

# Waterplus

## Taking responsibility report 2024

for the environment, supporting  
our communities and the  
impacts we have





Tony McHardy  
Managing Director, Corporate

**Our third Taking Responsibility Report shows the actions we're taking to support businesses, the public sector, communities and the UK to achieve Net Zero and lower-carbon futures. It also demonstrates our progress to cut carbon emissions and support sustainable development goals.**

To make water-saving actions and greener steps easier and support moves towards significant reductions in greenhouse gases, we're working at scale increasing efficiencies with water at businesses and the public sector - and exploring emerging technology and tools to drive further progress.

This includes starting a new national partnership with Zellar - an online sustainability tool which helps businesses, schools, care homes, manufacturers and others, track their carbon and shows them steps to take to reduce carbon emissions, including an online water-saver site checker.

And we continue to take additional steps to reduce carbon emissions at our two offices, while we're continuing gathering data on carbon emissions linked to our business, so we can take further targeted actions.

Under our ambition on Net Zero – which includes engaging and encouraging more action by others to cut carbon emissions and reduce water waste – we're now Carbon Assessed and have been accredited Carbon Neutral Plus, for our actions, after engaging with external experts Carbon Footprint Ltd.

They looked at our carbon data that we're collecting, covering Scope 1, Scope 2 and travel, waste, water, employee commutes, homeworking and IT hardware, under Scope 3 emissions - and worked with us on action plans to continually improve and gain further data on emissions in the future.

Plus, we have ambitious plans for 2025 and beyond - to build on what we've already achieved to further cut carbon emissions at scale, drive efficiencies and resilience across businesses, including manufacturers - and deliver towards sustainability goals for our customers, the UK and the planet.



Carbon Assessed and Carbon Neutral Plus for 2023-2024 financial year, for Scope 1 and Scope 2 and Scope 3 elements including employee commuting, work journey mileage, employee homeworking and water use, following carbon reduction actions. Supporting action to decarbonise, equivalent CO<sub>2</sub>e tonnes of emissions prevented through Carbon Footprint Verified Carbon Standard (VCS) projects. Carbon Neutral Plus refers to 25% additional CO<sub>2</sub>e tonnes of emissions prevented, above Scope 1, 2 and 3 emissions assessed by Carbon Footprint, alongside increasing green canopies for communities by increasing native UK tree-planting.

**The content of this report has been endorsed by the Chairman of the Board**

# Progress points

## Office, energy and transport

- 1 **100% certified renewable electricity** at main offices, where most staff are based.
- 2 **Zero waste to landfill** at main office.
- 3 **72% lighting energy reduction** at main office in 2023 and 2024
- 4 **EVs introduced for work journey** in 2023.
- 5 **Additional water-saving measures** at our main office introduced 2023.

## Businesses, customers and suppliers

- 1 **Water-saving stepped up** across businesses and public sector, 2023 and 2024.
- 2 **Support the Food and Drink Federation's (FDF) Environmental Leadership Award** 2023 and 2024  
UK's largest manufacturing sector: helping its search for companies taking more steps for the environment, with water-saving steps highlighted to their members.
- 3 **Large-scale water-saving projects delivered** sustainability sessions delivered at manufacturers and hospital trusts, and additional water tracking technology installed.
- 4 **Gathered additional carbon data** and continue to drive better data for the future

## Actions for the planet

- 1 **Environmental and nature-based projects supported** through online portal provided to Water Plus for employees, 2023 and 2024.
- 2 **Improving our EcoVadis score** 2022/2023 to 2023/24.
- 3 **Green Action Fund established** to accelerate decarbonisation actions, 2024 and 2025.
- 4 **Increased qualified Environmental Managers at our business**
- 5 **40.45% reduction in Scope 1 and 2 emissions** achieved in 23/24 versus baseline of 2019/20.



Global Gold for Water Management



Water Plus is in the top 25% of companies, in the EcoVadis sustainability rating.

## Action for 2022

Establish additional carbon impact data and work to close data gaps, by encouraging updates each year from supply chain.

Funding 500 more UK trees.  
Supporting 3 renewable energy projects preventing CO2 emissions through Carbon Footprint.



Cycle to work scheme introduced.



