

Sustainability Plan progress 2024/25

Q4 update – April 2025



Litter picking – Great British Spring Clean



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2024/25 Key themes



Embedding good governance



Evolution not revolution



Planning ahead: Creating a three-year strategy to embed to BAU



Recognition of colleagues



Improving transparency and drumbeat communications



Progress through partnership

Sustainability Leads



Sustainability Lead
HF Egan



SLT Sponsor
Lyv Nabarro



Board Sponsor
Chris Pond



Wellbeing
Angela Day



EDI
Abu Rashid



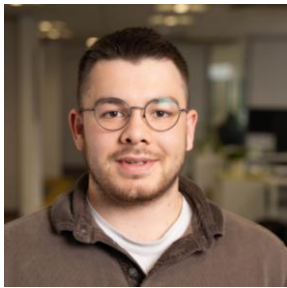
Digital Accessibility
Sophie Turner



Climate Change
Elliot Smith & Olivia Bletsoe



Water
Grace McNeil



Waste & Recycling
Toby Hunt



Community Engagement, Charity
& Volunteering
HF Egan & Axelle Saada



Education
Ian Gordon



Data Insight
Liz D'Arcy



Reducing Water Demand
James Higgins & Adrian Smith



Transparency
HF Egan

Our People

Our Community

Our Business

Our Industry

Moving to a two-year sustainability cycle

In February 2025 we made the decision to move **sustainability to a two-year cycle**. We will continue to report quarterly but produce bi-annual plans and impact reports.

