more insight. #BeWiseOnWater



"We've been a customer with Water Plus since 2017 as they make it easy to manage our water information and account."

"We are really pleased with the service we have received with Water Plus. Their team are always helpful and communication is swift. It's really easy to provide meter readings for our water use, which we note every month as part of tracking our costs as a business."

"The MyAccount online platform, that Water Plus provides, is really easy to use. It's really quick to submit the meter reading each time."

Owner and Manager, Beechwood Guesthouse, November 2024

"We've established ourselves as a leader in the UK for supplying fresh Halal chilled foods – and continuing to be with Water Plus, as a reliable and efficient partner for our water services, provides a strong base as we continue our plans to grow in the future."

"Its MyAccount platform is easy to use and makes it effortless to update our account information and provide meter readings, which reduces bills based on estimates."

Managing Director of a national food manufacturing business, May 2025.

Backing nature-based solutions to help tackle climate change challenges

Peatland restoration

Around 780 square metres of peatland restoration funded, in 2025, in Scotland, helping biodiversity - after supporting peatland restoration in 2024.

The 2025 area of restored peatland would cover nearly 3 tennis courts for doubles matches!

The peatland restoration project through Forest Carbon, is located at Duich Moss, is accredited by UKAS to ISO 14064/5 and also helps with water management across the area.

Supports: **SDG 6**
SDG 15
SDG 17



photo from Forest Carbon

UK seagrass supported

As part of a new action in 2025, we have funded 35 Mini Meadows (equivalent to 350 square metres of seagrass meadows) and all the conservation activities including regeneration and seagrass seedling planting.

Mini Meadows is a new 2025 initiative for the Ocean Conservation Trust's Blue Meadows programme, to protect and grow critical seagrass habitats.

The programme aligns with SDG 14, Life Below Water and has direct impact on SDGs 2 and 10.

The 35 Mini Meadows approximate ecosystem benefits are:

- 112kg of carbon capture, a year.
- 1.7kg Nitrogen capture, a year.
- 38,000 fish and inverts supported, a year.
- Produces the equivalent of 7 days of oxygen for 1 person.

The 2025 support builds on 2024 actions that saw Water Plus help the charity to grow additional seedlings at its purpose-built seagrass cultivation lab in the UK, to restore 83 square metres of seagrass meadow around the UK coastline.

Despite only covering 0.2% of the Ocean floor, it's estimated that seagrasses store 10% of the Ocean's carbon.



photo from Ocean Conservation Trust

Tracking impacts: Emissions linked to our organisation and action taken

Scope emissions			Carbon Dioxide			Kilowatt hours			Action taken	
			Tonnes	per £1m of revenue	per employee	kWh	per £1m of revenue	per employee		
Scope 1	Emissions from gas used at office site	2023	In our externally published reporting, we combine the gas use based on kWh per square foot at our main office with the fuel combustion of vehicle work miles for the financial year. See Page 12 for the Scope 1 and Scope 2 emissions data, which has been externally assessed.						We continue to explore with our landlord options around reducing gas used at office site. Our Scotland office has no gas use.	
Scope 2	Emissions from electricity purchase	2021	74	0.10	0.14	322,179	445.87	616	100% certified renewable electricity confirmed through site owners at office location in Staffordshire, before move to new site in 2025. Commitment to 100% certified green electricity in 2025 Environmental Policy.	
		2022	182	0.24	0.35	858,212	1,142.98	1,647		
		2023	166	0.23	0.33	857,196	1,172.14	1,691		
		2024	178	0.23	0.37	857,980	1,130.36	1,806		
		2025	134	0.17	0.29	756,748	971.00	1,638		
Scope 3	Emissions from fuel combustion from staff work travel mileage claims	2020	105	0.12	0.19	400,257	470.00	707	Electric Vehicle initiative launched 2022 to encourage greener transport options by employees, with vehicles arriving with employees during 2023. Communications underway, to increase uptake and engage employees.	
		2021	6	0.01	0.01	22,763	31.50	44		
		2022	11	0.01	0.01	25,791	34.35	50		
		2023	18	0.02	0.04	43,539	59.54	86		
		2024	18	0.02	0.04	62,153	81.88	131		
		2025	19	0.02	0.04	65,925	85.00	143		
		2023	83,305 tonnes of CO ₂ e (assuming 95% Return to Sewer on the 204,480,492 m ³ water volume supplied, April 2022 to March 2023).						Water wholesalers publish information on their action to reduce carbon emissions around water supplied to sites and on Net Zero.	
		2024	72,187 tonnes of CO ₂ e (assuming 95% Return to Sewer on the 196,189,256 m ³ water volume supplied, April 2023 to March 2024).							
		2025	62,175 tonnes of CO ₂ e (assuming 95% return to sewer on the 175,816,763m ³ water volume supplied, April 2024 to March 2025).							
	Employee travel to and from work		2024 and 2025 has seen additional data gathered from employees on the types of transport used for their commutes.						Cycle to Work initiative launched June 2022.	

