

Human rights policy

UNITED UTILITIES POLICY STATEMENT | NOVEMBER 2023

Our purpose is to provide great water for a stronger, greener and healthier North West.

First and foremost, as a responsible business, we want our people to always focus on doing the right thing acting with integrity and fairness at all times. This includes respecting and supporting the protection of human rights within our areas of influence – be it our colleagues, customers, suppliers or the communities in which we operate.

At United Utilities, we:

- recognise and support all the rights and freedoms set out in the articles of the Universal Declaration of Human Rights;
- recognise and support the four commitments set out in the ILO Declaration on Fundamental Principles and Rights at Work:
 - freedom of association and the effective recognition of the right to collective bargaining
 - the elimination of forced or compulsory labour
 - the abolition of child labour
 - the elimination of discrimination in respect of employment and occupation
- observe legal and regulatory requirements in protecting human rights;

- value equal opportunity, diversity and inclusion to help protect and uphold human rights;
- take action to assess, understand, declare and monitor our most salient human rights issues;
- prevent or mitigate potential impacts, and undertake appropriate due diligence, related to our salient issues;
- adhere to corporate policies and documents addressing human rights and related issues such as our modern slavery statement, risk management framework, privacy notice and health, safety and wellbeing policy;
- adhere to internal policies addressing human rights issues such as employment, corporate governance, data and security, and health, safety and wellbeing;
- expect our colleagues, suppliers and anyone working on our behalf to respect and protect human rights;

- provide and promote means of reporting concerns without fear of retribution;
- commit that if our business operations or relationships have caused or contributed to an impact on human rights we will investigate and take appropriate action;
- ensure appropriate governance and accountability for human rights issues;
- work in partnership to address human rights issues;
- report on our human rights performance on our website; and
- review this policy every three years.



Louise Beardmore
Chief Executive