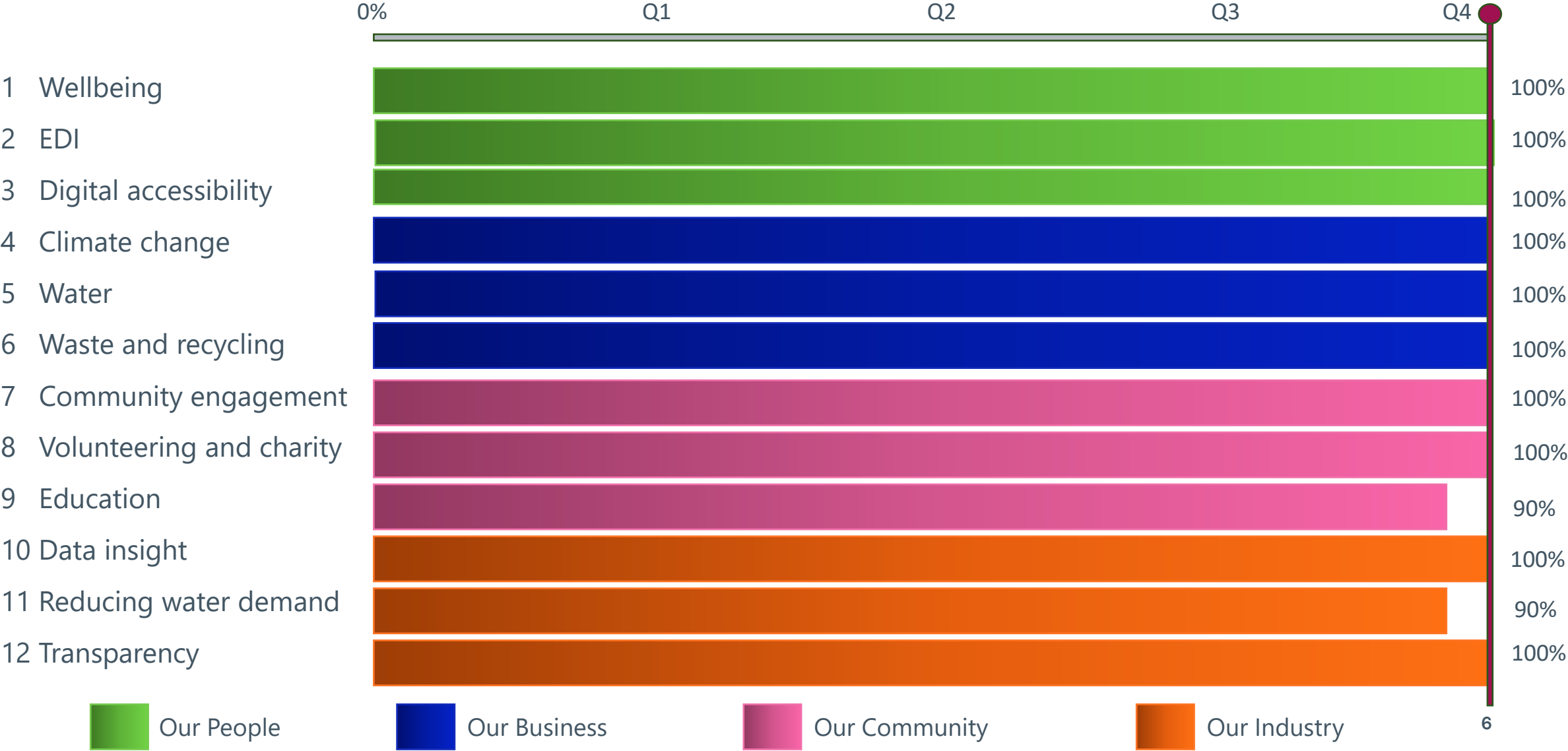
Key benefits

- More time on value-added activities, less time on admin
- More realistic and reflects the size of our organisation
- More time to make an impact and build relationships with partners
- Spaced out activities, reduced pressure and potential lethargy
- More time to plan, reflect and report
- Remains aligned with annual reporting cycles.

Charity and fundraising example



Progress to date



1. Wellbeing

To foster a culture centred on people's wellbeing

Lead: Angela Day

- **Free from worry**

We took a new approach for Quarter 4 by focusing in on one of our themes from our engagement survey - "Free from Worry". In addition to the events below we also provided additional content including email links to relevant wellbeing tools, TedTalks and blogs from our Mental Health Champions.

- **Wellbeing Events**

- Colleague connect session with discussion points relating to how we manage worry
- Resilience session run by SolentMIND
- Insights Colourworks and Resilience in person workshop
- Sleep session run by Mental Health First Aider, Stuart Boyle.



2. Equality, Diversity and Inclusion

Cultivate a diverse and inclusive workplace

Lead: Abu Rashid

- **WeThrive Diversity Equality Equity and Inclusion (DEEI) Survey results March 2025**
 - 88% completion rate
 - 86% engagement score
 - Highest scoring areas: adjustments (91%), contribution (89%), support (89%), individuality (89%), variety (93%)
 - Areas of improvement: free from worry (81%), opportunities (80%), achievement (79%), utilisation (82%)
- **EDI Strategy to be moved into two-year cycle** aligned to Sustainability Plan
- **Final EDI training workshop for 1 May cancelled** due to trainer leaving QA. MOSL is re-assessing options.

What are we measuring?

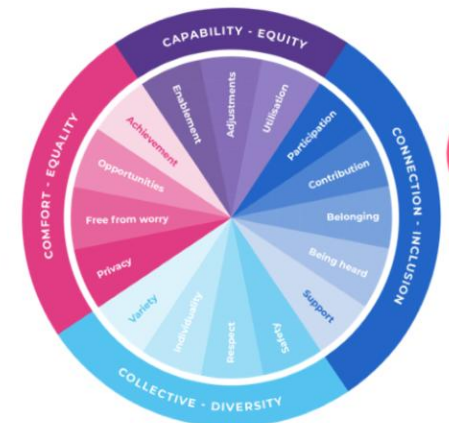
The DEEI survey assesses how individuals *feel and experience* diversity, equality, equity, and inclusion at work.

These fall under 4 categories:

1. **Comfort/Equality** - how equal and comfortable people feel
2. **Capability/Equity** - everyone can achieve the same
3. **Connection/Inclusion** - how inclusive the workplace feels
4. **Collective/Diversity** - how diversity is working.

View a summary of the [16 questions here](#).

View more info on the [16 areas here](#).



3. Digital accessibility

Ensure our digital communications are accessible for all

Lead: Sophie Turner

- Implemented two batches of accessibility improvements to the MOSL website
- Ran training on Microsoft Word accessibility with MOSL colleagues
- Began internal blog series called 'Access Granted' to provide additional training to support colleagues using MOSL templates.



4. Climate change

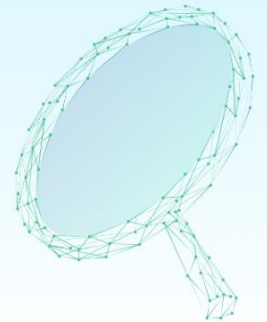
Take action to understand our carbon footprint and reduce it through science-based targets

Lead: Elliot Smith / Olivia Bletsoe (new joint leads)

- **LED lighting for 4th floor office:** Agreement to install 56 LED lights to save MOSL money and support the White Building's ambition to become an A-rated EPC-rated and BREEAM Excellent building
- **Switch-it-off campaign:** Campaign to encourage colleagues to close windows, switch off appliances and turn off heating/air-conditioning when leaving the office, complemented by improved office signage
- **Carbon methodology completed.** Step by step guide on how to calculate MOSL's carbon footprint to enable future reporting on a two-year cycle
- **ExpenseIn:** a new expenses app and process rolled out which will calculate carbon emissions for travel and subsistence
- **Environmental Policy:** Wrote to key suppliers informing them of our new Environmental Policy which includes an environmental clause in all new contracts over the value of £20K.



