

## Module: Introduction

### Page: W0. Introduction

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#### W0.1

##### **Introduction**

Please give a general description and introduction to your organization.

##### **About**

Centrica is top 30 FTSE100 company and our vision is to be the leading integrated energy company, with customers at our core. We must therefore keep our 30m customers' homes and businesses warm and well lit while delivering long-term value to around 700,000 shareholders. To achieve this, more than 36,000 of our employees source, generate, process, store, trade, save, service and supply energy across our chosen markets. Our International Downstream businesses supply energy and related services that give customers greater control over their energy consumption through low carbon, innovative products and home energy solutions provided by British Gas in the UK and Direct Energy in North America. Our International Upstream business, Centrica Energy, responds to market conditions by securing a balanced mix of gas and oil production as well as power generation and energy trading. Centrica Energy operates in the UK, Europe, North America and Trinidad and Tobago. Centrica Storage is a wholly owned subsidiary of Centrica which stores gas supplies for the UK.

##### **Impact on climate change**

We believe climate change is one of the biggest global challenges facing society today. We are therefore committed to minimising the carbon emissions from the energy we generate and supply. Our direct carbon emissions under Scope 1 include those from sources we own or control such as power generation, gas production and storage, as well as those from our property, fleet and travel. Indirect carbon emissions under Scope 2 arise from electricity purchased and consumed across our offices and assets. Scope 3 emissions are those we do not produce but are the result of the products and services we provide such as electricity and gas sold to customers from wholesale markets and the products and services purchased to run our business. It is the Scope 3 emissions that arise from our customers' gas and electricity usage that form the most significant component of our emissions. Helping customers reduce their energy use through the products and services we provide is therefore a key enabler to combat climate change.

##### **Impact on water**

We recognise that water availability is an increasingly significant issue for global stakeholders and we are committed to not only increase the visibility of our water footprint but also reduce our impact through robust environmental management. However, water is not a material issue for our business because for a company our size, we consume a relatively small amount of water and we also do not operate water-intensive activities in water-stressed areas. Moreover, using the Water Footprint Networks definition, the vast majority of water we withdraw is used rather than consumed as it is returned to the same water catchment area within the same cycle period. Our most significant water related risks and opportunities lie within the upstream business, where cooling and process water at power and gas assets represent more than 99% of the total water we use.

Our water use falls into three main categories:

- Single pass cooling water - water not consumed but redirected through pipes to cool power generation or gas processing facilities, before returning to the same water source over a short time period. Our cooling water is sourced from seas, rivers and estuaries (more than 97% is saline);
- Process water - consumed water which is then subject to on or offsite treatment before being used again or returned to a water source;
- Office water - potable water consumed at our buildings.

Within this disclosure, the following definitions are employed:

- Use - where we withdraw and return water to the same catchment area and within the same water cycle period (e.g. cooling water);
- Consumption - where we withdraw and use water but do not return it, or return it within a different cycle period, or to a different location (such as a sewer or treatment plant);
- Discharge - where water is returned to a water source or sent for off-site treatment.

As worldwide sources of clean water become increasingly under threat, we are committed to using water both efficiently and responsibly.

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## W0.2

### Reporting Year

Please state the start and end date of the year for which you are reporting data.

Period for which data is reported
Tue 01 Jan 2013 - Tue 31 Dec 2013

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## W0.3

### Reporting Boundary

Please indicate the category that describes the reporting boundary for companies, entities, or groups for which water-related impacts are reported.

Other: Companies, entities or groups in which we have both equity share and operational control

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**W0.4**

**Exclusions**

Are there any geographies, facilities or types of water inputs/outputs within this boundary which are not included in your disclosure?