Engaging with our partners to encourage more action and decarbonisation.



2022



Electric car scheme to reduce impacts on the environment from staff travel and encourage more sustainable transport use.

Travel booking system calculates carbon impact.



Certified 100% renewable electricity at our main office. Exploring gas reduction with landlords.



We'll reduce water use by 60% in our main office.

## Action for 2023

Reduce carbon by 45% across direct operation .

Funding 225 more UK trees for communities.  
Supporting 4 renewable energy projects preventing CO2 emissions, through Carbon Footprint.



Suppliers and customers: Continue engagement and sustainable procurement approach, encouraging annual reporting on carbon linked to what we're supplied.



2023



Encourage sustainable transport use and electric vehicle use.  
  
E-vehicle charging at main office.



Employee engagement to reduce impacts we can all have at work and outside work.

## Action for 2024

Reduce carbon by 30% across direct operation .

Suppliers and customers: Continue engagement and sustainable procurement approach, encouraging annual reporting on carbon linked to what we're supplied.



2024



Encourage sustainable transport use and electric vehicle use.  
  
E-vehicle charging at main office.



Employee engagement to reduce impacts we can all have at work and outside work.

## Goal 1

Achieve Net Zero across our operation (by end of 2025) for Scope 1 and Scope 2.

## Goal 2

Explore power from 100% renewables.

## Goal 3

Continually reduce impact from staff travel and support alternative modes of transport.

## Goal 4

Wholesalers have committed to Net Zero by 2030, under water industry approach (Water UK) and 2040 for Scottish Water.

Our ambition on Net Zero - and the additional actions we're taking - also align with the UN SDGs. See how our actions support SDGs in this report.



# Action and results

In 2022, we committed to take additional actions each year, to help the environment and reduce impacts on the environment, engaging with customers, suppliers and others.

From projects saving water, at scale, in the UK, to supporting nature, biodiversity and communities - we're seeing greater impacts from our efforts, as we build momentum and quicker progress on decarbonisation for the planet.

The actions have cut carbon emissions, reduced energy use and upped water-savings. These are just some of the 2023 highlights.



**34.6% average water-saving**

Average water-saving, from a project that sets a blueprint for the industry for increasing efficiencies and reducing impacts on the environment - at scale - across businesses and public sector sites.



**Over 230 water audits delivered at sites in 2023.**

**Supports: SDG 6  
SDG 11**



**EVs and LEDs**

Increasing energy saving lighting at main office – cutting wattage per bulb by 72%, reducing electricity usage - and employee work journeys by EVs up by 1,700 miles, moving people from petrol and diesel cars.



**2,900 water-saving devices installed**

Helping customers to decrease energy use, across a range of sectors, including food and drink businesses.

**Supports: SDG 7  
SDG 13  
SDG 11**



**230+ trees**

Increasing green canopies for communities and supporting biodiversity through nature-based actions. UK native broad leaf trees planted at a hospital trust site and provided to other UK locations, including schools.

Over 20 square feet of land for wildlife supported, through employee platform, with points provided to employees to use in 2024. Projects are certified, vetted and monitored, through B Corp certified provider, supporting ecosystem restoration.



**122 employee volunteering days**

Increasing green spaces access, beach and lakeside litter picks, creating more than 10 wildlife habitats in 2023.

**Supports: SDG 3 SDG 5  
SDG 11 SDG 13  
SDG 17**



Encouraging and supporting transition to reducing carbon emissions overall, renewable energy projects supported, including solar, hydro power, wind and methane capture.

More than 8lbs of ocean plastic collected, trees planted, UK seagrass restoration project supported and protecting 2,000 square metres of marine area. All actions completed through an employee platform, in 2023 and 2024, with points provided to employees to use on the platform by Water Plus. More than 30 people supported environmental projects through the platform in the 12 months to 5th June, 2024. Projects are certified, vetted and monitored, through B Corp certified provider, supporting ecosystem restoration.

**Supports: SDG 3**  
**SDG 5**  
**SDG 11**  
**SDG 13**  
**SDG 17**



## 10 awards

For 2023 work with customers around their water and effluent – and for our actions for the environment, including Global Gold for Water Management in the Green World Environment Awards 2023 and UK Customer Satisfaction Award 2023.



