

Sustainability Plan progress 2024/25

Q2 update

HF Egan

Brand & Sustainability Lead

October/November 2024



Seagrass planting on the Isle of Wight

2024/25 Key themes



Embedding good governance



Evolution not revolution



Planning ahead: create a 3-year strategy to embed to BAU



Recognition of colleagues



Improved transparency, drumbeat comms



Progress through partnership

Sustainability Leads



Sustainability Lead
HF Egan



SLT Sponsor
Lyv Nabarro



Board Sponsor
Chris Pond



Wellbeing
Angela Day



EDI
Abu Rashid



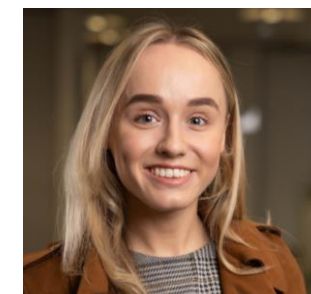
Digital Accessibility
Sophie Turner



Climate Change
Katie Franklin



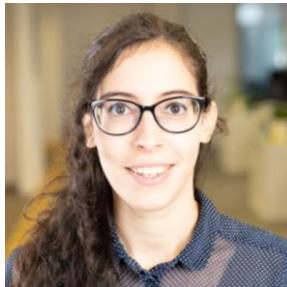
Water
Grace O'Neill



Waste & Recycling
Harriet / TBC



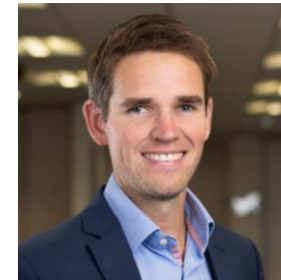
**Community Engagement and
Charity & Volunteering**
HF Egan & Axelle Saada



