

# SUSTAINABLE SUPPLY CHAIN CHARTER

*Work with us to become the most trusted water company.*



“To build trust, serve our communities and leave a lasting water legacy we must make sustainable choices and act responsibly in a way that demonstrates our values. We want everyone involved in our supply chain to support our vision to be the most trusted water company. We are committed to working with our supply chain to improve sustainability and encourage our suppliers to set ambitious targets”

Liv Garfield, Chief Executive

## Our intention

Our vision is to be the most trusted water company by 2020. We value the business relationships we have with our supply chain and understand you are a central part of our success. We want to improve the sustainability of our supply chain and by committing to this charter you agree to support our delivery of wider social, economic and environmental benefits. We understand that different aspects of this charter will be more relevant than others, depending upon the nature and scale of the supplier. Initially we want our suppliers to agree with the principles, and in turn expect the same standards from their supply chain. We will then enter into dialogue with signatories to develop individual targets.

We want our supply chain to both live by and reflect our company values, and as such require all suppliers to sign up to ‘Doing the right thing- The Severn Trent Way’. This charter outlines our corporate values, specifically covering aspects of corporate responsibility and sustainability. At a minimum, we expect suppliers to comply with national laws, illustrate alignment with the UN Global Compact and to take proactive measures to avoid environment and social harm. We also encourage our suppliers to have ambitious corporate responsibility commitments.

## Our ambition

We have an important role to play in protecting water as a precious resource and controlling our impact on the wider environment. We have identified two stretching ambitions which we encourage our suppliers to support.

**Ambition one: we will make our region the most water efficient in the UK**

We expect our suppliers to have an awareness of their water footprint and aim to reduce usage. We encourage our suppliers to adopt water efficient practices, educate and engage their staff about the importance of water efficiency and to share best practice.

**Ambition two: we will play a leading role to help make our region’s rivers even healthier**

We expect our suppliers to prevent environmental pollution in all operations. We encourage suppliers to minimise impact to natural habitats, to demonstrate best practice, and where possible improve the state of the environment, for example improving river water quality through community and volunteering activities.

## Our values - we expect all suppliers to live by our values

Our customers are at the heart of everything we do and every decision we make. This means always putting them first – and we expect our suppliers to do the same. They should always be aware of how their activities impact our customers and do everything possible to proactively keep our customers informed and minimise disruption when carrying out their work. We encourage our suppliers to follow the principles of 'Customers and Communities First' and make positive contributions to the communities they impact, for example by providing local employment, apprenticeship opportunities, helping to educate our customers and engaging in volunteering activities.



**VALUE 1**  
We put our customers first

We are passionate about what we do, and we expect our suppliers and their employees to take pride in their work and to understand the importance of the work they are involved in.



**VALUE 2**  
We are passionate about what we do

Being trusted means always doing the right thing for our customers, communities, investors, regulators and colleagues. We will never tolerate human trafficking, forced labour, fraud, bribery or corruption, and will only ever work with suppliers who care about this as much as we do. **We expect all suppliers to be compliant with the Modern Slavery Act 2015** and encourage them to make a statement irrespective of turnover. We pay our suppliers in accordance with the contract conditions and expect all businesses in our supply chain to be treated in the same way. Openness and transparency are key part of how we want to do business, and we expect our suppliers to have appropriate whistleblowing procedures in place.



**VALUE 3**  
We act with integrity

We strive to be environmental leaders, to mitigate our environmental impact and to work with our suppliers to achieve this.



**VALUE 4**  
We protect our environment

**Pollution** – we expect all suppliers to prevent pollution to air, land and water.

**Waste** – we expect suppliers to reduce, re-use and recycle and encourage resource efficiency.

**Carbon** – we expect our suppliers to have a clear commitment to reducing their carbon impact and using energy efficiently. We encourage suppliers to find and offer innovative lower-carbon solutions, such as renewable energy and alternative materials and fuels.

**Climate change adaptation** - we expect our suppliers to offer solutions for climate change adaptation, including resilience plans for extreme weather.

We aim to create an awesome place to work for our employees. We want to ensure that no one is hurt or made unwell by what we do, and to and encourage diversity and inclusiveness. We expect our suppliers to prioritise health, safety and wellbeing and to offer equal opportunities to all.



**VALUE 5**  
We are inspired to create an awesome company

We are dedicated to improving the responsibility of our supply chain, and as such want to encourage the reporting of any legitimate concerns regarding our environmental and social impact. If you have any concerns please contact our independent agent, and they will be investigated thoroughly.



Safe call: 0800 915 1571