

HEALTH, SAFETY, ENVIRONMENT AND QUALITY (HSEQ) POLICY STATEMENT

At Northumbrian Water Group (NWG) it is our aspiration and ethical responsibility to make sure that everyone goes home safe everyday. Looking after our people, supply partners, suppliers, customers, communities and the environment is part of who we are and is reflected in what we think, feel, say, and do. This is integral to our vision of becoming the national leader in sustainable water and wastewater services.

We set high standards in every area we operate. We are creative, results driven and support the continuous development of our people to monitor performance and trends, aiming to:

- Learn and continually improve our management systems to make sure that our activities are carried out in a safe and ethical manner
- Protect and improve the environment for the benefit of everyone.

Our mindset is fundamental to demonstrating our values and achieving our vision. Each of us taking ownership and responsibility, demonstrating a can do attitude, encouraging feedback and helping people to understand they are the difference is what will set us apart from the rest.

As an Executive Leadership Team (ELT) we are committed to promoting a culture where Health, Safety, Environment and Quality (HSEQ) is woven through everything we do. We will demonstrate visible leadership, working ethically as one team. This will be done through:

- Setting clear expectations about HSEQ performance through everything we think, feel, say and do
- Leading by example
- Encouraging and promoting good performance and the right behaviours through recognising and rewarding people doing things right
- Learning from mistakes and always enforcing our safety critical procedures and processes
- Remaining uncomfortable (realistic and open) about our performance and continuously asking ourselves 'are we doing enough' to keep our people, community, supply partners and environment safe
- Complying with relevant legislation and other applicable requirements. Providing appropriate safe systems and procedures to plan, develop, implement, monitor and review the HSEQ policy and procedures, and ensure appropriate resources are available to maintain, monitor, manage and, where necessary, improve HSEQ performance
- Creating an environment that allows our people to make positive healthy lifestyle choices that promote both physical and mental wellness
- Working collaboratively with our people, customers and stakeholders to enable them to take ownership of

HSEQ issues to meet our ethical and legal responsibilities

- Enabling our supply partners and suppliers to work to the highest standards sharing our aspiration that their people go home safe everyday and only have a positive impact on the environment
- Continuously communicating, collaborating and consulting on HSEQ matters throughout our business
- Providing appropriate information, instruction, training and supervision to ensure that HSEQ requirements are understood throughout our business
- Making sure that HSEQ is on the agenda at all team meetings, sharing safety stories to ensure safety is at the forefront of everyone's minds in all meetings and is regularly reported to the Board.

This HSEQ policy reflects our safety direction, legislative, regulatory requirements and we will continuously review this policy to ensure that any significant learnings are identified and where necessary we will make changes.

Heidi

Original signed by
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CEO
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