

Environmental policy

SES Water, which is the trading name of Sutton and East Surrey Water plc, supplies more than 750,000 customers in parts of Surrey, Kent, West Sussex and south London. As a water supply company, protecting natural resources is fundamental to our business with our daily activities being closely linked to the natural environment from water abstraction to repairing leaks on our network. We recognise the importance of carrying out our business operations in a way that limits our negative impact on the local and global environment and are committed to being an environmentally responsible company. We aim to reduce our negative impact on the environment whilst seeking to make a positive contribution to it.

We are committed to the protection of the environment and the prevention of pollution, including reducing waste as well as wider issues like adapting to climate change. We are committed to ensuring compliance with legal and regulatory requirements and codes of practice to which the company subscribes to, including legal requirements relevant to biodiversity and to biodiversity protection through enhancement at our sites.

We proactively manage our activities under four core strategies and commit to the following:

- The efficient use of natural resources and controlling activities that affect the natural and built environment
- Managing energy usage and our carbon footprint and preparing for emergencies
- Limiting waste generation while optimising reuse and recycling
- Eliminating unjustified pesticide use
- Managing environmental risk in our supply chain and considering life cycle perspective

We have set objectives to improve our environmental performance. Our Quality and Environmental Management System (QEMS), which is certified to ISO 14001:2015 and ISO 9001:2015 supports us to ensure we fulfil our compliance obligations and reduce our environmental impact.

The QEMS is reviewed regularly by the senior management team to ensure continual improvement and awareness training is provided for all employees and to enhance our environmental performance. As well as looking at the sustainability of our own operations, we assess our supply chain's suitability to meet our environmental policy. We focus on the optional capital projects chosen taking into account environmental matters, on water efficiency and provide environmental education in our supply area. Focusing on educating children and the wider community helps increase awareness of the links between using water with care and our local environment.

We communicate our environmental performance internally and externally to address the needs and expectations of our stakeholders.

This policy will be reviewed on an annual basis, and if necessary updated, to ensure it continues to reflect our key aims and compliance obligations.

A handwritten signature in black ink that reads 'Ian Cain'.

Ian Cain

Chief Executive Officer

June 2024