

# 2020 Global Reporting Initiative (GRI) Content Index



WONDERFUL ON TAP



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Introduction

This GRI Index provides more detail to internal and external stakeholders on Severn Trent PLC sustainability related policies, programmes and performance. This index highlights the disclosures from our 2020 Annual Report and Accounts (ARA) and Sustainability Report (SR) that are in line with the Global Reporting Initiative (GRI) Standards. During the preparation of the Sustainability Report, we took into account the GRI's Reporting Principles of stakeholder inclusiveness, sustainability context, materiality and completeness. Unless stated otherwise the period covered is the fiscal year 1st April 2019 to 31st March 2020. Unless stated otherwise the information in this report refers to Severn Trent Water, which makes up 98% of our total customer base. This GRI Index, alongside our Sustainability Report serves as our 2020 Communication on Progress (COP) to the United Nations Global Compact (UNGC).

GRI Reference	Description	Reference to 2020 ARA	Reference to the 2020 SR	Additional content, reference or reason for omission
Organisational Profile				
102-1	Name of the organization	-	-	<a href="#">Severn Trent Group Plc</a>
102-2	Activities, brands, products, and services	6, 7	5	<a href="#">About Us, Our Businesses</a>
102-3	Location of headquarters	-	-	Severn Trent Centre, 2 St John's Street, Coventry, CV1 2LZ
102-4	Location of operations	Inside cover	5	<a href="#">About Us, Our Businesses</a>
102-5	Ownership and legal form	126	-	Refer to "Directors Report - Substantial Shareholdings" section of the 2020 ARA
102-6	Markets served	Inside cover 6, 7	5	Refer to the "Business Model" section of the 2020 ARA and the "Taking care of one of life's essentials" section of the 2020 SR
102-7	Scale of the organization	Inside cover 32-33 50	5	Refer to "Taking care of one of life's essentials - Regulated Water and Waste Water and Business Services", "Key Performance Indicators" and "Business Services" sections of the 2020 ARA. Also refer to the "Taking care of one of life's essentials" section of the 2020 SR
102-8	Information on employees and other workers	154	37	Refer to the 'Notes to the group financial statement continued' in the 2020 ARA and the 'Providing a safe, fair and inclusive place to work' section of the 2020 SR  Specific data requirements for GRI: Total of full time and part time female employees: 1989 Total of full time and part time male employees: 4875 Total of temp (indirect female): 84 Total of temp (indirect male): 159  Total of full time permanent and full time indirect female: 1640 Total of full time permanent and full time indirect male: 4926 Total of part time permanent and part time indirect female: 433 Total of part time permanent and part time indirect male: 108 All data expressed as headcount
102-9	Supply chain	-	50-51	Refer to "Collaborating with our Suppliers" section of the 2020 SR
102-10	Significant changes to the organization and its supply chain	51-56 126	57	Refer to "Chief financial officer's review" and "Substantial Shareholdings" sections of the 2020 ARA  Launched our Sustainable Finance Framework, refer to the "Being a company you can trust" section of the 2020 SR
102-11	Precautionary Principle or approach	66-68 57-64	-	Refer to "Viability statement" and "Risk Management" sections of the 2020 ARA
102-12	External initiatives	-	2-3 15 22 24 34 39 44 58	Initiatives include: UN Global Compact, UNSDGs, Water Framework Directive, CDP, Carbon Trust, Climate Groups EV100, Science-Based Target Initiative, Task Force on Climate-Related Financial Disclosures, The Parker Review, Social Mobility Pledge, Water Aid, Prompt Payment Code, Purposeful Company Task Force, Water UK Public Interest Commitment and Fair tax mark.
102-13	Membership of associations	35	58	Refer to "Our market" section of the 2020 ARA and "Being a company you can trust" section of the 2020 SR
Strategy				
102-14	Statement from senior decision-maker	-	2-3	Refer to "Chief Executive Statement" in 2020 SR
102-15	Key impacts, risks, and opportunities	24-27 32-33 57-64	28-31 52-54 59-62	Refer to "Engagement with our Stakeholders", "Key Performance Indicators" and "Risk Management" sections of the 2020 ARA and "Task Force on Climate-Related Financial Disclosure", "Balancing the interests of all our stakeholders" and "Sustainability key metrics" sections of the 2020 SR
Ethics and Integrity				
102-16	Values, principles, standards, and norms of behaviour	14 20 70	48	Refer to the "Chief Executive's Strategic Review", "Our People" and "Chairs introduction to governance" sections of the 2020 ARA and the "Living our values" section of the 2020 SR
102-17	Mechanisms for advice and concerns about ethics	101	56	Refer to the "Corporate Sustainability Committee report" section of the 2020 ARA and the "Running our company for the long term" section of the 2020 SR  In 2019 to 2020 30 whistleblowing cases were raised across the Severn Trent Group. Following internal investigations, 30% of cases were found to be partly substantiated and 7% of cases were found to be substantiated and viewed as code of conduct breaches. For example, dishonest behaviour, health and safety and breaches of policy.
Governance				
102-18	Governance structure	69-76 99-101	49	Refer to the "Governance report" and "Corporate Sustainability Committee Report" sections of the 2020 ARA and the "Living our values" section of the 2020 SR
102-19	Delegating authority	76 81	49	Refer to the "Governance report" section of the 2020 ARA and "Living our values" section of the 2020 SR.
102-20	Executive-level responsibility for economic, environmental, and social topics	76, 81 99-101	49	Refer to the "Governance report" and "Corporate Sustainability Committee" sections of the 2020 ARA and "Living our values" section of the 2020 SR.
102-21	Consulting stakeholders on economic, environmental, and social topics	24-28	52-53	Refer to the "Engagement with our Stakeholders" section of the 2020 ARA and the "Balancing the interest of all our stakeholders" section of the 2020 SR