**Supports: SDG 13**  
**SDG 17**



## Engaging

Delivering sustainability sessions at sites, including manufacturers, and hospital trusts, to help drive water-saving and reductions in operating costs for organisations. We also highlighted water-saving to our supply chain, in our engagement - and worked with organisations to help the environment.

One of the larger water efficiencies, we identified, included our Advanced Services team alerting a customer, in May 2023, to a water-saving. Our team alerted the customer to a leak, located it and repaired it. There was 18,921m<sup>3</sup> estimated annual water-saving, which would save 6.9 tonnes of CO<sub>2</sub>e at just that site (based on 95% return to sewer and using published Government Conversion Factors for water and wastewater, published June 2023).

Provided additional water tracking information to big manufacturing sites in 2023 and 2024, to help water use analysis and work to identify efficiencies, supporting water reduction goals.

**Supports: SDG 6**  
**SDG 17**

# Cutting carbon footprints and supporting Science Based Targets

Working with big national companies which have committed to Science Based Targets - around additional water saving and efficiency actions and additional water tracking technology – helps support pathways to Net Zero.

It's included installing additional water tracking technology, providing easily accessible information on use through an online portal, alongside sustainability sessions held at manufacturing sites and at a food manufacturer, to engage their staff around water use, to help water efficiency actions and reduce any areas of water waste that may occur.

Additional earth actions, to help the planet, which are included in this report – are also being delivered by our engagement approach with our employees - and with other nature-based projects.



**Supports: SDG 7  
SDG 13  
SDG 17**

**1,700+ EV work miles.**

Employee EV purchase scheme launched in 2022, with vehicles arriving in 2023

**30% of employees are taking more actions\***

on the environment and water, and a further 20% plan to do more in 2024 (like recycling more, using reusable drinks bottles and cups more etc.).

Employees also have access, through a platform Water Plus provides, to an online tool that can provide bespoke energy-saving advice for their home, where they have a smart meter - and general saving tips to take with energy.

\*Of 149 responses, October 2023.



**Environmental Leadership**

**Category sponsored by:**



## Highlighting efficiencies available, in major sectors

The food and drink industry is the UK's largest manufacturing sector, so we engaged with the Food and Drink Federation to highlight water and effluent efficiency approaches to drive energy and carbon savings to its members. For the third year running we sponsored the Environmental Leadership category in their 2024 Federation awards, to encourage further action in the sector.

We launched new water efficiency website pages, in 2023, providing a hub of information, steps to take and services Water Plus can provide: [water-plus.co.uk/better-ways-with-water](http://water-plus.co.uk/better-ways-with-water) and highlighted these in external communications.

**Supports: SDG 6, SDG 17.**

**The support – and water-saving advice from Water Plus – has been really helpful, particularly having the water-saving devices installed quickly, efficiently and safely at our business.**

Applebees Catering Company.

**The customer contact we've had with Water Plus – and the water-saving kit installed by the Water Plus team - is really making a difference and means we're using water more effectively and efficiently, which also helps us keep running costs for the site right down too.**

Manager of Queens Park Care Home. They saw a 67% water-saving in 2023 following efficiency work.

**The support from Water Plus has been really helpful and has enabled us to engage with all our colleagues, so that they are aware of how to use water more efficiently.**

Divisional Environment Manager – 2 Sisters Food Group. Sustainability sessions were run at four sites in 2024.

## Helping to enhance biodiversity

In 2023, Water Plus contributed towards Seawilding's core operating costs to help develop seagrass and native oyster restoration projects for the UK. The charity works to restore the natural seabeds, which helps store carbon from the atmosphere, along with supporting biodiversity.

This is helping enhance biodiversity in Loch Craignish, Argyll, in Scotland, and supports the monitoring and surveying that goes alongside the seagrass and oyster restoration work. Seawilding is also part of actions for the Decade of Ecosystem Restoration, which runs to 2030.

Four new school fruit orchards have been established, in 2023, as we worked with The Tree Council, a charity that also provided the orchard packs and educational material to the schools - so pupils could plant and care for the trees. The Tree Council said the 20 metres of new hedgerows would help the environment, shelter wildlife and help wellbeing.

