

Sustainability Plan progress 2024-26

October – December 2025



2024-26 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

Our People



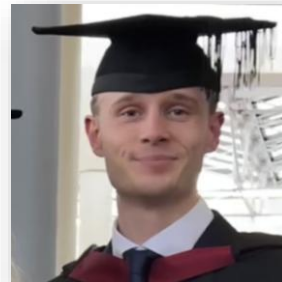
Wellbeing
Angela Day



EDI
Abu Rashid



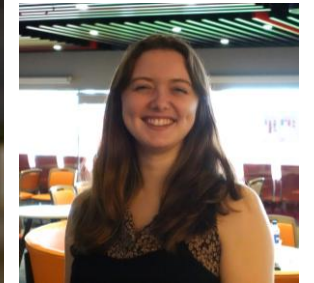
Digital Accessibility
Sophie Turner



Climate Change & Recycling
Elliot Smith & Olivia Bletsoe



Water
Lisa-Ann Lott & Meg Riley

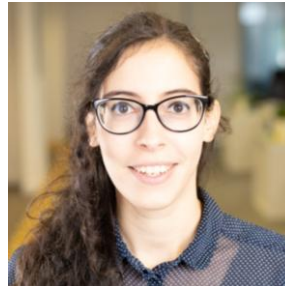


Our Business

Our Community



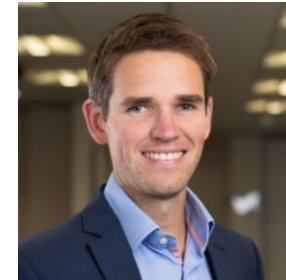
**Community Engagement, Charity
& Volunteering**
HF Egan & Axelle Saada



Education
Ian Gordon



Data Insight
Liz D'Arcy



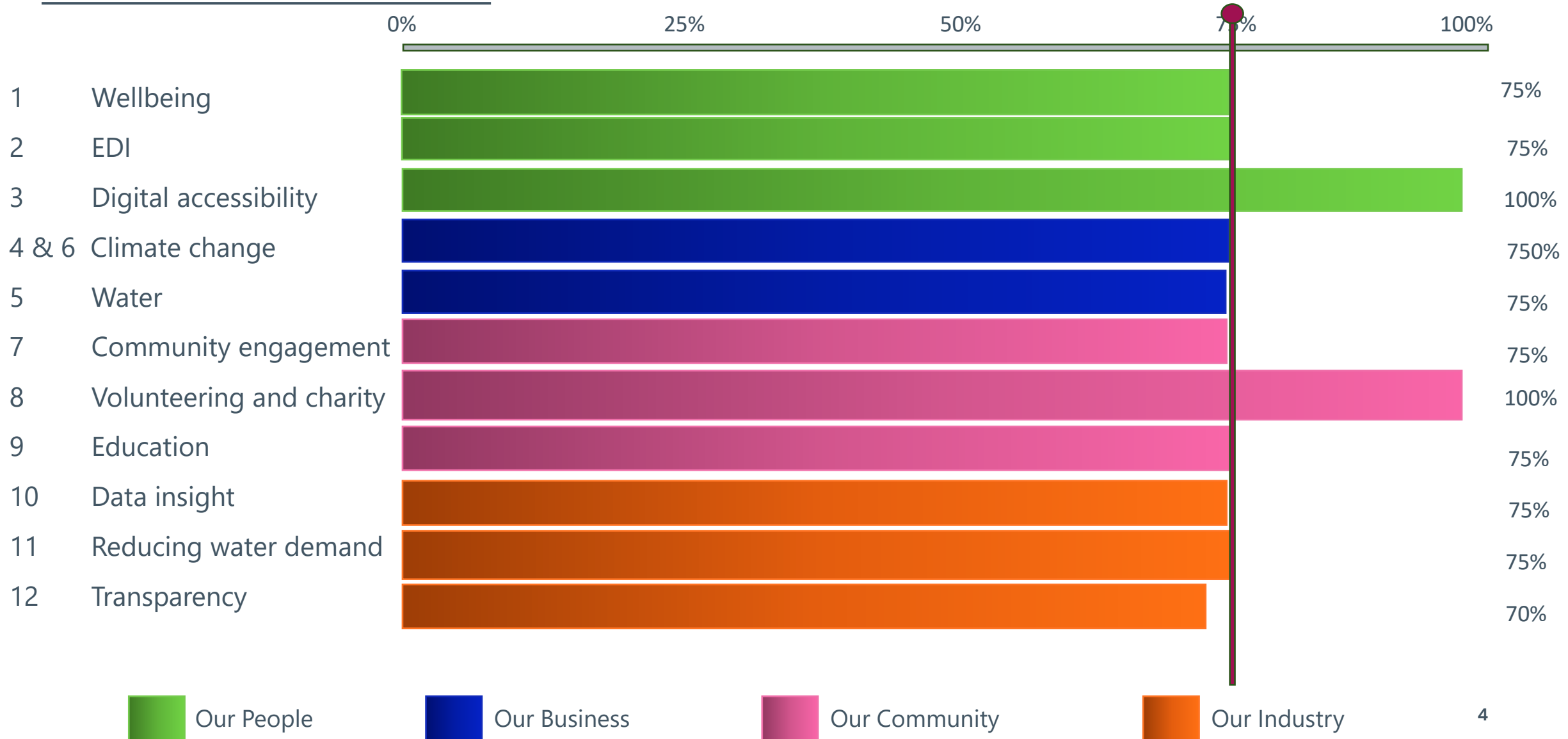
Reducing Water Demand
James Higgins & Adrian Smith



