

Environmental and Sustainability Policy

Water Plus is a water retailer that provides customer service, meter reading and billing for water and wastewater services. Along with technical water services and advice on water efficiency, for businesses, from supermarkets, manufacturers and national chains to corner shops and hairdressers. Supporting public sector organisations of all sizes and other organisations across England and Scotland.

Our main office is located in Stoke-on-Trent, with an additional satellite employee base in Glasgow. Technical water services are provided through our value added services water solutions team.

Our commitment

We make sustainability and minimising our environmental impact core to our business, our people and our customers. We will achieve this through educating, engaging and taking positive action. We seek to continually improve on our environmental performance and to align our sustainability agenda to the UN Sustainable Development Goals.

How we will achieve our commitments:

Our people and communities

- Ensure governance through an employee sustainability working group
- Engage and educate employees on our sustainability goals, why they are important and helping them understand what they can do
- Promote mental and physical wellbeing, to ensure healthy lives and to support sustainability goals
- Drive employee initiatives to support campaigns
- Work with schools and universities to educate staff, students and parents around water minimisation and the water life cycle
- Partner with Trees for Cities to develop and deliver projects to lock away carbon and minimise flood risks in high risk areas through tree planting

Our operations

- Shape our processes and the way we work to support our goals
- Fully comply with WEEE Directive
- Promote and implement waste reduction, energy and water reduction thinking and processes across our business
- Ensure colleagues only travel to meetings when business critical

Our customers

- Encourage customers to use products and services in an environmentally sensitive way
- Outreach work to businesses – educating staff on water efficiency (and wider links to energy and carbon reduction and sustainability)
- Conserve water through meter reading, leak detection and AMR (Automatic Meter Reader data logger) installation, and larger water management projects
- Continue to review and seek out new technology to help deliver our water management and waste reduction services for our customers
- Provide water efficiency packs (posters, give-aways, tools to encourage and change behaviours/thinking)

Our suppliers

- Developing our Sustainable Procurement Policy to drive supplier behaviour and adoption of best practices

Communication

- Publish our environmental policy on our website
- Communicate environmental aims and objectives to employees and external stakeholders
- Publish our carbon footprint in our annual reports
- Engage with our Colleague Forum (employee representatives) and Values Champions to embed the thinking in the business and to develop ideas to encourage wider engagement

Compliance

- Agree on sustainability and environmental agenda and review annually with CEO, senior leadership team and sustainability working group
- Comply with environmental legislation and other requirements relevant to industry (such as Water Industry Act), or any other approved codes of practice
- Continue to develop our Corporate Social Responsibility (CSR) Policy and commitments to support the local economy and good environmental practices
- Publish this document for all employees, customers and suppliers and review bi-annually
- Seek to retain our external accreditation via the internationally recognised EcoVadis assessment process



Andy Hughes

Chief Executive Officer

Additional information

More information around the steps to take and what to consider when it comes to water efficiency for businesses and other organisations can be found at:

water-plus.co.uk/fresh-thinking-hub

water-plus.co.uk/help-and-support/efficiency-and-saving-money/sustain-and-gain

To find out more about our range of services to help with reducing water waste and increasing efficiency, go to:

water-plus.co.uk/our-services/advanced-water-services/measure

On steps we're already taking to help reduce impacts on the environment and how we're helping to boost water efficiency see our web page:

water-plus.co.uk/news-and-events/Our-Environmental-steps-and-support

For further tips and information for all organisations, including current industry charges and payment options to support businesses, if they're impacted by Covid-19 restrictions, along with what to keep in mind if your business is open, closed or reopening, check out our pages here:

water-plus.co.uk/news-and-events/coronavirus-steps-were-taking-to-help