

Health, safety and wellbeing policy

UNITED UTILITIES POLICY STATEMENT : APRIL 2026



At United Utilities, our purpose is to provide great water to support a stronger, greener, and healthier North West.

We're creating a workplace where people feel safe, supported, and able to be their best. Nothing is more important than making sure that every colleague and contract partner gets home safe and well, every single day.

We're committed to improving what we do, with *regulatory compliance* seen as the minimum acceptable standard. That's why we regularly benchmark our **health and safety management system**, which tracks our main risks, responsibilities, and controls. This ensures we have a clear structure in place for setting our goals and checking how well we're meeting them.

Risk management sits at the heart of how we work. We look for potential risks across our operations, assess how serious they could be, and put the right controls in place. We apply this risk-based thinking to all our decision-making, ensuring that anything that poses a potential risk to people's health, safety, and wellbeing is spotted early and dealt with properly.

But we know that managing risk is as much about our people as it is our systems and processes. That's why we focus on creating a strong safety culture where everyone is informed, capable, and confident to make the right call when it matters.

We engage our colleagues through clear communication, training, and leadership, promoting safe behaviours and applying our lifesaving rules to eliminate harm. Regular consultation and active participation from employees and their representatives are fundamental to our success.

We will:

Embed responsibility at every level: Make health, safety, and wellbeing part of everyone's role. No matter where you sit in the organisation, you have a part to play in keeping yourself and your colleagues safe.

Equip our people: Provide clear, timely information, guidance, and training so everyone feels confident to make and enforce safe decisions. Colleagues are empowered to *Do the right thing*, and to assert that *I do it safely or I don't do it*.

Create safe environments: Design and maintain our workplaces so they actively support healthy and safe ways of working.

Clarify expectations: Set out roles, responsibilities, and standards in plain terms so that everyone understands what "doing it safely" means in practical terms.

Make it personal: Ensure everyone can take ownership of their own health, safety, and wellbeing. Give colleagues autonomy to *Make it Happen* and to confidently say, *I see it, I own it, I sort it*.

Empower safe choices: Back our people to make the right call, including stopping work if something feels unsafe. Remember, *I do it safely or I don't do it*.

Promote a Just and Fair culture: Apply a consistent standard that supports learning, trust, and accountability. We want everyone to feel safe asking the essential question: "How can we be safer?"

Drive continuous improvement: We will learn from incidents and events and identify opportunities for improvement based upon our experiences. We will set, track, and review clear objectives for everyone working for or on behalf of United Utilities, aligned with our value to *Be Better*

It's up to all of us to embrace these commitments and ensure we're prioritising the safety and wellbeing of ourselves and our colleagues, and that together we take meaningful steps toward achieving our vision.

A handwritten signature in black ink, reading 'L. I. Beardmore'.

Louise Beardmore
Chief Executive