102-22	Composition of the highest governance body and its committees	71-76 81	-	Refer to the "Governance report" section of the 2020 ARA
102-23	Chair of the highest governance body	71-76 81	-	Refer to the "Governance report" section of the 2020 ARA
102-24	Nominating and selecting the highest governance body	82-84 87-90	-	Refer to the "Governance report" section of the 2020 ARA
102-25	Conflicts of interest	82 87-88	-	Refer to the "Governance report" section of the 2020 ARA
102-26	Role of highest governance body in setting purpose, values, and strategy	57 70-76 81	-	Refer to the "Risk Management" and "Governance report" sections of the 2020 ARA
102-27	Collective knowledge of highest governance body	79-80, 82-83	-	Refer to the "Corporate governance statement" section of the 2020 ARA
102-28	Evaluating the highest governance body's performance	82-84	-	Refer to the "Corporate governance statement" section of the 2020 ARA
102-29	Identifying and managing economic, environmental, and social impacts	24-29 57 76-80 99-101	49	Refer to the "Engagement with Stakeholders", "Risk Management" "Governance report" sections of the 2020 ARA and "Living our values" section of the 2020 SR
102-30	Effectiveness of risk management processes	57 63 91-96	-	Refer to the "Risk Management" and "Governance report" sections of the 2020 ARA
102-31	Review of economic, environmental, and social topics	57 79-80 99-100	28-30 52-54	Refer to the "Risk Management", "Governance report" sections of the 2020 ARA and the "Task Force on Climate-Related Financial Disclosure" and "Balancing the interests of our stakeholders" sections of the 2020 SR
102-32	Highest governance body's role in sustainability reporting	99-101	49	Refer to "Corporate Sustainability Committee report" section of the 2020 ARA and the "Living our values" section of the 2020 SR
102-33	Communicating critical concerns	76 91-96	-	Refer to the "Governance report" section of the 2020 ARA
102-34	Nature and total number of critical concerns	57-64	-	Refer to the "Risk management" section of the 2020 ARA
102-35	Remuneration policies	102-123	-	Refer to the "Remuneration Committee report" section of the 2020 ARA. See also: <a href="#">Severn Trent Remuneration Policy</a>
102-36	Process for determining remuneration	102-123	-	Refer to the "Remuneration Committee report" section of the 2020 ARA
102-37	Stakeholders' involvement in remuneration	102-123	-	Refer to the "Remuneration Committee report" section of the 2020 ARA
102-38	Annual total compensation ratio	118	-	Refer to the "Remuneration Committee report" section of the 2020 ARA
102-39	Percentage increase in annual total compensation ratio	118	-	Refer to the "Remuneration Committee report" section of the 2020 ARA
Stakeholder Engagement				
102-40	List of stakeholder groups	24-27 35	53-54	Refer to the "Engagement with our Stakeholders" and "Our market" sections of the 2020 ARA and the "Balancing the interests of all our stakeholders" section of the 2020 SR
102-41	Collective bargaining agreements	101	-	We have a strong partnership across three trade union groups; Unison, GMB and Unite, and we come together to discuss the areas that are most important and impactful for the majority of the workforce. An important function of the Company and Business Forum covers collective bargaining between the Company and its recognised Trade Unions.  Any agreements which require substantive changes in pay and other conditions of employment are referred to the Company Forum for approval. This function covers all employees excluding middle and senior managers and all employees of Severn Trent Business Services, which is approximately 91% of employee's in total <a href="#">Also refer to the "Employees rights" section of our website</a>
102-42	Identifying and selecting stakeholders	24-27	53-54	Refer to the "Engagement with our Stakeholders" section of the 2020 ARA and the "Balancing the interests of all our stakeholders" section of the 2020 SR
102-43	Approach to stakeholder engagement	24-27	53-54	Refer to the "Engagement with our Stakeholders" section of the 2020 ARA and the "Balancing the interests of all our stakeholders" section of the 2020 SR
102-44	Key topics and concerns raised	24-27 28-29	53-54	Refer to the "Engagement with our Stakeholders" and "Section 172 statement" sections of the 2020 ARA and the "Balancing the interests of all our stakeholders" section of the 2020 SR
Reporting Practice				
102-45	Entities included in the consolidated financial statements	149-151 193-194	-	Refer to the "Notes to the group financial statements" section of the 2020 ARA
102-46	Defining report content and topic Boundaries	-	53, 63	During the preparation of the Sustainability Report, we took into account the GRI's Reporting Principles of stakeholder inclusiveness, sustainability context materiality and completeness. Refer to the "Balancing the interests of all our stakeholders" and "About this report" sections of the 2020 SR
102-47	List of material topics	-	52-54	This year we have not undertaken a dedicated materiality assessment for sustainability; instead we have identified our material topics for environmental, social and governance issues from our ongoing stakeholder engagement programmes across the company. These insights are reported on throughout our Sustainability Report and a summary can be found in the "Balancing the interests of all our stakeholders" section of the 2020 SR
102-48	Restatements of information	-	-	None
102-49	Changes in Reporting	-	-	None
102-50	Reporting period	-	-	1st April 2019 to 31st March 2020
102-51	Date of most recent report	-	-	This is the first report prepared by Severn Trent
102-52	Reporting cycle	-	-	Fiscal year 1st April 2019 to 31st March 2020
102-53	Contact point for questions regarding the report	-	-	<a href="mailto:corporate.responsibility@severntrent.co.uk">corporate.responsibility@severntrent.co.uk</a>
102-54	Claims of reporting in accordance with the GRI Standards	-	58	Refer to the "Introduction" and "Reporting our performance" sections of the 2020 SR
102-55	GRI content index	-	-	Refer to GRI contents index, 2020 Annual Report and Accounts and the 2020 Sustainability Report
102-56	External assurance	-	63	Refer to the "About this report" section of the 2020 SR