Transparency
HF Egan

Our Industry

Progress to date

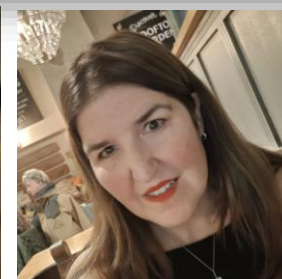
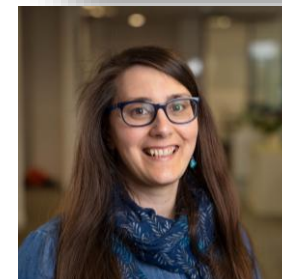
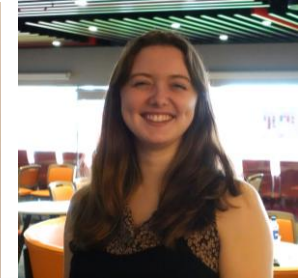


1. Wellbeing

To foster a culture centred on people's wellbeing

Lead: Angela Day

- **Back Care Awareness Week:** Online webinar with ergonomist Ed Milne
- **Solent Mind Halloween Quiz:** The MOSL 'Water Witches' team came joint sixth (out of 33 teams) raising money for Solent Mind. £5,000 raised.
- **Men's Health Month:** A month of fun and informative information about Men's Health and wellbeing led by Men's Health Champions, Oli and Abu
- **Wellbeing Blogs:** Pancreatic Cancer Awareness Month. Personal and informative blog posted by Mental Health Champion, Lisa Connell
- **Annual Health Checks:** 36 colleagues attended health checks at The White Building
- **More Mental Health First Aiders Trained:** Three colleagues completed their Mental Health First Aid training and two completed their refresh training

