



Environmental Policy

NWG
living water



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 considers this in everything we do

We aim to:

- protect and enhance the environment where our activities have a significant impact;
- improve the water environment for the benefit of wildlife, customers and communities; and
- prevent pollution arising from our activities

We are committed to promoting a culture where environmental protection and enhancement are embedded in how we operate. We demonstrate visible leadership and work ethically as one team by:

- Setting clear expectations for environmental performance, communicating these internally and externally.
- Complying with relevant legislation, permits, and other applicable requirements in all our activities, and reporting environmental issues where necessary
- Driving continual improvement by setting and delivering measurable environmental objectives aligned with our environmental aspects, compliance obligations and strategic direction.
- Providing effective systems to plan, develop, implement, monitor, and review our environment management system, ensuring appropriate resources are available to maintain and improve environmental performance.

- Requiring contractors and suppliers to carry out their activities to standards that meet or exceed those of NWL, and monitoring their environmental performance.
- 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, encouraging them to identify, report and take ownership of environmental issues to help 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:

- Maintaining leakage levels at or below the socio-economic levels.
- Improving the quality of rivers and coastal waters for the benefit of people, the environment, and wildlife.
- 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.
- Achieving carbon neutrality in line with UK government targets.
- Reducing resource use and waste.
- Demonstrating leadership in catchment management, working with partners for better management of all our catchments.
- Enhancing biodiversity on our landholdings.

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 CBE
Chief Executive Officer
July 2026



H Mottram CBE, CEO