No

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**W0.4a**

**List of Exclusions**

Please report the exclusions in the following table

Exclusion	Please explain why you have made the exclusion

**Module: Current State**

**Page: W1. Context**

**W1.1**

**Please rate the importance (current and future) of water quality and water quantity to the success of your organization**

Water quality and quantity	Importance rating	Please explain
Direct use: sufficient amounts of good quality freshwater available for use across your own operations	Vital for operations	Access to fresh water could be considered vital for our business when it is used as process water within our gas-fired power stations. We require sufficient volumes of suitably clean water for purposes such as steam generation in closed-cycle power generation.
Direct use: sufficient amounts of recycled, brackish and/or produced water available for use across your own operations	Important	Access to saline water remains important to the success of our organisation when it is used as cooling water within our gas and oil assets. The vast majority of this water is abstracted from estuaries or the open sea; sources which are associated with very low risks regarding quantity and quality requirements.
Indirect use: sufficient amounts of good quality freshwater available for use across your value chain	Important	A reliable water source will be important for many of the power generators who we purchase power from, but to varying degrees depending on the technology employed. Access to freshwater is likely to be less critical across our gas supply chain. Other supply chains have yet to be evaluated.
Indirect use: sufficient amounts of recycled, brackish and/or produced water available for use across your value chain	Important	As for Freshwater, recycled/produced/brackish water is likely to be important for some of our suppliers of gas and electricity, that we supply to our customers. Just how important will vary depending upon technology employed. Other supply chains have yet to be evaluated.

**W1.2**

**Have you evaluated how water quality and water quantity affects /could affect the success (viability, constraints) of your organization's growth strategy?**

Yes, evaluated over the next 5 years

**W1.2a**

**Please explain how your organization evaluated the effects of water quality and water quantity on the success (viability, constraints) of your organization's growth strategy?**

Due to the spatiotemporal variability of water accessibility and the impacts of its use in addition to the diversity of our business activities, we evaluate the effects of water quality and quantity on our operational and growth plans at an individual site or project level. In particular, all of our power stations and gas assets undergo planning and / or licensing applications which involve the completion of environmental impact assessments in liaison with the appropriate regulators and authorities. This process evaluates our potential water requirements, the various options for meeting those requirements and the possible impacts in terms of resource use, consumption and discharge.

Following environmental impact assessments, individual sites produce water management plans as necessary and in agreement with the relevant authority. These water management plans can vary in content and format ranging from stand-alone controls such as drought contingency plans, limits and thresholds relating to the volume or rate of water withdrawal, or quantity and quality of water discharge prescribed within our operating licence. In a small number of cases, our water use and consumption is not considered sufficiently material to implement a water management plan. Management of water resources is reviewed regularly at each site through our Environmental Management Systems.

**W1.2b**

**What is the main reason for not having evaluated how water quality and water quantity affects /could affect the success (viability, constraints) of your organization's growth strategy, and are there any plans in place to do so in the future?**

Main reason	Current plans	Timeframe until evaluation	Comment

**W1.3**

**Has your organization experienced any detrimental impacts related to water in the reporting period?**

No

**W1.3a**

Please describe the detrimental impacts experienced by your organization related to water in the reporting period

Country	River basin	Impact indicator	Impact	Description of impact	Overall financial impact	Response strategy	Description of response strategy

**W1.3b**

Please choose the option below that best explains why you do not know if your organization experienced any detrimental impacts related to water in the reporting period and any plans you have to investigate this in the future

Primary reason	Future plans
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## Module: Risk Assessment

### Page: W2. Procedures and Requirements

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#### W2.1

**Please select the option that best describes your procedures with regard to assessing water risks and provide an explanation as to why this option is suitable for your organization**

Water is integrated into a comprehensive, company-wide risk assessment process incorporating both direct operations and supply chain

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#### W2.1a

**You may provide additional information about your approach to assessing water risks here**

Identifying and understanding our most significant risks and developing strategies to mitigate them, is essential to managing our business responsibly. Environmental and water related risks are effectively controlled through their inclusion within business risk management procedures.

Each identified risk from asset to company level is consistently assessed and reported according to the Group Risk Management Policy, Standards and assessment matrices.

Water risk in our supply chain is managed through our responsible procurement risk management programme. Suppliers identified as high risk are required to put in place corrective action plans and to demonstrate that they effectively manage their social and environmental impacts including their water risks.