We also helped fund 1.35 hectares of new native UK woodland during 2023, which also help wildlife and can capture carbon emissions.

**Supports: SDG 3  
SDG 11  
SDG 13  
SDG 15  
SDG 17**





# 2024 highlights so far

**37% average water saving** Supports: **SDG 6**  
**SDG 17**

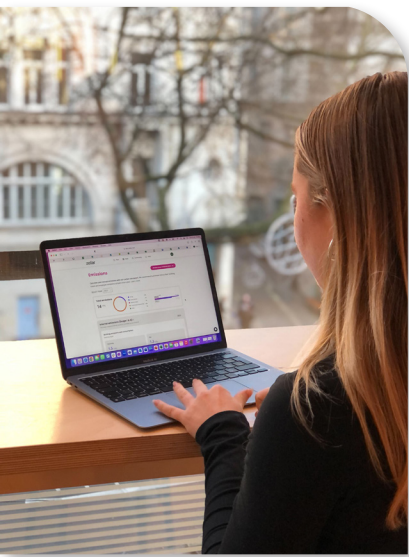
Achieved in our 2024 project that sets a blueprint for the industry for increasing efficiencies and reducing impacts on the environment - at scale - across businesses and public sector sites. Sites were across three counties, with more than 900 water-saving devices fitted, including for food and drink businesses, councils, schools, sports clubs and other locations.

**Engaging Scotland and England schools delivers water and carbon saving** Supports: **SDG 6**  
**SDG 13**  
**SDG 17**

**In our work with online sustainability platform provider Zellar, we supported water-saving actions and awareness-raising, in a national engagement approach.**

We provided water audits and water butts, along with supporting a fund for green projects at school sites that will reduce carbon emissions and help school pupils, as part of the Zellar Green

Schools competition in 2024. A secondary school and a primary school were randomly selected by Zellar as winners from all the entries from schools in England and Scotland. **“The £1,000 prize will help us continue to develop our ‘Triangle of Life’ project, which aims to provide a space for our pupils to engage with nature and grow their own food for snacks and lunches. We hope it will also kickstart further sustainability projects around the school. The water butts will enable us to reduce our reliance on tap water and allow us to further reduce the school's carbon footprint.”** Head of School, Easton Primary School.



**Nature-based backing: Supporting restoration of UK peatland and seagrass** Supports: **SDG 11**  
**SDG 13**  
**SDG 15**  
**SDG 17**

The Ocean Conservation Trust's purpose-built seagrass cultivation lab in the UK has been supported, by Water Plus, along with seagrass restoration - helping additional seedlings to grow to create 83 square metres of seagrass meadow.

It's part of the collaborative Blue Meadows Approach, by the charity the Ocean Conservation Trust, its biggest ground-breaking and most ambitious project to date in this area, to restore 50 hectares of seagrass meadows, near UK coastlines, during the next 10 years. Seagrass meadows combat climate change by absorbing and storing carbon.

In 2024, Water Plus supported peatland restoration in the UK, through Forest Carbon, as part of helping nature recovery and the environment, under additional actions we're taking. It means around 326 square metres of ecosystem have been restored in the UK increasing biodiversity and it'll prevent 5 tonnes of carbon emissions (CO<sub>2</sub>e) being released.



