

# Doing the Right Thing

The Severn Trent Way

WONDERFUL ON TAP

SEVERN  
TRENT

# Welcome to Doing the Right Thing

## Hello and welcome to 'Doing the Right Thing, the Severn Trent way'

At Severn Trent we know what we do really matters to the families, businesses and communities we serve – which is why our purpose is taking care of one of the life's essentials. This is supported by our values of Taking Pride, Having Courage, Embracing Curiosity and Showing Care. Being a company that can be trusted, taking care of the environment, helping people to thrive and providing the best value service means absolutely all of us need to be focussed on living our values, by doing the right thing, every moment of every single day.

And that's where we need your help!

At some point, all of us will find ourselves in a situation where difficult decisions need to be made. In lots of cases the right and wrong answers will be obvious but there'll always be times when they're not. And that's exactly what this guide, full of handy tools and tips is designed to help you with.

It can take just one bad decision to damage the trust that our customers, communities, investors, regulators and colleagues have in us, so please do take the time to read and review this guide regularly and help us to keep taking care of one of life's essentials!

Best wishes



"TAKING CARE OF ONE OF  
LIFE'S ESSENTIALS MEANS  
DOING THE RIGHT THING,  
EVERY SINGLE DAY"

# Doing the Right Thing – supporting you to make the right decisions

Doing the Right Thing helps us put our values into practice. It's for all of us and represents our minimum standards and expectations. It helps us understand how we put our values into practice every day.

It helps us to maintain our customers, colleagues and communities trust in us. We can protect our reputation, our people, and all of those people who work with us. By Doing the Right Thing every day it will mean that we can deliver on our commitments to:

- Build public trust
- Live our values every day
- Comply with laws, regulation and our standards
- Not tolerate illegal or unethical acts
- Treat everyone fairly (including our people, customers and suppliers)
- Being a responsible and sustainable company
- Creating an inclusive environment
- Giving our people confidence to Speak Up if they see things that are not quite right

Because no guidance can cover every possible situation, we rely on each other to use good judgment and to speak up when we have any questions or concerns. That's why we've included some helpful examples to help you navigate through the day to day dilemmas we all sometimes face, and an explanation of why you can be confident that you can raise concerns safely.

**Our Values define who we are and what we stand for**



# Taking Pride

## What does it mean to me?

- I end every day knowing I have done my best
- I make a difference for our customers every day
- I own problems and work with others until they are solved
- I champion Severn Trent in my community

## How it ensures I'm Doing the Right Thing

- If you see a problem, owning it until you can solve it or work with others to get the job done
- Being a Severn Trent ambassador and promoting Severn Trent when you're out and about and with your friends and family
- Thinking about your actions and making sure they are always in line with being trusted to take care of one of life's essentials

## How does it feel to me?

- Ending every day knowing you've done the best job you can for yourself, the company and our customers
- Going home to your family and friends feeling proud to work for Severn Trent and the contribution you've made to our company
- Feeling satisfied that you've owned and solved a problem from start to finish, even when it may not be your problem to fix

"I'M REALLY PROUD THAT THE JOB I DO ALLOWS ME TO TAKE ACTIONS TO HELP PROTECT THE ENVIRONMENT"



# Showing Care

## What does it mean to me?

- I treat everyone as I would want to be treated
- I help keep our promises to customers
- I enhance the environment
- I spend every £ wisely

## How it ensures I'm Doing the Right Thing

- Treating our customers, suppliers and colleagues as we would want ourselves and our family to be treated
- Keeping our promises to our customers. If we make a promise and don't keep it, it will make them not trust us
- Giving a helping hand or time to your colleagues when they are dealing with personal issues
- Making decisions that take into consideration the impact on our environment today and for the future

## How does it feel to me?

- Taking time for our customers and helping them with their problems or questions
- Showing your colleagues you will support them through their difficult issues and listening to them when they need help
- Satisfying to know you've taken care to make sure your job is done well and you're contributing your part in delivering our purpose
- Feeling good to be part of a company that cares about the environment and the legacy we leave for future generations