Economic Topics				
GRI Reference	Description	Reference to 2020 ARA	Reference to the 2020 SR	Additional content, reference or reason for omission
Economic Performance (based on 2016 standard)				
103-1 103-2 103-3	Explanation of the material topic and its Boundary  The management approach and its components  Evaluation of the management approach	6-7 33 34-35 36-37 51-56	-	Refer to "Business model", "Key Performance Indicators", "Our market", "Business Plan" and "Chief Financial Officer's" Review" sections of the 2020 ARA
201-1	Direct economic value generated and distributed	51-56	-	Refer to the "Chief Financial Officer's review" section of the 2020 ARA. Also, £3.5 million annual donation to the Severn Trent Trust Fund - an independent charity that administers grants to support those in financial difficulty. £1 million COVID-19 fund established with over £500,000 donated to c.200 organisations . 1% of profits donated to Community Fund - to support local projects focusing on three elements of community wellbeing: people, places and the environment. An independent customer panel met for the first time in March and awarded funding to 20 projects totalling £433,915. Projects ranged from a flagship £250,000 grant for a brand new exhibition space educating 250,000 visitors a year on how to sustain the health of our planet in Leicester, to a small grassroots project requesting £2,000 to fund the revival of a local community green space in Birmingham.
201-2	Financial implications and other risks and opportunities due to climate change	57	28-31	Refer to the "Risk management " section of the 2020 ARA and the "Task Force on Climate-related Financial Disclosures (TCFD)" section of the 2020 SR
201-3	Defined benefit plan obligations and other retirement plans	-	-	<p>A separate fund exists to pay the pension plans liabilities and is managed by a trust structure which is separate to the Company. Assets have been set aside to cover 82% of the schemes liabilities. This has been calculated by the Scheme Actuary and agreed with the Company and its advisors. The latest triennial valuation as at 31 March 2019</p> <p>A scheme recovery plan has been agreed between the trustees and the Company. This plan is expected to achieve full funding by 31 March 2032 through a combination of additional cash contributions and investment performance. Additional cash contributions are expected to cease by 31 March 2027.</p> <p>Contributions to the current defined contribution plan are based on a 2:1 structure i.e. the Company pays twice the employee e.g. employee pays 3%, Company pays 6%. Employer contributions are capped at 15% (where the employee pays 7.5%).</p> <p>99% of employee's participate in retirement plans. This is due to auto-enrolment legislation. The 1% of employees not in the scheme have opted-out of participation due to a variety of reasons including some employees having reached the maximum allowed under current tax legislation.</p>
Market Presence (based on 2016 standard)				
103-1 103-2 103-3	Explanation of the material topic and its Boundary  The management approach and its components  Evaluation of the management approach	6-7 24-27 34-35	-	Refer to "Business Model", "Engagement with stakeholders", "Our market" sections of the 2020 ARA
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	-	-	No employees are paid at or near the National Minimum Wage with every employee being paid at least the current real Living Wage. Our pay framework does not vary based on location of operations. All other workers across our c.1,700 suppliers receive at least the National Minimum Wage and over the next three years they will move to adopt the real Living Wage. This is enforced through contractual mechanisms and through expectations set out in our charter, tender process and contractor engagement.
202-2	Proportion of senior management hired from the local community	-	-	<p>Between 1st April 2019 and 31st March 2020, 100% of senior management hires came from local communities. Senior management is categorised as level three and above. Severn Trent categorises employment across levels 1,2,3,4 and 5, where 1= frontline and 5 = director.</p> <p>We define local as from areas that we serve, see:</p> <p><a href="#">Location of operations</a></p>
Indirect economic impacts (based on 2016 standard)				
103-1 103-2 103-3	Explanation of the material topic and its Boundary  The management approach and its components  Evaluation of the management approach	6-7 34-35 36-37	58	Refer to "Business model", "Our market", "Business Plan" sections of the 2020 ARA and the "Being open about what we do and sharing what we know" section of the 2020 SR
203-1	Infrastructure investments and services supported	133	-	Refer to "Independent Auditor's report" section of the 2020 ARA
Procurement practices (based on 2016 standard)				
103-1 103-2 103-3	Explanation of the material topic and its Boundary  The management approach and its components  Evaluation of the management approach	7	51-52	Refer to the "Business model" section of the 2020 ARA and "Collaborating with our suppliers" section of the 2020 SR
204-1	Proportion of spending on local suppliers	-	-	<p>In this reporting year, around 99% of our total £1.25bn spend was with UK-based suppliers.</p> <p>We don't currently report on this by region.</p> <p>Our supply agreements are awarded in compliance with the European Union Utilities Contract/Official Journal of the European Union (OJEU) Regulations. In line with these principles, location cannot form part of the criteria for successful award of contract.</p>
Anti Corruption (based on 2016 standard)				
103-1 103-2 103-3	Explanation of the material topic and its Boundary  The management approach and its components  Evaluation of the management approach	-	55-57	Refer to the "Running our company for the long term" section in the 2020 Sustainability Report