**W2.2**

Please state how frequently you undertake water risk assessments, what geographical scale and how far into the future you consider

Frequency	Geographic scale	Timeframe
Quarterly	Business unit	<p>Water risk is integrated into the company's risk assessment process. The process is underpinned by facility level risk registers that generate Business Unit risk registers, which ultimately informs the company's risk profile. The risk register review cycle is quarterly.</p> <p>The practical timeframes used when considering risk are typically in terms of the medium future of the facility, which ranges between 5 to 10 years.</p>

**W2.3**

Please state the methods used to assess water risks

Method
Maplecroft Global Water Security Risk Index
WBCSD Global Water Tool
Other: Environmental impact assessment (facility level)
Other: Power station adaptation at business level (National - UK)



**W2.4**

**Which of the following contextual issues are always factored into your organization's water risk assessments?**

Issues	Choose option	Please explain
Current water availability and quality parameters at a local level	Relevant, included for some facilities/suppliers	Water quality and availability will be relevant at facilities where water is abstracted from the natural environment, whether surface or groundwater. This is factored in at the local Environmental Impact Assessments (EIA) and permit/licence applications.
Current water regulatory frameworks and tariffs at a local level	Relevant, included for some facilities/suppliers	Our operational facilities that abstract from and discharge to freshwater, must consider current and future regulatory and financial costs associated with water. The regulatory requirements will encompass the wider aspects of water availability, ecosystems and stakeholder interests.
Current stakeholder conflicts concerning water resources at a local level	Not relevant, explanation provided	We are unaware of any current stakeholder conflicts concerning water resources at a local level. If this situation changes then this issue would become relevant.
Current implications of water on your key commodities/raw materials	Not evaluated	Our key commodities/ raw materials are gas and power for our own consumption and for re-sale to our customers. While it is recognised that water will be an important requirement for these suppliers, the implications of water on them has not been evaluated.
Current status of ecosystems and habitats at a local level	Relevant, included for some facilities/suppliers	Our operational facilities that abstract from and discharge to freshwater must consider the local ecosystems and habitats of the abstraction and discharge environments. These considerations will be included in EIAs and the permitting requirements.
Estimates of future changes in water availability at a local level	Relevant, included for some facilities/suppliers	We would generally review potential changes in water availability where we engage with water suppliers. Any concern of potential changes would be dealt with promptly at the local level in respect to the facilities future requirements.
Estimates of future potential regulatory changes at a local level	Relevant, included for some facilities/suppliers	Our operational facilities that abstract from and discharge to freshwater, must consider current and future regulatory and financial costs associated with water.
Estimates of future potential stakeholder conflicts at a local level	Not evaluated	We do not routinely make estimations of future potential stakeholder conflicts. However, any concern of potential changes would be dealt with promptly at the local level.
Estimates of future implications of water on your key commodities/raw materials	Not evaluated	While it is recognised that water is a consideration for the suppliers of our key commodities, the future implications of water on them has not been evaluated.
Estimates of future potential changes in the status of ecosystems and habitats at a local level	Not evaluated	We do not routinely make estimations of potential changes to the status of ecosystems and habitats. However, any concern of potential changes would be dealt with promptly at the local level in respect to the facilities future requirements.

Issues	Choose option	Please explain
Scenario analysis of availability of sufficient quantity and quality of water relevant for your operations at a local level	Not evaluated	We do not routinely undertake scenario analysis of implications of water availability. However, any concern of potential changes would be dealt with promptly at the local level in respect to the facilities future requirements.
Scenario analysis of regulatory and/or tariff changes at a local level	Not evaluated	We do not routinely undertake scenario analysis of implications of regulatory or tariff changes. However, any concern of potential changes would be dealt with promptly at the local level in respect to the facilities future requirements.
Scenario analysis of stakeholder conflicts concerning water resources at a local level	Not evaluated	We do not routinely undertake scenario analysis of stakeholder conflicts.
Scenario analysis of implications of water on your key commodities/raw materials	Not evaluated	We do not routinely undertake scenario analysis of implications of water on our key commodities/ raw materials. We do not anticipate any implications as we can source our key commodities from multiple providers and therefore the risk is minimised.
Scenario analysis of potential changes in the status of ecosystems and habitats at a local level	Not evaluated	We do not routinely undertake scenario analysis of potential changes in the status of ecosystems and habitats at a local level. However, any concern of potential changes in the status of habitats and ecosystems would be dealt with promptly at the local level in respect to the facilities current and future requirements.
Other	Not relevant, explanation provided	N/A

