

GROUP SECURITY POLICY

Conducting business the right way

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



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

We must safeguard our company assets

Effective Security & Resilience (Preparedness) is central to how we handle many of the challenges facing Severn Trent. It is vital for maintaining customer, employee and shareholder confidence and for the effective, efficient and safe conduct of our business areas.

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

This policy aims to minimise the likelihood of a threat being realised by the use of appropriate security solutions and reduce the impact of these threats through the deployment of robust preparedness and response measures.

Scope

Our Group Security 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

Protective Security and Resilience:

This policy covers 2 main areas:

- 1) Protective Security, split across Physical, Cyber, People and Data and Information;
- 2) Resilience (Preparedness), split across Business Continuity, Emergency Planning and Incident Management;

Overall Severn Trent is **committed to**:

- Protecting customers and their data using a risk based approach to security
- Considering threats highlighted by Government through Security Agency Intelligence support and through official channels such as CPNI, CISP, CERT UK and NCSC

Protective Security

- **Physical** - we are committed to managing the security of our assets on a risk based approach from the identified threats
- **Cyber** – we are committed to managing the security of customer, employee, supplier data and operational technology control systems from identified threats.
- **Data and Information Security** – We are committed to protecting (i) any information we share and knowing it is reliable and accessible to agreed standards, and (ii) business data and our intellectual property (IP).
- **People** - Severn Trent is committed to minimising the risk:
 - From the threat of an insider attack by staff, contractors and service providers
 - From the risk of harm to our staff, contractors whilst working and travelling

Policy

Resilience(Preparedness)

We are committed to operating on a continuous basis during planned and unplanned interruptions.

- **Preparedness** – We are committed to operating on a continuous basis during planned and unplanned interruptions.
- **Business Continuity** - Ensuring that we can maintain critical activities during company wide business interruptions.
- **Emergency Planning** - Understanding the key risks the company faces and developing robust plans to mitigate these and support other companies and agencies.
- **Incident Management** - Operate with a consistent incident management framework and maintain appropriate numbers of competent employees available to respond.

Further Information:

- Physical Security Standards
- Cyber Security Standards
- Joiners, Movers & Leaver Standard
- Data and Information Management Governance Standard
- Business Continuity Standard
- Incident Management Standard
- Emergency Planning Standard

RESPONSIBILITIES



DOING THE RIGHT THING

Your Responsibility

We are all responsible for security, whether it's to do with our people, equipment, property, data and 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.

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 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, the Deputy Company Secretary or the Chief Data Officer.