## 2020 Global Reporting Initiative (GRI) Content Index



WONDERFUL ON TAP



## WONDERFUL ON TAP



## 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	Additional content, reference or reason for omission
Organisational Profile			2020 SR	
102-1	Name of the organization	-	-	Severn Trent Group Plc
102-2	Activities, brands, products, and services	6, 7	5	About Us, Our Businesses
102-3	Location of headquarters	-	-	Severn Trent Centre, 2 St John's Street, Coventry, CV1 2LZ
102-4	Location of operations	Inside cover	5	About Us, Our Businesses
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	66-68	-	Refer to "Viability statement" and "Risk Management" sections of the 2020 ARA
102-12	approach 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	Meluce and the second		10	
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		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		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	71-76	-	Refer to the "Governance report" section of the 2020 ARA
	governance body and its committees	81	-	
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,	57	28-30	Refer to the "Risk Management", "Governance report" sections of the 2020 ARA and the "Task Force on Climate-Related Financial Disclosure" and
102-51	environmental, and social topics	79-80 99-100	52-54	"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	76 91-96	-	Refer to the "Governance report" section of the 2020 ARA
102-34	concerns 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: Severn Trent Remuneration Policy
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 Engagem 102-40	List of stakeholder groups	24-27	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
102-41	Collective bargaining	35 101	-	stakeholders" section of the 2020 SR 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
	agreements			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 Also refer to the "Employees rights" section of our website
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 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	149-151	-	Refer to the "Notes to the group financial statements" section of the 2020 ARA
	consolidated financial statements	149-151 193-194	E2 62	
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
102-49 102-50	Changes in Reporting Reporting period	-	-	None 1st April 2019 to 31st March 2020
102-51 102-52	Date of most recent report Reporting cycle	-	-	This is the first report prepared by Severn Trent Fiscal year 1st April 2019 to 31st March 2020
102-53	Contact point for questions regarding the report	-	-	<u>corporate.responsibility@severntrent.co.uk</u>
102-54	Claims of reporting in accordance with the GRI	-	58	Refer to the "Introduction" and "Reporting our performance" sections of the 2020 SR
102-55	Standards 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

	Description	Reference to 2020 ARA	Reference to the	Additional content, reference or reason for omission
RI Reference		Reference to 2020 ARA	2020 SR	
onomic Performanc 3-1	e (based on 2016 standard) Explanation of the material	6-7	-	Refer to "Business model", "Key Performance Indicators", "Our market", "Business Plan" and "Chief Financial Officer's" Review" sections of the 2
13-2	topic and its Boundary	33		ARA
13-3	The management approach	34-35 36-37		
	and its components	51-56		
	Evaluation of the			
	management approach			
01-1	Direct economic value	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
	generated and distributed			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 project 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
				Birmingham.
01-2	Financial implications and	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 20 SR
	other risks and opportunities due to climate change			SK
01-3	Defined benefit plan	-	-	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 actually a fund and a separate to the Company and its advices
	obligations and other retirement plans			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
				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.
				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%).
				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- of participation due to a variety of reasons including some employees having reached the maximum allowed under current tax legislation.
arket Presence (bas )3-1	ed on 2016 standard) Explanation of the material	6-7	-	Refer to "Business Model", "Engagement with stakeholders", "Our market" sections of the 2020 ARA
)3-2	topic and its Boundary	24-27		
103-3	The management approach	34-35		
	and its components			
	Evaluation of the			
	management approach			
02-1	Ratios of standard entry level wage by gender compared to		-	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
	local minimum wage			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.
02-2	Proportion of senior	-	-	Between 1st April 2019 and 31st March 2020, 100% of senior management hires came from local communities. Senior management is categorise
	management hired from the local community			as level three and above. Severn Trent categorises employment across levels 1,2,3,4 and 5, where 1= frontline and 5 = director.
