

Environmental Policy

Business Stream is committed to Making a Positive Difference to the environment by implementing sustainability throughout all business processes to ensure we conserve water and energy, reduce our carbon footprint, and improve resource efficiency. We do this through the operation of our environmental management system (EMS) which is certified to ISO 14001: 2015.

Our environmental commitments apply to the whole organisation and throughout our supply chain. Our CEO is responsible for the continual improvement of both our environmental performance and our EMS, supported by our Head of ESG and the HSEQ Management Systems Lead.

As a responsible water retailer our commitment doesn't end there, we also have a key role to play in encouraging our customers to use water wisely. That's why we've invested in a wide range of value-added services and solutions to help our customers reduce their water use and achieve environmental savings.

Our approach

We will minimise our environmental impact by introducing good business practices to ensure we manage resources more efficiently. Our key priorities include:

- Agreeing and delivering a set of objectives designed to improve our environmental performance and reviewing these objectives annually. Our 2025-2026 objectives are as follows:
 1. Maintain certification to ISO 14001: 2015.
 2. Reduce the number of pages used in billing and customer communications by 30% by March 2028.
 3. Achieve a 1% reduction in Scope 1 carbon emissions by March 2026.
 4. Achieve a 1% reduction in Scope 2 carbon emissions by March 2026.
 5. Achieve a 9% reduction in Scope 3 emissions by March 2026.
 6. Engage with our supply chain regarding carbon footprint.
 7. Create a biodiversity strategy/action plan.
 8. Support the delivery of water efficiency training to all colleagues.
- Doing everything we can to minimise our impact on the environment and to protect the environment through the prevention of pollution to land, air and water and enhancing biodiversity.
- Encouraging our customers and supply chain to use water wisely, helping to protect a scarce and precious resource.
- Encouraging waste reduction and the recycling of materials within our office.
- Reducing resource consumption wherever we can, including the use of fossil fuels, working with our supply chain where necessary.
- Maintaining compliance with all applicable legal obligations and any other requirements related to our environmental performance.
- Ensuring our colleagues recognise the importance of minimising their impact on the environment when delivering all aspects of their role at Business Stream and helping to promote this through a combination of encouragement, engagement and training.

This policy will be made available to all Business Stream colleagues, customers, sub-contractors, partners, suppliers and any other interested party upon request.

This policy will be reviewed and updated annually.



Johanna Dow, Chief Executive Officer

Date: 23 July 2025