The above carbon data includes estimates on use, before the latest data assessed by Carbon Footprint. See Page 12 for latest emissions information.

Notes on data: Relevant UK energy use includes electricity usage for our England and Scotland offices. In addition, car fuel usage has been calculated from mileage expenses paid, multiplied by the average Conversion Factor for the fuel used. Tonnes of CO2 were converted into kWh using government Conversion Factors for 2024, 2023, 2022, 2021 and 2020, where relevant.

Business travel, where staff travel during work as part of their roles, comes under Scope 3 emissions, under the Greenhouse Gas Protocols, as Water Plus do not own a fleet of vehicles. Our baseline year for car mileage and emissions during work travel is 2019/2020. Employee commuting to work also comes under Scope 3 and we're continuing to gather data on this.

Data for use of electricity for the company offices was prepared using estimates of kWh per square foot, converted into CO2 using government Conversion Factors.

Data on office site emissions is dependent on what information is provided, as we rent our offices in Glasgow and Staffordshire. 2025, like 2024, continues to be a data gathering year to help track progress. The numbers in the data table are for the financial year, unless stated otherwise.

Water Plus works to cut down on water waste – and make water that's used go further amongst organisations each year.

The work between the Water Plus Advanced Services team and organisations in the UK – including installing data loggers on water meters, which feed information into a smart online portal, Water Plus can provide to customers, has saved an estimated 1.6 million cubic metres (m³) of water in 2024, equal to 6.5 billion cups of tea, holding 250ml each over 12-months. The saving is based on meter readings taken on-site, during water saving visits. If the extra water use continued it would have seen 578 tonnes of CO2e in carbon emissions from the supply of the water.

Statistic based on water loss that has been stopped through isolation, or repair.

There are 1,000 litres in a cubic metre of water. Estimate based on water loss running for 12 months.

Note: Achieving decarbonisation and Net Zero, which would include Scope 3, is reliant each year on regular data provision on carbon impacts on products and services provided through supply chain to Water Plus, along with the various targets committed to and announced by suppliers. See also Water Plus published Group Accounts.

How we're gathering more carbon data and insight

As part of our planned actions, we set out to gather more carbon data linked to our business. This additional action also included engaging with external experts Carbon Footprint to assess our carbon information and to use insight to build into future actions. We're also taking more steps around gaining carbon data in 2025-2026.

Here's the carbon breakdowns for 2024-2025 and 2023-2024:

Scope 1

Scope 1, 2023-2024: 88.59 tonnes of CO2e (location based and market based figure).

Scope 1, 2024-2025: 51.7 tonnes of CO2e (location based and market based figure).

Scope 2

Scope 2, 2023-2024: 63.1 tonnes of CO2e (location based), 1.49 tonnes of CO2e (market based).

Scope 2, 2024-2025: 52.7 tonnes of CO2e (location based), 20.74 tonnes of CO2e (market based).

Scope 3

Scope 3, 2023-2024:

6. Business travel, including rail travel calculated at 166.19 tonnes CO2e. Waste covered in section 5 with 1.29 tonnes CO2e for wastewater (Note: main office building was zero waste to landfill. Recycling points are throughout offices).

7. Homeworking calculated at 56.93 tonnes CO2e and Employee Commuting calculated at 444.8 tonnes CO2e, for 23/24 FY, in our Carbon Footprint assessment.

Scope 3, 2024-2025:

6. Business travel, including rail travel calculated at 89.52 tonnes CO2e (location-based). Waste covered in section 5 with 6.89 tonnes CO2e (wastewater and refuse collection. Recycling points are throughout offices).