"IF YOU CARE ABOUT YOUR COLLEAGUES AND THE WORK YOU DO, YOU'RE ALWAYS GOING TO DO THE RIGHT THING"



# Having Courage

## What does it mean to me?

- I speak up when I think things are wrong
- I always do the right thing
- I am prepared to step out of my comfort zone
- I act with both today and the future in mind

## How it ensures I'm Doing the Right Thing

- Giving you the confidence to Speak Up when something is not quite right
- Making sure you always include the right data and the right information about that data
- Not tolerating other people's bad behaviour to make sure that Severn Trent is a truly inclusive place to work for all
- Making sure we can all go home safely at the end of the day by having the courage to say when something's not safe

## How does it feel to me?

- Uncomfortable when pushing yourself outside your comfort zone to challenge an activity or person but ultimately knowing you are doing the right thing
- Feeling supported and encouraged to challenge bad behaviour
- Really thinking about your own behaviours and taking accountability for your own actions, performance and business outcomes
- Knowing that the wrong behaviours and actions can have serious consequences for Severn Trent

HAVING  
COURAGE

"IT'S IMPORTANT TO  
CHALLENGE DECISIONS  
WHERE THERE'S A  
BETTER WAY OF  
DOING SOMETHING"



# Embracing Curiosity

## What does it mean to me?

- I fix things for customers before they go wrong
- I get to the bottom of the problem
- I find 'Safer, Better and Faster' ways of doing things
- I am always willing to learn

## How it ensures I'm Doing the Right Thing

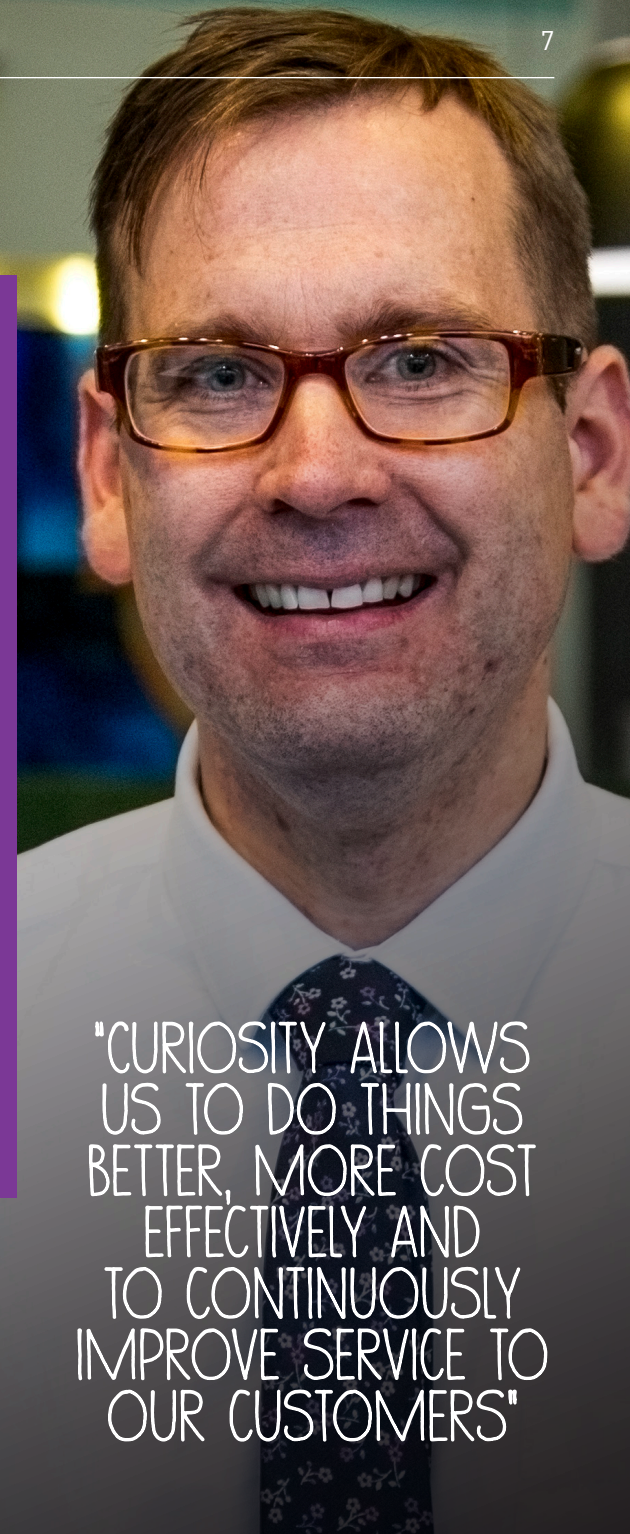
- Stopping problems in their tracks by finding unusual and creative ways of getting to the bottom of them and helping us find long-term fixes to problems before they grow into bigger issues.
- Being smart in the way we do things, and using our Safer, Better, Faster tools to deliver efficiencies
- Being open and embracing new ways of working for the benefit of our customers and business