Education
Ian Gordon



Data Insight
Liz D'Arcy



Reducing Water Demand
James Higgins & Adrian Smith



Transparency
HF Egan

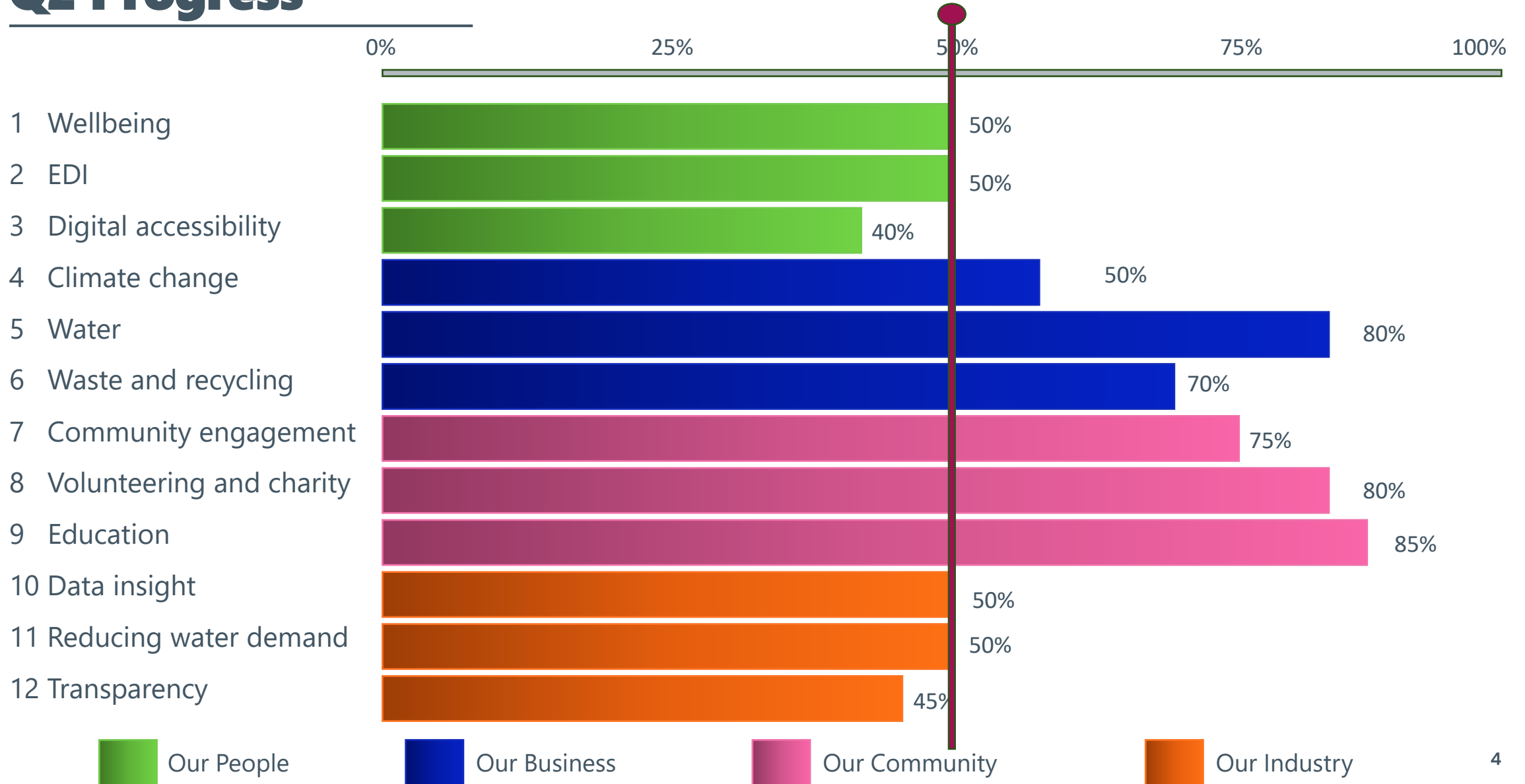
Our People

Our Business

Our Community

Our Industry

Q2 Progress



Our People

Delivered in Q2

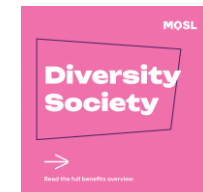
- SolentMIND took part in our MOSL Development Day
- EDI data baselined
- EDI training and 'mini-series' delivered in July and September
- Submitted outstanding digital accessibility audit actions to developers
- Received quote for accessibility development work
- Drafted accessibility standards for designed documents

Q3

- Institute of Water and MOSL EDI Conference
- Colleague training on legislative changes impacting sexual harassment
- World Mental Health Day event
- Back Care Awareness yoga events
- Women's Health Workshop
- Men's Health recognition Movember events
- Healthy Performance colleague health checks
- Three new apprenticeship levy degree courses start

Risks and Issues

- Delivery of Q3 activities fall, in the main, to a small group of people to deliver. MOSL must continue to manage this risk of balancing priorities and resource commitments to Our People



1. Wellbeing

To foster a culture centred on people's wellbeing

Lead: Angela Day

- With our focus on ensuring that our Wellbeing offering is in line with colleagues' needs, we included SolentMIND as a stand at our colleague **Development Day** in July
- We ran an inclusive workshop on hormonal health via Teams with external specialist Kerrie Morley in August. This event will inform the in-person workshop planned for later in the year.
- In September, we ran three events:
 - A bitesize '**Beat the Burnout**' session was run as an online workshop by Solent MIND as direct feedback from the Development Day
 - **World Suicide Prevention Day**
Email with resources provided to all colleagues
 - **Recognition of Youth Mental Health Day**
#ControlYourScroll with a blog written by Mental Health First Aider, Sophie Turner

