

Environmental Policy

Yorkshire Water's vision is 'A thriving Yorkshire. Right for our customers, right for the environment'. Our plan to deliver this vision is set out in our 10 year strategy and our Integrated Management System (IMS).

Every day, it's our job to make sure that everyone in Yorkshire has the water they need for their busy lives. And, when they've used it, it's our job to take it away, treat it and return it safely back to Yorkshire's environment.

We drive for continual improvement by managing change effectively and learning lessons from significant events, in accordance with our IMS - which is externally certified to ISO14001. This helps us to perform better and keep a clear focus on delivering the right results for our customers and the environment. It also helps us to work effectively in partnership with our key stakeholders to achieve the commitments outlined below - this is at the heart of our approach.

To achieve our company vision, we will:

- Identify, quantify and manage our adverse environmental impacts to eliminate or reduce them using Best Available Technology.
- Comply with our statutory and regulatory requirements and company commitments.
- Seek to understand the needs and expectations of our customers and stakeholders.
- Have the right capabilities and resources to deliver our services and protect the environment - both now and in the future.
- Use the Six Capitals framework to shape our sustainable business strategy and monitor and report on the impacts of our work.
- Work in partnership with stakeholders to manage land using nature based solutions, which will improve water quality, capture carbon, reduce flood risk and improve biodiversity.
- Aim to deliver a net gain to biodiversity across our assets and improve the ecological resilience of Yorkshire's rivers, coastal waters and catchments.
- Prevent the spread of invasive non-native species and pathogens to safeguard our water network and the wider environment.
- Reduce leakage on our network and maintain a safe and reliable water supply to customers in line with our Water Resources Management Plan.
- Reduce sewer flooding and protect the environment by managing the impact of our wastewater network and treatment works and seek to reduce the number of times our most active overflows operate.
- Champion both water efficiency and the responsible use of sewers with stakeholders.
- Work to neutralise our Scope 1 and 2 emissions and ultimately achieve Net Zero across all emissions.
- Use energy efficiently and generate renewable energy to improve resilience.
- Provide data to facilitate a transparent view of company performance.

Yorkshire Water will incorporate the above commitments into our objectives, goals, processes and behaviours to achieve our vision and enhance our performance. We'll continually work on embedding this policy and how well it's understood by our colleagues, stakeholders, contractors and suppliers, and it will be made available to our customers. We'll seek out and listen to 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.



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