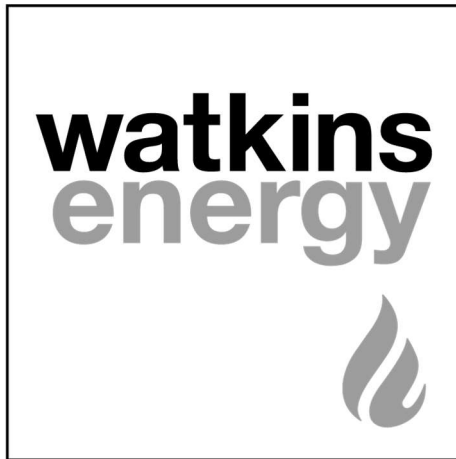




Environmental and Sustainability Policy

Policy Statement Owner:

Victoria Keen, Managing Director

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1. Aim

- 1.1 We recognise that a changing climate, together with the pressures of population growth and urbanisation require that society and business work together to adapt.
- 1.2 At Watkins Energy we are committed to sustainable development and take the duty of care that we have to protect the environment for future generations extremely seriously.
- 1.3 This aim of this policy is to set out the commitment of the Company Directors to reducing the impact of our operations on the environment and to promoting sustainability and environmental awareness at all levels of the business.

2. Scope

2.1 This policy applies to all our operations, including the products and services we procure and the services we provide to the customers who own or occupy homes or properties connected to any of the heat networks that we manage and provide heat related services to. This includes our fully managed services, meter supply, installation and commissioning and planned, preventative and reactive maintenance services.

2.2 This policy covers:

- Tackling climate change
- Preventing pollution
- Protecting and improving open space and wildlife
- Our use of energy, water and raw materials
- Reducing and recycling waste
- Promoting sustainable buildings and travel
- Social and economic impacts

2.3 All staff, and any contractors or other parties providing services on our behalf, are expected to adhere to this policy and to work with us to achieve our environmental objectives.

3. Policy Statement

3.1 We are committed to:

- Recognising and raising awareness of the importance of environmental and sustainability related issues.
- Pursuing best practice and ensuring full compliance with all relevant environmental and sustainability related legislation and codes of practice.
- Assessing the environmental impact of our business operations and considering the environmental impact of business decisions.
- Taking action to reduce pollution, emissions and waste, and reducing our use of all raw materials, energy and supplies.
- Considering the lifecycle of our products and services and designing them to be as sustainable as possible.

- Developing and implementing targets to ensure continual improvement in our environmental performance.
- Providing relevant information and advice to our customers to help them understand the importance of environmental issues and to reduce the energy they use in their homes.
- Establishing a formal environmental management system and processes to improve our environmental performance.
- Looking after our customers and employees and supporting the local community.
- Making sure our employees are aware of our policy and commitments, providing them with appropriate training and consulting with them about environmental and sustainability related issues.
- Engaging with any contractors or other parties providing services on our behalf to make sure they understand our policy and support us in

reducing our environmental impact and
furthering our sustainability objectives.

- Reviewing this policy annually and continually improving our approach to environmental management and sustainability.

4. Person with Overall and Final Responsibility

- 4.1 Overall and final responsibility for environmental management and sustainability is that of Victoria Keen, Director.
- 4.2 Victoria is responsible for all policy implementation, including reviewing this document annually and making sure that adequate resources and training are provided to maintain a positive environmental culture and performance.

5. Our Environmental and Sustainability Objectives for 2025-2026

5.1 Our environmental and sustainability objectives for the 2025-2026 financial year are:

- To consider the environmental and sustainability impact of all our business decisions, including purchasing and designing products and services to be as sustainable as possible.
- To carry out a detailed environmental impact assessment of our business operations to help shape our formal environmental management system.
- To engage with employees and key stakeholders to prepare an environmental action plan containing SMART objectives.
- To maintain full compliance with all relevant environmental and sustainability legislation and codes of practice across the company and all our activities.

- To support the surrounding community by employing local people and, wherever possible, using local suppliers.

6. Employee Responsibilities

6.1 In addition to specific responsibilities which may be delegated to them, all employees are required to:

- Follow procedures designed to protect the environment and comply with legal requirements in their day-to-day activities.
- Take account of this policy when planning new projects or making decisions about changes to our services.
- Make sure that work their work is carried out with minimum risk to the environment.
- Co-operate with supervisors and managers on environmental and sustainability related matters.
- Attend any environmental and sustainability training provided.

7. Engaging Customers

- 7.1 As a responsible energy supplier, we recognise the important role which our customers play in reducing the impact of our activities on the environment. As such we will take steps to try to engage customers in sustainability initiatives.
- 7.2 Relevant information and advice will be provided to all customers to help them take appropriate steps to reduce the energy they use in their homes.

8. Monitoring, Review and Evaluation

8.1 As a minimum, this policy will be reviewed once a year or in response to changes to relevant environmental or sustainability related legislation or codes of practice directly affecting the services we provide.

9. Associated Documents

- Environmental and Sustainability Policy Statement

10. Contacting Us

Whatever you need, we're here to help.

Get in touch today to talk to one of our friendly Customer Care Team.

- **Telephone:**

0330 324 0018 (local rates apply)

Monday to Friday 8am to 5pm.

- **Email:**

help@watkinsenergy.co.uk

- **In writing:**

68B Ground Floor Office, Grove Road,

Eastbourne, East Sussex,

BN21 4UH

For more information about our services check out our website which has lots of useful information, tips and answers to frequently asked questions:

www.watkinsenergy.co.uk