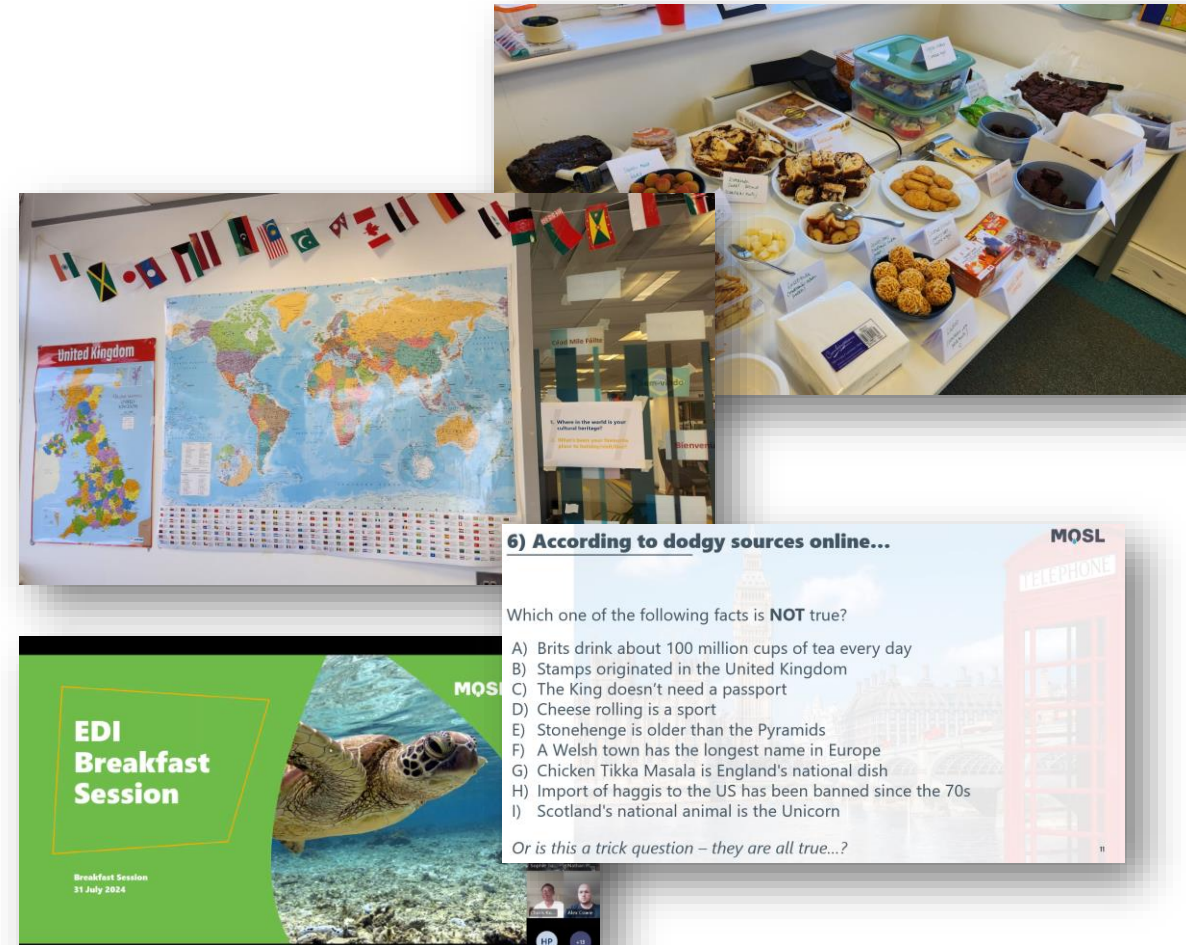


2. Equality, Diversity and Inclusion

Cultivate a diverse and inclusive workplace

Lead: Abu Rashid

- **EDI data baselined** for MOSL, the MOSL Board, the Strategic Panel and its Committees. This includes a view of social mobility data and may inform future work, e.g., people audits
- Diversity Society stand held at MOSL Development Day in July. Good engagement and enthusiasm from MOSLers.
- We also held a mini EDI series on '**Heritage**' in July. Great involvement from Diversity Society members and MOSL.
- Diversity Society sessions continue to run well. In our August session, we included a recap of MOSL's EDI strategy, EDI operating plan, and events calendar.
- **EDI training ongoing** – last session ran on 3 September
- Connected with **Ambitious about Autism** – may inform future training for managers.