## How does it feel to me?

- Exciting to push your own boundaries of what you're capable of and learning
- Opening yourself up to new things and asking yourself and others: is this the best way to do this – could we do it better to save money for our customers?
- Working across different teams together to find innovative ways to help deliver our strategy



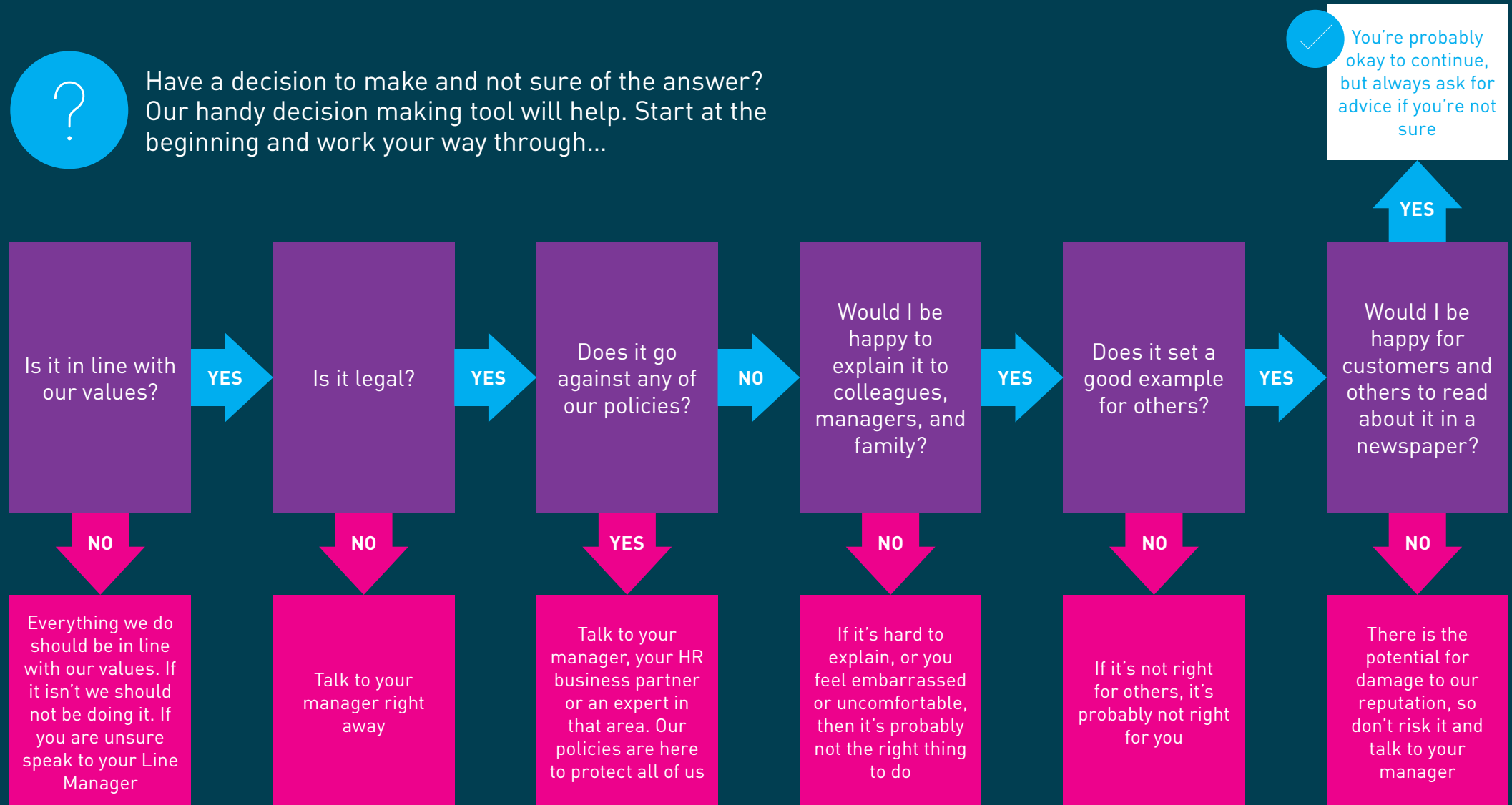
"CURIOSITY ALLOWS US TO DO THINGS BETTER, MORE COST EFFECTIVELY AND TO CONTINUOUSLY IMPROVE SERVICE TO OUR CUSTOMERS"



