

Health, safety and wellbeing policy

UNITED UTILITIES POLICY STATEMENT | APRIL 2023



United Utilities' vision is to be the best UK water and wastewater company. Acting with integrity and having an engaged, safe and healthy workforce is key to achieving this vision.

We believe that nothing we do is worth getting hurt for, and that all our employees should get home, safe and well. We will strive to eliminate work-related injuries and ill health whilst reducing risk and improving wellbeing by focusing on health and wellbeing. We will achieve this by focusing on eliminating hazards relating to health and wellbeing, personal safety and process safety.

We will continually review, improve and benchmark our health and safety management system to ensure that it provides a simple, effective control framework.

We recognise that health, safety and wellbeing relies not just on having an effective system, but also on informed, competent and empowered people who make the right decisions at the right time.

We are committed to regular consultation and participation of our employees and their representatives.

To achieve our belief, we will ensure that the six factors critical to success are a key part of our approach to health, safety and wellbeing.

These are:

- Active leadership
- Safe and healthy workplaces
- Simple effective systems
- Clear expectations
- Enabled, supported and engaged employees
- Continuous measurement, review and improvement

We will:

- Continue to make the management of health, safety and wellbeing a prime responsibility of everyone in the organisation
- Provide the right information, instruction and training at the right time
- Ensure that our working environments support healthy and safe practices
- Make roles, responsibilities and expectations clear to everyone
- Make health, safety and wellbeing personal
- Support people to make the right decisions
- Set and review objectives for those working for or on behalf of United Utilities

In addition, we will continue to review and improve how we manage health, safety and wellbeing through a planned programme of risk assessment and employee involvement at an organisational and business unit level.

This will ensure that we strive to continually improve as a business and are compliant with legal and other requirements.

Louise Beardmore
Chief Executive