3. Digital accessibility

Ensure our digital communications are accessible for all

Lead: Sophie Turner

- Completed **mid-way audit check on website**, showed 41% improvement against issues picked up via automation (vs manual review).
- Proportion of website accessibility developer changes to be completed by December – remainder to take place in 2024/25 due to budget. Training delivered in Q3.
- Confirmed **changes to MOSL document templates**, to be completed in Q3.
- Drafted **accessibility considerations in PDF reports** (to begin in November 2024).



Our Business

Lead: Toby Hunt

Green

Delivered in Q2

- Calculate greenhouse gas conversion factors
- Publish annual Carbon Statement
- Support Come Rain or Shine Campaign
- Plan for the Unblocktober Campaign, Water Night UK and World Toilet Day

Q3

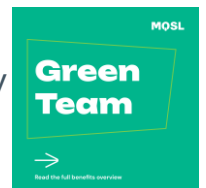
- Deliver Water campaigns: Unblocktober, Water Night and World Toilet Day
- Launch new expenses system
- Embed Environmental Policy with colleagues and Top 10 suppliers
- Scope 3 Supplier Survey

Risks and issues

- Handover of recycling workstream.

Additional information

- The Green Team – Harriet George resigned to become Sarah’s EA, we gained two new members Spencer Mattia and Emily Lovejoy.