				We define local as from areas that we serve, see:
				Location of operations
	pacts (based on 2016 standard)			
)3-1 )3-2	Explanation of the material topic and its Boundary	6-7 34-35	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
03-3	The management approach	36-37		know section of the 2020 SR
03-3	The management approach and its components	36-37		know section of the 2020 SK
03-3	and its components Evaluation of the	36-37		know section of the 2020 SR
)3-3	and its components	36-37		know section of the 2020 SR
	and its components Evaluation of the	36-37	-	Refer to "Independent Auditor's report" section of the 2020 ARA
03-1 rocurement practice	and its components Evaluation of the management approach Infrastructure investments and services supported s (based on 2016 standard)		-	Refer to "Independent Auditor's report" section of the 2020 ARA
03-1	and its components Evaluation of the management approach Infrastructure investments and services supported		- 51-52	
03-1 rocurement practice 03-1 03-2	and its components Evaluation of the management approach Infrastructure investments and services supported <b>5 (based on 2016 standard)</b> Explanation of the material topic and its Boundary		51-52	Refer to "Independent Auditor's report" section of the 2020 ARA
03-1 rocurement practice 03-1 03-2	and its components Evaluation of the management approach Infrastructure investments and services supported s (based on 2016 standard) Explanation of the material		51-52	Refer to "Independent Auditor's report" section of the 2020 ARA
03-1 rocurement practice 03-1 03-2	and its components Evaluation of the management approach Infrastructure investments and services supported s (based on 2016 standard) Explanation of the material topic and its Boundary The management approach		- 51-52	Refer to "Independent Auditor's report" section of the 2020 ARA
03-1 rocurement practice 03-1 03-2	and its components Evaluation of the management approach Infrastructure investments and services supported s (based on 2016 standard) Explanation of the material topic and its Boundary The management approach and its components		51-52	Refer to "Independent Auditor's report" section of the 2020 ARA
03-1 rocurement practice	and its components Evaluation of the management approach Infrastructure investments and services supported s (based on 2016 standard) Explanation of the material topic and its Boundary The management approach and its components Evaluation of the		- 51-52	Refer to "Independent Auditor's report" section of the 2020 ARA
03-1 rocurement practice 03-1 03-2 03-3	and its components Evaluation of the management approach Infrastructure investments and services supported s (based on 2016 standard) Explanation of the material topic and its Boundary The management approach and its components Evaluation of the management approach		- 51-52	Refer to "Independent Auditor's report" section of the 2020 ARA         Refer to the "Business model" section of the 2020 ARA and "Collaborating with our suppliers" section of the 2020 SR
)3-1 ocurement practice )3-1 )3-2 )3-3	and its components         Evaluation of the management approach         Infrastructure investments and services supported         s (based on 2016 standard)         Explanation of the material topic and its Boundary         The management approach and its components         Evaluation of the management approach and its components         Proportion of spending on local suppliers         d on 2016 standard)		-	Refer to "Independent Auditor's report" section of the 2020 ARA         Refer to the "Business model" section of the 2020 ARA and "Collaborating with our suppliers" section of the 2020 SR         In this reporting year, around 99% of our total £1.25bn spend was with UK-based suppliers.         We don't currently report on this by region.         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.
)3-1 ocurement practice )3-1 )3-2 )3-3 )3-3 )4-1 <u>hti Corruption (base</u> )3-1 )3-2	and its components         Evaluation of the management approach         Infrastructure investments and services supported         s (based on 2016 standard)         Explanation of the material topic and its Boundary         The management approach and its components         Evaluation of the management approach and its components         Proportion of spending on local suppliers		- 51-52 - - 55-57	Refer to "Independent Auditor's report" section of the 2020 ARA         Refer to the "Business model" section of the 2020 ARA and "Collaborating with our suppliers" section of the 2020 SR         In this reporting year, around 99% of our total £1.25bn spend was with UK-based suppliers.         We don't currently report on this by region.         Our supply agreements are awarded in compliance with the European Union Utilities Contract/Official Journal of the European Union (OJEU)
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205-1	Operations assessed for risks	-	-	100% of the operating companies within Severn Trent PLC have been risk assessed.
