

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 pursuant to section 54(1) of the Modern Slavery Act 2015 (the Act) and constitutes the Group's slavery and human trafficking statement for the period until 31 March 2024.

Water Plus recognises that modern slavery and human trafficking are significant issues presenting a challenge for businesses. We are committed to improving our practices to combat slavery and human trafficking.

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

Group overview

Water Plus is a joint venture that commenced trading as a water retail service provider to business customers from 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, serving approximately 28% of England supply points and 2% 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. Additionally, we offer key account management services, provision of management information, and help customers reduce costs and improve resilience through Advanced Water 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, operating on mainland UK.

1 Our policies on 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:

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

We are also dedicated to implementing and enforcing effective systems and controls to ensure slavery and human trafficking is not taking place.

2 Employment practices

We rigorously check 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 are provided to employees, our Contracts of Employment and Company Policies make clear to all employees what actions and behaviours are expected of our people.

3 Our supply chain

Our supply chain is reliant on around 270 suppliers with the majority predominantly based in the UK to deliver our operations responsibly. Our supply chain includes:

- Providers of business critical internal services such as equipment, IT and software programmes;
- 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. Around 98% of our supply chain is based within the UK, equating to more than 99% of our total spend, with some back-office activity provided from by our service provider in India and South Africa. Our focus is to ensure that there are policies and procedures in place for our contractors and suppliers to ensure all of our suppliers adopt our high standards to help mitigate the risk of modern slavery, and while we work collaboratively with them, we also clearly set out our zero tolerance approach.

4 Due diligence process for 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. They are also required to confirm compliance with our Anti-Slavery Policy.

This 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 agencies.

5 Training for our people

Training is provided annually on our obligations and the risks of modern slavery within our business relationships to all senior managers and those specifically involved in the procurement and management of suppliers.

Annual online compliance training is provided for:

- Code of Conduct (includes discrimination and ethical trading)
- Anti-Bribery & Corruption
- Whistleblowing
- Modern Slavery (UK) and Identifying modern slavery in the supply chain (all senior managers and all officers in Procurement and outsourced third party teams)

6 Reporting concerns regarding 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 who raise a concern in good faith. Individuals can confidentially and anonymously report a concern using our SafeCall helpline.

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.

7 Actions taken in financial year ended March 2023

We took the following steps during the last financial year to improve our arrangements around modern day slavery and human trafficking:

- Our standard terms and conditions for the supply of goods and services, that references compliance with the modern slavery act, are provided to our suppliers with purchase orders issued.

8 Actions identified to be taken in the forthcoming financial year (FY 2023/24)

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

- Supplier due diligence records: Ensure we hold appropriate attestations and due diligence records from suppliers in relation to modern day slavery and their confirmation of compliance with our Anti-Slavery Policy on our procurement management system.
- Undertake more detailed Supplier due diligence and evidence based audits where we have identified a higher risk from a compliance point of view.



Andy Hughes
Chief Executive Officer

Water Plus Group Limited and its subsidiaries, Water Plus Limited and Water Plus Select Limited
19 July 2023