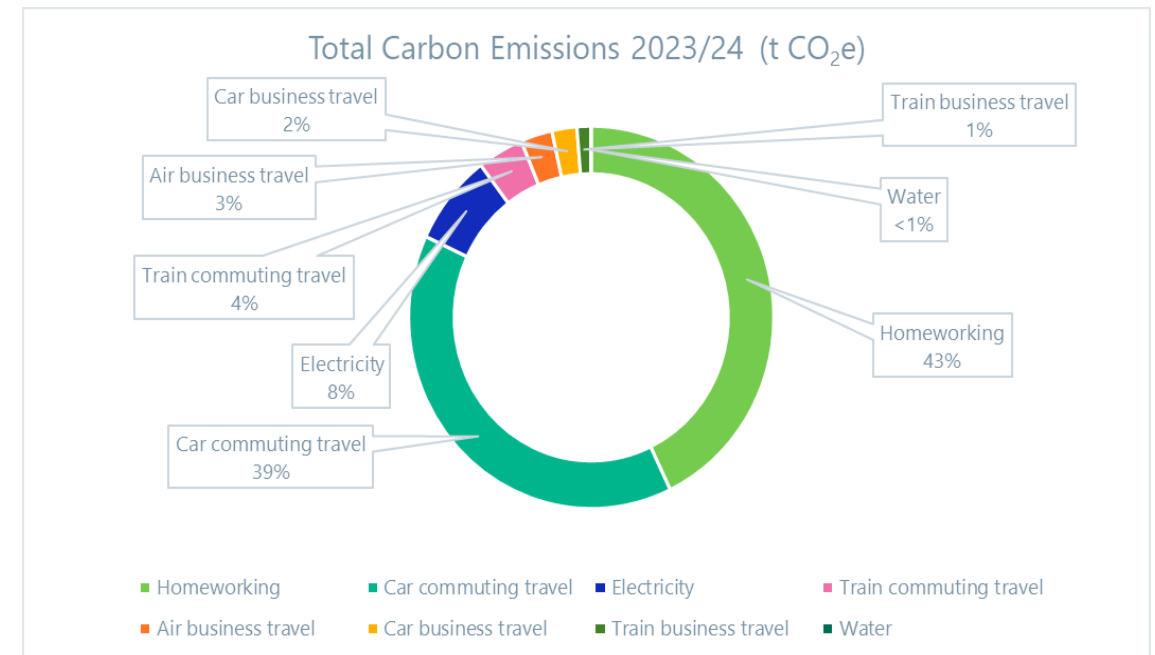


4. Climate change

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

Lead: Katie Franklin

- **2023/24 Carbon Statement** completed and published
- Gained approval to move our **carbon reporting to every two years**
- Reported an overall **carbon decrease of 28%** from last year, after improving our calculations and datasets.
- Improvements such as:
 - Car type and size, instead of "large" car assumption
 - Home-working calculations exclude annual leave and bank holiday hours
 - Electricity usage includes heating and air-conditioning.

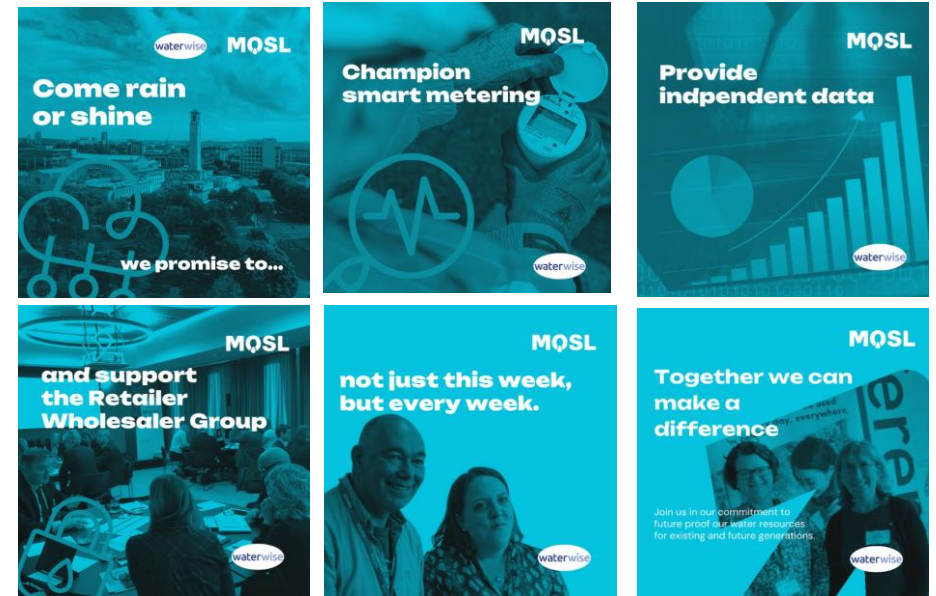


5. Water

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

Lead: Grace McNeil

- Partnered with Waterwise on its '**Come Rain or Shine campaign**' 1- 31 August.
- Collaborated on Week 4 of the campaign – theme '**Smart Tech to support Water Saving**'. Spotlight on Market Improvement Fund projects and metering providers.
- At the end of Q2, the team were planning for **Unblocktober** and **Water Night** (October) – events being delivered in partnership with University of Portsmouth, Lanes for Drains, Whales and Dolphins Conservation, Waterwise and RWG.



Social media coverage of 'come rain or shine' (incl. X, instagram, facebook)	August 2024 (01/08 - 31/08)	Week 4 Only (22/08 - 29/08)
Posts	131	26
Users	41	8
Engagements	386	52
Reach	1,168,327	62,359
Impressions	1,559,581	128,897

6. Waste and recycling



Increase our recycling and reduce our waste to landfill

Lead: Harriet George – handing over to Spencer Mattia

- Two visual **waste assessments** were undertaken in September and actions were identified to remind colleagues about correct waste disposal.
- Designed and installed new poster for recycling at the White Building – action from audit to **create clearer signage**.
- Updated **recycling page on MyMO**.
- Gathered evidence of **corporate supplies being purchased from recycled stock**.
- **International Day for Awareness of Food Loss and Waste** – shared blog on tips to reduce impact and ran a pop-up food swap shop at Away Days.

MOSL

Recycling Bin

What can be put in a the recycling bin?