**W2.4a**

**Which of the following stakeholders are always factored into your organization's water risk assessments?**

Stakeholder	Choose option	Please explain
Customers	Relevant, included	Customers are factored in to the organisation's water risk assessment from a continuity of supply perspective. Any material risks to water availability which could impact operational output has the potential to negatively impact our security of supply to our customers.
Employees	Relevant, included	Employees are factored in to the organisation's water risk assessment in order to assess the risk of us not meeting our duty of care to them in providing suitable facilities in which to work. The availability

Stakeholder	Choose option	Please explain
		of water is clearly a key component of this.
Investors	Relevant, included	Investors are factored in to the organisation's water risk assessment as any disruption to planned operations has the potential to impact negatively on revenue and profitability.
Local communities	Relevant, included	Where a facility extracts or discharges significant volumes of fresh water, where applicable, other stakeholders such as local communities and special interest groups will also be engaged.
NGOs	Relevant, included	Where a facility extracts or discharges significant volumes of fresh water, where applicable, NGOs will also be engaged.
Other water users at a local level	Relevant, included	Where a facility extracts or discharges significant volumes of fresh water, where applicable, other water users will also be engaged.
Regulators at a local level	Relevant, included	Where a facility extracts or discharges significant volumes of fresh water the regulators are factored into the water risk assessment.
Statutory special interest groups at a local level	Relevant, included	Where a facility extracts or discharges significant volumes of fresh water, where applicable, other stakeholders such as local communities and special interest groups will also be engaged.
Suppliers	Relevant, included for some facilities/suppliers	Key suppliers who are identified as potential high risk (due to sector, geography and size) are requested to complete our supplier responsibility assessment, which includes a component on water management.
Water utilities/suppliers at a local level	Relevant, included	Where a facility extracts or discharges significant volumes of fresh water the water utilities and/or water suppliers are factored into the water risk assessment as any disruption to their operations could negatively impact on their ability to meet our water demand requirements.
Other	Not relevant, explanation provided	N/A

**W2.5**

**Do you require your key suppliers to report on their water use, risks and management?**

Yes

**W2.5a**

Please provide the proportion of key suppliers you require to report on their water use, risks and management and the proportion of your procurement spend this represents

Proportion of key suppliers %	Total procurement spend %	Rationale for this coverage
1-25	1-25	<p>Key suppliers are profiled using a risk assessment tool that assesses potential risk based on country, sector and spend. This is more effective than focusing purely on our spend profile.</p> <p>Suppliers identified as potentially high risk are then engaged. Engagement occurs principally through the supply chain risk management process that includes a supplier self-assessment tool that incorporates a water assessment as part of the environmental component.</p>

**W2.5b**

Please choose the option that best explains why you do not require your key suppliers to report on their water use, risks and management

Primary reason	Please explain
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**Further Information**

Additional information about our approach to assessing water risks: New key suppliers and existing key suppliers whose contracts are due for renewal, are assessed for potential risk based on sector, size and geography. If they are deemed to have a potential high risk, the supplier is required to complete a self-assessment that includes water risk alongside provision of supporting information. The assessment is conducted online and scored by supply chain sustainability expert, EcoVadis. Where a supplier is deemed to have inadequate performance (a medium or high risk rating), we work with them to develop an improvement plan to embed sustainable behaviours. Progress against the action plan is monitored through the online platform with reassessment occurring after 12 months to evaluate whether the changes have been implemented.

**Module: Implications**

**Page: W3. Water Risks**

**W3.1**

**Is your organization exposed to water risks, either current and/or future, that could generate a substantive change in your business, operations, revenue or expenditure?**

No

**W3.2**

Please provide details as to how your organization defines substantive change in your business, operations, revenue or expenditure from water risk

**W3.2a**

Please complete the table below providing information as to the number of facilities in your direct operations exposed to water risks that could generate a substantive change in your business, operations, revenue or expenditure. Please also provide either the proportion of cost of goods sold, global revenue or global production capacity that could be affected across your entire organization at the river basin level

Country	River basin	Number of facilities within the river basin exposed to water risk	Reporting metric	Proportion of chosen metric that could be affected within the river basin
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W3.2b

Please list the inherent water risks that could generate a substantive change in your business, operations, revenue or expenditure, the potential impact to your direct operations and the strategies to mitigate them