# How to deal with day to day dilemmas

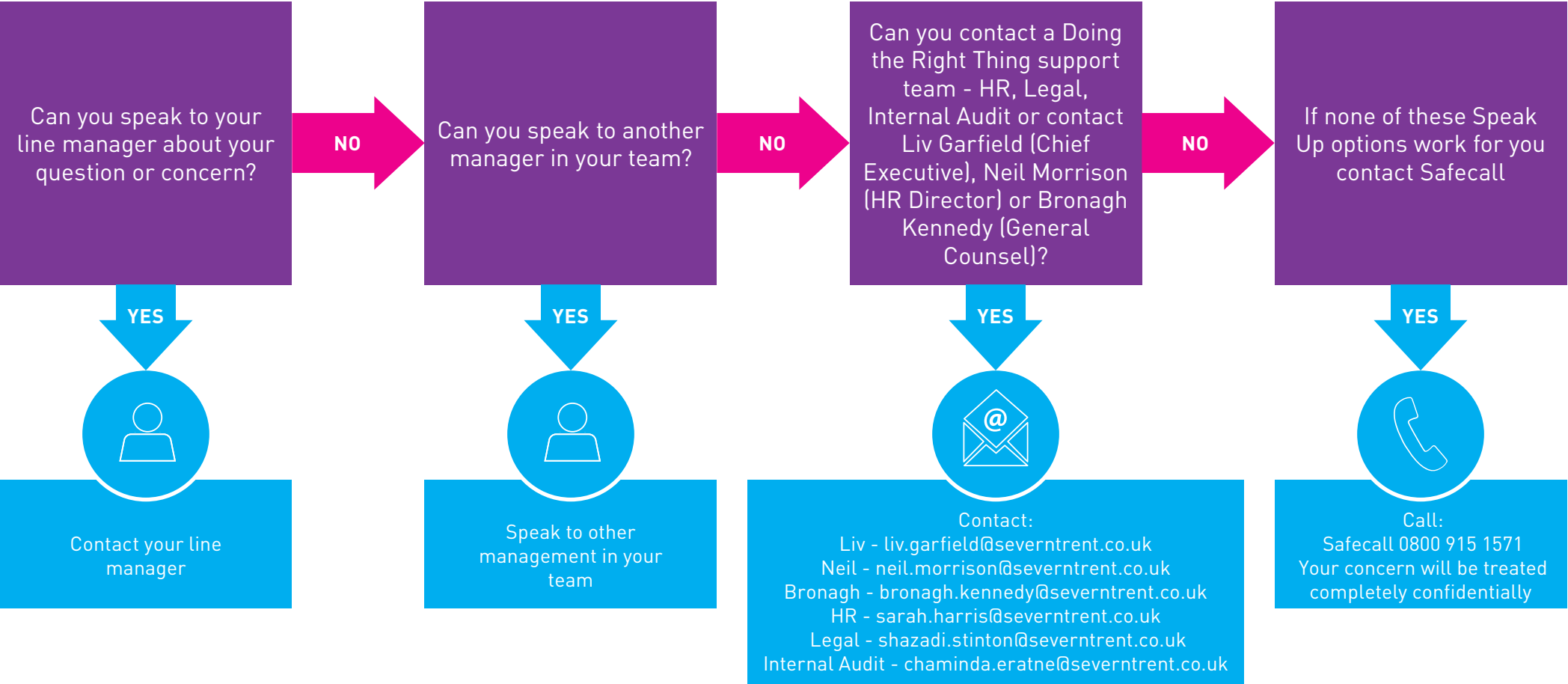


Have a decision to make and not sure of the answer?  
Our handy decision making tool will help. Start at the beginning and work your way through...



# Speak Up

If you still have a concern then you can Speak Up, confident in the knowledge that your concerns will be looked into and addressed, and you will be protected by us in Doing the Right Thing. If you want to Speak Up you can follow the steps below:



# Helpful resources - our policies

Underpinning Doing the Right Thing are our Group policies. These are helpful documents that set out some further information to help you know how to do the right thing:

Questions you may have	Group Policy	What it covers
What standards are expected of me in relation to health, safety and wellbeing?	Group Health, Safety and Wellbeing Policy	Making sure nobody gets hurt or made unwell by what we do
What do I do if I want to find out how to talk to someone about a potential issue?	Group Whistleblowing / Speak Up Policy	Being able to speak up in a confidential and safe way
How do I know what I need to do to keep our data safe?	Group Data Protection Policy	Protecting our customer and colleague data
What do I do if a supplier offers me a gift or hospitality?	Group Financial Crime and Anti Bribery & Anti Corruption Policy	Staying free from bribery and corruption
How do I know how I should be treating our suppliers?	Group Commercial Policy	Working fairly with our suppliers and partners
