Quality and Environmental Policy

Yorkshire Water's vision is "Taking responsibility for the water environment for good" and our plan to deliver this vision is set out in our 25 year Blueprint. To achieve our plan, it is essential that we work with the natural environment. This requirement informs all of the stages of our operations as we provide clean drinking water and then return water safely back into the environment.

We drive for continual improvement of our approach and this is supported by our Integrated Management System (IMS). This will enable us to enhance our environmental and quality performance, maintain a clear focus on meeting the needs of our customers and the environment and to work effectively in partnership with our key stakeholders. This is at the heart of our approach.

Our IMS meets industry standards - where appropriate the requirements of BS EN ISO 14001, BS EN ISO 9001, BS EN ISO 17025, OHSAS 18001 and BS EN ISO 55001 are adopted.

In line with our Company vision and our six Strategic Business Objectives, we aim to:

A trusted company	• Maintain compliance with applicable legal and relevant voluntary obligations as monitored and reported by our IMS, including work carried out on our behalf by our partners. • Foster constructive relationships with our stakeholder groups and regulators.
Safe water	• Ensure we reliably deliver clean, safe water to our customers, remove their wastewater and return treated water to the environment without causing harm. • Ensure that all our employees and those who work on our behalf have received appropriate environmental and quality training and have developed an awareness of issues included in this policy.
Excellent catchments, rivers and coasts	• Continue to reduce and prevent pollution through innovative technology, effective management control systems, and through targeted efficient investment. • Proactively conserve and enhance biodiversity, through working in partnership to deliver lasting improvements across our estate and the wider region. • Manage our land and catchments in a socially and environmentally responsible manner, balancing the needs of our customers and tenants with our duty as custodian of the natural environment.
Water efficient regions	• Maintain and enhance services for our customers in the face of extreme weather and the changing climate, to an acceptable level.
Sustainable resources	• Play our part in mitigating future climate change by managing the greenhouse gas emissions produced in our operations and embedded in our supply chain, and also by managing our land to lock carbon away. • Help to ensure energy security for the UK and our business by being efficient and by increasing the amount of energy we generate ourselves. • Work with colleagues and our supply chain (goods and services) to drive improvements in the sustainable use of resources. • Promote the use of the waste hierarchy.
Strong financial foundations	• We will aim to do all of the above where practicable and at an affordable cost to our customers.

Yorkshire Water will incorporate the above commitments into business-as-usual to achieve our Strategic Business Objectives. We will communicate this policy to all employees, those working on our behalf, interested parties as appropriate, and it will be made available to the public. We welcome comments and suggestions for improvements and will review this policy periodically in light of new knowledge, changing legislation, and the views of the public and our Advisory Panels.

Richard Flint
Chief Executive,
Yorkshire Water Services Ltd
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