

# Quality and Environmental Policy



**Yorkshire Water's purpose is "To play water's role in making Yorkshire a brilliant place to be – now and always" and our plan to deliver this purpose is set out in our Integrated Management System (IMS). To achieve our plan, it is essential that we protect and enhance the natural environment, recognising that this is fundamental to our source to sea process. This requirement informs all the stages of our operations as we provide clean drinking water and then return water safely back into the environment.**

We drive for continual improvement of our approach and this is supported by our Integrated Management System. This will enable us to enhance our environmental and quality performance, maintain a clear focus on meeting the needs of our customers and the environment and to work effectively in partnership with our key stakeholders. This is at the heart of our approach.

**To achieve our company purpose and our Big Goals, we will:**

- Deliver clean, safe water to our customers, remove their wastewater and return it to the environment without causing harm.
- Maintain and enhance the resilience of services to an acceptable level for our customers in the face of disruption, uncertainty and change, for example relating to extreme weather and the changing climate.
- Ensure that all our colleagues and those working on our behalf have received appropriate environmental and quality training.
- Ensure we learn lessons from incidents to prevent them from occurring again.
- Ensure the senior management community visibly demonstrate their commitment to environment and quality.
- Prevent pollution to air, land and water through innovative technology, effective management control systems and through investment.
- Champion the responsible use of sewers throughout our operations and with colleagues, customers and suppliers in order to reduce risk of flooding and water pollution.
- Conserve and enhance biodiversity by working in partnership to deliver lasting improvements across our estate and the wider region.
- Manage our land, catchments and bathing waters in a socially and environmentally responsible manner, balancing the needs of our customers and tenants with our duty as custodian of the natural environment.
- Play our part in mitigating future climate change by reducing to net zero the greenhouse gas emissions produced in our operations. We will also: reduce the greenhouse gas emissions in our asset investment programme; engage with our supply chain to reduce emissions; and by managing our land to lock carbon away.
- Be energy efficient by using less and increasing the amount of renewable energy we generate ourselves.
- Use resources efficiently, striving to use and build less, reuse or recycle, and encourage our supply chain to do the same.
- Comply with legal and other requirements.
- Be open by default.
- Work collaboratively with our colleagues, stakeholders, contractors and suppliers.
- Champion water efficiency with colleagues, customers and suppliers.
- Manage change in a controlled manner using our agreed company processes.
- Balance all of the above aims whilst keeping bills low for customers and ensuring the company is financially resilient.

Yorkshire Water will incorporate the above commitments into our processes to achieve our 5 Big Goals. We will ensure this policy is embedded and well understood by our colleagues, stakeholders, contractors and suppliers, and it will be made available to our customers. We welcome comments and suggestions for improvements and will review this policy periodically in light of new knowledge, changing legislation and the views of our customers and our advisory panels.

A handwritten signature in black ink, appearing to read "Liz Barber".

**Liz Barber**

Chief Executive, Yorkshire Water Services Ltd

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