

DOING THE RIGHT THING

# GROUP SECURITY POLICY

We protect our people, as well  
as our physical, financial and  
intellectual assets

Date issued: January 2023



WONDERFUL ON TAP

SEVERN  
TRENT

---

# DOING THE RIGHT THING FOR PERSONAL DATA

---

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

By Doing the Right Thing every day, we can protect our reputation, our people, and all of those who work with us to help 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)
- Be a responsible and sustainable company
- Create an inclusive environment
- Give our people confidence to Speak Up if they see things that are not quite right.

Our Group Policies support Doing the Right Thing and can be found [HERE](#).





---

# OUR POLICY

---

## **Information / Cyber Security:**

Stable and secure technology is a key enabler for our business operations and underpins our ability to take care of one of life's essentials.

We are committed to protecting the confidentiality, integrity and availability of our network, systems and data from unauthorised access, use, disclosure, disruption, modification and destruction. This includes the protection of intellectual property, sensitive data such as personally identifiable information (PII), and customer data.

- Confidentiality – only authorised individuals can access information
- Integrity – data is accurate, intact and complete
- Availability – individuals can access information or systems when required

## **Physical Security:**

Physically securing our assets and sites is key to ensuring our business operations can safely and effectively function in providing water and wastewater essential services to our customers.

We are committed to protecting the quality, integrity and availability of our water treatment and wastewater service delivery.

## **People Security:**

Ensuring our staff, visitors and contractors are operating within policies and standards ensures those working on our assets are fully trained and unauthorised to do so.

We are committed to protecting our staff and contractors whilst working and travelling in providing services to our customers.

Vetting of staff, contractors and service providers to minimise the risk of insider threats.



# OUR POLICY [CONT.]

## Preparedness

There are many threats and hazards that can impact on our ability to deliver products and services to our customers. These are wide ranging and include fraud, theft, organised crime, extreme weather events, asset or system failures and terrorism.

Being prepared helps us to maintain secure business operations, reduce exposure and impact of attacks to help

ensure continued availability of service. We have incident management, business continuity and disaster recovery plans in place to support planned and unplanned interruptions.

## External Collaboration

We continue to work closely with government agencies, industry peers and the wider supply chain to manage security risks.

The careful implementation of security controls across information technology, operational technology, people and physical security is vital to protecting the organisation’s assets and mitigating vulnerabilities and risks. We do this whilst maintaining compliance with industry specific regulations, standards and legislation including;

- Network and Information Systems Regulations (NIS-R)
- General Data Protection Regulation (GDPR)
- Security and Emergency Measures Direction (SEMD)
- Payment Card Industry Standard (PCI-DSS)



# OUR RESPONSIBILITIES

## **Our employees' responsibility**

We are all responsible for security, whether it's to do with our people, equipment, property, information, knowledge or ideas. You need to consider and implement the commitments made in our Group Security Policy when performing your work activities and when making decisions.

## **Our leaders**

Leaders are responsible for making proper arrangements within their business areas to ensure compliance with this Group Security 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 any element of security, you should report this through your line manager. Alternatively, **concerns may be raised** with the Information Security Team or Security and Resilience Team or 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 acting with **integrity**, and **protecting our assets, information and customer data**. 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 issue relating to our security policy, you can contact the Head of Legal or the Deputy Company Secretary.



DOING THE RIGHT THING

# GROUP SECURITY POLICY

We protect our people, as well  
as our physical, financial and  
intellectual assets

WONDERFUL ON TAP

SEVERN  
TRENT