



## Environmental Policy

Climate change is widely regarded as one of the greatest environmental challenges' society faces and we take our responsibilities in this area seriously.

As a responsible business, Business Stream is committed to Making a Positive Difference to the environment by introducing more sustainable ways of doing business in order to conserve water and energy, reduce our carbon footprint and improve resource efficiency.

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 introduced our water efficiency pledge to help our customers reduce their water usage by 20%.

### 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.
- 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.
- 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 all our offices.
- Reducing resource consumption wherever we can, including the use of fossil fuels, working with our supply chain where necessary.
- Continually improving our environmental performance through the operation of an environmental management system certified to ISO 14001: 2015.
- Maintaining compliance with all applicable legal obligations and any other requirements related to our environmental performance.
- Ensuring our employees 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 employees, sub-contractors, partners 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 and updated annually.

**Jo Dow**, Chief Executive Officer

Date: 04/07/2023