*photo from Forest Carbon*

# Tracking impacts: Emissions linked to our organisation and action taken

Scope emissions			Carbon Dioxide			Kilowatt hours			Action taken
			Tonnes	per £1m of revenue	per employee	kWh	per £1m of revenue	per employee	
Scope 1	Emissions from gas used at office site	2023	In our external reporting, we publish, we combine the gas use based on kWh per square foot, at our main office with the fuel combustion of vehicle work miles for the financial year. We have worked with external partners to improve our data and reporting and this will be published in the next annual Environment and CSR report.						We continue to explore with our landlord options around reducing gas used at office site. Our Scotland office has no gas use.
Scope 2	Emissions from electricity purchase	2021	74	0.10	0.14	322,179	445.87	616	100% certified renewable electricity confirmed through site owners at office location in Staffordshire.
		2022	182	0.24	0.35	858,212	1,142.98	1,647	
		2023	166	0.23	0.33	857,196	1,172.14	1,691	
		2024	178	0.23	0.37	857,980	1,130.36	1,806	
Scope 3	Emissions from fuel combustion from staff work travel mileage claims	2020	105	0.12	0.19	400,257	470.00	707	Electric Vehicle initiative launched 2022 to encourage greener transport options by employees, with vehicles arriving with employees during 2023. Communications underway, to increase uptake and engage employees.
		2021	6	0.01	0.01	22,763	31.50	44	
		2022	11	0.01	0.01	25,791	34.35	50	
		2023	18	0.02	0.04	43,539	59.54	86	
		2024	18	0.02	0.04	62,153	81.88	131	
Scope 3	Water wholesalers	2023	83,305 tonnes of CO2e (assuming 95% Return to Sewer on the 204,480,492 m3 water volume supplied April 2022 to March 2023).						Water wholesalers publish information on their action to reduce carbon emissions around water supplied to sites and on Net Zero.
		2024	72,187 tonnes of CO2e (assuming 95% Return to Sewer on the 196,189,256 m3 water volume supplied April 2023 to March 2024).						

Notes on data: Relevant UK energy use includes electricity usage for our England and Scotland offices. In addition, car fuel usage has been calculated from mileage expenses paid, multiplied by the average Conversion Factor for the fuel used. Tonnes of CO2 were converted into kWh using government Conversion Factors for 2023, 2022, 2021 and 2020, where relevant.

Business travel, where staff travel during work as part of their roles, comes under Scope 3 emissions, under the Greenhouse Gas Protocols, as Water Plus do not own a fleet of vehicles. Our baseline year for car mileage and emissions during work travel is 2019/2020. Employee commuting to work also comes under Scope 3 and we're continuing to gather data on this.

Data for use of electricity for the company offices was prepared using estimates of kWh per square foot, converted into CO2 using government Conversion Factors.

Data on office site emissions is dependent on what information is provided, as we rent our offices in Glasgow and Staffordshire.

2024, like 2023, continues to be a data gathering year to help track progress. The numbers in the data table are for the financial year, unless stated otherwise.

Water Plus works to cut down on water waste – and make water that's used go further amongst organisations each year.

**The work between the Water Plus Advanced Services team and organisations in the UK – including installing data loggers on water meters, which feed information into a smart online portal, Water Plus can provide to customers, has resulted in an estimated 849,097m<sup>3</sup> of water saved (849 million litres) over 12-months, based on 2023 meter readings - equal to 312.4 tonnes CO<sub>2</sub>e.** Statistic based on water loss that has been stopped through isolation, or repair.

There are 1,000 litres in a cubic metre of water. Estimate based on water loss running for 12 months.

**Note: Achieving decarbonisation and Net Zero, which would include Scope 3, is reliant each year on regular data provision on carbon impacts on products and services provided through supply chain to Water Plus, along with the various targets committed to and announced by suppliers. See also Water Plus published Group Accounts.**





# Our people, communities and social impact

In 2022, we set out 18 Corporate Social Responsibility Commitments.

We've continued to be a Partner of The Great Big Green Week in the UK, to encourage more environmental actions across communities and businesses, including water-saving. Here's some of the actions we're taking.

**Building on actions with communities and with young people, our people have been out and about, under our CSR commitments. Here's just some of the great results being seen.**

**Apprenticeships** – this increased to 28 people on apprenticeships in 2023 – as well as more people gaining other qualifications too.

**Work with schools** – As being part of the Staffordshire Careers Hub, we're now working with three schools, giving pupils an insight into different careers and workplaces, to help learning and develop understanding and skills.

More than 200 pupils learned about career paths and gained an insight into workplaces through our engagement, between January 2023 and June 2024.



This included a Careers Day at Christ Church School, in April 2024, where pupils got to hear about Water Plus and different careers. We also shared water-saving tips with the pupils and their schools to help drive further water efficiencies and reduce impacts on the environment in communities.

In 2024, we have started to work with more schools, including one in Stoke-on-Trent, as we joined a Careers Observatory project. This included pupil visits to our main South Court offices in May and June 2024 and we ran CV workshops in June and July 2024, which included 15 pupils in Staffordshire at risk of not being in employment, education, or training (also called NEET) in the future.