Carbon methodology



5. Water

Integrate sustainable water stewardship in our offices and through colleagues' home working by promoting water efficiency practices

Lead: Grace McNeil

- **World Water Day**
 - We released an internal educational blog along the UN theme of '**Glacier Preservation**'
- **Waterwise Annual Conference**
 - MOSL's Green Team attended the week-long conference sessions
 - We explored themes of water efficiency, sustainable growth in housing, water footprints of data/AI, and public perception of the value of water.



World Water Day, celebrated on 22 March 22 and highlights the importance of freshwater and the need to manage it sustainably. This year's theme is **Glacier Preservation**, focusing on the critical role glaciers play in global water systems and why we must protect them.



6. Waste and recycling

Increase our recycling and reduce our waste to landfill

Lead: Toby Hunt

- **Great British Spring Clean:** We organised three activities to support the Keep Britain Tidy campaign:
 - **Lunchtime litter pick:** colleagues took part in a lunchtime litter pick, collecting rubbish from areas around our office. Supported by Southampton City Council
 - **Tidy desk, tidy mind:** we spring-cleaned our office cupboards and shared spaces. We sent several bags to recycling and donated 54 old mugs to our Charity of the Year, No Limits
 - **Digital spring clean:** to help reduce our digital and carbon footprint, we proposed a six-month rule on storing meetings recordings to reduce our digital and carbon footprint.



7. Community Engagement

Collaborate with key partners and build new relationships to support our sustainability journey

Lead: HF Egan

- **Supporting industry stakeholder sustainability strategies:** In March, we were contributed to Business Stream's sustainability five-year review. This and other feedback will be used to shape its updated strategy.
- **Institute of Water:** We coordinated and attended the South-East Area IWater Dinner with a CEO Event. It was an opportunity for members to ask MOSL CEO, Sarah McMath, about her views on the industry, EDI and MOSL
- **International Women's Day:** The Institute of Water and Women's Utility Network held a joint webinar for International Women's Day. Sarah McMath was the keynote speaker.



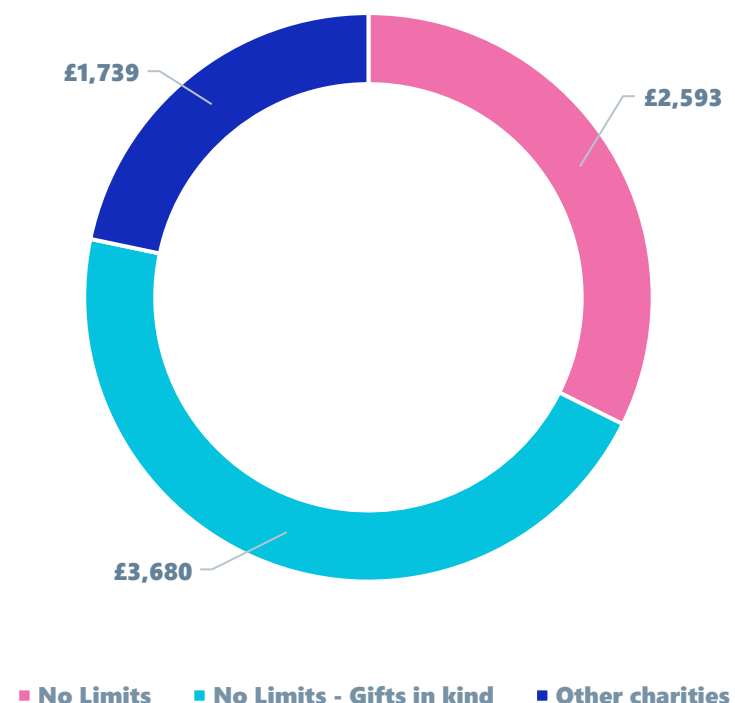
8. Charity and Volunteering

Give back to our community, provide support and encouragement to colleagues to engage with volunteering work that is meaningful to them

Lead: Axelle Saada & HF Egan

- Supporting our partnership with No Limits, we have:
 - agreed to **extend the Charity of the Year** until October 2025 to align with our new two-year sustainability cycle
 - raised **£2,593** - **130%** of the target
 - delivered **28 volunteer hours** at Work Club
- **3.5 volunteer days used in Q4. 28 days since 1 April** (compared to 12 days over 2023-24)
- Angela Day's 100-mile walk raised **£210 for Solent Mind**.