<p>✓ Cardboard</p> 	<p>✓ Paper</p> 
<p>✓ Clean and empty food and drinks cans</p> 	<p>✓ Clear and coloured plastic bottles</p> 

What can't be put in the recycling bin?

- ✗ NO coffee cups
- ✗ NO contaminated food packaging
- ✗ NO tissues, hand towels or napkins
- ✗ NO plastic containers

Please place these items in the general waste bin. 

Visual bin audit assessment sheet

Auditor name(s): HARRIET GEORGE Date: 01/09/24 Time: 8:30

Bin(s) location: 5th floor kitchen

Waste streams audited:

- General waste
- Dry mixed recycling
- Food waste
- Glass
- Other

Overall bin signage: poor

- Very clear signage
- OK signage
- No signage

How full were the bins in this location: poor

- Empty or nearly empty
- Quarter full
- Half full
- Three quarters full
- Full

List most common items you can see across the bins:

1. food waste
2. coffee cups
3. cardboard
4. plastic containers from deli (round cardboard trays)
5. ...

Questions about general waste bins

How much of what you see in the general waste bin could be recycled?

- No items could be recycled
- A few items
- Many items
- Most items

Questions about recycling bins (dry mixed recycling)

How much of what you see in the recycling bin should not be there?*

- No items
- A few items
- Many items
- Most items

*Veolia take cardboard, clear and coloured plastic bottles, clean and empty food and drinks cans and paper. They do NOT take coffee cups or contaminated food packaging, nor tissues, hand towels or napkins.

What items can you see in the recycling bin which should not be in there?

All mostly correct coffee cups actually placed here but 2 x empty plastic water bottles which could have been washed and recycled.

contaminated food packaging correctly disposed & here

CORRECT - no cans, plastic bottles, cardboard

INCORRECT - lots of coffee cups, napkins, food packaging, food scraps.

Waste Audit - Visual Assessment Sheet v2

Recycling

Harriet George


Home ^

- RG Wellbeing Centre
- Mental Health Websites
- Finance Websites


Learn about ^

- Cashback
- Instant Vouchers
- Cashback eGift Cards
- Gift Vouchers
- eGift Cards
- Instant Reloadable Vouchers
- Telephone Offers
- Reloadable Cards
- Discount Codes

LET'S Recycle



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



Recycling Policy

Overview

As part of our commitment to being a responsible business, we have developed a Recycling Policy to support colleagues in making informed decisions on the lifecycle of products.

Recycling takes materials that are due to be thrown away and converts them into reusable materials. It helps to reduce what goes into landfills and minimises the impact on our environment by reducing the need for new products and materials, helping to save energy, reduce greenhouse gas emissions and tackle climate change.

Objectives for 2024/25

- Embed good practice
- Responsible consumption and production
- Good and nice waste

Reduce, reuse and

Green

Delivered in Q2

- Created a Sustainability mailing list
- MOSL Development Day contributors include external training providers, such as QA, University of Portsmouth, Royal London, No Limits.
- Fundraising events (3 Peaks challenge, sweepstake, etc.)
- Group volunteering event with CGI and Alive - Seagrass harvesting

Additional information

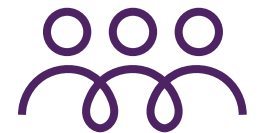
- None to report.

Q3

- Trading party sustainability contact list
- Identify intern opportunities for summer 2025
- No Limits Christmas Party
- Identify speaking opportunities for 2025
- Fundraising events (Great South Run)
- Ongoing volunteering at No Limits work club
- Reach out to White Building sustainability leads