The May and June work involved more than 20 pupils and followed a CV workshop in 2023 with pupils in Staffordshire at risk of not being in employment, education, or training.

## Year 8 pupil quotes, in the last year:

The visit to Water Plus has been the best trip I have been on with school this year. The activities were very engaging and taught me a lot about the skills and qualities employers, such as Water Plus, are looking for.

The staff were really friendly and I learnt a lot about roles within Water Plus and how they work as a team.

I really enjoyed the experience of visiting Water Plus. It taught me what it is like to work in an office based environment.

### Our CSR activities align closely with the United Nations Sustainable Development Goals (SDGs).

Key ones include Goal 3 - Good Health & Wellbeing, Goal 4 - Quality Education, Goal 5 - Gender Equality, Goal 8 - Decent Work and Economic Growth, Goal 10 - Reduced Inequalities, Goal 11 - Sustainable Cities & Communities and Goal 12 - Responsible Consumption and Production.



## Volunteering

122 days of volunteering were delivered in 2023! All employees at Water Plus have the opportunity to do one day of volunteering each year, with some also joining Stoke-on-Trent Pride in 2023. Others took part in hosting pupil visits at our main offices and leading tours, alongside a careers day supporting a Staffordshire school, to help future career thinking for young people.

Another 16 Water Plus employees painted fencing and improved access by cutting back overgrown areas at the City Farm site that a charity is looking to reopen in Bucknall, Stoke-on-Trent. A beach litter pick in September 2023, by our volunteers, included noting types and amounts of litter to help action to reduce this in the future.

Tree care and creating more than 10 habitats for wildlife in green spaces around Stoke-on-Trent have also been involved in the 2023 volunteering action by Water Plus employees.

## Communities

We supported grass-roots sports through sponsoring the Staffordshire Girls and Ladies Football League Cup Final weekend, in May 2024, attending the event and cheering on the teams.

We also highlighted water-saving steps sports clubs could take, highlighting two clubs that are using less water, which have girls and women's teams in Staffordshire. We've also engaged with supporting charity events, alongside sharing water-saving information.

## Extra food for children and communities in need

In 2024, as part of additional action in communities, we helped reduce barriers to learning - to help pupil futures – with the charity Magic Breakfast. We supported more than 530 breakfasts for UK school children.

Having a nutritious breakfast at the start of the school day helps to settle children and gives them the fuel they need, so they can focus on their learning. Magic Breakfast provides food for children and young people, along with additional support for their schools to ensure those most in need have access to a nutritious breakfast giving them the chance to thrive.



Alongside the volunteering, in 2023, with Stoke-on-Trent Foodbank, to drive donations for 100 families and those in need, our employees also made donations to buy food for another foodbank provider through an online platform Water Plus provides to colleagues (in the 12 months up to June 5th 2024).

**Caroline Wolfe, from the charity Stoke-on-Trent Foodbank, was joined by Water Plus volunteers for a food collection day in Stoke-on-Trent in 2023. She said:**

**“The Water Plus volunteers greeted shoppers, handing out lists of the items that we are short of in our warehouse, giving people the opportunity to support others in need of emergency food locally. Their friendly enthusiasm helped us collect over a tonne of food in just one day, across two locations, which means 106 people will be fed. This will help us support the many coming to us at this challenging time.**

**“We cannot do what we do without these food donations and also giving in volunteer time. Our grateful thanks also go to Water Plus for their employee's time and providing this opportunity to deliver wider reaching impacts for communities and those most in need – it really can be life-changing.”**



## Charity chosen by our people sees funding boost for new transport and extra support groups

More than £8,200 has been raised, including match-funding by our business, for the Pink Sisters & Misters charity, which was chosen by our employees.

Pink Sister & Misters is a cancer support group and charity, based in Stoke-on-Trent and available to anyone who has been touched by cancer and is undergoing treatment, living with, or surviving after cancer.

They offer face-to-face group meetings, private forums and a drop-in centre for private one-to-one discussions and support.

Jackie Mackenzie, Founder of the Pink Sisters & Misters charity visited the Water Plus offices in July 2024 to mark the mammoth fundraising.