205-1	Operations assessed for risks related to corruption	-	-	100% of the operating companies within Severn Trent PLC have been risk assessed.  We have not identified any significant risks in the last financial year. We consider risks across the Severn Trent Group on an annual basis through our enterprise risk management system and have mitigating actions in place against these.
205-3	Confirmed incidents of corruption and actions taken	-	-	Refer to GRI indicator 102-17 for substantiated or partly substantiated breaches of our code of conduct. There were zero public legal cases brought against the company in the last reporting year

Anti Competitive behaviour (based on 2016 standard)				
103-1 103-2 103-3	Explanation of the material topic and its Boundary  The management approach and its components  Evaluation of the management approach	59	55-57	Refer to the "Principal risk" section of the 2020 ARA and the "Running our company for the long term" section in the 2020 Sustainability Report  <a href="#">Also refer to our Group competition and Competitive information policy</a>
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	-	-	We have not had any competition investigations during the reporting year. We manage the risk on a regular basis all year round as part of our ERM programme and ensure that controls are reviewed and kept updated.

Environmental Topics

We have omitted standard 301 as it is not applicable due to being non material

GRI Reference	Description	Reference to 2020 ARA	Reference to the 2020 SR	Additional content, reference or reason for omission
Energy (based on 2016 standard)				
103-1 103-2 103-3	Explanation of the material topic and its Boundary  The management approach and its components  Evaluation of the management approach	49 50	24-27	Refer to the "Performance review" and "Business Services" sections of the 2020 ARA and refer to the "Mitigating climate change" section of the 2020 SR
302-1	Energy consumption within the organization	128	-	Refer to the "Directors Report" section of the 2020 ARA
302-2	Energy consumption outside of the organization			
302-3	Energy intensity			
302-4	Reduction of energy consumption	128	26-27	Refer to the "Directors Report" section of the 2020 ARA and "Mitigating climate change" section of the 2020 SR
302-5	Reductions in energy requirements of products and services			

Water and Effluents (based on 2018 standard)				
103-1 103-2 103-3	Explanation of the material topic and its Boundary  The management approach and its components  Evaluation of the management approach	44-45	14-17	Refer to the "Performance review" section of the 2020 ARA and the "Ensuring a sustainable water cycle" section of the SR  <a href="#">Also refer to the latest Water Resources Plan</a>
303-1	Interactions with water as a shared resource	-	14-17	Refer to the "Ensuring a sustainable water cycle" section of the SR <a href="#">Also refer to the latest Water Resources Plan.</a>
303-2	Management of water discharge-related impacts	-	16	Ensuring a sustainable water cycle - Sustainability Report
303-3	Water withdrawal	-	-	This disclosure will be updated following the publication of the Annual Performance Report in July 2020
303-4	Water discharge			
303-5	Water consumption			

Biodiversity (based on 2018 standard)				
103-1 103-2 103-3	Explanation of the material topic and its Boundary  The management approach and its components  Evaluation of the management approach	49	18-20	Refer to the "Performance review" section of the 2020 ARA and the "Enhancing our natural environment" section of the 2020 SR
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	-	-	Severn Trent has a variety of asset types that could impact on protected areas, for example waste water and water treatment works, visitor sites, underground assets, water abstraction points. Across our region, we own around 497 hectares of Sites of Special Scientific Interest in the Severn Trent region and around 5800 hectares in the Hafren Dyfrdwy region
304-2	Significant impacts of activities, products, and services on biodiversity	49	18-20	Refer to the "Performance review" section of the 2020 ARA and the "Enhancing our natural environment" section of the 2020 SR Ecology reports are completed for all construction activities. Impact of reactive work is not monitored, unless protected habitat or species is known to be present, then the relevant surveys are undertaken. We endeavour to right and enhance any impact we have on the environment through our work. Across AMP7, we have WINEP commitment in place to monitor pathways of INNS across our network and investigate options on how to manage or mitigate their impact.
304-3	Habitats protected or restored	49	18-20	Refer to the "Performance review" section of the 2020 ARA and the "Enhancing our natural environment" section of the 2020 SR As part of our ambition to demonstrate environmental leadership we want to make sure we get the basics right too. We have updated our Environment Strategy and are currently writing biodiversity, national pollinator, and tree strategies.