Country	River basin	Risk driver	Potential impact	Description of impact	Timeframe	Likelihood	Magnitude of potential financial impact	Response strategy	Costs of response strategy	Details of strategy and costs

W3.2c

Please list the inherent risks that could generate a substantive change in your business operations, revenue or expenditure, the potential impact to your supply chain and the strategies to mitigate them

Country	River basin	Risk driver	Potential impact	Description of impact	Timeframe	Likelihood	Magnitude of potential financial impact	Response strategy	Costs of response strategy	Details of strategy and costs

**W3.2d**

**Please choose the option that best explains why you do not consider your organization to be exposed to water risks in your direct operations that could generate a substantive change in your business, operations, revenue or expenditure**

Primary reason	Please explain
Risks exist, but no substantive impact anticipated	Water risks are not a significant issue. This is based on our Group-wide risk assessment process and climate change adaptation assessments at our UK power assets where flooding and water availability are rated as low/very low risk. The cost of water to our business is immaterial relative to other commodities such as gas. We do not foresee tightening of relevant regulations and have strong operational systems and process controls to manage and mitigate pollution risks.

**W3.2e**

**Please choose the option that best explains why you do not consider your organization to be exposed to water risks in your supply chain that could generate a substantive change in your business, operations, revenue or expenditure**

Primary reason	Please explain
Risks exist, but no substantive impact anticipated	Gas and power sales are the most important components in our supply chain. Power is procured from multiple generators in the open market while gas is purchased from various sources, incl. international supply contracts. This flexibility reduces our exposure to water-related risks. We also purchase many other services and products whereby identification of high-risk suppliers occurs through our responsible procurement programme. To date, no suppliers have been found to have material water risks.

W3.2f

Please choose the option that best explains why you do not know if your organization is exposed to water risks that could generate a substantive change in your business operations, revenue or expenditure and discuss any future plans you have to assess this

Primary reason	Future plans
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**Page: W4. Water Opportunities**

W4.1

**Does water present strategic, operational or market opportunities that substantively benefit/have the potential to benefit your organization?**

No

W4.1a

Please describe the opportunities water presents to your organization and your strategies to realize them

Country or region	Opportunity	Strategy to realize opportunity	Estimated timeframe	Please explain
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**W4.1b**

Please choose the option that best explains why water does not present your organization with any opportunities that have the potential to provide substantive benefit

Primary reason	Please explain
Opportunities exist, but nothing substantive	Water is not material to the business. The cost of water is not significant enough to present substantive saving opportunities. We have yet to identify major commercial or other opportunities related to water, although we have a 5 year partnership with Thames Water whereby heating engineers promote energy and water saving products to joint customers. While our approach to water-related biodiversity and habitat protection provides local engagement opportunities, these are not substantive.

**W4.1c**

Please choose the option that best explains why you do not know if water presents your organization with any opportunities that have the potential to provide substantive benefit

Primary reason	Please explain

**Module: Accounting**

**Page: W5. Water Accounting (I)**

**W5.1**

Please report the total withdrawal, discharge, consumption and recycled water volumes across your operations for the reporting period

Water use	Quantity (megaliters)
Total volume of water withdrawn	698019517
Total volume of water discharged	694291660
Total volume of water consumed	3727856
Total volume of recycled water used	10399

**W5.2**

For those facilities exposed to water risks that could generate a substantive change in your business, operations, revenue or expenditure, the number of which was reported in W3.2a, please detail which of the following water aspects are regularly measured and monitored and an explanation as to why or why not

Water aspect	% of facilities	Please explain
Water withdrawals- total volumes		
Water withdrawals- volume by sources		
Water discharges- total volumes		
Water discharges- volume by destination		
Water discharges- volume by treatment method		

Water aspect	% of facilities	Please explain
Water discharge quality data- quality by standard effluent parameters		
Water consumption- total volume		
Water recycling/reuse-total volume		

**W5.3**

**Water withdrawals:** for the reporting period, please complete the table below with water accounting data for all facilities included in your answer to W3.2a

Facility reference number	Country	River basin	Facility name	Total water withdrawals (megaliters/year) at this facility	How does the total water withdrawals at this facility compare to the last reporting period?	Please explain the change if substantial

**Further Information**

Note 5.1: All water including single pass cooling water has been included in these figures. The majority of the consumed water can be attributed to steam loss at power stations.