7. Homeworking calculated at 55.38 tonnes CO2e and Employee Commuting calculated at 424.38 tonnes CO2e, for 24/25 FY (location-based), in Carbon Footprint assessment.

Scope 1, Scope 2 and elements of Scope 3



Scope 1, Scope 2 and elements of Scope 3, 2024-2025: 730.42 tonnes of CO2e (location based), 672.84 tonnes of CO2e (market-based), excluding supply chain and computing emissions as computing emissions for 2024-2025 are included in Scope 3 Supply Chain CO2e figure below on this page.

Scope 1, Scope 2 and elements of Scope 3, 2023-2024: 1,042.85 tonnes of CO2e (location based), 945.63 tonnes of CO2e (market-based). This includes computing emissions of 151.01 tonnes CO2e in 2023-2024.

Further steps on Scope 3

In 2025 we carried out a Supply Chain Screening assessment, through Carbon Footprint, to understand more about carbon emissions linked to our business.

The assessment calculated there were 5,590.17 tonnes CO2e, from purchased goods and services and capital goods from suppliers to Water Plus. We're engaging with suppliers, sharing water-saving steps and tips as well as taking action to gather more data around carbon emissions from them.

*Some elements of carbon calculations are based on energy use on estimated square footage, as well as utility data, where that's been available through landlords. Employee commuting also covers EVs and includes estimates and accounts for homeworking days.

The carbon data on this page in the report is the latest that's been externally reviewed and assessed by Carbon Footprint, for the 24/25 FY. Carbon Footprint reports are to ISO 14064 standard, with calculations to ISO 14064-1.

Differences between Carbon Footprint outputs and those published in statutory accounts are due to more up to date data and a more detailed methodology.

Our people, communities and positive social impact

In 2022, we set out 18 Corporate Social Responsibility Commitments.

Building on actions with communities and young people, our people have been out and about, under our CSR commitments. Here's just some of the great results being seen.

Apprenticeships

These have seen more gaining additional qualifications. Plus, two new apprenticeships were launched in 2025, that we'd not offered before. 29 people were on apprenticeships in 2024.

We're continuing our work with schools, as part of the Staffordshire Careers Hub, to give pupils an insight into different careers and workplaces. This expanded in 2024 to working with three schools after joining a Careers Observatory project.

More than 310 pupils have learned about career paths and gained an insight into workplaces through our engagement, between January 2024 and July 2025.

It's also seen us supporting a Careers Day at Christ Church Academy, in May 2025. As well as giving insights to life at work, we shared water-saving tips with the pupils and their schools. This helps to drive further water efficiencies and reduce impacts on the environment in the community.

Extra food for children and communities in need

In 2025, as part of additional community action, we helped reduce barriers to learning, for better pupil futures, with the charity Magic Breakfast.

We supported over 1,200 breakfasts in England and Scotland for school children facing socio-economic disadvantage. This followed supporting 535 school breakfasts, through the charity in 2024, in England and Scotland.

Our employees also made donations to buy food for a foodbank provider, through an online platform Water Plus provides to colleagues (in the 12 months up to 7 July 2025).

"Magic Breakfast is delighted to be working with Water Plus. With the incredible support from you and your team, we are able to provide a further 1,253 breakfasts for children and young people at risk of going hungry.

"A nutritious breakfast ensures no child is too hungry to learn, helping them reach their full potential. Thank you, Water Plus - your support is truly valued."

Ali Roberts, Head of Corporate Partnerships, Magic Breakfast.



Empowering communities by reducing barriers, so more people can thrive in the future

Grassroots girls and women's league support, to grow skills and confidence

A new longer-term partnership's kicked off to build skills, confidence and help healthier lifestyles.

Water Plus became the official partner of Staffordshire Girls and Ladies Football League (SGLFL), after delivering water-savings at football grounds and businesses, including in Staffordshire.

It sees additional referees being trained and more opportunities for young people to play sport in Staffordshire, through growing grassroot teams and the number of matches that can be staged. It also sees funding for more coaches too.

So far, the multi-year Water Plus support has funded 10 referee courses, coaching courses and more than 40 kits, while the League has also grown with more teams in the 25/26 season, compared to 24/25 season. There were more than 300 teams involved in the league, with the number of teams in the 2025 summer tournament also doubling, compared to 2024.