	related to corruption			
				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	-	-	Refer to GRI indicator 102-17 for substantiated or partly substantiated breaches of our code of conduct.
	corruption and actions taken			There were zero public legal cases brought against the company in the last reporting year

Anti Competitive behav	viour (based on 2016 standard	)		
103-1	Explanation of the material	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
103-2	topic and its Boundary			
103-3				Also refer to our Group competition and Competitive information policy
	The management approach			
	and its components			
	Evaluation of the			
	management approach			
206-1	Legal actions for anti-	-		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
	competitive behaviour, anti-			programme and ensure that controls are reviewed and kept updated.
	trust, and monopoly			
	practices			

Environmental Topics

Off Reference     Description     Performation     Performation       1000     Constraint for Another Straint     Straint	Environmental Topics We have omitted stand	standard 301 as it is not applicable due to being non material				
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13.3     Index Bod Free Transactions of the South Part of	Energy (based on 2016	ctandard)		2020 SR		
Bio- Info     Market is boding     9     9     1000000000000000000000000000000000000			49	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	
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Note opposite in the segment of th	202-1	Energy consumption within	128		Pafer to the "Directors Report" section of the 2020 ARA	
S2-2     Programment protocolar (solution of ergs instants)     Page instants)     Page instants)       S2-3     Programment of protocol (solution of ergs instants)     Page instants)     Page instants)       S2-4     Protocol (solution of ergs instants)     Page instants)     Page instants)       S2-5     Protocol (solution of ergs instants)     Page instants)     Page instants)       S2-5     Protocol (solution of ergs instants)     Page instants)     Page instants)       S2-1     Protocol (solution of ergs instants)     Page instants)     Page instants)       S2-2     Protocol (solution of ergs instants)     Page instants)     Page instants)       S2-3     Protocol (solution of ergs instants)     Page instants)     Page instants)       S2-3     Protocol (solution of ergs instants)     Page instants)     Page instants)       S2-3     Protocol (solution of ergs instants)     Page instants)     Page instants)       S2-3     Protocol (solution of ergs instants)     Page instants)     Page instants)       S2-3     Protocol (solution of ergs instants)     Page instants)     Page instants)       S2-3     Protocol (solution of ergs instants)     Page instants)     Page instants)       S2-3     Protocol (solution of ergs instants)     Page instants)     Page instants)       S2-3     Protocol (solution of ergs instants)	502-1	÷, ,	120	-		
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Low set of the set of	8		128	26-27	Refer to the "Directors Report" section of the 2020 ARA and "Mitigating climate change" section of the 2020 SR	
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activities, products, and services on biodiversity       activities, products, and services on biodiversity       activities, products, and services on biodiversity       biodiversity       activities, products, and services on biodiversity         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.         103-1       Explanation of the material 103-2       127       25-27       Refer to the "Directors Report" section of the 2020 ARA and "Mitigating climate change" section of the 2020 SR and its Boundary         103-1       Explanation of the material 103-2       127       25-27       Refer to the "Directors Report" section of the 2020 ARA and "Mitigating climate change" section of the 2020 SR and its components         203-5-1       Direct (Scope 1) GHG       127       25       Refer to the "Directors Report" section of the 2020 ARA		value outside protected areas				
activities, products, and services on biodiversity       activities, products, and services on biodiversity       activities, products, and services on biodiversity       biodiversity       activities, products, and services on biodiversity         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.         103-1       Explanation of the material 103-2       127       25-27       Refer to the "Directors Report" section of the 2020 ARA and "Mitigating climate change" section of the 2020 SR and its Boundary         103-1       Explanation of the material 103-2       127       25-27       Refer to the "Directors Report" section of the 2020 ARA and "Mitigating climate change" section of the 2020 SR and its components         203-5-1       Direct (Scope 1) GHG       127       25       Refer to the "Directors Report" section of the 2020 ARA	304-2	Significant impacts of	49	18-20	Refer to the "Performance review" section of the 2020 ARA and the "Enhancing our natural environment" section of the 2020 SR	
