



CORPORATE RESPONSIBILITY AND SUSTAINABILITY POLICY

1 Background

- 1.1 As the company responsible for the delivery and maintenance of the Thames Tideway Tunnel, we are committed to operate our business responsibly and in a sustainable way. This commitment will support our objective to do more than just construct the tunnel – to deliver a positive, lasting legacy for London.

2 Vision and values

- 2.1 Our vision is to not just clean up the Thames but to promote a change in the relationship between Londoners and their river. This is what we call “Reconnecting London with the Thames”. The way we work will support the delivery of this vision.
- 2.2 Our values describe how we do things on the project. They are:
- **Collaboration:** between individuals, teams and partners
 - **Ambition:** for the river, for London and each other
 - **Respect:** for people, places and planet
 - **Leadership:** for development and impact
- 2.3 These values should govern the way we behave and guide the decisions we make. Our aim is to embed them in our teams’ culture always to act in accordance with them.

3 Honest and ethical behaviour

- 3.1 Tideway is committed to conducting all aspects of its business in an honest, open and ethical manner. We seek to promote a culture of honesty and integrity in all our dealings and will not tolerate acts of fraud, dishonesty, bribery, corruption or the theft of assets or data.
- 3.2 We will ensure that appropriate systems and processes are in place to maintain the integrity and reputation of our business, including policies and procedures to cover conflicts of interest; offers of inducements, gifts and hospitality; protection against fraud and dishonesty; and whistle-blowing. We expect our Tideway Alliance partners, supply chain and suppliers to have a similar policy and procedures within their own organisations.

4 Environment and a sustainable project

- 4.1 Cleaning up the Thames is our core goal, but in doing so we will use our actions and influence to maximise the opportunities to contribute to sustainable development and leave a lasting legacy. As a key element of sustainability, we are committed to giving full and equal consideration to the environment in all of our activities and through the decisions we make. Our aim is to act in a way to protect the environment by minimising our potentially detrimental effects and show that major projects and asset owners can make a difference. We aim not just to comply, but to influence and benefit the environment and these three themes drive the principles of our Environmental Policy.

5 Supply chain

- 5.1 We work in partnership with our Alliance partners, suppliers, contractors and service providers to improve the productivity, efficiency and sustainability of our supply chain. We seek suppliers who share our commitment to best practices in ethical and honest behaviour; respecting the rights of employees and the local community; undertaking sustainable approaches to daily business; minimising impact on the environment; and providing a safe and healthy workplace.
- 5.2 We will ensure that our selection of suppliers and services throughout the supply chain supports this aim and we will engage the supply chain in our risk assessments and continuous improvement processes to ensure that their performance meets the standards we expect. We will ensure that our contracts clearly set out the agreed terms, conditions and basis of our relationship. We are committed to operate in a way that guards against unfair business practice and ensure that suppliers are paid fairly and promptly.

6 Sustainable procurement

- 6.1 Adopting a sustainable approach to procurement ensures that we can buy materials and services to deliver the project while also achieving objectives to:
- a. As far as possible, minimise the project's environmental impact and use materials and services from sustainable sources.
 - b. Operate responsibly within, and make a positive contribution to, the communities we serve.
 - c. Ensure ethical practice which recognises the human rights and health, safety and wellbeing of those who work on the project and other individuals throughout the supply chain. This includes a requirement for our contractors to procure in line with the Ethical Trading Initiative, a leading alliance of companies which respect the rights of workers worldwide.
- 6.2 We will work with suppliers to ensure that procurement activities support these objectives.

7 Employees

- 7.1 Our people are Tideway's most precious asset. We will place the highest priority on the health, safety and wellbeing of all those who work on the project. Everyone has a right to fair and dignified treatment. Our aim is to ensure that no job applicant or employee receives more or less favourable opportunities or treatment on the grounds of, for example: age, race, colour, ethnic or national origin, sex / gender, sexual orientation, marriage and civil partnership, disability, religion / religious belief, part-time working, pregnancy / maternity and trade union membership.
- 7.2 Our ambition is to set new standards for diversity in major infrastructure projects and as we move into asset management/ownership we will show our performance towards achieving this, as well as transparently report progress.

8 Community Involvement

- 8.1 We are committed to being a good neighbour and engaging with communities who are interested and impacted by our operations or those of our contractors on a regular basis. We will provide multiple opportunities for communities to engage with us and will be proactive in our approach to identifying and engaging communities and stakeholders; and will ensure our contractors adhere to the same commitment.
- 8.2 We take seriously every complaint we receive about our project, and we make every effort to resolve complaints swiftly and without delay in line with our Complaints Procedure. Complaints can be made via phone, email or written response to the Tideway Helpdesk. A reply will be given within ten working days of receiving correspondence, and every effort will be made to reply ahead of this timeframe. Tideway has appointed an Independent Complaints Commissioner to enable complaints to be independently reviewed and handled should the case arise.
- 8.3 Our aspiration for engaging with stakeholders is to go beyond merely what is required to deliver the project. Our commitment to volunteering is one significant example of this. We want to deal positively with all our stakeholders whenever they interact with the project. We are determined to build trust among the communities in which we operate, carrying out our work as efficiently as possible, minimising disruption and keeping local people engaged with, and informed about, the project.

9 Community Development

- 9.1 We are committed to delivering benefits to the communities who are interested and impacted by our operations through partnerships with charitable and community organisations, corporate volunteering and fundraising. The ultimate objective of this support is to facilitate community development and sustainability.
- 9.2 Community stakeholders are involved in developing, implementing and monitoring programs that promote positive community outcomes, above and beyond the core benefits of the project.

Handwritten signature of Matthew Parr in black ink.

Matthew Parr
Chief Executive Officer
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