Risks and issues

- Colleagues are not consistently logging their volunteer hours



7. Community Engagement

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

Lead: HF Egan

Sharing insights

- Presented at a number of industry events including **MEUC, BIM4Water, Water Resources East, National Drought Group, Institute of Water, Young Water Professionals** – all speakers presented on MOSL improvement programmes or joined Panels of expert speakers representing the business water market
- Hosted **Future Water Association** and **Correla** at the MOSL offices for introductory meetings (including networking lunch)
- **Engaged with White Building tenants** on sustainability as part of MacMillian bake sale (featured posters on MOSL’s recycling policy)
- Hosted the **Luna Foundation** in our offices for its Board meeting



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

- Our partnership with No Limits, our Charity of the Year, has taken off. To date we have:
 - raised £1798 (Q2 – **3 Peaks Challenge (Lyv Nabarro), Olympics Sweepstake (Evan Joanette) and Test Way Walk (Angela Day and Steve Formoy)** 89% of the target
 - Donated **three laptops for Work Club**
 - **donated more than 70 items on the "needed" list** including water bottles, waterproofs, toiletries, socks, etc organised by Axelle Saada
 - increased number of volunteers at Work club
- **18 Volunteer Days used since 1 April** (compared to 12 days over the whole of 2023-24)
- **Seagrass harvesting group volunteer day** with CGI and Alive with Ideas on Isle of Wight organised by HF Egan
- Angela Day and our resident bakers raised £280 with the **MacMillan coffee morning**
- Ian Gordon raised £275 for **Cancer Research** with his Shine Night Walk



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

- Employed five University of Southampton (UoS) graduates for our **summer internship programme**
- **One year HR Internship** (Neena Johns) completed in September.
- St Anne's Catholic School Year 13 Interview offer was withdrawn due to clash with our Away Day
- **Five "classroom" personal development training interventions**
- Three lunch n learns
- Four wellbeing sessions
- Three **new apprenticeship levy degree course applications** administered
- **Digital team Datacamp licence investment renewed**



MOSLers lunch with new intern, Emily

Our Industry

Delivered in Q2

- Work continues to cleanse and collate industry segmentation data to support water efficiency
- First sustainability quarterly report shared
- Local Authority District dashboard made public
- Sharing NHH data with EA to support water resource forecasting and modelling
- Respond to NHH water efficiency and smart metering proposals in Ofwat's PR24 draft determinations

Looking ahead to Q3

- Will compare data in Water Resource Management Plans and CMOS to support EA monitoring
- Developing visualisations of wholesalers' smart meter rollout plans
- Supporting RWG sub-groups: smart metering communications, water efficiency and drought
- Supporting non-essential use ban analysis
- Liz D'Arcy joins Climate Change Committee

Risks and Issues

- Limited wholesaler time to support initiatives like recording water efficiency interventions

Additional Information

- We updated the Electoral Dashboard with the election results. Portfolio Board confirmed last month that this can be made public.
- Ongoing conversations with Horsham local authority and partners working with West Sussex County Council



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

- **New dashboards published**

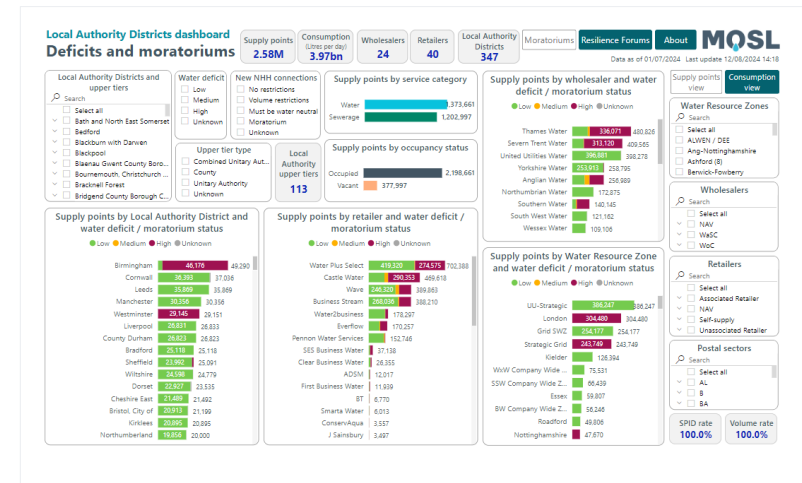
- **Local Authority dashboard** showing areas with development moratoriums due to water scarcity
- **Shared non-household (NHH) data with the Environment Agency (EA) to support water resource forecasting and modelling**