And we've highlighted how our employees, their daughters, or others they know, can join the league too.

In May 2025, community-minded volunteers from Water Plus also helped run the flagship Cup Finals event, for girls football, held in Staffordshire.

The event saw more than 200 young players on the pitches and attracted more than 2,000 people.

Football players included those on pathways for bigger professional clubs, at the event at Yarnfield Football Centre, in Stone, Staffordshire.

Check out the [short video here](#) on the impact the support for the girls and ladies league is having.

Supports: SDG 5 empowering women and girls

Pitching in to support grassroots sports and grow skills and confidence amongst girls and women

Aidan Reid, League Vice Chair, said:

"Our partnership with Water Plus is already driving positive change for young people's health, skills-building – and raise awareness around water-saving steps, as our league continues to engage young people across Staffordshire."



Helping hands, supporting communities

Volunteers from customer teams help hospice

Twelve volunteers from Water Plus grabbed trowels, pruning scissors, shears and forks to spruce up a wellbeing garden at St Vincent's Hospice in Renfrewshire, Scotland.

Volunteers, including a Managing Director at Water Plus, helped to clear pathways, tended to borders and plants and opened up other green spaces for the charity, in March 2025.

Fifteen others, from the Water Plus team, also did green space maintenance to help heathland to develop - and opening up access for communities in parkland, in November 2024.

Sue Christie, Head of Support Services at St Vincent's Hospice, said:

"The big-hearted Water Plus team have done a fantastic job – which will make a real positive impact on all those supported by, working at and visiting the hospice.

"Volunteers – including those from Water Plus – are an essential part that helps St Vincent's Hospice be there to support individuals and their loved ones, when they receive the devastating news of an illness that can no longer be cured. The Water Plus team have been wonderful volunteers."



New chapter in community sup

We started a major new charity partnership with Teenage Cancer Trust, under the additional steps Water Plus is taking to support communities and drive positive impacts.

It's seen more than 430 Youth Support Co-ordinator hours supported in England and Scotland, already.

A whopping £8,300+ was raised between April and July 2025, alone. This included a golf event in May 2025, which saw businesses club together to raise funds and donate items for raffles.

Charlotte Kendall, Senior Relationship Manager at Teenage Cancer Trust, said, in 2025:

"It's simply amazing seeing the support for the fundraising with our charity partner business water retailer Water Plus – and the brilliant results, which will help Youth Support Co-ordinators who work alongside Teenage Cancer Trust nurses.

"Every day, seven young people in the UK hear the words 'you have cancer' and these Youth Support Co-ordinators wouldn't be there for young people if it wasn't due to funding from partners, so joining our efforts with Water Plus – is – and will deliver meaningful and more positive impacts."

We've also continued to partner with The Great Big Green Week in the UK – to encourage more actions for the environment across communities and businesses, including water-saving.



Our people power and propelling potential

Alongside health, wellbeing and mental health resources and information we share regularly with all our colleagues, 2025 saw our team's work – and our learning and development approach recognised.

In fact, since January 2024, 16 people gained additional qualifications to help them develop here and help their future careers and aspirations. Of this, 12 gained additional qualifications between January 2025 and August 2025.

