

CUSTOMER POLICY

**Conducting business
the right way**

We exist to serve our customers

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.

Putting our Customers first 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

We exist to serve our customers and we earn their trust by acting diligently, focusing on their needs and delivering excellent service.

Every single time our customers contact us, we want it to be a positive experience. We not only want to meet our customers expectations of us, but we want to exceed them, and we make sure we continue to do this by following our 6 Customer Principles:

1. Treat our customers with respect;
2. Take personal responsibility to resolve a problem;
3. Behave like people too. We are a business made up of people and should never forget this when dealing with others;
4. Communicate regularly and clearly;
5. Make things easy;
6. Be the trusted expert

Scope

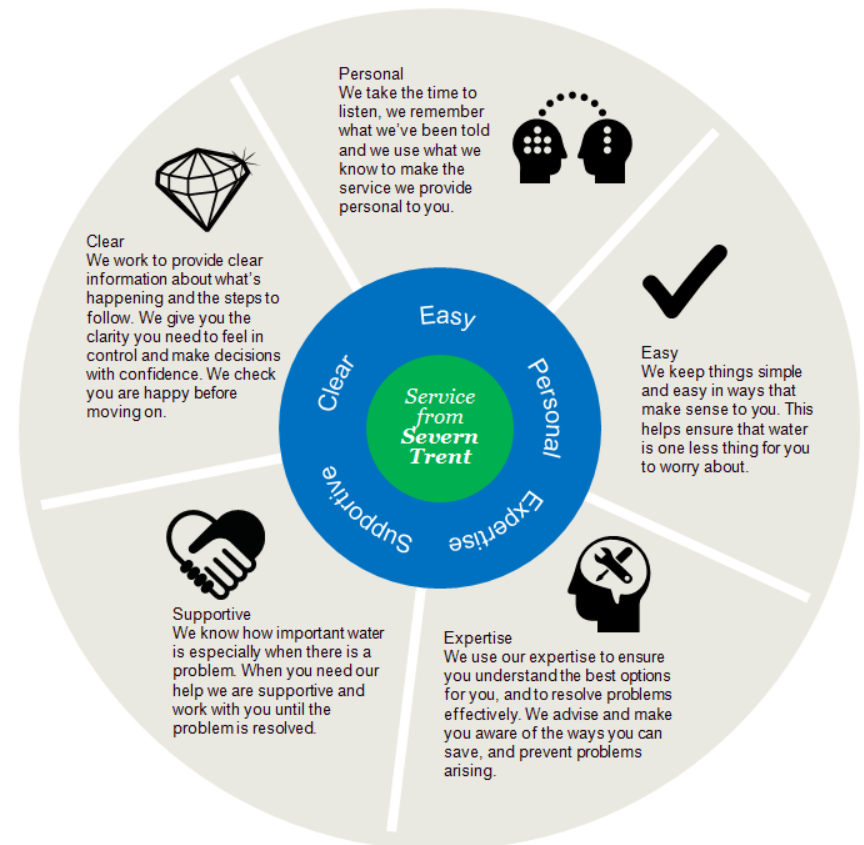
Our Customer Policy applies to you if you are employed by, or carry out work on behalf of Severn Trent Plc and extends to any employees, contractors, temporary staff and agency workers.

POLICY

We will:

- Deliver a surprisingly delightful experience to our customers;
- Make it as easy as possible for our customers to contact us and when they do, we want them to feel listened to, understood and supported;
- Tell customers straightaway if we can't do something and why;
- Put things right the first time, at the time we say, and if we can't put it right straightaway, we'll deal with it quickly and in a professional and responsible way;
- Keep customers updated so that they know what we're doing, why we're doing it and for how long;
- Do the little things to enhance our customers' experience through simple and easy to use technology;
- Continue to think creatively;
- Operate a customer centred service with mutual respect for our customers and the communities in which we operate;
- Listen to feedback from our customers, good or bad, to improve our services.

Our Customer Service:



RESPONSIBILITIES



DOING THE RIGHT THING

Your Responsibility

We are all responsible for delivering great customer service. You need to consider the commitments made in our Customer Policy when performing your work activities and when making decisions.

Leaders

Leaders are responsible for making proper arrangements within their business areas to ensure compliance with this Customer 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 customer service 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 helplines. Please refer to our 'Speak Up' policy.

Severn Trent's Commitment

We are committed to ensuring that we always put our customers first. 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 customers, you can contact the Head of Legal or the Deputy Company Secretary.