Emission (based on 2018 standard)				
103-1 103-2 103-3	Explanation of the material topic and its Boundary  The management approach and its components  Evaluation of the management approach	127	25-27	Refer to the "Directors Report" section of the 2020 ARA and "Mitigating climate change" section of the 2020 SR
305-1	Direct (Scope 1) GHG emissions	127	25	Refer to the "Directors Report" section of the 2020 ARA

305-2	Energy indirect (Scope 2) GHG emissions			
305-4	GHG emissions intensity			
305-5	Reduction of GHG emissions			

Waste (based on 2020 standard)				
103-1 103-2 103-3	Explanation of the material topic and its Boundary  The management approach and its components  Evaluation of the management approach	50	22-23	Refer to the "Business Services" section of the 2020 ARA and the "Making the most of our resources" section of the 2020 SR
306-1	Waste Generation and significant waste-related impacts			
306-2	Management of significant waste-related impacts			
306-3 306-4 306-5	Waste Generated Waste diverted from disposal Waste directed to disposal	-	-	Where possible we divert from landfill (using the waste hierarchy) and minimise the production of hazardous waste by using resource efficiently. This is important to us, so we've acted on improving our sludge treatment processes, which is imperative with the closure of UK landfill's over the next few years. In 2019/20 we produced around 802 tonnes of hazardous waste (from offices and operational areas) and achieved a landfill diversion rate of 99.98% within this waste stream.  1) Excavated Highway Waste (excluding waste infrastructure) i. Water Infrastructure - 77,144.35 tonnes - 87.96% diversion from landfill ii. Developer Services - 12,468.11 tonnes - 95.62% diversion from landfill  2) FM and Operational Waste i. Property/ Production/ Capital Delivery and Commercial/ Visitor Experience Team - 3,231.06 tonnes - 99.86% diversion from landfill ii. Sanitary Waste - 47.145 tonnes - 96.90% diversion from landfill iii. Used Chemical Containers - 93.683 tonnes - 93.33% diversion from landfill iv. Packaging (bottled water) - 97.21 tonnes - 50.16% diversion from landfill  3) Grit and Screenings i. Non-Infrastructure Waste - 20,143.71 tonnes - 0% diversion from landfill I 4) Bio Solids i. Bio Solids (water and waste) - 146,038.42 tonnes - 99.79% diversion from landfill  5) IT Hardware and IS WEEE Waste - 15.03 tonnes - 99% diversion from landfill

Environmental Compliance (based on 2016 standard)				
103-1 103-2 103-3	Explanation of the material topic and its Boundary  The management approach and its components  Evaluation of the management approach	32-33 46-49	20-21	Refer to the "Key performance indicators" and "Performance review" section of the 2020 ARA and the "Enhancing our natural environment section of the 2020 SR
307-1	Non-compliance with environmental laws and regulations	-	-	We did not receive any significant fines in 2019/2020. We report fines as significant if in excess of £750,000, which is the same as our internal materiality threshold

Supplier Environmental Assessment (based on 2016 standard)				
103-1 103-2 103-3	Explanation of the material topic and its Boundary  The management approach and its components  Evaluation of the management approach	-	50-51	Refer to "Collaborating with our supply chain" in the 2020 SR. All suppliers are assessed against environmental criteria at tender. This criteria is tailored for each contract depending upon the service provided or goods procured and its associated environmental impact. Suppliers may be assessed on, but not limited to environmental policy and management, environmental certification, pollution incidents, carbon consumption, water consumption and waste. This assessment informs our purchasing decisions, ensuring that the most capable supplier is selected. In 2020-2021 we will review environmental issues per supplier category and their level of impact to ensure assessment criteria remains effective and proportionate.  Minimisation of negative environmental impact is also stipulated within the contract specification and supplier standard terms and conditions.  We take a tailored and proportionate approach to the assessment and management of environmental impact throughout contract management. A dedicated Contract Management team ensures specific KPI's are set in relation to the activity undertaken or product sourced and its associated environmental impact. Supplier performance is monitored and non-compliance addressed to ensure corrective action plans are in place and improvements made. Significant negative environmental impacts are dealt with on a contract by contract basis and reported directly to the relevant senior lead to ensure resolution and mitigation against potential future incidents. Root cause analysis is a key part of this. We do not currently report this information centrally.  We expect all our suppliers and their subcontractors to commit to and deliver against the principles set out in our Sustainable Supply Chain Charter. Compliance with this charter is stipulated in our standard contractual terms and conditions. In 2019/20 we updated this to ensure it covered a broader range of environmental issues and impacts. Our charter is available here:  <a href="#">Sustainable Supply Chain Charter</a>
308-1	New suppliers that were screened using environmental criteria	-	-	All suppliers are assessed against environmental criterial at tender
308-2	Negative environmental impacts in the supply chain and actions taken	-	-	Our dedicated channel, Supplier Spotlight, allows for internal teams to provide supplier feedback, including on environmental issues. For this reporting period, 5 reports of internal supplier feedback were received in relation to environmental impact - 1 of which was positive. The remaining 4 reports have been resolved and plans are in place to prevent future occurrences. We would not terminate a contract as a result of negative environmental performance alone. Instead we are committed to working collaboratively with a supplier to help develop and improve their approach. Through our Supply Chain CSR Forum, AMP 7 Supplier event and dedicated supplier communications we aim to raise awareness of potential negative environmental impacts and work collaboratively to mitigate this risk and identify opportunities to enhance the environment. Actions are formalised through supplier pledges.