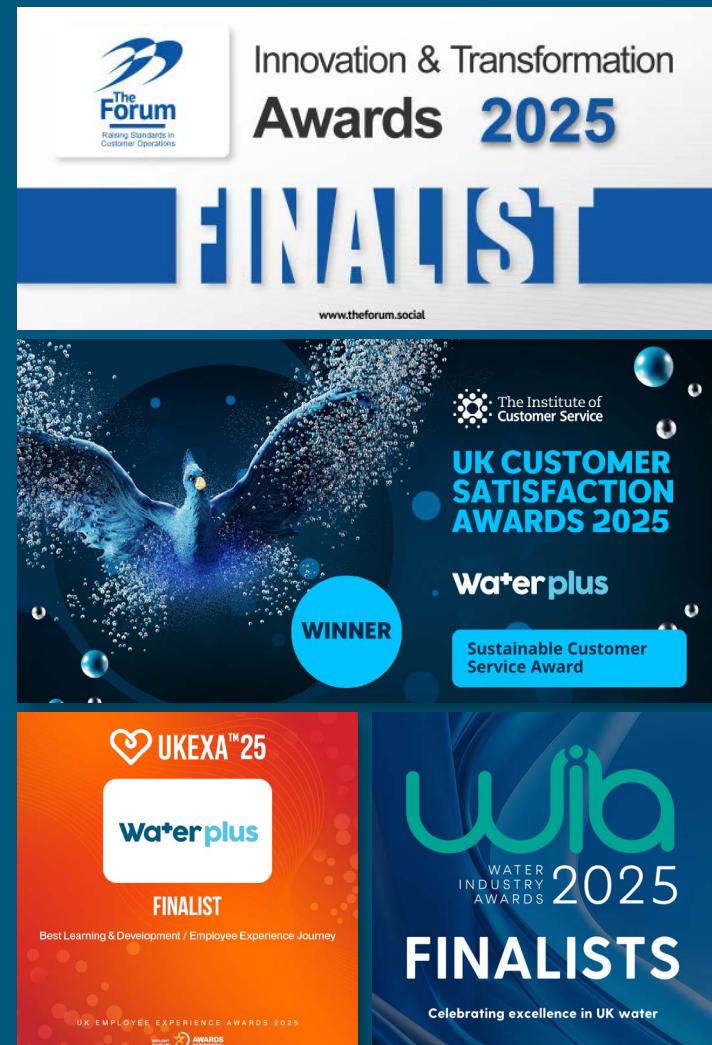
More of our teams have gained National Qualifications in Customer Service, as part of our action on enhancing customer experiences and our customer-centric approach.

As part of our provision for employees, we:

- Have 8 Mental Health First Aiders at our business, that are available throughout the year. We've had these in place since 2019 and remain committed to this.
- Pay in-line with the Real Living Wage: It's a UK wage rate based on the cost of living, paid voluntarily by businesses and is separate to the mandatory minimum wage rates set by the government* (correct as of August 2025).

We have more information on our website for those looking to join our multi award-winning team:
water-plus.co.uk/about-us/careers

Our people, and their work with our customers, – have been recognised, again



Tracking progress against our community commitments

✓ = the commitment is live, or just launched

Environmental		Status
Minimising our impact on the environment	1 Working towards Net Zero (developing a road map and decarbonisation strategy) for our business.	✓
	2 Promote electric vehicle and greener transport use with suppliers and colleagues including providing a salary sacrifice schemes for cars and bikes.	✓
	3 Raise awareness of the carbon impact on water and increase water efficiency at Water Plus, and with our customers.	In progress
	4 Continue to work with suppliers to reduce their impact on the environment.	✓
	5 Reduce single use plastics within our business.	In progress
	6 Reduce waste and adopt zero waste to landfill. For our latest commitments towards 100% certified green electricity, for our main business operation and main office site, as well as our zero waste to landfill commitment, see our 2025 Environmental Policy on the Water Plus website.	Our previous main offices were zero waste to landfill - as is our new main office site in 2025
Social and community		Status
Supporting our local community and helping young people and unemployed into work	1 Eliminate the gender pay gap and increase Diversity & Inclusion in Water Plus and our supply chain.	In progress
	2 Pay the real living wage to our colleagues.	✓
	3 Promote health and wellbeing for colleagues.	✓
	4 Give colleagues the opportunity for a minimum of one hour a month for learning and development.	✓
	5 Provide colleagues with the opportunity to volunteer for up to one day per year for our centrally coordinated Water Plus activities.	✓
	6 Support unemployed and young people into work.	In progress
Business ethics		Status
Process for decision making, reporting and ethical behaviour	1 Eliminate the risk of modern-day slavery from our business and supply chain.	In progress
	2 Mitigate the risk of unconscious bias in our recruitment processes.	In progress
	3 Eliminate discrimination on any grounds and promote equality of opportunity in the supply chain.	In progress
	4 Adhere to regulatory and ethical commitments within our decisions and actions.	✓
	5 Continued transparency in our tax arrangements and dealings.	✓
	6 Introduce procurement practices that promote sustainability and ethical purchasing decisions.	✓ Actions ongoing



Thank you for reading our report.
See water-plus.co.uk and #WaterPlusUK on
our social channels, for updates on what we're
doing throughout each year to help reduce
impacts on the environment and to support
communities.

waterplus