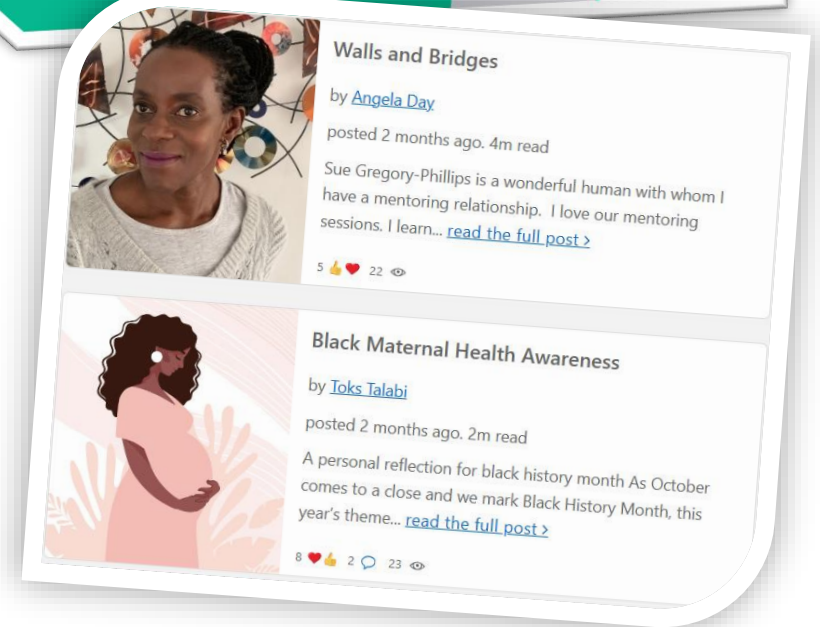


2 & 3. EDI & Digital accessibility

Cultivate a diverse and inclusive workplace

Lead: Abu Rashid

- **Black History Month (BHM):**
 - Held a Connect session to celebrate BHM and global cultures
 - Shared blogs on black maternal health awareness and the impact of black footballers on the sport
- **Blogs raising awareness:**
 - “Walls and Bridges” – discussing personal connections
 - International Day of Persons with Disabilities
- **Institute of Water EDI Conference:**
 - Led the IWater EDI Conference on Wednesday 5 November
 - 55 attendees
- **EDI re-baselining:** continued work with Panel and Board on EDI questionnaires; to present findings for discussion
- **Document accessibility:** reminded colleagues of the need to create accessible content and shared top tips



4 & 6. Climate change

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

Leads: Elliot Smith / Olivia Bletsoe

- **Tree memories:** A collaborative blog from colleagues around their 'tree memories' as part of National Tree Week. To highlight the often-unseen impact trees can have in our lives.
- **I'm dreaming of a Green Christmas:** Christmas blog to encourage colleagues to opt for sustainable choices during the holiday period.
- **Recycling audit:** Continued our efforts to monitor our recycling habits to look for ways to improve.



5. Water

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

Leads: Lisa-Ann Lott and Megan Riley

- **Water Literacy Programme:** Eight colleagues attended the Waterwise Water Literacy Training Programme
- **Unblocktober:** 16 Virtual Kitchen posts to remind colleagues about what not to put down the drain. Also shared on social media.
- **Water Night:** 10 colleagues took part in Water Night and shared how they got on in internal blogs and vlogs for social media.
- **World Toilet Day:** We ran our third awareness campaign. Seven colleagues took part in a squat challenge to raise awareness.
- **Waterwise Water Checkmark case study:** MOSL case study published on the Waterwise website.



7. Community Engagement

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

Lead: HF Egan

Colleagues presented, participated and attended the following events (not exhaustive list):

- Environment and Climate Change Committee, House of Lords enquiry into drought preparedness
- Defra Cyber Security Water Industry Exercise
- Non-household Smart Metering Conference
- MEUC Buying and Using Utilities Conference
- TechUK Summit
- Indepen Forum
- IWater SE Area Strategy Day

