

Environmental and Sustainability Policy

As water's one of life's essentials and climate change is a defining challenge we all face, we're on a mission to turbo-charge better and more efficient water approaches in the UK to help the planet, people and future generations.

As part of taking responsibility for impacts we can have, we are taking a leadership position in sustainability, through at-scale water efficiencies and by becoming the first business water retailer to have a Net Zero target approved by the Science Based Targets initiative (SBTi).

Our approach has bold commitments and focuses on collaboration with customers, colleagues, suppliers and industry partners as we know meaningful emissions reductions depends on co-ordinated action.

This policy outlines our SBTi approved Net Zero targets, our commitments and actions which will see us continually improving our position, helping customers, our supply chain, our employees and communities to reduce carbon emissions and super-charge progress towards Net Zero.

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 sites in England and Scotland. These services are provided for businesses, from supermarkets, manufacturers and national chains, to corner shops and hairdressers, along with public sector organisations and other organisations of all sizes across England and Scotland.

Our main office is located in Stoke-on-Trent, with an additional office in Bellshill, near to Glasgow. There's free water-saving resources and more on the technical water services, provided through our Advanced Services water solutions team, at: www.water-plus.co.uk/better-ways-with-water.

The approach outlined in this policy and its content, has been endorsed by the Executive of Water Plus and the Chair of the Board.

Our latest action with SBTi

In 2026, Water Plus had its Net Zero target validated by the globally recognised Science Based Targets initiative (SBTi).

It follows previously being the first to gain a Net Zero standard from Carbon Footprint, confirming our reduction pathway not only meets, but beats the science-based target trajectory for 1.5C that many businesses aspire to.

The Carbon Footprint Net Zero Standard means Water Plus has a robust framework for its carbon reductions, which is aligned to international best practice and standards, including science-based targets.

As part of our actions to improve carbon data and get ready for our application to the Science Based Targets initiative, we carried out a number of steps and actions.

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These included a Supply Chain Review, for Water Plus, completed by September 2025, to gather the additional carbon emissions data needed to set a science-based aligned reduction strategy and target.

The Net Zero target for 2040, for Water Plus, takes account of water wholesaler targets for Net Zero by 2030 in England and 2040 in Scotland, part of the supply chain for all water retailers, under Scope 3.

We have bold commitments that underpin our Net Zero target and have Science Based Targets (SBTs) for carbon reductions amongst our operation, working with our customers, employees and suppliers.

Our initial commitment, then validation of our Net Zero target through SBTi, also means we are part of the UN Race to Zero Campaign, which includes a wide range of stakeholders committed to achieving net-zero emissions globally.

Our targets

The SBTi verified Near Term and Net Zero target, for Water Plus

The SBTi validated targets cover the below commitments to achieve net zero greenhouse gas emissions across the value chain:

- In the near term, to reduce absolute Scope 1, 2 and 3 greenhouse gas (GHG) emissions, by 25.3%, by financial year 2030, from a financial year 2024/2025 base year.

Within this target, Water Plus commits to reduce scope 1 and scope 2 GHG emissions by 42% and Scope 3 GHG emissions by 25% by the 2030 financial year.
- And to reduce absolute Scope 1, 2 and 3 greenhouse gas (GHG) emissions, by 90%, by financial year 2040, from a financial year 2024/2025 base year.

SBTi classifies greenhouse gas emissions in three scopes:

Scope 1 – direct emissions from sources owned or controlled by a company.

Scope 2 – indirect emissions from purchased electricity, steam, heat, and cooling.

Scope 3 – other emissions associated with a company's activities.

Tracking our progress and positive impacts

Progress against our SBTi approved targets, our commitments, the SDGs and the additional actions we're taking are available on the Water Plus website: www.water-plus.co.uk/about-us/corporate-social-responsibility-sustainability/.

We have been CO2e Assessed by Carbon Footprint in 2026 for Scope 1 and Scope 2 emissions, alongside some of our Scope 3 emissions including homeworking, employee commuting and IT kit purchases for the 25/26 financial year. This work has identified further areas where we can take action, to push forward ways to reduce carbon emissions.

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While homeworking and business hotel stays are not included within the target boundary, for Scope 3 emissions under our SBTi approved target, Water Plus is tracking this area as it continues gathering additional data around carbon emissions and exploring more areas where carbon emissions can be reduced.

