

Corporate Social Responsibility Policy

1. Overview

At Water Plus we care about the environment and the community we work in, and we want to protect and enhance it. Taking responsibility for our social impact is also important to us. The policy is aimed at keeping us true to our commitments and improving our position in specific areas over time.

Our Corporate Social Responsibility (CSR) policy draws together our approach, plans and commitments in several areas including:

- Environment & Sustainability
- Social & Community
- Equality, Diversity, Inclusion and Anti-slavery
- Code of Conduct/Business Ethics
- Sustainable Procurement

Our CSR activities align closely with the [United Nations Sustainable Development Goals \(SDGs\)](#), and our work supports almost all of them. Key ones include Goal 3 - Good Health & Wellbeing, Goal 4 - Quality Education, Goal 5 - Gender Equality, Goal 8 – Decent Work and Economic Growth, Goal 10 - Reduced Inequalities, Goal 11 – Sustainable Cities & Communities and Goal 12 - Responsible Consumption and Production.

The detail behind the activity for this is included in the commitments below, and separately in the relevant policies. For example, in our Environmental & Sustainability policy we track over 25 activities, each one aligns to one or more of the SDGs.

2. Scope

The policy applies to all business functions and aspects of Water Plus activities that have an impact on the CSR elements the business commits to.

3. Our Commitments

Our social responsibilities fall into two categories, as compliance and proactiveness, and we have 18 commitments (see Appendix) which are split into environmental, social and community and business ethics. We track our progress against our commitments, and report against this in our annual update which is published on our website.

4. Environment & Sustainability

Sustainability, and minimising our environmental impact, is core to our business, our people, and our customers. We focus on educating our people, engaging with customers, suppliers, and stakeholders, and taking positive action. We also seek to continually improve on our environmental performance and to align our sustainability agenda to the UN Sustainable Development Goals (as outlined above). We track and monitor over 25 activities. Further information about this in our [Environmental & Sustainability Policy](#).

To achieve our commitments, we focus what we do around our people and communities, our operations, our customers, and our Suppliers. Through this work also ensure effective communication and compliance with all applicable legislation relevant to our organisation.

5. Social & Community

We're passionate about our community and want to make a difference to deprived families and support young people and the unemployed into work. We offer our colleagues the opportunity to get involved through our community volunteering days

and fundraising events for our chosen charities. We also fund match the money raised for our Charity of the Year.

Supporting our colleagues

We want all our colleagues to enjoy life at work and have the flexibility to manage their home, family, and hobbies. We provide flexible working arrangements, and in addition to 25 days holiday, plus bank holidays, colleagues can buy or sell up to 5 holidays each year and we give them their birthday off.

Our Employee Assistance Programme provides a safe space and support to manage physical and emotional wellbeing. We offer an optional Medicash Health Plan and provide generous company sick pay and life assurance.

We understand the importance of having fun and social connections, so we make it easy to connect with colleagues and run a range activities and events over the year. Our People Forum meet monthly, and they cover formal consulting and support, 'word on the street (employee voice)' and coordination of social and/or charitable activities.

Helping young people into work (schools' liaison)

We are passionate about the young people who live in Stoke-on-Trent and the surrounding area and want to provide them with work skills and knowledge for future employment with companies like Water Plus.

By working with schools and colleges within the local area we help to get young people thinking about what they want to do with their careers and ways that they can get ready for the world of work.

6. Equality, Diversity, Inclusion & Anti-Slavery

The Water Plus team is a diverse group of people who share a passion for what they do, whilst also having lots of fun along the way. Our aim is for our workforce to be truly representative of all sections of society, and our local community, and each employee feels respected and able to give of their best. Water Plus opposes any form of discrimination, victimisation, bullying, and harassment. Our Equality & Diversity gives further details on this matter.

We also seek to ensure we have eliminated the risk of anti-slavery from within our organisation and supply chain(s). We are compliant with legislation and publish our modern slavery statement online for public viewing each year on our website.

7. Business Ethics/Code of Conduct

We have policies and processes in place to ensure we conduct business in an ethical way and that we are compliant with any relevant statutory or regulatory requirements.

We split what we do here into two areas:

- **Code of Conduct** which covers Performance, Attendance, Grievance and Disciplinary processes, along with Dignity at Work and Equality & Diversity
- **Protecting our business** which focuses on Data Protection, Colleague Privacy, Information Security, IT, email and Internet Use, Anti-Bribery & Corruption, Corporate Entertainment & Gifts, Travel & Expenses, Health & Safety, Whistleblowing and Anti-slavery

8. Sustainable Procurement

At Water Plus we take a sustainable approach to procurement, buying greener, healthier, and more sustainable products from greener, more sustainable, and ethical companies. It is based on the simple concept that every purchase has hidden human health, environmental, and social impact and it is possible to reduce adverse impacts by buying better or different products or services.

9. Governance

We review, update, and publish our commitments each year, sharing our progress with our colleagues and publishing a summary on our progress against commitments on our website. This will include reporting progress publicly on the measures and auditable actions that underpin our commitments made in our CSR policy.

APPENDIX

Our CSR Commitments			
Environmental			Lead/Owner
Minimising our impact on the environment	1	Working towards Net Zero (developing a road map and decarbonisation strategy) for our business.	Barry McGovaney
	2	Promote the use of electric vehicles and greener transport with suppliers and our colleagues including providing a salary sacrifice schemes for cars and bikes.	Barry McGovaney
	3	Raise awareness of the carbon impact on water and increase water efficiency at Water Plus, and with our customers.	Barry McGovaney
	4	Continue to work with suppliers to reduce their impact on the environment.	Peter Dennis
	5	Reduce single use plastics within our business.	Barry McGovaney
	6	Reduce waste and adopt zero waste to landfill.	Barry McGovaney
Social & Community			
Supporting our local community and helping young people and unemployed into work	1	Eliminate the gender pay gap and increase Diversity & Inclusion within Water Plus and our supply chain.	Jess Archer & Peter Dennis
	2	Pay the real living wage to our colleagues.	Jess Archer
	3	Promote health and wellbeing for colleagues.	Michelle Helsby
	4	Provide colleagues with a minimum of one hour a month for learning and development.	Jess Archer
	5	Provide colleagues with the opportunity to volunteer for up to one day per year for our centrally coordinated Water Plus activities.	Michelle Helsby
	6	Support unemployed and young people into work.	Jess Archer
Business Ethics			
Process for decision making, reporting and ethical behaviour	1	Eliminate the risk of modern-day slavery from our business and supply chain.	Peter Dennis & Jess Archer
	2	Mitigate the risk of unconscious bias in our recruitment processes.	Jess Archer
	3	Eliminate discrimination on any grounds and promote equality of opportunity in the supply chain.	Peter Dennis
	4	Adhere to regulatory and ethical commitments within our decisions and actions.	Rachel Skelton
	5	Continued transparency in our tax arrangements and dealings.	Lewis Gross
	6	Introduce procurement practices that promote sustainability and ethical purchasing decisions.	Peter Dennis