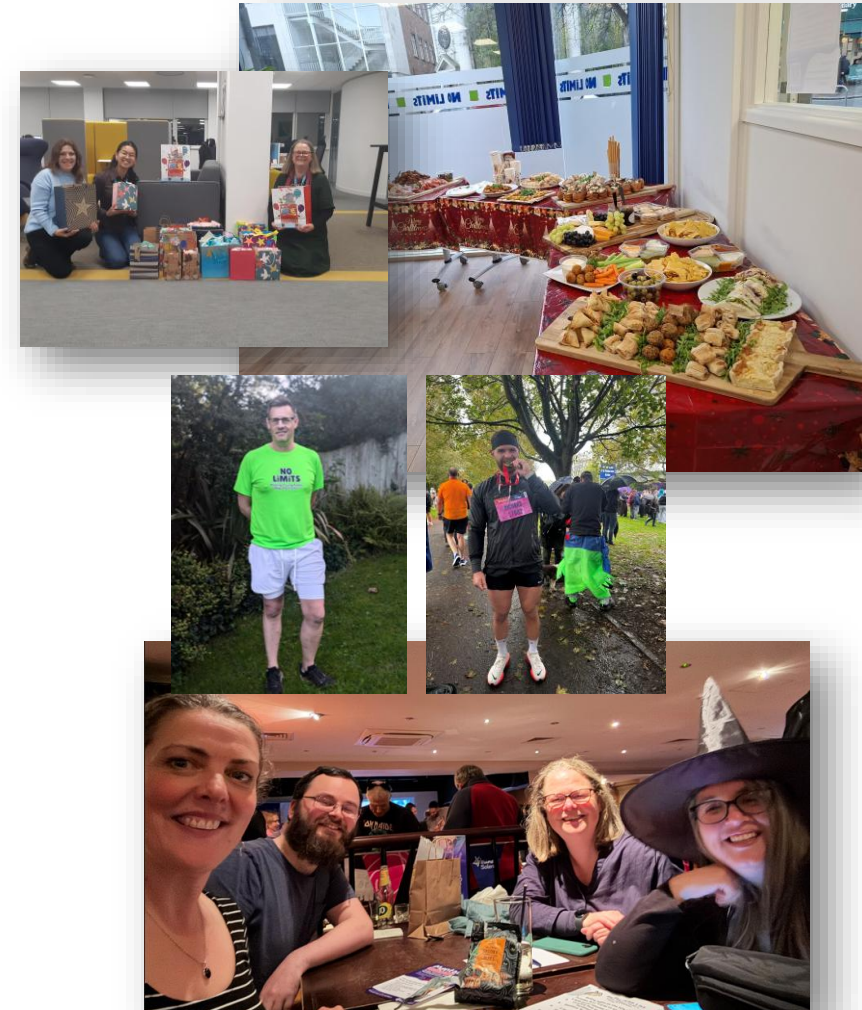


8. Charity and Volunteering

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

Lead: Axelle Saada

- **No Limits:**
 - Raised over £350 (Great South Run and £100 donation to buy art created by the No Limits Drug and Alcohol Group, now displayed in our offices)
 - Setup of the Christmas party for young people and staff totalling three volunteering days, and provided gifts in kind for service users (worth £551 in total) with the support of Documation, one of our White Building neighbours
 - Provided one volunteer for Work Club
- **Other fundraising:** We took part in Solent Mind's Halloween Quiz raising £120, and in a White Building-wide Save The Children Christmas Jumper Day raising over £40
- **Other volunteering:** 11 volunteer days outside of No Limits work club and Christmas party.



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

- **Secondary schools:** St Anne's year 13 Future Pathway event confirmed to support in spring 2026.
- **University of Southampton:** Summer 2026 Internships confirmed. Recruitment and selection process to start in Q4.

