Modern Slavery Statement

This statement is made on behalf of Water Plus Group Limited and its subsidiaries, Water Plus Limited and Water Plus Select Limited ('**Water Plus**''/ '**We**'/'**Us**'/'**Our**') pursuant to section 54(1) of the Modern Slavery Act 2015 (the "**Act**") and constitutes Water Plus's slavery and human trafficking statement for the period up to 30 September 2027.

Water Plus recognises that modern slavery and human trafficking are significant issues presenting a challenge for businesses to identify and prevent. We are committed to improving Our practices to combat modern slavery and human trafficking in both Our supply chain and, where possible, Our value chain (customers).

We take a zero-tolerance approach to modern slavery, We are committed to acting ethically and with integrity in all Our business dealings.

Group overview

Water Plus is a joint venture that commenced trading as a water retail service provider to business customers in June 2016, having combined the pre-existing non-household retail businesses of the two largest FTSE100 water utility companies: Severn Trent Plc and United Utilities Group Plc.

We are the largest non-household water and wastewater retailer in the UK, serving approximately 26% of England supply points and 4% of supply points in Scotland to companies of all sizes in both private and public sectors. Our core activities are billing, meter reading, customer support, and water-efficiency advice. We additionally offer key account management services, provision of management information, and help Our customers reduce costs and improve resilience through services such as leakage detection and repair, water audits, benchmarking, smart metering, contingency planning and emergency water supply.

Water Plus employs circa 500 employees across its operations on mainland UK.

Our policies on modern slavery and human trafficking

To reflect Our commitment to acting ethically and with integrity in all Our business relationships, minimising the risk of modern slavery, We have the following policies in place:

- Anti- Slavery Policy
- Anti-Bribery & Corruption Policy
- Equality & Diversity Policy
- Whistleblowing Policy

These policies are reviewed regularly and updated where required to comply with responsible practices and changes in the law.

Employment practices

We rigorously check to ensure that all of Our employees have the right to work in the United Kingdom and are paid at or above the National Living Wage. In addition to the employment rights and benefits which we provide to Our employees, Our contracts of employment and policies make it clear to all employees what actions and behaviours are expected them.

Our supply chain

Our supply chain is reliant on around 200 suppliers to deliver Our operations responsibly. Our supply chain includes:

- Providers of business-critical internal services such as equipment, IT, software programmes and hosted services (software as a service (SaaS) and Platform as a service (PaaS);
- Providers of customer-facing services such as meter readers, customer care, water efficiency experts and other value-added service providers; and
- Providers of customer engagement services such as field sales agents, brokers and third-party intermediaries.

Our supply chain consists largely of persons that are not in a category which is generally seen to be vulnerable to modern day slavery. Although much of Our supply chain is based within the UK we have some back-office activity provided by Our service providers in India and South Africa and our IT support provided from various countries depending on the relevant IT service provider. Our focus is to ensure that

there are policies and procedures in place for Our contractors and suppliers and, where possible, their suppliers and contractors to ensure all of Our suppliers adopt Our high standards to help mitigate the risk of modern slavery in Our supply chain. This approach is backed up by robust contractual clauses and visits to Our higher risk suppliers. We also work collaboratively with them and clearly set out Our zero-tolerance approach.

To this end, We have continued to roll-out to Our entire supplier base of the requirement to provide to Us at the time of registration and annually thereafter appropriate attestations and due diligence records in relation to their efforts to prevent modern day slavery in their business and supply chains.

Due diligence process to combat modern slavery and human trafficking

Before We engage with any new supplier, We conduct a review of their business, including their supply chain, as far as is reasonably practicable. Each new supplier is required to confirm that they comply with all applicable laws and regulations, including the Act or equivalent in the country in which they are located if they are not UK based. Our suppliers are also required to confirm compliance with Our Anti-Slavery Policy which includes introducing preferred supplier agreement arrangements with those recruitment agencies We use for the supply of temporary and agency workers to define responsibilities more clearly around completion of regulated employment checks by those agencies.

Training for our people

Training is provided annually on Our obligations and the risks of modern slavery within Our business relationships and identifying modern slavery in the supply chain. Such training is given to all senior managers and those specifically involved in the procurement and management of suppliers as well as outsourced third-party teams and 100% of such employees fulfilling the foregoing roles (other than those on long term sick/maternity) have completed this training in the last 12 months.

Furthermore, annual online compliance training is provided for all Our employees (other than those on long term sick/maternity) - with 98%+ completion rates in the last 12 months for the following:

- Code of Conduct (includes discrimination and ethical trading)
- Anti-Bribery & Corruption
- Whistleblowing
- Modern Slavery (UK)
- Fraud Awareness Training

We track completion of all of Our compliance training and follow up action is taken to address any non-completion by the specified deadlines.

Reporting concerns regarding actual or potential modern slavery or human-trafficking

We foster a culture where Our people are encouraged to raise concerns about unlawful, unacceptable practices or misconduct and can do so safely without fear of reprisal. We offer Our full support to those of Our employees who raise a concern in good faith. Our employees can confidentially and anonymously report a concern using Our SafeCall (whistleblowing) helpline at any time. Furthermore, Our Whistleblowing Policy ensures Our people know how to raise concerns about any unethical practices within Our business or supply chain without fear of recrimination.

Actions identified to be taken in the forthcoming year commencing 1October 2026

In addition to continuing to comply with Our current internal arrangements to promote awareness of Our anti-slavery and human trafficking commitments, the following has been identified to be performed in the year leading to Our next statement:

- Continue to promote our Employee Assistance Programme and Whistleblowing Policy to all staff;
- Continue to request, annually, re-confirmation of our suppliers' on going commitment to guard against slavery and human trafficking in their organisations and across their supply chains;
- Continue to ensure that staff complete mandatory annual training throughout 2026/27; and
- Identify and mitigate potential risks in relation to modern slavery both internally and across our supply chain.



Jason Scagell
Chief Executive Officer

Water Plus Group Limited and its subsidiaries, Water Plus Limited and Water Plus Select Limited
1 October 2026