and       and       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 bioliversity, national pollinator, and tree strategies.         103-1       Explanation of the material 103-2       127       25-27       Refer to the "Directors Report" section of the 2020 ARA and "Mitigating climate change" section of the 2020 SR and "Mit					Ecology reports are completed for all construction activities. Impact of reactive work is not monitored, unless protected habitat or species is known	
Image of miligate their impact.304-3Habitats protected or restored4918-20Refer 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.103-1Explanation of the material12725-27Refer to the "Directors Report" section of the 2020 ARA and "Mitigating climate change" section of the 2020 SR and its Boundary103-3The management approach and its components Evaluation of the management approach12725Refer to the "Directors Report" section of the 2020 ARA305-1Direct (Scope 1) GHG12725Refer to the "Directors Report" section of the 2020 ARA		services on biodiversity			to be present, then the relevant surveys are undertaken. We endeavour to right and enhance any impact we have on the environment through our	
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)       127       25-27       Refer to the "Directors Report" section of the 2020 ARA and "Mitigating climate change" section of the 2020 SR to prove the material topic and its Boundary         103-3       The management approach and its components       127       25       Refer to the "Directors Report" section of the 2020 ARA         305-1       Direct (Scope 1) GHG       127       25       Refer to the "Directors Report" section of the 2020 ARA						
restored       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       Explanation of the material topic and its Boundary       127       25-27       Refer to the "Directors Report" section of the 2020 ARA and "Mitigating climate change" section of the 2020 SR and its components         103-3       The management approach and its components       Evaluation of the management approach       25-27         305-1       Direct (Scope 1) GHG       127       25       Refer to the "Directors Report" section of the 2020 ARA	304-3	Habitats protected or	49	18-20		
Emission (based on 2018 standard)         Emission (based on 2018 standard)         103-1 103-2 103-2 103-3       Explanation of the material topic and its Boundary       127       25-27       Refer to the "Directors Report" section of the 2020 ARA and "Mitigating climate change" section of the 2020 SR and its components         103-1 103-2       Explanation of the material topic and its Boundary       127       25-27       Refer to the "Directors Report" section of the 2020 ARA and "Mitigating climate change" section of the 2020 SR and its components         Evaluation of the management approach       127       25       Refer to the "Directors Report" section of the 2020 ARA	304-3		49	18-20		
Emission (based on 2018 standard)         103-1 103-2 103-2 103-3       Explanation of the material topic and its Boundary       127       25-27       Refer to the "Directors Report" section of the 2020 ARA and "Mitigating climate change" section of the 2020 SR and its components         Evaluation of the management approach and its components       Evaluation of the management approach       127       25       Refer to the "Directors Report" section of the 2020 ARA         305-1       Direct (Scope 1) GHG       127       25       Refer to the "Directors Report" section of the 2020 ARA						
103-1       Explanation of the material topic and its Boundary       127       25-27       Refer to the "Directors Report" section of the 2020 ARA and "Mitigating climate change" section of the 2020 SR         103-2       topic and its Boundary       127       25-27       Refer to the "Directors Report" section of the 2020 ARA and "Mitigating climate change" section of the 2020 SR         103-3       The management approach and its components       Evaluation of the management approach       Image: Section of the 2020 ARA and "Mitigating climate change" section of the 2020 ARA         305-1       Direct (Scope 1) GHG       127       25       Refer to the "Directors Report" section of the 2020 ARA						
103-1       Explanation of the material topic and its Boundary       127       25-27       Refer to the "Directors Report" section of the 2020 ARA and "Mitigating climate change" section of the 2020 SR         103-2       topic and its Boundary       127       25-27       Refer to the "Directors Report" section of the 2020 ARA and "Mitigating climate change" section of the 2020 SR         103-3       The management approach and its components       Evaluation of the management approach       Image: Section of the 2020 ARA and "Mitigating climate change" section of the 2020 ARA         305-1       Direct (Scope 1) GHG       127       25       Refer to the "Directors Report" section of the 2020 ARA	Emission /hased on 200	18 ctandard)				
103-2 103-3topic and its Boundary The management approach and its components Evaluation of the management approachImage and the second se	Emission (based on 201					
