

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.