

Environmental Policy

Purpose of this policy

To share and communicate our commitment to be a responsible and sustainable business, complying fully and where possible exceeding the requirements of our customers and ISO 14001. This policy applies to South West Water and all its subsidiary companies and is reviewed and, if necessary, revised and updated annually. The policy compliments the Pennon Group Sustainability Strategy (<https://www.pennon-group.co.uk/sustainability>).

Our commitment

The South West Water Board is responsible for establishing this policy and for monitoring and reviewing the environmental performance of South West Water and its subsidiaries. South West Water Executive Management is responsible for implementing this policy. Line management is responsible for ensuring management systems are clearly defined, documented and fully implemented throughout the organisation. All employees have a responsibility to work to the requirements of the management system.

We are focused on providing water and wastewater services in the most efficient and sustainable way possible and achieving our aims of long term success and sustained improvements, in line with environmental priorities identified by our customers within the relevant outcomes:



Achieving our commitment

We are committed to continuously monitor and improve environmental performance across all our activities and to create a sustainable environmental culture by:

- Complying with all the relevant legal requirements and standards including Environmental Permitting Regulations 2016, Operator Self Monitoring, ISO 14001 and MCERTS Self-Monitoring of Flow
- Acting to mitigate climate change and to prevent pollution. We remain committed to quality habitat creation, land restoration and environmental protection as part of a wider sustainability strategy with agreed business targets
- Openly communicating on our environmental performance to internal and external stakeholders through our Annual Performance Reports. This includes progress with our specific environmental performance commitments
- Procuring services through approved suppliers and contractors whose environmental practices correspond with our own, in line with our Sustainable Procurement Policy
- Creating appropriate procedures and internal policies which reflect best environmental practice and are suitable for implementation in all areas of the organisation
- Maintaining sustainable abstraction procedures
- Continuing the Upstream Thinking Scheme promoting and supporting catchment-sensitive farming and land management with restoration of lands to improve water quality and natural water storage, to reduce downstream flood risk, to enhance biodiversity and carbon capture
- Achieving a biodiversity net gain across all relevant sites with biodiversity management plans in place
- Fostering an understanding of key environmental issues amongst our employees, suppliers, contractors, customers and the public in line with priorities identified in our business plan
- Promoting conservation access and recreation at relevant sites.
- Implementing an Energy Policy and complying with ISO 50001.



Louise Rowe, Finance Director
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