

ENVIRONMENTAL POLICY

Our vision is to be the national leader in the provision of sustainable water and wastewater services.

Northumbrian Water Limited (NWL) recognises the impact its operations and activities have on the environment and, in everything we do.

We aim to:

- protect and improve the aspects of the environment we have a significant impact on;
- enhancing the water environment for the benefit of wildlife, customers, and communities; and
- prevent pollution that could result from our activities.

We are committed to promoting a culture where environmental protection and enhancement is embedded into how we operate. We demonstrate visible leadership, working ethically as one team through:

- Setting clear expectations about environmental performance, communicating these internally and externally.
- Complying with relevant legislation and other applicable requirements in all our activities and where necessary report any environmental issues.
- Seek to continually improve performance and to achieve best practice standards.
- Providing appropriate systems to continually plan, develop, implement, monitor, and review the environment management system; making sure that appropriate resources are available to maintain, monitor and, where necessary, improve environmental performance.
- Requiring contractors and suppliers to carry out their activities to standards that at least match those of NWL and that their environmental performance is monitored closely.
- Providing appropriate information, instruction, training, and supervision to ensure that environmental requirements are understood throughout the business.
- Working collaboratively with our people, customers, and stakeholders and report any environmental issues and enable them to take ownership of environmental

issues to meet our ethical and legal responsibilities.

- Encouraging and promoting good performance and the right behaviours through recognising and rewarding people doing things right.

Our policy will help us to meet our environmental commitments of:

- Reducing resource use and waste.
- Achieve carbon neutrality in line with UK government targets.
- Enhancing biodiversity on our landholdings.
- Preventing pollution incidents by achieving compliance for all our licences and permits.
- Making sure our operations do not adversely impact on bathing waters in our region.
- Demonstrating leadership in catchment management, working with partners for better management of all our catchments.
- Improve the quality of rivers and coastal waters for the benefit of people, the environment, and wildlife.
- Maintaining leakage levels at or below the socio-economic levels.

We annually review this policy and the way it operates, or more frequently in the case of significant change to the nature or scope of environmental risk in the business.

Signed by Heidi Mottram CEO

July 2025