

Sustainability Indicators In Action!
9th June 2008

UrbanBuzz
LSx London Sustainability Exchange
With support from: LONDON COUNCILS

Sustainability in Thames Water

Sustainability in Action

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9th June 2008

Sustainability is essential to us achieving our vision...

"If customers had a choice, they would choose Thames Water"

... because if we were environmentally, socially or economically irresponsible service providers, customers would be very unlikely to choose us.

Thames Water

Sustainability is central to our mission...

"To provide the best-in-class water and sewerage service, which is profitable and sustainable and acts in the long-term interests of our customers and the wider community"

Thames Water

...and is core to our business

Thames Water <ul style="list-style-type: none"> Abstracting water for supply as drinking water Treating and distributing water to customers 	Natural resources <ul style="list-style-type: none"> Healthy river and groundwater sources High quality land and water environments
<ul style="list-style-type: none"> Collecting and treating returned sewage Returning treated effluent to the environment Recycling sewage sludge to land 	<ul style="list-style-type: none"> Maintaining river flows and ecological health of rivers Recycling of nutrients within the environment
Additional community and environmental benefits <ul style="list-style-type: none"> Renewable energy generation from sludge digestion and combined heat and power facilities Improving wildlife habitats Providing recreation and access opportunities 	

Thames Water Source: Thames Water's Strategic Direction Statement

...across all aspects of our business

Diagram showing 'Current sustainability practice at Thames Water' at the center, surrounded by various business areas:

- Corporate responsibility
- Capital delivery
- Health and Safety
- Environment
- Procurement
- Regulation and strategy
- Asset strategy / performance
- Human resources
- Finance and legal
- Property
- Customers

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Sustainability for Thames Water

An environmentally, socially and economically responsible business but what does it mean to us?



- Delivering the same or enhanced service in the future, whilst protecting the environment and the communities we serve.
- Future generations should not be disadvantaged by the actions our business takes today.
- An underpinning theme across our company-wide strategy for the next 25 years.
- Driven by our desire to be recognised as a leading environmentally, socially and economically responsible business.

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TW sustainability principles (1 – 6)

We will use these principles to help us plan and operate in a responsible manner, and will encourage our business partners to do the same



1. **Protect and enhance the natural and built environments**
2. **Make effective and efficient use of natural resources**
3. **Minimise our impact on climate change**
4. **Actively engage with our customers and stakeholders**
5. **Provide customers with safe, reliable and affordable water and wastewater services**
6. **Ensure health, safety, well-being and respect for our people, our partners, our customers and the general public**

Thames Water

TW sustainability principles (7 – 12)

We will use these principles to help us plan and operate in a responsible manner, and will encourage our business partners to do the same



7. **Ensure our people are treated with fairness and respect**
8. **Operate in a cost-effective manner, balancing this with environmental and social considerations**
9. **Maintain open, accountable and transparent governance structures**
10. **Minimise the generation of waste**
11. **Maintain and enhance the immediate and long-term performance of our assets**
12. **Proactively seek and encourage more innovative and sustainable approaches to our planning and operations that act in the long-term interests of our customers and the wider community.**

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Summary of our commitments



- Developing, implementing and monitoring a comprehensive company-wide sustainability strategy and related action plan.
- Building environmental, social and economic sustainability into five yearly business plans through a 'sustainability checklist'.
- Benchmarking performance against our peers and wider industry – e.g. Water UK sustainability reporting, Business in the Community.
- Working with Forum for the Future to better understand our performance, challenges and actions needed to take us to a leadership position on sustainability.
- Providing our employees with information and tools to help them identify and respond to sustainability challenges.

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Sustainability: Business Benefits

Sustainability brings tangible benefits for our business



- Realising opportunities – e.g. waste or energy cost efficiencies.
- Generating employee pride - attracting, retaining and motivating talented people.
- Increasing customer loyalty within a potentially more competitive sector.
- Demonstrating responsibility, building reputation and credibility.
- Creating a stable operating environment - enabling financial returns.
- Legal, regulatory and policy compliance, and performance.
- Delivering strategic commitments – and helping fulfil the company vision and mission.

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Conclusions



- Sustainability is not a separate issue
- Sustainability is a part of everything we do
- Sustainability supports business performance
- Sustainability = Common Sense

Thames Water



Integration and Cooperation

Tom Randall

Director - Sponge

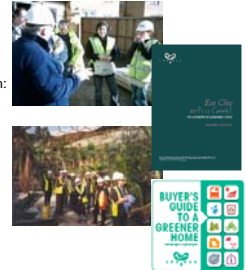


"A Network for Young Professionals Sharing an Interest in Sustainable Development and the Built Environment"

Established in April 1999.
Multi-disciplinary membership of over 3000

Informal knowledge sharing and networking through:

- Site Visits
- Technical Seminars and Workshops
- Consultation Responses
- Research
- House of Lords Debate
- Social / Networking Events



'Sustainable development is development that meets the needs of the present without compromising the ability of future generations to meet their own needs.'

Brundtland Report definition, 1987

'A dynamic process which enables all people to realise their potential and improve their quality of life in ways which simultaneously protect and enhance the Earth's life support systems.'

London Sustainability Exchange

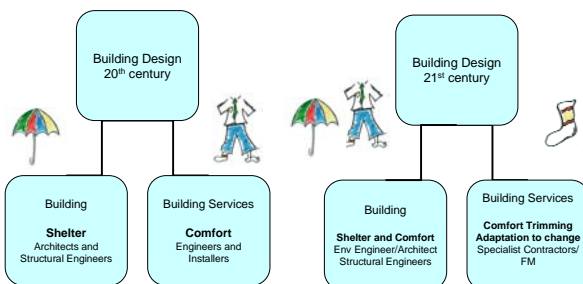


- 1 Zero Carbon
- 2 Zero Waste
- 3 Sustainable Transport
- 4 Local and Sustainable Materials
- 5 Local and Sustainable Food
- 6 Sustainable Water
- 7 Natural Habitats and Wildlife
- 8 Culture and Heritage
- 9 Equity and Fair Trade
- 10 Health and Happiness

One Plant Principles - BioRegional



Shifting design emphasis towards integrated design



Elizabeth Fry Building UEA
Still one of the lowest energy use building in UK