- **Detailed usage analysis of top consuming NHH sites** provided to EA and Defra

- Work continues to **cleanse and collate industry segmentation data** to support water efficiency

- **Liz D’Arcy** now sits on project steering groups for:

- UK Water Industry Research Group - Non-essential use ban project
- EA - Oxford-Cambridge NHH demand project
- Climate Change Committee - Future Water Scarcity Risk and Effective Adaption Sector Steering Group
- Artesia ‘Project Discovery’ User Group – evolving the Market Improvement Funded Commercial Consumption Analysis ‘COCOA’ schema and benchmarking tool



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

- Producing a research paper on behalf of the Strategic Panel to outline **water efficiency case studies and set out key 'asks' of Government**
- **Promoting the recommendations of the National Metering Strategy**, including investigating optimum way to share smart metering data with a view to supporting the market in developing a data sharing mechanism
- We are **supporting Water Resource Management Plan (WRMP) working groups and the Environment Agency** to help future NHH demand forecasting
- We are **supporting National Drought Group** to help with preparedness for future droughts and EA consultation on water company drought planning
- We are **working with trading parties to develop standard definition for continuous flow** (which may indicate leakage) and publish a good practice guide.

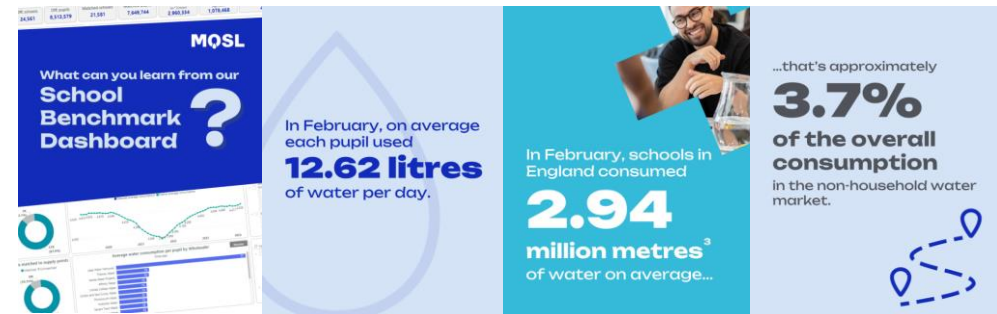


12. Transparency

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

Lead: HF Egan

- 2024/25 Sustainability Plan published
- Q1 quarterly report published and shared
- MyMO sustainability pages created and linked - 376 individual visits to web page
- Sustainability mailing list created
- 32 sustainability **social media** posts (32% of all social posts). 3,536 impressions, 175 engagements, 5% engagement, 71 click-through rate.
- **Sustainability Vision and Strategy workshop** held to look at the future of sustainability at MOSL in three-years' time



Coming up in Q3

Our People

- Institute of Water and MOSL EDI Conference
- Men's Health recognition Movember events
- Healthy Performance colleague health checks

Our Community

- Trading party sustainability contact list
- Identify intern opportunities for summer 2025
- No Limits Christmas Party
- Identify speaking opportunities for 2025
- Ongoing volunteering at No Limits work club
- White Building Christmas lunchtime social

Our Business

- World Toilet Day
- Launch new expenses system
- Share Environmental Policy with Top 10 suppliers
- Draft Scope 3 Supplier Survey

Our Industry

- Compare data in Water Resource Management Plans and CMOS to support EA monitoring
- Develop visualisations of wholesalers' smart meter rollout plans
- Support RWG sub-groups: smart metering communications, water efficiency and drought
- Support non-essential use ban analysis
- Liz D'Arcy joins Climate Change Committee