What should I be doing to protect our assets?	Group Security Policy	Protecting our assets and information
What things should I be thinking about when discussing things with our competitors?	Group Competition and Competitive Information Policy	Acting fairly to our competitors
What guidelines do I have to follow if my role allows me to make decisions for two different companies?	Group Conflicts Policy	Dealing with any conflicts that arise in our decision-making processes

# Doing the Right Thing - Checklist

## Who does this apply to?

Everyone. It applies to all of our dealings with people and businesses outside of Severn Trent too like our sub-contractors, competitors or suppliers. We also expect and encourage our contractors to sign up to and act in a way that is consistent with Doing the Right Thing.

## Why does this matter to me?

It matters because we all need to Do the Right Thing to make sure we are meeting and exceeding Our Commitments. Living Our Values day to day ensures that we work to a consistent high set of standards and continue to be a company that people can trust.

## Who can I speak to if I have a concern?

- Your Line Manager
- The Legal team
- The HR team
- The Internal Audit team
- Liv Garfield (Chief Executive)
- Neil Morrison (HR Director)
- Bronagh Kennedy (General Counsel)
- Safecall: 0800 915 1571

Contact details can be found on page 9.

"THE VALUES REALLY MEAN TO US A SENSE OF 'WE ARE SEVERN TRENT'. AND WE'RE PROUD TO REPRESENT THE VALUES OF SEVERN TRENT WHICH WE HOLD DEARLY TO OURSELVES"



**WONDERFUL ON TAP**