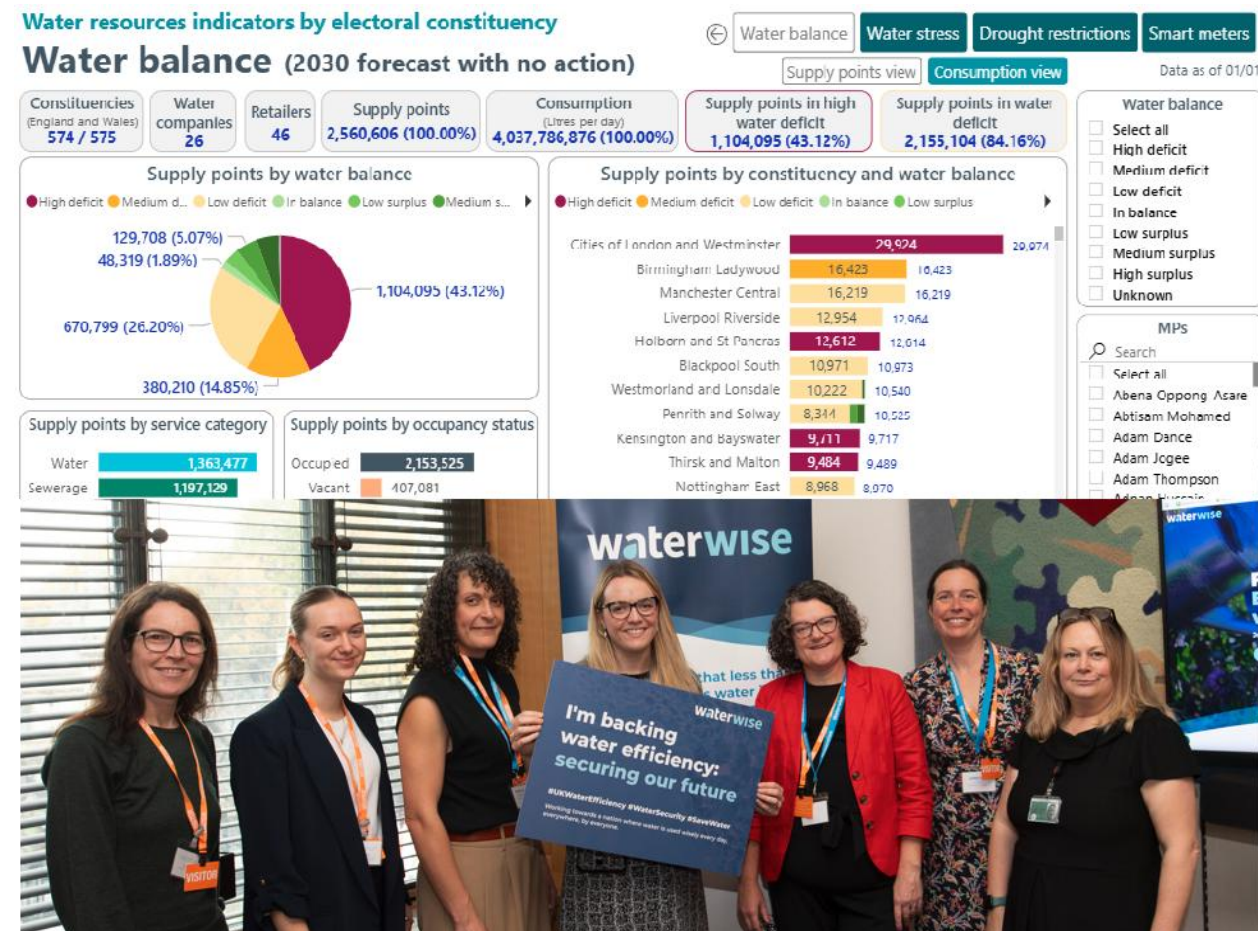


10. Data Insight

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

Lead: Liz D'Arcy

- **Supported Waterwise Parliamentary Event** 'Running out of water in the UK - what this means for your constituency and how you can help'
- **Released a new version of the Electoral Constituency dashboard** with additional tabs on water balance and smart meter rollouts
- **Provided data insight and key messages** on NHH water usage by market, Member of Parliament and Electoral Constituency
- **Attended an event at Westminster with Waterwise** to demo the dashboard to Members of Parliament



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 & James Higgins

- **Water efficiency report:** Published independent report on behalf of RWG on incentivising businesses to reduce demand and supporting RWG and Panel work to take actions forward
- **Cambridge water efficiency project:** progressed discussions for MOSL to administer government backed fund to encourage business water saving in Cambridge to help unlock growth
- **Making sharing smart meter read data easier and more efficient:** Phase 1 build of Smart Meter Read Hub completed ahead of testing in Q4 and launch in April 2026
- **Development of 'smart' settlement strategy:** Panel supportive of updated strategy following consultation. Aiming to seek approval of final strategy in Q4 (March 2026)



12. Transparency

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

Lead: HF Egan

- **Q2 Report (July - September):** published and shared internally, online and on social media
- **Sustainability Engagement Survey**
 - Internal – 33% response rate, External 50% response
- **13 internal blogs**
- **Social media:**
 - Nine posts
 - 5,298 impressions, 926 engagements
 - 17.5% engagement rate
 - 782 post link clicks