Our operations

In support of our Net Zero target and to promote and support environmental sustainability across our operations, supporting SDGs 6, 9, 12 and SDG 13, Water Plus commits to:

- Continue to procure 100% certified green electricity for our main business operations
- We're committed to zero waste to landfill and promoting and implementing water and energy reduction initiatives across our business
- Annually reviewing our travel policy to minimise, as far as is possible, our emissions from staff travel
- Continually improving the environmental performance of our operation – including introducing further LED lighting to improve energy efficiency at our main operations in 2026 and technology upgrades (for laptops) to more carbon and energy efficient equivalents in 2026.
- Continuing to review and seek out new technology and innovations to help deliver our improved water management, trade effluent efficiencies and water waste reduction services for our customers
- Working to maintain a carbon reduction transition plan that is Science Based Target (SBT) aligned
- Utilise our Green Action Fund to drive further efficiencies to reduce environmental impacts and reduce carbon emissions

Our people and communities

We will continue driving employee initiatives and campaigns to support our environmental and sustainability goals, aligned to SDGs 11, 13, 17 and other SDGs, through:

- Engaging and educating employees each year on being more sustainable, supporting SDG 11
- Promoting mental and physical wellbeing, to ensure healthy lives and to support sustainability, supporting SDG 3
- Working with communities, schools and universities to educate staff, students and parents around water use minimisation and the water life cycle, supporting SDG 11
- Partnering with organisations that will provide carbon and sustainability benefits and progress our environmental and sustainability ambitions, supporting SDG 17
- Supporting projects and programmes that support nature and biodiversity, including UK tree-planting and UK peatland restoration, supporting SDG 13, SDG 11 and SDG 15

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Our customers

Raising awareness and understanding around the carbon impact of water and the benefits and financial results water efficiency can deliver to customers is a central part of our plans and commitment. Supporting progress on SDGs 6, 9, 12 and SDG 13, Water Plus will:

- Encourage customers to use products and services in an environmentally sensitive way and support customers to increase water recycling and water and heat reuse measures
- Support businesses and the public sector to educate staff on water efficiency and wider links to carbon reduction and sustainability under our Be Wise On Water and Better Ways With Water awareness-raising actions and campaign.
- Encourage customers to conserve water through meter reading, leak detection and AMR (Automatic Meter Reader data logger) installation, and larger water management projects
- Provide water efficiency packs, information and tools to encourage and change behaviours
- Collaborate in our industry and explore new ways and partnerships to encourage uptake of water stewardship and deliver further water savings for customers, at scale, building on engaging hundreds of sites which are saving water in 2026.

Our suppliers

Like other businesses, we can only reduce our total Scope 3 emissions by our supplier partners taking responsible actions to cut carbon emissions.

Supporting SDGs 6, 9, 13 and 17, our actions will include:

- Continually challenge our supply chain and partner with suppliers who have carbon reduction measures and strategies in place
- Working with suppliers to reduce supply-chain emissions so all supply chains are in line with reducing carbon emissions within the Intergovernmental Panel on Climate Change's (IPCC) reduction recommendation globally, of 72% or more.
- Continue to develop our sustainable procurement policy to build in additional appropriate environmental performance measures suppliers will need to meet
- Engage with and support our suppliers to reduce their environmental impacts, including encouraging faster decarbonisation of the water network in England and Scotland, which is operated by water wholesalers

Communication

Regular communication and engagement is critical to the success of our plans, so we will:

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- 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 and publish an annual Carbon Reduction Plan
- Engage with colleague groups and value champions to support delivery of additional actions and develop ideas to encourage further engagement
- Raise awareness with customers and employees by being the only water retailer to be a Great Big Green Week partner in 2026, amplifying key messages to encourage more action.

Compliance and how we'll drive action

To ensure robust processes and action plans under our commitment, we will:

- Agree on sustainability and environmental agenda and review annually with Board, CEO, senior leadership team and sustainability working group
- Comply with environmental legislation and other requirements relevant to our industry
- Continue to develop our Corporate Social Responsibility (CSR) approach and commitments to support the local economy and good environmental practices, aligned to SDGs
- Publish this document for all employees, customers and suppliers and review annually
- Ensure governance through employee working groups
- Seek to retain our external accreditations via the internationally recognised EcoVadis assessment process and explore other alternatives



Jason Scagell

Chief Executive Officer

Policy reviewed September 2026.

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