

GROUP HUMAN RESOURCES POLICY

**Conducting business
the right way**

Respecting one another

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.

Acting with Integrity 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

Our success is a reflection of our colleagues. Being an awesome company depends on us having great people.

We wouldn't be the great company that we are without our colleagues, and we want them to know that they play a real part in helping our company achieve our Vision to be the most trusted water company.

We need the very best people on board and we'll support them in meeting their potential and working to the best of their ability. Great people flourish when they are engaged, inspired and motivated to give their best. We can only achieve this when we treat each other with respect.

We are committed to maintaining a work culture that is diverse and inclusive, that's supportive and nurturing, which makes the most of everyone's growth potential. We'll also protect the human rights of all of our colleagues. Put simply, we want to give our people a rewarding working life.

We want Severn Trent to be an **awesome company** to work for.

Scope

Our Group Human Resources 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:

- Aim to have an inspired and motivated workforce equipped with the skills, tools and standard required to be successful;
 - Provide our managers with the framework and guidance to manage their people and their careers;
 - Encourage employees to take personal ownership and have a positive culture of holding each other accountable;
 - Operate a high standard of ethics, clear values and an open, honest and timely dialogue with each other.
 - Severn Trent have a zero tolerance approach to all types of discrimination and will ensure our working practices do not discriminate directly or indirectly including but not limited to:
 - Age
 - Disability, Visible or unseen Medical Condition
 - Gender reassignment
 - Marriage and Civil Partnership including Marital Status
 - Pregnancy and Maternity
 - Race including colour, nationality (citizenship), ethnic or natural origins
 - Religion and beliefs including the lack of belief and religion
 - Sex including gender, gender identity and gender expression
 - Sexual orientation
 - Social class, education, family status and care responsibilities,
 - Encourage and welcome autonomy and empowerment;
 - Recognise the right of all employees to freedom of association and collective bargaining. We seek to promote cooperation between employees, our management team and recognised trade unions.
 - Aim for fairness and transparency across all of our workforce policies and practices, covering all employee groups
 - Offer competitive pay and benefits to attract, motivate and retain great people.
 - Continue to take training and development seriously by continuously investing in development opportunities for our people;
 - Champion health, safety and wellbeing, and promote safe working in all that we do;
 - Work together as one team where we all contribute towards, and share, in the success of our company;
 - Embrace change to achieve our Vision;
 - Ensure that any worker, anywhere within our supply chain, is employed in line with the requirements of the UK Modern Slavery Act;
 - Base our culture on our commitment to conduct business according to our Values, Doing the Right Thing code and our Group Policies
- Further Information:**
- Please contact the **HR Hub** for further information

OUR RESPONSIBILITIES



DOING THE RIGHT THING

Your Responsibility

We are all responsible in playing our part to create an awesome company. We all need to consider and implement the commitments made in our Group Human Resources Policy when performing work activities and when making decisions.

Leaders

Leaders are responsible for making proper arrangements within their business areas to ensure compliance with this Group Human Resources 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 unethical or unlawful behaviour you should report this through your line manager. Alternatively, concerns may be raised with the HR Hub any of the following group senior executives: the CEO, HR Director, the General Counsel and Company Secretary and / or the Managing Director, Business Services, or through our confidential and independent whistleblowing helplines. Please refer to our 'Speak Up' policy.

Severn Trent's
Commitment

We **are inspired to create an awesome company** and strive to always **do the right thing**. 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 ethical or legal issue, you can contact the HR Hub, the Head of Legal or the Deputy Company Secretary.