103-2 103-3topic and its Boundary The management approach and its components Evaluation of the management approachImage and the second se						
103-2 103-3topic and its Boundary The management approach and its components Evaluation of the management approachImage and the second se						
103-2       topic and its Boundary         103-3       The management approach and its components         Evaluation of the management approach       Evaluation of the management approach         305-1       Direct (Scope 1) GHG       127         25       Refer to the "Directors Report" section of the 2020 ARA	102.1	Fundamation of the second state	127	25.27		
103-3The management approach and its componentsImagement approachImagement approachSol-1Direct (Scope 1) GHG12725Refer to the "Directors Report" section of the 2020 ARA			12/	25-21	There is to the Directors Report Section of the 2020 AKA and Mitigating climate change Section of the 2020 SK	
The management approach and its components       Image: Amplitude						
Evaluation of the management approachLeaseLeaseLease305-1Direct (Scope 1) GHG12725Refer to the "Directors Report" section of the 2020 ARA		The management approach				
management approach     management approach       305-1     Direct (Scope 1) GHG       127     25       Refer to the "Directors Report" section of the 2020 ARA		and its components				
management approach     management approach       305-1     Direct (Scope 1) GHG       127     25       Refer to the "Directors Report" section of the 2020 ARA		Evaluation of the				
305-1     Direct (Scope 1) GHG     127     25     Refer to the "Directors Report" section of the 2020 ARA						
emissions	305-1		127	25	Refer to the "Directors Report" section of the 2020 ARA	
		lemissions	]	I		

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

Waste (based on 202				
103-1	Explanation of the material	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
103-2	topic and its Boundary			
103-3				
	The management approach			
	and its components			
	Evaluation of the			
	management approach			
306-1	Waste Generation and	7		
	significant waste-related			
	impacts			
306-2	Management of significant	1		
	waste-related impacts			
	waste-related impacts			
306-3	Masta Caparatad			When a scribbe we direct from landfill (using the works biogenty) and minimize the modulation of hermoders works by wing resource officiently.
306-4	Waste Generated	,	-	Where possible we divert from landfill (using the waste hierarchy) and minimise the production of hazardous waste by using resource efficiently.
306-4	Waste diverted from disposa	1		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
200 5		-		next few years. In 2019/20 we produced around 802 tonnes of hazardous waste (from offices and operational areas) and achieved a landfill
306-5	Waste directed to disposal			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
			1	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
			1	i. Non-Infrastructure Waste - 20,143.71 tonnes - 0% diversion from landfill
				1 A A A A A A A A A A A A A A A A A A A
				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
l .				
l .			1	
Environmontal Cam	pliance (based on 2016 standard)		1	
103-1	Explanation of the material	32-33	20-21	Refer to the "Key performance indicators" and "Performance review" section of the 2020 ARA and the "Enhancing our natural environment section
103-1	Explanation of the material	52-55	20-21	
102.2	the set of a set of the Discount of a set	46.40	-	
	topic and its Boundary	46-49	_	of the 2020 SR
		46-49		
	topic and its Boundary The management approach	46-49		
103-2 103-3		46-49		
	The management approach	46-49		
	The management approach	46-49		
	The management approach and its components Evaluation of the	46-49		
	The management approach and its components	46-49		
	The management approach and its components Evaluation of the	46-49		
103-3	The management approach and its components Evaluation of the management approach	46-49		of the 2020 SR
	The management approach and its components Evaluation of the management approach Non-compliance with	46-49	-	of the 2020 SR 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
103-3	The management approach and its components Evaluation of the management approach Non-compliance with environmental laws and	46-49	-	of the 2020 SR
103-3 307-1	The management approach and its components Evaluation of the management approach Non-compliance with environmental laws and regulations	-	-	of the 2020 SR 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
103-3 307-1 Supplier Environmer	The management approach and its components Evaluation of the management approach Non-compliance with environmental laws and regulations ental Assessment (based on 2016 s	-	-	of the 2020 SR 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
103-3 307-1 Supplier Environmer 103-1	The management approach and its components Evaluation of the management approach Non-compliance with environmental laws and regulations Intal Assessment (based on 2016 s Explanation of the material	-		of the 2020 SR 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 Refer to "Collaborating with our supply chain" in the 2020 SR.
