

Environmental and Sustainability Policy

Water's essential to businesses, communities, public services – and to life, so we're on a mission to turbo-charge smarter water approaches in the UK to help the planet, people and future generations.

At Water Plus we're taking responsibility for impacts we can have, as we care about the environment and the communities we work in and we want to protect and enhance the environment.

This policy outlines 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 the public sector and other organisations of all sizes across England and Scotland.

Our main office is located in Stoke-on-Trent, with an additional office in Glasgow. And we share free water-saving resources and details 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 commitment

We have targeted Net Zero by 2040 and will take additional actions with customers, suppliers and our people, aligned to UN Sustainable Development Goals.

As water wholesalers are in our supply chain in our Scope 3 emissions and there are carbon emissions linked to all water customers use, our plans and policy also involve engaging and encouraging faster decarbonisation amongst these groups, ahead of 2040.

Our commitment drives action towards SDG 6, which covers increasing water efficiency and water savings, SDG 13 on Climate Action, SDG 9 on innovation and SDG 17, Partnerships for the Sustainable Development Goals.

Increasing water efficiency across sectors will cut carbon emissions and make businesses and the public sector more resilient and more efficient in the future. It will also help progress towards - and alignment with - Science Based Targets (SBTs) to help limit temperature increases and climate impacts.

Here's how we will achieve our commitments to deliver a low-carbon world, where water is valued and used efficiently and effectively every day.

Tracking our delivery on our commitment

Progress against 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 2024 for Scope 1 and Scope 2 emissions, alongside some of our Scope 3 emissions including homeworking, employee commuting and IT kit purchases for the 23/24 financial year. This work has identified further areas where we can take action, to push forward ways to reduce carbon emissions.

We also achieved the Carbon Neutral Plus Carbon Footprint Standard in Autumn 2024, for the 2023-2024 financial year, in our support of projects that prevent carbon emissions and our actions to increase green canopies for UK communities.

Our people and communities

We will drive 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 organisation 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 peatland restoration, supporting SDG 13, SDG 11 and SDG 15

Our operations

To promote and support environmental sustainability across our operations, supporting SDGs 6, 9, 12 and SDG 13, Water Plus commits to:

- We will procure 100% certified green energy 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
- Continuing to review and seek out new technology and innovations to help deliver our smart water management, trade effluent efficiencies and water waste reduction services for our customers

Registered in England and Wales as Water Plus Group Limited (Company Number 10012579), Water Plus Limited (Company Number 04141390) and Water Plus Select Limited (Company Number 03511659)

Registered Office: Water Plus, Prospect House, Gordon Banks Drive, Trentham Lakes, Stoke-On-Trent, ST4 4TW, United Kingdom.

- Working to have a carbon reduction transition plan that is Science Based Target (SBT) aligned
- Establish a Green Action Fund to drive further efficiencies to reduce environmental impacts and reduce carbon emissions

Our customers

Raising awareness and understanding around the carbon impact of water and the 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 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 deliver further water savings for customers, at scale, building on engaging more than 3,690 customer sites which are saving water in 2025

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
- Complete a Supply Chain carbon assessment, in 2025, with external carbon experts, in actions to improve carbon data
- 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:

- 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 and the only water retailer to be a content partner for the UK's official Net Zero Week in 2025, 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

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