

# United Utilities

## Supplier Code of Conduct





Supplier code of conduct section	Supplier code of conduct detail						
Introduction	<p>At United Utilities, we believe in working together to drive positive change. This Supplier Code of Conduct sets out the shared standards and expectations we aim to uphold with all our suppliers across the supply chain. It reflects our collective commitment to environmental, social, and governance (ESG) best practices and serves as a guide for fostering innovation, responsibility, and mutual success.</p> <p>We view our suppliers as valued partners, and we encourage open dialogue and continuous improvement as we work together to meet these expectations. To support this, United Utilities may request evidence of how these standards are being applied – either during the tender process or throughout the life of the contract – as part of our ongoing supplier relationship management.</p>						
Purpose	<p>United Utilities is responsible for water and wastewater services in the North West of England. <u>Our purpose</u> is to provide great water for a stronger, greener and healthier North West. As a FTSE 100 company with a 5,000+ strong workforce and a major, multi-billion-pound investment programme, the way we act as a business has a profound influence on the social, economic and environmental wellbeing of our region.</p> <p>We are determined to play our part in a sustainable and more prosperous North West through a socially, environmentally and financially responsible approach to our day-to-day activities.</p> <p>This will be demonstrated through <b>six strategic priorities</b>:</p> <table><tr><td>Improve our rivers</td><td>Create a greener future</td><td>Deliver great service for all our customers</td><td>Provide a safe and great place to work</td><td>Spend customers' money wisely</td><td>Contribute to our communities</td></tr></table> <p>Our core values demonstrate the way we work, and we want to ensure these are clear and easy for all our colleagues to apply to every situation. They reflect the things we believe are most important to help us deliver our purpose of providing great water for a stronger, greener and healthier North West.</p> <p>It is important to us that our core values of ‘do the right thing’, ‘make it happen’ and ‘be better’ are at the forefront of all the work carried out by both internal colleagues and our supply chain.</p> <p>We monitor our sustainability progress through multiple external indices which provide us with a benchmarking framework to tackle global, national, local and industry challenges across environmental, social and economic factors, and/or offer an external perspective on how we are doing.</p> <p>These indices include, Sustainalytics, S&amp;P Global Index and Corporate Sustainability Assessment.</p>	Improve our rivers	Create a greener future	Deliver great service for all our customers	Provide a safe and great place to work	Spend customers' money wisely	Contribute to our communities
Improve our rivers	Create a greener future	Deliver great service for all our customers	Provide a safe and great place to work	Spend customers' money wisely	Contribute to our communities		

## Supplier code of conduct section

## Supplier code of conduct detail

### Responsible Sourcing Principles

At United Utilities, we believe that acting and procuring responsibly is something we achieve best together – with our suppliers as partners. This shared approach helps us reduce risks, strengthen resilience, improve compliance, and deliver greater value for customers across the North West. To support this, we've embedded the **United Supply Chain (USC)** into the way we work – not just within United Utilities, but throughout our growing supply chain. The USC forms the foundation of our collaborative supplier strategy, helping us jointly deliver on our sustainability goals.

Central to this is our commitment to embedding the **Responsible Sourcing Principles** into every level of our procurement and supplier activity. These principles serve as a framework to create a high-performing, values-driven supply chain and provide suppliers with a practical way to enhance their impact across the region – and beyond.

Our **Responsible Sourcing Principles** are structured around the environmental, social, and governance (ESG) areas most important to our shared success. They guide how we work together with integrity, fairness, and full compliance with ethical and legal standards. By aligning and collaborating, we can have a greater collective impact on the key challenges we face.

We encourage all our suppliers to embrace these principles and reflect them in their own practices. As part of our shared commitment, suppliers will be invited to become a **signatory or leader within the United Supply Chain**, integrating responsible sourcing into day-to-day decision-making.

 [Read our document outlining the Responsible Sourcing Principles in full](#)

#### Environmental

 **Water consumption**

 **Climate change adaptation and mitigation**

 **Environment and pollution**

 **Circular economy**

 **Materials**

#### Social

 **Health, safety and wellbeing**

 **Human rights and fair treatment**

 **Community**

 **Best practice**





#### Governance

 **Business ethics and governance**

To learn more about our Responsible Sourcing Principles, we have created learning pathways for each principle on Supply Chain Sustainability School, this is a FREE resource for our suppliers to upskill themselves and learn more about what we are driving towards as an organisation. More information on Supply Chain Sustainability School can be found within external resources.

## Links to relevant policies

---

-  [Health, Safety and Wellbeing Policy](#)
-  [Human Rights Policy](#)
-  [Anti-Slavery and Human Trafficking Statement 2025](#)
-  [Bribery and corruption](#)
-  [Annual Report](#)
-  [Codes of conduct](#)

## External resources

---

-  [Achilles | Sustainable Supplier Management | Manage Supply Chain Risk](#)  
Provides supply chain due diligence to enable organisations to improve performance, enhance compliance and meet sustainability goals.
-  [Chartered Institute of Procurement & Supply \(CIPS\)](#)  
A global membership organisation driving positive change across the profession, defining and amplifying best practice across all our worlds.
-  [Slave-Free Alliance | Modern Slavery Training and Services](#)  
A team of leading experts committed to eradicating modern slavery and labour exploitation in organisations and supply chains worldwide.
-  [Hope for Justice | Bringing freedom from modern slavery](#)  
Runs anti-trafficking projects in the UK, the USA, Ethiopia and Uganda, working directly with victims and survivors. Their community initiatives help to prevent modern slavery happening in the first place.
-  [Supply Chain Sustainability School](#)  
An award-winning FREE virtual learning platform around sustainability, with the aim to upskill those working within, or aspiring to work within, the built environment sector.
-  [British Water](#)  
Provides leadership, support and best practice and addresses the challenges faced by the UK water sector.
-  [Water UK](#)  
A trade organisation for the industry.
-  [Moody's](#)  
Provides data, intelligence and analytical tools to help business and financial leaders make confident decisions.