



NORTHUMBRIAN WATER SUPPLIERS SUSTAINABILITY CHARTER

Northumbrian Water Limited (NWL) recognises that conducting its business in a way that minimises environmental impact, promotes positive interaction with the community and is conducted with sound ethical standards brings benefits to all concerned. The prosperity of our business, of the communities we serve and that of our suppliers, requires a long-term commitment to the management of all of our activities. This charter is a statement of intent regarding what NWL expect from its suppliers to meet all of our needs and what suppliers can expect in return.

Together we are customer focused

- *NWL will pay all suppliers promptly in accordance with agreed terms and conditions*
- *You will work with your suppliers in a fair and transparent manner, paying promptly in accordance with agreed terms*
- *Together we will Deliver “right first time” customer solutions through better planning, performance and risk management*
- *Together we will establish good working relationships with our customers and treat them courteously and professionally.*

Together we are results driven

- *NWL will work with our suppliers to improve our sustainable performance and reduce the adverse impacts of our activities*
- *You will measure and monitor your own performance to drive continuous improvements*
- *Together we will agree performance targets relating to environmental performance which are monitored and reviewed regularly e.g. energy and water usage*
- *Together we will celebrate success through recognising achievement and delivery.*

Together we are ethical

- *NWL will assess suppliers on the basis of best value, including social and environmental criteria in addition to financial ones*
- *You will ensure employees have sufficient training and have policies that support their health and wellbeing*
- *Together we will ensure that ethical standards are not compromised by commercial, financial or other pressures.*
- *Together we will ensure we protect our own and everyone else’s health and safety at all times.*

Together we are creative

- *NWL will build long-term partnerships with suppliers to identify improvement opportunities*
- *You will adapt readily to changing work practices and be able to reprioritise.*
- *Together we will reduce costs and eliminate waste through joint and continuous improvements.*
- *Together we will tackle familiar issues and problems in a new way.*

Together we work as one team

- *NWL will commit to and apply NWL values and behaviours*
- *You will apply the principles of this charter fairly and consistently to your supply chain*
- *Together we will take a non-adversarial approach to dispute resolution*
- *Together we will actively encourage communication and promote self and shared learning.*