

MANAGEMENT TEAM PROFILES



Liv Garfield *Chief Executive Officer*

Liv has been the CEO at Severn Trent since April 2014. Before joining the company, Liv was the CEO of Openreach, the access infrastructure arm of the BT group, for three years, following eight years in a variety of roles within BT, including four years as Group Director of Strategy and Regulatory Affairs. Before joining BT, Liv worked for Accenture as a consultant in the Communications and High Tech Market Unit, designing and implementing business change solutions across a number of industry sectors. Liv, a life-long Everton fan, is 39, from Harrogate in Yorkshire, and is married, with two boys.



Mike McKeon *Chief Finance Officer (until 31 March)*

Mike brings significant financial and commercial expertise to the board and has over nine years' experience of the Severn Trent Group. Prior to joining Severn Trent he was Finance Director of Novar Plc and before that, held various senior roles with Rolls-Royce Plc, including Finance Director of the Aerospace Group. He has extensive international business experience having worked overseas for CarnaudMetalbox, Elf Atochem and Price Waterhouse. Mike is a chartered accountant and a member of the Institute of Chartered Accountants of Scotland. Mike will be retiring in May 2015 and James Bowling will take over as Chief Financial Officer.



Sarah Bentley *Chief Customer Officer*

Sarah is a member of the Severn Trent Executive Committee responsible for the Customer business unit, Group Technology and Group Transformation. Prior to joining Severn Trent, she led Accenture Digital in the UK & Ireland covering digital strategy, multi-channel customer interaction, mobility, IoT and analytics. She was previously VP of Strategy, Marketing & Propositions at BT and led the business turn-around at Datapoint during her time as CEO. Sarah has a wealth of experience in marketing, customer experience, digital transformation and social media. She is a respected professional and international speaker with 20 years global experience and has worked with many of the world's biggest brands.

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Helen Miles *Group Commercial Director*

Helen joined Severn Trent earlier this year as Severn Trent's group commercial director, providing the company with a wealth of knowledge from her previous roles and giving the company an important commercial focus. Helen was previously chief financial officer at Homeserve and has extensive understanding of supply chain management, procurement and driving large efficiency programmes. She has also built and delivered major cost transformation programmes for some large organisations. Before joining Homeserve, Helen worked alongside Liv as chief financial officer at BT Openreach.



Martin Kane *Chief Engineer*

Martin joined Severn Trent Water in 1975 and has held various senior roles giving him an extensive and unique understanding of the design, construction and operation of water and waste water treatment plants, water distribution networks and sewerage systems. Martin was Director of Customer Relations, Severn Trent Water, from May 2006 until January 2012, when he was appointed Chief Executive Officer of Severn Trent Services. In September 2014, he was appointed to the role of Chief Engineer.



Andy Smith *Managing Director Business Services*

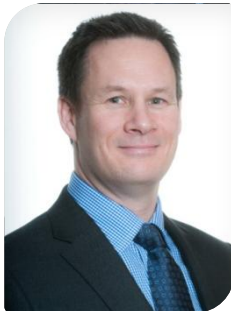
Andy brings to the team a wide-range of experience in international engineering, retail and FMCG organisations. He has spent the past ten years with Severn Trent, joining as group HR director before becoming water services director in 2007. In 2014 he moved in to his current role of Managing Director, Business Services. Andy's career began in engineering and production management roles with BP and Mars Confectionery before moving into a spell driving organisation transformation in senior HR roles at Mars, Pepsi-Cola International and Boots plc. He has gained international experience during spells working overseas in Thailand and Dubai.

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Tony Ballance *Director Strategy and Regulation*

Tony's extensive experience in utility policy and regulation leaves him ideally placed to lead the company's strategic and regulatory work. He has spent the past ten years with Severn Trent, becoming Strategy & Regulation Director in 2007. Tony's entrance into the water industry came when he joined Ofwat in 1993, joining their executive committee as Chief Economist in 1995. Thereafter, Tony moved into consultancy and was a Director at London Economics and Stone and Webster Consultants, working across the world on water and other utility sector reform. Tony has a long standing interest in shaping the future direction of the water industry, publishing a book on the future of the European water industry as well as a wide-range of influential reports including Severn Trent's "Changing Course" publications.



James Bowling *Chief Financial Officer (from 1 April)*

James joins Severn Trent as Chief Financial Officer on 16 March 2015. He was formerly Interim Chief Financial Officer of Shire plc, where he has been since 2004, first as Head of Group Reporting and from 2008 as Group Financial Controller. Prior to joining Shire, James spent nine years at Ford Motor Company in various finance roles of increasing responsibility. James is a qualified chartered accountant, having started his career at Touche Ross. He brings to Severn Trent significant financial management, M&A and business transformation experience.



Evelyn Dickey *Director of Human Resources*

Evelyn joined Severn Trent in November 2006. She has extensive HR experience leading design and delivery of major change programmes, business restructuring, employee relations, resourcing, executive remuneration, organisational capability and performance management initiatives. Before joining Severn Trent Evelyn worked in HR consultancy and as HR Director (HR Operations) for Boots the Chemists.

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Bronagh Kennedy *General Counsel and Company Secretary*

Bronagh is a solicitor and joined Severn Trent in June 2011. She was previously Group Company Secretary and General Counsel at Mitchells & Butlers, where she worked for 15 years. Prior to that, she was a Senior Associate at Allen & Overy.