Social Topics

We have omitted standards 407, 408, 409, 410, 411 and 417 as they are not applicable due to being non material

GRI Reference	Description	Reference to 2020 ARA	Reference to the 2020 SR	Additional content, reference or reason for omission
Employment (based on 2016 standard)				
103-1 103-2 103-3	Explanation of the material topic and its Boundary  The management approach and its components  Evaluation of the management approach	20-23 24-27	37-41	Refer to the "Our people" and "Engaging with our stakeholders" sections of the 2020 Annual Report and Accounts and the "Providing a safe, fair and inclusive place to work" section of the 2020 Sustainability Report
401-1	New employee hires and employee turnover	-	-	Rate of employee hire across the group is 11.33% Rate of employee turnover across the group is 8.22% Note - this data excludes Green Power Agrivert, which will be included in next reporting year
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	-	-	All employees, permanent and fixed term contract (whether full-time or part-time) are entitled to annual leave, life-cover, pension scheme membership, flexible benefits, recognition scheme, standard allowances, sick-leave, parental and maternity leave and Sharesave  Fixed-term contractors are not entitled to specific exit provisions which include retirement, enhanced ill health/ capability exits and redundancy.  Whilst fixed term contractors are not specifically excluded from career breaks there is an eligibility criteria that employees must have 5 years' service so this will preclude most / all FTC employees.  Also refer to:  <a href="#">Employee benefits</a>
401-3	Parental leave	-	-	4875 male and 1989 female colleagues are covered by our family policies. 100% of all employees are covered by our family policies Within the reporting period 163 males and 165 females had time off for the following reasons: maternity, paternity, adoption and shared parental leave. Of the population that had time off 99% of males and 55% of females returned to work within the reporting year. 1% of males and 42% of females have ongoing leave. 3% of females left the business.
Labour/Management Relations (based on 2016 standard)				
103-1 103-2 103-3	Explanation of the material topic and its Boundary  The management approach and its components  Evaluation of the management approach	20-23 24-27	37-41	Refer to the "Our people" and "Engaging with our stakeholders" sections of the 2020 Annual Report and Accounts and the "Providing a safe, fair and inclusive place to work" section of the 2020 Sustainability Report
402-1	Minimum notice periods regarding operational changes	-	-	We abide by the legal requirements and in most cases exceed them dependant on the level of change. (Legal requirement is at least 30 days for a change which impacts 20 - 99 employees and 45 days for impact to 100 or more employees).  Our Partnership agreement outlines the 'processes for consultation and sharing information' but does not specify timescales for notice periods.
Occupational Health and Safety (based on 2016 standard)				
103-1 103-2 103-3	Explanation of the material topic and its Boundary  The management approach and its components  Evaluation of the management approach	20-23 24-27	37-41	Refer to the "Our people" and "Engaging with our stakeholders" sections of the 2020 Annual Report and Accounts and the "Providing a safe, fair and inclusive place to work" section of the 2020 Sustainability Report.  Also refer to the Severn Trent sustainability webpages here: <a href="#">Awesome place to work</a>
403-1	Occupational health and safety management system			
403-2	Hazard identification, risk assessment, and incident investigation			
403-6	Promotion of worker health			
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships			
403-8	Workers covered by an occupational health and safety management system			
403-9	Work-related injuries			
403-10	Work-related ill health			
Training and Education (based on 2016 standard)				
103-1 103-2 103-3	Explanation of the material topic and its Boundary  The management approach and its components  Evaluation of the management approach	20-23 24-27	37-41	Refer to the "Our people" and "Engaging with our stakeholders" sections of the 2020 Annual Report and Accounts and the "Providing a safe, fair and inclusive place to work" section of the 2020 Sustainability Report
404-1	Average hours of training per year per employee	-	-	We provided a total of 14299 training days in the reporting year, on average this is 2.08 training days per employee or 15.4 hours. There is a slight decrease on last year as we move to provide training in a more focused and blended way including online learning, optimising when, where and how we deliver training to maximise its value, whilst improving the learner experience The average number of training days per female is 0.92 days or 6.8 hours per year. The average number of training days per male is 2.56 days per year or 18.9 hours per year The difference between male and female training days reflects the gender make up of the workforce and the focus on operational and technical training, which is largely male.  Note - Training covers the following areas: technical, core business, leadership development and Health and Safety. Our customer contact training is decentralised and recorded separately to our central HR training, and currently is not included in the data provided.
404-2	Programs for upgrading employee skills and transition assistance programs	-	-	Refer to "Investing in skills and knowledge" in the 2020 section of the SR Our performance management approach, Inspiring Great Performance, is critical to ensuring employee competency, by driving continuous performance improvement and encouraging personal growth and development. Inspiring Great Performance enables this through every-day feedback conversations, regular one to one meetings between individuals and line managers and quarterly performance reviews. These reviews include coaching, feedback and development planning. All employees are actively encouraged to create Personal Development Plans to develop their knowledge, skills and behaviours they need to perform at their best.  We offer a pre-retirement course that helps our employees plan for a life outside Severn Trent. The course covers a range of topics including how to adapt to a different lifestyle, financial planning, Severn Trent pensions, state entitlements, planning your estate and a personal action plan.

