Our organisation and this business plan are aligned to the UN's sustainable development goals...

NO POVERTY



Targeting water poverty with a challenging performance commitment to reduce the percentage of customers who find their bills unaffordable by 47%.

A QUALITY EDUCATION



An ambitious schools programme, bringing to life the world of water, with an educational experience co-created with teacher and school children. Committed to developing new talent through our award winning graduate and apprentice schemes.

GENDER
EQUALITY



A gender pay gap of just 2.4% and a strong record of women in senior executive and non-executive roles.

G CLEAN WATER
AND SANITATION



Our most fundamental activity – see our good to drink and water always there outcomes - with £0.5 million raised for WaterAid in the last two years – helping to provide clean water and sanitation for 23,000 people worldwide.

AFFORDABLE AND CIFAN FNFRGY



38% of energy generated from renewable sources (regulated and non-regulated companies) on track for 50% by 2020.
We are also committed to electrifying our fleet.

O DECENT WORK AND ECONOMIC GROWTH



Committed to tackling social mobility coldspots in our region.

Creating a technical centre of excellence in our region.

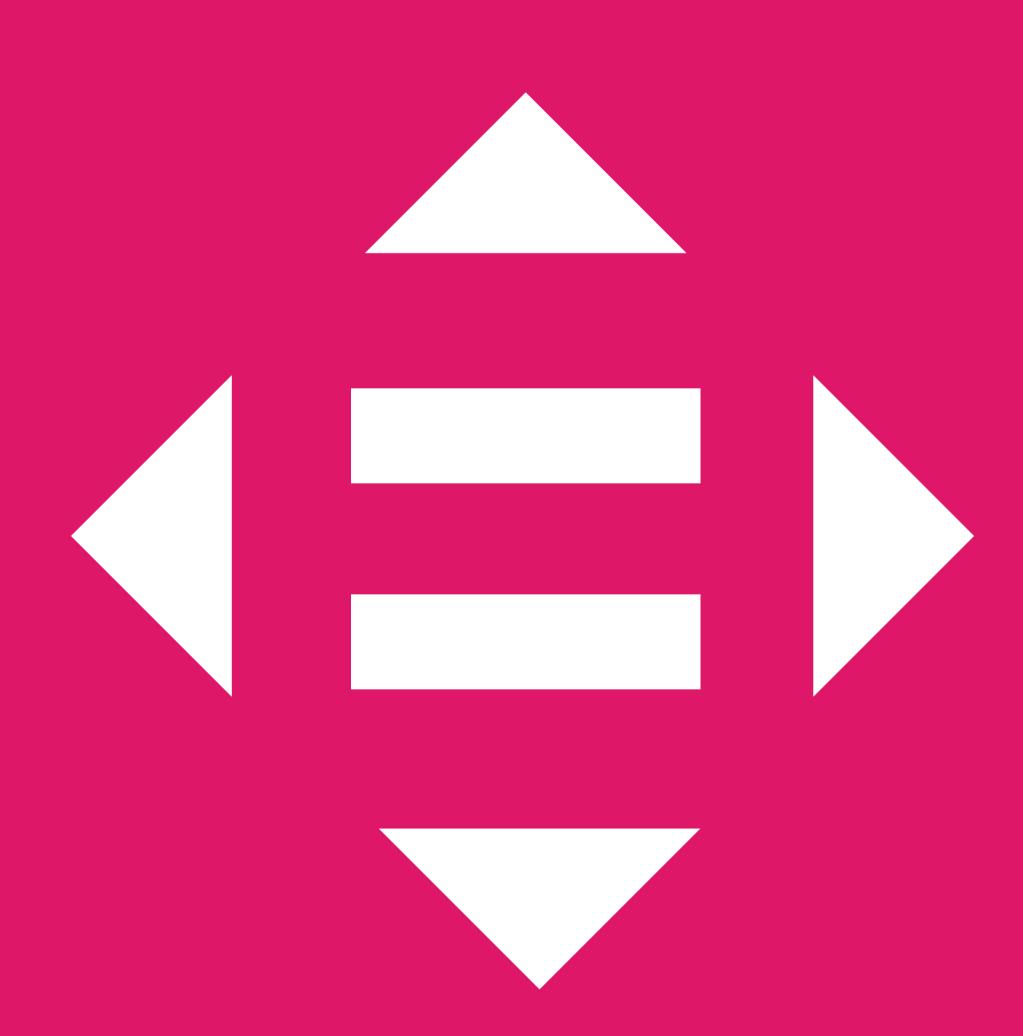
A zero tolerance approach to modern slavery, working closely with charity Hope For Justice to eradicate it in our business and supply chain.

G INDUSTRY, INNOVATION AND INFRASTRUCTURE



Double the funding for innovation in this five year period, with an open innovation approach that nurtures the best innovative ideas worldwide.

10 REDUCED INEQUALITIES



Increasing our BAME

11 SUSTAINABLE CITIES AND COMMUNITIES 13



Creating new green

19 CLIMATE ACTION



Reducing our carbon

15 LIFE ONLAND



Committing to the