103-3 307-1 <u>Supplier Environmer</u> 103-1 103-2	The management approach and its components Evaluation of the management approach Non-compliance with environmental laws and regulations ental Assessment (based on 2016 s	-	-	of the 2020 SR 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 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
103-3 307-1 <u>Supplier Environmer</u> 103-1 103-2	The management approach and its components Evaluation of the management approach Non-compliance with environmental laws and regulations Intal Assessment (based on 2016 s Explanation of the material	-	-	of the 2020 SR 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 Refer to "Collaborating with our supply chain" in the 2020 SR.
103-3 307-1 <u>Supplier Environmer</u> 103-1 103-2	The management approach and its components Evaluation of the management approach Non-compliance with environmental laws and regulations Intal Assessment (based on 2016 s Explanation of the material	-	-	of the 2020 SR 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 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
103-3 307-1 <u>Supplier Environmer</u> 103-1 103-2	The management approach and its components Evaluation of the management approach Non-compliance with environmental laws and regulations Intal Assessment (based on 2016 s Explanation of the material topic and its Boundary	-	-	of the 2020 SR 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 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,
103-3 307-1 <u>Supplier Environmer</u> 103-1 103-2	The management approach and its components Evaluation of the management approach Non-compliance with environmental laws and regulations Intal Assessment (based on 2016 s Explanation of the material topic and its Boundary The management approach	-	-	of the 2020 SR 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 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
103-3 307-1 <u>Supplier Environmer</u> 103-1 103-2	The management approach and its components Evaluation of the management approach Non-compliance with environmental laws and regulations Intal Assessment (based on 2016 s Explanation of the material topic and its Boundary The management approach and its components	-	-	of the 2020 SR 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 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
103-3 307-1 <u>Supplier Environmer</u> 103-1 103-2	The management approach and its components Evaluation of the management approach Non-compliance with environmental laws and regulations Intal Assessment (based on 2016 s Explanation of the material topic and its Boundary The management approach and its components Evaluation of the	-	-	of the 2020 SR 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 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.
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103-3 307-1 <u>Supplier Environmer</u> 103-1 103-2	The management approach and its components Evaluation of the management approach Non-compliance with environmental laws and regulations Intal Assessment (based on 2016 s Explanation of the material topic and its Boundary The management approach and its components Evaluation of the	-	-	of the 2020 SR 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 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.
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103-3 307-1 <u>Supplier Environmer</u> 103-1 103-2	The management approach and its components Evaluation of the management approach Non-compliance with environmental laws and regulations Intal Assessment (based on 2016 s Explanation of the material topic and its Boundary The management approach and its components Evaluation of the	-	-	of the 2020 SR 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 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 criteria, 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
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103-3 307-1 103-1 103-2 103-3 308-1	The management approach and its components         Evaluation of the management approach         Non-compliance with environmental laws and regulations         Intal Assessment (based on 2016 state)         Explanation of the material topic and its Boundary         The management approach and its components         Evaluation of the management approach         Assessment (based on 2016 state)         New suppliers that were screened using environmental criteria         Negative environmental impacts in the supply chain	-	-	of the 2020 SR 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 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 criteria as 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 criteria remains effective and proportionate. 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 no-compliance addresed 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 use suppliers and their subcontractors to commit to and not contract. Not 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 nodicense. Sustainable Supply Chain Charter. All suppliers are asses