404-3	Percentage of employees receiving regular performance and career development reviews	-	-	During the reporting year two formal performance assessments were carried out, the first at the end of Q2 and the second at the end of Q4. On average, over the two assessments, an average of 90% of our employee's had completed their performance reviews by our internal deadline.
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Diversity and equal opportunity (based on 2016 standard)				
103-1 103-2 103-3	Explanation of the material topic and its Boundary  The management approach and its components  Evaluation of the management approach	20-23, 24-27	37-41	Refer to the "Our people" and "Engaging with our stakeholders" sections of the 2020 Annual Report and Accounts and the "Providing a safe, fair and inclusive place to work" section of the 2020 Sustainability Report
405-1	Diversity of governance bodies and employees	-	-	a - 44% of the Severn Trent Board are female in 2019/20. 11% are between 30 and 50. 89% are over the age 50. 36% of the Severn Trent Executive Committee are female in 2019/20. 55% were between 30 and 50. 45% are over the age 50  b- 29% of all employees are female in 2019/20, 21% of all employees are under 30, 54% are between 30 and 50. 25% are over 50. 88% of all employees are white in 2019/20. 9% of all employees are from an ethnic minority background. 3% of employee's did not state their ethnicity. 43% of our employees live in a social mobility cold spot
405-2	Ratio of basic salary and remuneration of women to men	120		Refer to "Company remuneration at Severn Trent" section of the 2020 ARA Also refer to: <a href="#">Gender Pay Gap report</a>

Human Rights Assessment (based on 2016 standard)				
103-1 103-2 103-3	Explanation of the material topic and its Boundary  The management approach and its components  Evaluation of the management approach	101	50-51 56	Refer to the "Corporate Sustainability Committee report" section in the 2020 ARA and the "Collaborating with our suppliers" and "Running our company for the long term" sections in the 2020 Sustainability Report.  Also refer to our: <a href="#">Modern Slavery Statements</a> and our <a href="#">Doing the Right Thing policy</a>
412-1	Operations that have been subject to human rights reviews or impact assessments			
412-2	Employee training on human rights policies or procedures	101	56	Refer to the "Corporate Sustainability Committee report" section in the 2020 ARA and the "Collaborating with our suppliers" and "Running our company for the long term" sections in the 2020 Sustainability Report.
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	-	50-51	Refer to the "Collaborating with our suppliers" section in the 2020 Sustainability Report.  Refer to our: <a href="#">Sustainable Supply Chain Charter</a> and our: <a href="#">Modern Slavery Statements</a>

Local Communities (based on 2016 standard)				
103-1 103-2 103-3	Explanation of the material topic and its Boundary  The management approach and its components  Evaluation of the management approach	10-11 24-27 42-43	34-35 44-45	Refer to the "Our COVID-19" "Engaging with our stakeholders", "Our Performance" sections of the 2020 Annual Report and Accounts and the "Delivering an affordable service for everyone" and "Making a positive difference in the community" sections of the 2020 Sustainability Report
413-1	Operations with local community engagement, impact assessments, and development programs	10-11	44-45	Refer to the "Our COVID-19" section of the 2020 Annual Report and Accounts and "Making a positive difference in the community" sections of the 2020 Sustainability Report  Our business plan for 2020-25 was developed over three years as part of a process called (called Price Review 2019 or PR19) to set price and revenue controls, performance commitments and customer outcome delivery incentives. Our Severn Trent Water plan was shaped by the largest engagement exercise we have ever coordinated, consulting with 32,000 customers and considering a further 1.9 million customer views.  In 2016, an analysis of three water companies trust funds, including ours concluded that more than £3 of social value was generated for every £1 invested. 82% of grant recipients were able to pay their water bills after being supported, demonstrating the long-term impact of this kind of support.  We consult with our customers before capital schemes, with feedback captured through our planned works website page: <a href="https://www.stwater.co.uk/in-my-area/planned-improvements/">https://www.stwater.co.uk/in-my-area/planned-improvements/</a>  We aim to get things right first time but we know sometimes things can go wrong. Our customer care team will support with domestic complaints as per our complaints procedure: <a href="https://www.stwater.co.uk/content/dam/stw/tier2_helpandcontacts/Severn%20Trent%20Complaints%20Procedure.pdf">https://www.stwater.co.uk/content/dam/stw/tier2_helpandcontacts/Severn%20Trent%20Complaints%20Procedure.pdf</a>

