

Environment Policy

Our commitment

Our vision is to be the **leading community-focused water company** and we are working with our communities, our regulators and government agencies to manage the effect of taking water from sensitive habitats and to maintain flows in local rivers.

We're **committed** to complying with environmental legislation, regulations and other requirements. We'll **demonstrate** our compliance through accredited certifications. We'll also **manage** and **report** on our environmental performance.

Our approach

We have set ourselves a range of environmental targets, including:

- no pollution events and minimal harm to the environment
- reduce the amount of water we take from the environment by 42 million litres a day by 2020 and by 70 million litres a day by 2025
- reduce leakage levels by 14% by 2020, saving 27 million litres each day.

To protect and improve the environment, where possible our directors will allocate resources to:

- actively monitor the health of local rivers and the natural water environment through our National Environment Programmes
- promote pollution prevention by raising awareness of how agricultural activity affects water quality
- implement a customer-focused water-saving programme, supported by metering of most households within our 'water stressed' areas
- put in place programmes to maintain and enhance biodiversity on our landholdings
- support biodiversity conservation on our Sites of Special Scientific Interest
- maintain our landholdings for the benefit of local communities
- address foreseeable risks from climate change, drought, extreme weather and water demand.

We'll manage our impact on the natural environment by implementing procedures to:

- reduce the amount of waste generated from our activities
- minimise chemical use in treatment processes while maintaining water quality standards
- optimise our energy use and reduce our greenhouse gas and carbon emissions
- understand and control the risks and impacts of pollution through planning
- work collaboratively to reduce the amount of waste sent to landfill
- continually improve the effectiveness and resilience of our management system.

Our role

We expect everyone who works for or with us to:

- **familiarise** themselves with our environmental policies and procedures
- **work together** to achieve our targets
- **report and address** all environmental incidents, risks and hazards.

A handwritten signature in blue ink, reading "Drew Ritchie".

Drew Ritchie, Managing Director – Wholesale Operations