

Environmental policy

Castle Water Limited is the largest independent water retailer in the UK and is committed to protecting the environment. This Environmental Policy acts as a framework to this commitment, as we are constantly engaged with looking at ways to reduce environmental impacts concerning our activities and services.

We are committed to continual improvement of environmental performance through constant review. We strive to use environmental best practices for pollution prevention, reducing waste and minimising the consumption of resources. We educate, train and motivate employees to carry out tasks in an environmentally responsible manner and encourage environmental protection among stakeholders.

Legal and regulatory

Castle Water Limited is committed to ensuring compliance with all applicable legal requirements and other regulatory requirements to which we subscribe and relate to our environmental responsibilities.

Environmental objectives

The key points of our Environmental Objectives are:

- Employees are actively encouraged to minimise emissions while travelling by using car sharing, public transport or zero-emissions means of travelling to and from Castle Water's offices. We minimise emissions through the selection and use of our fleet vehicles.
- We will continue to develop our customer services, including invoicing, through an online Customer Portal to minimise the impact on the environment and we endeavour to use recycled materials whenever possible. We aim to reduce the paper used by encouraging electronic communication.
- We operate a recycling scheme and actively promote recycling for waste materials including packaging and encourage our suppliers to develop and implement their own environmental policy.
- We will strive to continually improve our environmental performance, advise customers on water efficiency, minimise the social impact and damage of activities by reviewing our environmental policy and our current and planned future activities.
- We aim to make extensive use of local service-providers, minimising the environmental impact from travel etc, and encourage our suppliers to adopt sustainable practices through their supply chain.

Responsibility

Responsibility regarding the implementation of this policy resides with all employees of Castle Water. Any questions on the policy, concerns regarding its implementation, or reports of non-conformities, should be addressed to the CEO, who will monitor compliance with the policy and report on the implementation of the policy to Castle Water's Directors.

Compliance with the policy

You must ensure that you read, understand and comply with this policy.

The prevention, detection and reporting of modern slavery in any part of our business or supply chains is the responsibility of all those working for us or under our control. You are required to avoid any activity that might lead to, or suggest, a breach of this policy. You must notify your Line Manager as soon as possible if you believe or suspect that a conflict with this policy has occurred, or may occur in the future. You are encouraged to raise concerns about any issue or suspicion of modern slavery in any parts of our business or supply chains of any supplier tier at the earliest possible stage.

If you believe or suspect a breach of this policy has occurred or that it may occur, you must notify your Line Manager as soon as possible. You should note that where appropriate, and with the welfare and safety of local workers as a priority, we will give support and guidance to our suppliers to help them address coercive, abusive and exploitative work practices in their own business and supply chains. If you are unsure about whether a particular act, the treatment of workers more generally, or their working conditions within any tier of our supply chains constitutes any of the various forms of modern slavery, raise it with your Line Manager.

We aim to encourage openness and will support anyone who raises genuine concerns in good faith under this policy, even if they turn out to be mistaken. We are committed to ensuring no one suffers any detrimental treatment as a result of reporting in good faith their suspicion that modern slavery of whatever form is or may be taking place in any part of our own business or in any of our supply chains. Detrimental treatment includes dismissal, disciplinary action, threats or other unfavourable treatment connected with raising a concern. If you believe that you have suffered any such treatment, you should inform the compliance manager immediately. If the matter is not remedied, and you are an employee, you should raise it formally using our Grievance Procedure, which can be found in the Employee Handbook on the Castle Water Intranet.

Communication and awareness of this policy

Training on this policy, and on the risk our business faces from modern slavery in its supply chains, forms part of the induction process for all individuals who work for us, and regular training will be provided as necessary.

Our zero-tolerance approach to modern slavery must be communicated to all suppliers, contractors and business partners at the outset of our business relationship with them and reinforced as appropriate thereafter.

Breaches of this policy

Any employee who breaches this policy will face disciplinary action, which could result in dismissal for misconduct or gross misconduct.

We may terminate our relationship with other individuals and organisations working on our behalf if they breach this policy.