Jackie Mackenzie, Founder of the Pink Sisters & Misters charity, said:

"Thank you so much to all the Water Plus staff for their support for our charity – it's been amazing. We were surprised by how much was raised - and it goes a long way towards the new transport.

"The fundraising from Water Plus also means we've already been able to open more support groups, expanding these from four, to now doing six in 2024. The two additional groups includes one in Meir which has 30 people attending every month.

"The other money raised by Water Plus will help us make our target for additional transport that can be used to help take people recovering to residential recuperation sites."

"It's been great to stage wellbeing events and raise awareness with Water Plus on the importance of people doing checks, so signs of cancer can be spotted early."

Alongside fundraising for Pink Sisters & Misters, we've raised awareness amongst employees and others of the importance of regular checks on bodies and routine screening available, while highlighting NHS information and wellbeing resources we have for all staff.

## Our people

Alongside health, wellbeing and mental health resources and information we share regularly with all our colleagues, 2024 saw us roll-out additional training for all our people around wellbeing, health, safety and mental health.

We have Mental Health First Aiders at our business, that are available throughout the year. We've had these in place since 2019 and remain committed to this.

In 2023, we ran mental health and menopause awareness sessions for all of our people leaders and managers, providing them with helpful information and guidance to better help and support our colleagues.

We pay in-line with the Real Living Wage: It's a UK wage rate based on the cost of living, paid voluntarily by businesses - and is separate to the mandatory minimum wage rates set by the government\* (correct as of August 2024).

**We have more information on our website for those looking to join our multi award-winning team: [water-plus.co.uk/about-us/careers](https://water-plus.co.uk/about-us/careers)**


## Our people – and their work with our customers – have also been recognised, again, in the last year










It includes winning a Better Society Award in 2024 for Communication and Education, alongside this recognition. Well done team!



**Finalists for Responsible Business of the Year, 2024.**

# Tracking progress against our commitments to the community

 = the commitment is live, or just launched

Environmental		Status
Minimising our impact on the environment	1 Working towards Net Zero (developing a road map and decarbonisation strategy) for our business.	
	2 Promote the use of electric vehicles and greener transport with suppliers and our colleagues including providing a salary sacrifice schemes for cars and bikes.	
	3 Raise awareness of the carbon impact on water and increase water efficiency at Water Plus, and with our customers.	In progress
	4 Continue to work with suppliers to reduce their impact on the environment.	
	5 Reduce single use plastics within our business.	In progress
	6 Reduce waste and adopt zero waste to landfill.	In progress - Our offices are zero to landfill
Social and community		Status
Supporting our local community and helping young people and unemployed into work	1 Eliminate the gender pay gap and increase Diversity & Inclusion in Water Plus and our supply chain.	In progress
	2 Pay the real living wage to our colleagues.	
	3 Promote health and wellbeing for colleagues.	
	4 Give colleagues the opportunity for a minimum of one hour a month for learning and development.	
	5 Provide colleagues with the opportunity to volunteer for up to one day per year for our centrally coordinated Water Plus activities.	
	6 Support unemployed and young people into work.	In progress
Business ethics		Status
Process for decision making, reporting and ethical behaviour	1 Eliminate the risk of modern-day slavery from our business and supply chain.	In progress
	2 Mitigate the risk of unconscious bias in our recruitment processes.	In progress
	3 Eliminate discrimination on any grounds and promote equality of opportunity in the supply chain.	In progress
	4 Adhere to regulatory and ethical commitments within our decisions and actions.	
	5 Continued transparency in our tax arrangements and dealings.	
	6 Introduce procurement practices that promote sustainability and ethical purchasing decisions.	In progress





Thank you for reading our report.  
See [water-plus.co.uk](https://www.water-plus.co.uk) and [#WaterPlusUK](https://twitter.com/WaterPlusUK), on our social channels, for updates on what we're doing throughout each year to help reduce impacts on the environment and to support communities.

# Waterplus

Registered in England & Wales. Water Plus Group Limited (company number 10012579), Water Plus Limited (company number 04141390) and Water Plus Select Limited (company number 03511659).  
Registered office: Prospect House, Gordon Banks Drive, Trentham Lakes North, Stoke-On-Trent, ST4 4TW. VAT number 243 6634 06.