Donations and fundraising in 2024-25

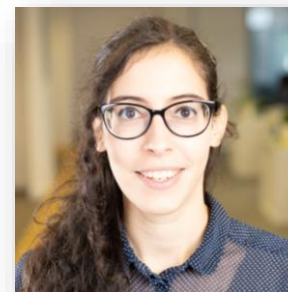


9. Education

Forge strong long-term links with local schools and educational partners to provide students with water industry knowledge and work experience

Lead: Ian Gordon

- **University of Southampton (UoS) Careers Application Boot Camp:** Students reported an increase in confidence levels, especially in interview preparation.
- **St Anne's Sixth Form Continuous Education (CE) Day:** Students attended a talk about MOSL what we do and what kind of qualifications would be needed if any students were interested in pursuing this line of work.
- **University of Southampton summer internships:** Agreed for two summer interns to be taken on in the Legal and People teams in 2025.
- **Institute of Water Ripple Effect:** Three colleagues attended this advancing skills for water professionals course
- **Colleague development:** Colleagues attended five lunch 'n' learns, and five specific training courses were provided for colleagues' individual performance development plans.



"Axelle was fabulous. She was very informative and honest about her career so far. She spoke to them very much on their level and was very engaging. She also spoke a lot about the importance of soft skills as well as formal qualifications which was really good for them (students) to hear."

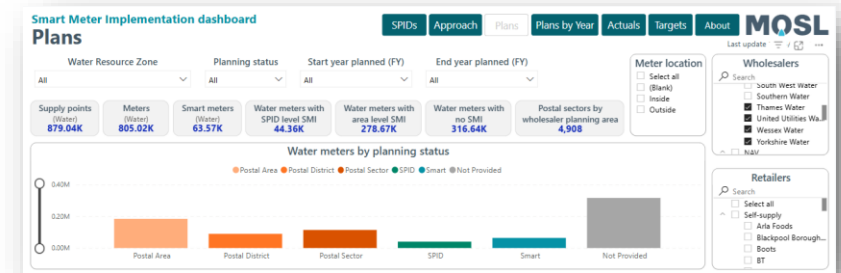
– St Anne's Sixth Form College

10. Data Insight

Provide independent and trusted data to enable trading parties to support customers in making informed decisions around their water usage

Lead: Liz D'Arcy

- **Extended proof of concept solution** for collating smart meter implementation plans
 - We held 1:1 sessions with all wholesalers to understand their position with smart meter implementations
 - **Smart Meter Implementation Map:** we presented [our smart meter dashboard and map](#) at various forums ready for public release in April
 - Collation of further information on smart meter context and AMP targets
- **Trading Party Directory:** Published on My MOSL to make it easier for trading parties to contact each other.
- **Environment Agency Water Efficiency Knowledge share event:**
 - Liz D'Arcy attended three sessions: NHH Innovation and Open Data, large Business Usage and opportunities with non-potable supplies
 - Abu Rashid attended the smart data and smart settlement sessions.



11. Reducing Water Demand

Be a trusted voice on the value of water, water saving opportunities and advocating the importance of good quality data

Lead: [Adrian Smith](#)

- **National Metering Strategy:** We supported the delivery of the National Metering Strategy including reviewing leakage allowances for smart meters
- **Smart Water Delivery Group:** We have joined Ofwat's new group to help drive the successful roll out of smart meters and are working with RWG to develop a consistent approach to communicating with customers before, during and after rollout
- **Smart meter data:** We have joined Ofwat's new Smart Water Metering Group to maximise the benefits of smart metering and attended a conference to promote the importance of effective data sharing
- **Settlement changes enabled by smart metering:** We are exploring options to utilise the granular consumption data from smart metering and how they could support the introduction of smarter, more water efficiency focused tariffs
- **Water Resource Management Plan (WRMP) working groups and the Environment Agency (EA):** We continue to support WRMP working groups and the EA to help future business water demand forecasting
- **National Drought Group:** We continue to support the National Drought Group to help with preparedness for future droughts and EA consultation on water company drought planning.

12. Transparency

Engage transparently with our members, colleagues and stakeholders in sharing our journey to drive positive change.

Lead: HF Egan

- **Decision to move to a two-year sustainability cycle.** A light touch 2025/26 Plan will be incorporated into the 2024/25 end of year Report. This is scheduled to be published in late May.
- **Q3 quarterly report** published and shared. Quarterly update video recorded for social media by work experience school student, Alice Formoy
- Published 13 sustainability **social media** posts. 2,547 impressions, 240 engagements, 9.4% engagement, 141 click-through rate.
- **Sustainability strategy.** We have developed a high-level strategy to support our two-year planning cycle