103-3 307-1	The management approach and its components         Evaluation of the management approach         Non-compliance with environmental laws and regulations         Intal Assessment (based on 2016 state)         Explanation of the material topic and its Boundary         The management approach and its components         Evaluation of the management approach         Assessment (based on 2016 state)         New suppliers that were screened using environmental criteria         Negative environmental impacts in the supply chain	-	-	of the 2020 SR 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 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 criteria carbon consumption, water consumption and wasch. 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 throughout contract management. A dedicated Contract Management team ensures sepcific KPI's are set in relation to the activity undertaken or product sourced and its sociated an 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 corrective action plans are in place and improvements made. Significant negative environmental impacts can cause analysis is a key part of this. We do not currently report this information entrally. We expect all our suppliers and their suboutractors to commit to and deliver against the principles set out in our Sustainable Supply Chain Charter. Compliance with this charter
103-3 307-1 103-1 103-2 103-3 308-1	The management approach and its components         Evaluation of the management approach         Non-compliance with environmental laws and regulations         Intal Assessment (based on 2016 state)         Explanation of the material topic and its Boundary         The management approach and its components         Evaluation of the management approach         Assessment (based on 2016 state)         New suppliers that were screened using environmental criteria         Negative environmental impacts in the supply chain	-	-	of the 2020 SR 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 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 inpact. 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 insues 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 inpact 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 influence incidents. Root cause analysis is a key part of this. We do not currently report this information entrally. 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 insues. For this reporting period, 5reports of internal supplier feedback were receiv

## 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 sed on 2016 standard)	Reference to 2020 ARA	Reference to the 2020 SR	Additional content, reference or reason for omission
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:
401-3	Parental leave	-	-	Employee benefits         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.
	ment Relations (based on 2016 stand		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
103-2 103-3		24-27		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.
	alth and Safety (based on 2016 stand	1	07.44	
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: <u>Awesome place to work</u>
403-1	Occupational health and safety management system 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			
403-9 403-10	Work-related injuries Work-related ill health	-		
	ication (based on 2016 standard) Explanation of the material	20-23	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
103-1 103-2 103-3	topic and its Boundary The management approach and its components Evaluation of the management approach	24-27		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	-	-	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
	receiving regular			average, over the two assessments, an average of 90% of our employee's had completed their performance reviews by our internal deadline.
	performance and career			
	development reviews			

103-1	pportunity (based on 2016 stand Explanation of the material	20-23,	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 a
03-2	topic and its Boundary	24-27	57-41	inclusive place to work" section of the 2020 Sustainability Report
13-2 13-3	topic and its Boundary	24-27		inclusive place to work section of the 2020 sustainability report
13-3	The management approach			
	and its components			
	Evaluation of the			
	management approach			
05-1	Diversity of governance	-	-	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 Execution
	bodies and employees			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
05-2	Ratio of basic salary and	120		Refer to "Company remuneration at Severn Trent" section of the 2020 ARA
	remuneration of women to			Also refer to:
	men			Gender Pay Gap report
				Gender Pay Gap report
uman Rights Asses	sment (based on 2016 standard)			
uman Rights Assess )3-1	Explanation of the material	101	50-51	Refer to the "Corporate Sustainability Committee report" section in the 2020 ARA and the "Collaborating with our suppliers" and "Running our
)3-2	topic and its Boundary		56	company for the long term" sections in the 2020 Sustainability Report.
03-3				
*	The management approach			Also refer to our:
	and its components			
				Modern Slavery Statements
	Evaluation of the			and our
	management approach			Doing the Right Thing policy
12-1	Operations that have been	1		
	subject to human rights			
	reviews or impact			
	assessments			
12-2	Employee training on human	101	56	Refer to the" Corporate Sustainability Committee report" section in the 2020 ARA and the "Collaborating with our suppliers" and "Running our
	rights policies or procedures			company for the long term" sections in the 2020 Sustainability Report.