Supplier Social Assessment (based on 2016 standard)				
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103-1 103-2 103-3	Explanation of the material topic and its Boundary  The management approach and its components  Evaluation of the management approach	-	50-51	<p>Refer to "Collaborating with our supply chain" in the 2020 SR</p> <p>All suppliers are assessed against social criteria at tender. This criteria is tailored for each contract depending upon the service provided or goods procured and its associated social impact. Suppliers are assessed on, but not limited to Modern Slavery, Health and Safety, security practices and training and education, diversity and equal opportunities and community engagement. Health and Safety, security practices and modern slavery are incorporated into supplier site visits, pre-award of contract. These are conducted by the relevant Procurement Category Manager. This assessment informs our purchasing decisions, ensuring that the most capable supplier is selected. We also use this information to actively engage with our supply chain, sharing knowledge and encouraging development of their capability through contract delivery as appropriate. In 2020-2021 we will review social issues per supplier category and their level of impact to ensure assessment criteria remains effective and proportionate.</p> <p>Compliance with this charter is included within our standard contractual terms and conditions. Specific reference to the mitigation of social impact is also stipulated within the contract specification and supplier standard terms and conditions. We ask suppliers to ensure our customers considerations are at the forefront of everything they do. In some cases this is formalised through KPI's and contributes to our overall Severn Trent Customer Measure of Experience (C-MeX)</p> <p>We take a tailored and proportionate approach to the assessment and management of social impact throughout contract management. A dedicated Contract Management team ensures specific KPI's that mirror our own are set in relation to the activity undertaken or product sourced and its associated social impact. Supplier performance is monitored and non-compliance addressed to ensure improvements are made. Significant negative social impacts are dealt with on a contract by contract basis and reported directly to the relevant senior lead to ensure resolution and mitigation against potential future incidents. We report centrally on issues relating to Health and Safety and Modern Slavery.</p> <p>In 2019/20 we updated our Sustainable Supply Chain Charter to ensure it covered a broader range of social issues and impacts including child labour, freedom of association and collective bargaining and social mobility, accessible here:</p> <p><a href="#">Sustainable Supply Chain Charter</a></p> <p>Also refer to our: <a href="#">Supply Chain Governance</a></p>
414-1	New suppliers that were screened using social criteria	-	-	All suppliers are assessed against social criteria at tender.
414-2	Negative social impacts in the supply chain and actions taken	-	-	<p>Suppliers are encouraged to report any incidents and near misses through our portal, Safety Net. In this reporting year, a total of 1255 incidents were reported by our supply chain, 443of these related to good practise. Of the 812 remaining, 758 investigations have been undertaken and actions completed. 54 investigations are ongoing. The relevant contract owner takes responsibility to ensure investigations are conducted and a preventive action plan put in place. We are continually looking at improve the supplier reporting process. Our Safety Improvement Group is responsible for developing our approach across contract management, and in 2019/20 held out first Supplier Safety Forum. Attendees were identified based on the activities they undertake in relation to our biggest hazards determined by the business. These include manual handling, slips, trips and falls, driving and mental health . This proactive engagement aimed to raise awareness of potential risk, discuss lessons learned and share best practise. This Forum is scheduled to take place every 6 months.</p> <p>Our dedicated channel, Supplier Spotlight, allows for individuals to provide supplier feedback, including on social issues. For this reporting period, 24 reports of internal supplier feedback were received in relation to Health and Safety - 2 of which were positive. The remaining 22 reports have been resolved and plans are in place to prevent future occurrences. No other social impact issues were reported. We would not terminate a contract as a result of negative social performance alone. Instead we are committed to working collaboratively with a supplier to help develop and improve their approach.</p> <p>To date no instances of Modern Slavery have been raised.</p>
Public Policy (based on 2016 standard)				
103-1 103-2 103-3	Explanation of the material topic and its Boundary  The management approach and its components  Evaluation of the management approach	-	15, 21	Refer to "Ensuring a sustainable water cycle" and "Enhancing our natural environment" sections of our 2020 Sustainability Report
415-1	Political contributions	-	-	Severn Trent's policy is not to make any donations for political purposes in the UK, or to donate to EU political parties or incur EU political expenditure. Accordingly, neither Severn Trent Plc nor its subsidiaries made any political donations or incurred political expenditure in the financial year under review.
Customer Health and Safety (based on 2016 standard)				
103-1 103-2 103-3	Explanation of the material topic and its Boundary  The management approach and its components  Evaluation of the management approach	29 32 44 60	-	Refer to "Section 172. statement", "Key Performance Indicators" "Performance review" and "Principal risk 6"
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	32	59	<p>Refer to "Key Performance Indicators" section of the 2020 ARA and the Sustainability Key Metrics" section of the 2020 SR</p> <p>We've seen a fantastic 14% improvement in drinking water quality complaints in the year and a 28% reduction over AMP6</p> <p>We met our water treatment works coliform ODI last year and have achieved this for three of the five years throughout AMP6. This was achieved through an extensive programme of capital work to upgrade our water storage tanks and sampling facilities. This improved asset performance reduced our Compliance Risk Index (CRI) score by an expected 40% and we finish AMP6 with our best performance on record for CRI and water quality complaints.</p> <p>The Drinking Water Inspectorate (DWI) have acknowledged the progress made along our transformational journey and three satisfactory DWI audits combined with a ~50% reduction in Recommendation Risk Index (RRI) are good examples of this. We successfully closed down 19 DWI notices which reflects our overall reduction in risk. Our improved end to AMP6 has placed us in a stronger position to meet AMP7's challenging targets.</p>
Customer Privacy (based on 2016 standard)				
103-1 103-2 103-3	Explanation of the material topic and its Boundary  The management approach and its components  Evaluation of the management approach	-	-	<p>Refer to our privacy policy here:</p> <p><a href="#">Privacy Policy</a></p>
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	-	-	Severn Trent takes the security and use of customers' personal data very seriously and is committed to complying with Data Protection Laws. We have not received any formal warnings, notices or fines from the Information Commissioners Office regarding data breaches.
Socioeconomic compliance (based on 2016 standard)				
103-1 103-2 103-3	Explanation of the material topic and its Boundary  The management approach and its components  Evaluation of the management approach	27 59-61 74 92	55-56	Refer to the "Engagement with our stakeholders" "Principal risk" 'Governance report' sections of the 2020 ARA and the "Running our company for the long term" section of the 2020 SR
419-1	Non-compliance with laws and regulations in the social and economic area	-	-	We did not receive any significant fines in 2019/2020. We report fines as significant if in excess of £750,000, which is the same as our internal materiality threshold