

Environmental Policy

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Introduction

Scottish Water is Scotland's publicly owned, commercially run and independently regulated water company providing essential services to millions of customers each day. As a publicly owned business, our purpose is to help Scotland flourish, every penny we receive is reinvested in better services for our customers, communities and the environment.

Water is a precious resource, is vital to everyday life and we are dedicated to protecting it. From coping with the climate crisis bringing more extreme weather to upgrading our ageing asset base, we work tirelessly to keep Scotland's water flowing – now and for the future. And, when our customers have used it, we take it away, treat it and return it safely back to Scotland's environment.

At Scottish Water we are committed to protecting the environment and ensuring that our operations are sustainable. This policy outlines our commitment to environmental management and our approach to achieving compliance with ISO 14001 standards. The purpose of this policy is to demonstrate our commitment to environmental stewardship and to meet the expectations of customers and stakeholders.

Policy Context: Supporting our Strategic Objectives and Ambitions

Scottish Water has a crucial purpose in Scotland's Water Sector Vision to support a flourishing Scotland through being trusted to care for the water on which Scotland depends. Our Long-Term Strategy sets out our three Strategic Ambitions of Service Excellence, Beyond Net Zero Emissions and Great Value and Financial Sustainability. These ambitions require us to find and deliver solutions that always balance service, climate and cost for the benefit of customers, communities and the environment.

Our Environmental Policy will support these ambitions through adapting to climate change, managing our ageing assets and meeting customers' evolving expectations. We will show leadership in our operations, investment and land management activities so that we achieve net zero emissions by 2040 and go beyond this thereafter. Customers will receive great value, now and in the future, and we will be financially sustainable as a company.

Scope

This policy applies to all employees, contractors and stakeholders involved in our operations. It covers all aspects of our business activities that have an impact on the environment. It will be used to demonstrate environmental responsibility, build trust and transparency and encourage environmentally responsible behaviour.

Policy Statement(s)

We will support a flourishing Scotland, embracing the circular economy so that we protect and enhance Scotland's natural environment in all that we do, through:

Compliance and Reporting

- Fulfilling our compliance obligations by meeting or exceeding the environmental requirements of legislation, regulation and Government policy and objectives.
- Setting environmental objectives and reporting on environmental performance toward achieving set targets.
- Providing transparent data to inform smarter investment decisions for our water and waste water assets and to facilitate a transparent view of company performance.

Biodiversity

- Working to protect and enhance Scotland's biodiversity through the management of our landholdings and assets and improving the ecological resilience of Scotland's lochs, rivers and coastal waters.
- Delivering assets that maintain sound environmental performance, protecting biodiversity and natural ecosystems during asset delivery.

People and Resources

- Inspiring our people to transform how we deliver our services and how they can protect and enhance our environment. We will demonstrate our progress in our published corporate reports.
- Cultivating a strong environmental mindset across the business through personal objectives, learning plans and performance reviews to develop the skills and knowledge of our people to improve our environmental performance.
- Ensuring we have the available resources in our people and finances through the Strategic Review process now and going forward to deliver on our environmental commitments.
- Working in partnership with customers, communities and local authorities to deliver the best outcomes for Scotland in line with the commitments in our Long-Term Strategy.

Sustainability

- Providing sustainable and reliable water and waste water services that minimise both nuisance and carbon emissions, considering the opportunities to mitigate and offset the impact of climate change.
- Embracing the circular economy and reducing our operational carbon footprint by considering all wastes produced from our activities as potential resources, ensuring they are safely treated to maximise their value whilst always prioritizing the waste hierarchy when managing these materials.
- Championing both water efficiency and the responsible use of sewers with stakeholders.
- Using energy efficiently and generating renewable energy to improve resilience.

Continual Improvement

- Promoting and encouraging continual improvement of our environmental management system to increase our environmental performance.
- Working with suppliers and contractors to continually improve environmental performance throughout our supply chain.