12-3	Significant investment	-	50-51	Refer to the "Collaborating with our suppliers" section in the 2020 Sustainability Report.
	agreements and contracts			
	that include human rights			Refer to our:
	clauses or that underwent			
	human rights screening			Sustainable Supply Chain Charter
				and our:
				Modern Slavery Statements
ocal Communities (l	based on 2016 standard)			
03-1	Explanation of the material	10-11	34-35	Refer to the "Our COVID-19" "Engaging with our stakeholders", "Our Performance" sections of the 2020 Annual Report and Accounts and the
03-2	topic and its Boundary	24-27	44-45	"Delivering an affordable service for everyone" and "Making a positive difference in the community" sections of the 2020 Sustainability Report
03-3		42-43		
	The management approach			
	and its components			
	Evaluation of the			
	management approach			
12_1	Operations with Issal	10.11	44-45	Pafer to the "Our COVID-10" raction of the 2020 Appual Depart and Assounts and "Making a parishing difference in the assounds " and a second
13-1	Operations with local	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 t
	community engagement,			2020 Sustainability Report
	impact assessments, and			
	development programs			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 larges
				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 62 of social value was generated for every 64
				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:

					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: https://www.stwater.co.uk/content/dam/stw/tier2_helpandcontacts/Severn%20Trent%20Complaints%20Procedure.pdf	
]	Supplier Social Assessment (based on 2016 standard)					

103-3	topic and its Boundary The management approach and its components Evaluation of the management approach			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. 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 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 resolution and mitigation against potential future incidents. We report centrally on issues relating to the alth and Safety and Modern Slavery.
				Also refer to our:
414-1	New suppliers that were	-	-	Supply Chain Governance All suppliers are assessed against social criteria at tender.
	screened using social criteria			
414-2	Negative social impacts in the supply chain and actions taken	-	•	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. 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.
				To date no instances of Modern Slavery have been raised.
Public Policy (based or 103-1	n 2016 standard) Explanation of the material	-	15, 21	Refer to "Ensuring a sustainable water cycle" and "Enhancing our natural environment" sections of our 2020 Sustainability Report
103-2 103-3	topic and its Boundary The management approach and its components Evaluation of the management approach			
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 S	Safety (based on 2016 standard		-	expenditure. Accordingly, neither Severn Trent Plc nor its subsidiaries made any political donations or incurred political expenditure in the financial year under review.
	Safety (based on 2016 standard	29 32 44 60	• •	expenditure. Accordingly, neither Severn Trent Plc nor its subsidiaries made any political donations or incurred political expenditure in the financial
Customer Health and 1 103-1 103-2 103-3 416-2	Safety (based on 2016 standard Explanation of the material topic and its Boundary The management approach and its components Evaluation of the management approach Incidents of non-compliance concerning the health and safety impacts of products and services	29 32 44 60	-	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 5 103-1 103-2 103-3	Safety (based on 2016 standard Explanation of the material topic and its Boundary The management approach and its components Evaluation of the management approach Incidents of non-compliance concerning the health and safety impacts of products and services	29 32 44 60	59	expenditure. Accordingly, neither Severn Trent PIc nor its subsidiaries made any political donations or incurred political expenditure in the financial year under review.  Refer to "Section 172. statement", "Key Performance Indicators" "Performance review" and "Principal risk 6"  Refer to "Key Performance Indicators" section of the 2020 ARA and the Sustainability Key Metrics" section of the 2020 SR We've seen a fantastic 14% improvement in drinking water quality complaints in the year and a 28% reduction over AMP6 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. 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

	Evaluation of the management approach			
418-1	Substantiated complaints	-	-	Severn Trent takes the security and use of customers' personal data very seriously and is committed to complying with Data Protection Laws. We
	concerning breaches of			have not received any formal warnings, notices or fines from the Information Commissioners Office regarding data breaches.
	customer privacy and losses			
	of customer data			
	ince (based on 2016 standard)		-	
103-1	Explanation of the material	27	55-56	Refer to the "Engagement with our stakeholders" "Principal risk" 'Governance report' sections of the 2020 ARA and the "Running our company for
103-2	topic and its Boundary	59-61		the long term" section of the 2020 SR
103-3		74		
	The management approach	92		
	and its components			
	Evaluation of the			
	management approach			
419-1	Non-compliance with laws	-	-	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
	and regulations in the social			materiality threshold
	and economic area			