

GROUP HEALTH, SAFETY & WELLBEING POLICY

**Conducting business
the right way**

Nobody should get hurt or made unwell
by what we do

Version 1 [August 2016]

CONDUCTING BUSINESS THE RIGHT WAY

Our Values, Doing the Right Thing and Group Policies

Our purpose is to serve our communities and build a lasting water legacy. Our vision is to be the most trusted water company. Our Values, our Doing the Right Thing code and our Group Policies are the foundation for how we operate to achieve our purpose and to become the most trusted water company. They help us to make the right decisions, and provide guidance where needed.

Creating an awesome company is one of our Core Values, and we must never compromise it.

Your Commitment to this Policy

- To conduct yourself with Integrity and comply with the law
- Recognise that your decisions have an impact on others - have high standards
- Unequivocally expect responsible and ethical decisions from others
- Speak up if you observe behaviours that are not consistent with our Values
- Tirelessly adhere to our Value of Acting with Integrity

Our values

- We put our **customers first**
- We are **passionate** about what we do
- We act with **integrity**
- We protect our **environment**
- We are inspired to create an **awesome company**

INTRODUCTION

GOAL ZERO

At Severn Trent, Health, Safety and Wellbeing is embedded within everything we do and is critical to the success of our business. Our vision is that 'no one gets hurt or is made unwell by what we do' and that's why we are committed to achieving Goal Zero. Protecting the health, safety and wellbeing of everyone we work with, including the communities in which we work, is one of our core responsibilities. We are committed to achieving an environment and culture which is incident free and we will continue to raise the standard of HSW in order to achieve our vision.

That's why we're committed to :

- Investing in the wellbeing of our colleagues to help them provide the best service they can; and
- Making sure that no-one, that's our colleagues, supply chain partners, customers and the communities we work within, are not hurt or made unwell by our work.

Scope

Our Group Health, Wellbeing & Safety Policy applies to you if you are employed by, or carry out work on behalf of Severn Trent Plc and extends to any Severn Trent group company, employees, contractors, temporary staff and agency workers.

POLICY

We will:

- Maintain a health, safety and wellbeing strategy with clear goals, objectives and plans that will keep us focused on doing the right thing - keeping people safe and well, every single day;
- Understand our legislative requirements and ensure that we are compliant;
- Embed health, safety and wellbeing standards and processes that are straightforward so that people know what is expected of them;
- Demonstrate visible leadership, including setting a personal example, promoting best practice, encouraging and recognising anyone who contributes to the delivery of our vision;
- Create safe environments, safe systems and safe behaviours to ensure that no one gets hurt or is made unwell by what we do;
- Speak up if we believe the work environment or task is unsafe or if we see an unsafe act;
- Provide an occupational health and wellbeing programme that promotes the physical, social and mental wellbeing of employees;

- Ensure our suppliers and business partners meet our requirements, share lessons learned and work together in the pursuit of best practice;
- Openly and honestly report incidents and learn from them; and
- Continue to build on our successes and improve towards achieving zero incidents.

Commitments:

To fulfil these commitments across our company we will:

- Implement HSW Management Systems of which risk assessment is the cornerstone;
- Equip all our people with the necessary skills through the provision of information, instruction and training to enable them to contribute fully to our aims;
- Empower our people to work in a safe and healthy way; and
- Nurture a positive culture of holding each other accountable.

RESPONSIBILITIES



DOING THE RIGHT THING

Your Responsibility

We are all responsible for creating a safe working environment. Health, Safety & Wellbeing is a responsibility shared by everyone, whether you undertake the task yourself or supervise the work of others. You need to consider and implement the commitments made in our Group Health, Safety & Wellbeing Policy when undertaking your work activities and decisions.

Leaders

Leaders are responsible for making proper arrangements within their business areas to ensure compliance with this Group Health, Safety & Wellbeing Policy.

STEC

The Severn Trent Executive Committee of the Severn Trent Plc Board provides regular oversight of this policy.

REPORTING CONCERNS

Information about this policy and relevant guidelines are communicated through our internal communication channels

I have a concern!

If you have a concern about any issues relating to this policy or relating to the health, wellbeing or safety of anyone you should report this through your line manager. Alternatively, concerns may be raised with any of the following group senior executives: the CEO, the HR Director or General Counsel or through our confidential and independent whistleblowing helpline. Please refer to our 'Speak Up' policy.

Severn Trent's Commitment

We are committed to ensuring that we are inspired to create an awesome company, and that nobody should get hurt or made unwell by what we do. We will deliver training and development to our people to ensure they understand the high standards they are expected to work to. We will support anyone who raises genuine concerns in good faith under this policy, even if they turn out to be mistaken.

I have a question?

If you have a question about this policy or any health, wellbeing or safety issue, you can contact the Head of Legal or the Deputy Company Secretary.