



## Health and Safety Policy

Business Stream's Solutions department (Business Solutions) provides water and wastewater services to non-domestic customers across the UK. Business Solutions is committed to providing a healthy and safe working environment for all colleagues, both at Business Solutions' premises and on customer sites. Further to this, Business Solutions ensures that sub-contractors operate in safe working environments when working on Business Solutions' contracts.

To this end, Business Solutions has implemented and maintains a health and safety management system (HSMS) that is aligned to the requirements of ISO 45001:2018. The HSMS applies to all activities carried out by Business Solutions' colleagues and workers under the control of Business Solutions. The scope of this policy does not cover the health and safety hazards associated with the activities of the wider organisation (Business Stream).

As part of the commitment to maintaining a safe and healthy working environment, Business Solutions will:

- Identify health and safety hazards and risks associated with Business Solutions' activities and eliminate these where possible.
- Provide a safe and healthy workplace in order to prevent workplace injury and ill health.
- Comply with all applicable legal requirements related to the company's health and safety hazards.
- Comply with any other applicable requirements related to the regulation of the water industry.
- Develop health and safety objectives designed to ensure continual improvement of health and safety management and performance. These objectives will be reviewed on at least an annual basis.
- Consult with workers or worker's representatives, ensuring that their views are taken into account, and encourage their participation in key areas which may affect their health and safety.
- Seek to continually improve the health and safety management system.
- Undertake audits at planned intervals to evaluate compliance with applicable legal requirements and to ensure the management system is functioning appropriately.
- Ensure all colleagues are trained in and engage with health and safety operational practices and controls.

This policy will be made available to all Business Solutions' colleagues, sub-contractors and suppliers. It will also be made available to our customers and any member of the public or other interested party upon request.

This policy will be reviewed annually.

**Johanna Dow**

Chief Executive Officer

Date: 17 February 2026

**Gail Cockburn**

People and Development Director

Date: 17 February 2026