






Kelda Water Services Ltd's Quality and Environmental Policy

Kelda Water Services Ltd's vision is "Taking responsibility for the water environment for good" and our plan to deliver this vision is set out in the Kelda Group's 25 year Blueprint. We will provide a quality and sustainable service, which meets the needs of our clients and other stakeholders at all times, whilst protecting the environment.

To achieve our aspirations, it is essential that we work with the natural environment, and deliver clear guidelines to our subsidiary companies on the high environmental standards we expect. Kelda Water Services Ltd. works to meet National and International Standards appropriate to our industry, considering such standards as minimum standards, and aim to do things right, first time, every time, with everyone understanding their role and the standards required of them.

Our drive for continual improvement is supported by our Integrated Management System (IMS), which meets the requirements of BS EN ISO 14001 and BS EN ISO 9001. These require us to enhance our environmental and quality performance, maintain a clear focus on meeting the needs of our clients and the environment, and to work effectively with key partners. This is at the heart of our approach.

In line with our Company Vision and our six Strategic Business Objectives, we aim to:

	<ul style="list-style-type: none"> • Maintain compliance with applicable legal, client / customer specifications and relevant voluntary obligations as monitored and reported by our IMS, including work carried out on our behalf by our partners. • Foster constructive relationships with our clients and partners. • Achieve excellence by striving to do things right; first time and every time.
	<ul style="list-style-type: none"> • Ensure that all our employees and those who work on our behalf have received appropriate environmental and quality training and have developed an awareness of issues included in this policy.
	<ul style="list-style-type: none"> • Seek to reduce our contribution to pollution and influence all KWS Companies to strive for positive environmental impacts
	<ul style="list-style-type: none"> • Maintain and enhance services for our clients in the face of extreme weather and the changing climate, to an acceptable level.
	<ul style="list-style-type: none"> • Actively pursue renewable energy opportunities and support the Kelda Energy and Carbon Strategy in its aim to ultimately achieve carbon neutrality. • Seek to use materials efficiently and promote the application of the waste hierarchy – Reduce, Re-use, Recycle, Recovery, and Dispose. • Encourage and facilitate the use of best practice in environmental technology throughout existing and new business, and promote best practice. • Reduce Greenhouse Gas emissions from our business activities, through working in an energy efficient manner and minimising business travel where possible. • Foster sustainable procurement processes.
	<ul style="list-style-type: none"> • We will aim to do all of the above where practicable, and in an efficient manner.

Kelda Water Services Ltd. will incorporate the above commitments into business-as-usual to achieve our Strategic Business Objectives, and ultimately, our vision. We will communicate this policy to all employees, those working on our behalf, interested parties as appropriate, and it will be made available to the public. We welcome comments and suggestions for improvements and will review this policy periodically in line with contractual requirements, new knowledge, changing legislation, and feedback from our clients and partners.

Charlie Haysom
Managing Director
Kelda Water Services Ltd.
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