Note 5.2 and 5.3: No facilities were identified in W3.2a and therefore these questions are not applicable.



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Page: W5. Water Accounting (II)



W5.3a

Water withdrawals: for the reporting period, please provide withdrawal data, in megaliters per year, for the water sources used for all facilities reported in W5.3

Facility reference number	Surface water	Groundwater (renewable)	Groundwater (non-renewable)	Municipal water	Recycled water	Produced/process water	Wastewater	Brackish/salt water
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W5.4

Water discharge: for the reporting period, please provide the water accounting data for all facilities reported in W5.3

Facility reference number	Total water discharged (megaliters/year) at this facility	How does the total water discharged at this facility compare to the last reporting period?	Please explain the change if substantive
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W5.4a

Water discharge: for the reporting period, please provide water discharge data, in megaliters per year, by destination for all facilities reported in W5.3

Facility reference number	Surface water	Municipal Treatment Plant	Saltwater	Injection for production/disposal	Aquifer recharge	Storage/waste lagoon
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**W5.5**

Water consumption: for the reporting period, please provide water consumption data for all facilities reported in W5.3

Facility reference number	Consumption (megaliters/year)	How does this compare to the last reporting period?	Please explain the change if substantive
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**W5.6**

For the reporting period, please provide any available water intensity values for your organization's products or services across its operation

Country	River basin	Product name	Product unit	Water unit	Water intensity (Water unit/Product unit)	Water use type	Comment
United Kingdom	Other: Country-wide	Power generation	Other: GWh	Megaliters	30	Other: Fresh water withdrawals	Includes freshwater single pass cooling water but not saline/ estuarine cooling water (which in practical terms is not a finite resource).
United States of America	Other: Texas	Power generation	Other: GWh	Megaliters	1240	Other: Fresh water withdrawals	As above. Note, in North America the power stations have no saline water withdrawals and hence there is a greater reliance on freshwater.

**W5.7**

For all facilities reported in W3.2a what proportion of their accounting data has been externally verified?

Water aspect	% verification	What standard was used?
Water withdrawals- total volumes		
Water withdrawals- volume by sources		
Water discharges- total volumes		
Water discharges- volume by destination		
Water discharges- volume by treatment method		
Water discharge quality data- quality by standard effluent parameters		
Water consumption- total volume		
Water recycling/reuse-total volume		

**Further Information**

Note 5.3a-5.5 and W5.7: No facilities were identified in W3.2a or 5.3 and therefore these questions are not applicable.

**Module: Response**

**Page: W6. Governance and Strategy**

**W6.1**

Who has the highest level of direct responsibility for water within your organization and how frequently are they briefed?

Highest level of direct responsibility for water issues	Frequency of briefings on water issues	Comment
Other: Chief Executive	Sporadic-as important matters arise	<p>The Chief Executive has responsibility for the Group Environment Policy. The Executive Committee are briefed every month by the Group Director of HS&amp;E at which point any material water-related issues will be raised and discussed. Significant water-related incidents are reported within 24 hours to the Chief Executive.</p> <p>Site water management plans are the responsibility of individual Site Managers/Plant Directors.</p>

**W6.2**

**Is water management integrated into your business strategy?**

Yes

**W6.2a**

**Please choose the option(s) below that best explain how water has positively influenced your business strategy**

Influence of water on business strategy	Please explain
Alignment of public policy positions with water stewardship goals	Managing our water requirements in a sustainable, compliant and transparent way helps us secure and maintain our social and legal licence to operate. Strong water stewardship, high operational standards and the setting and measurement of targets and KPIs, helps us strive for improvement and sends a clear message to our stakeholders that we take this matter seriously.
Introduction of water management KPIs	As above.
Publicly demonstrated our commitment to water	As above.
Tighter operational performance standards	As above.
Greater due diligence	Factoring water management into due diligence, investment and procurement decisions ensures we have full visibility of water risks which enables these to be effectively managed and mitigated, enhancing business resilience.
Greater supplier engagement	As above.
Tighter supplier performance standards	As above.

**W6.2b**

**Please choose the option(s) below that best explains how water has negatively influenced your business strategy**



Influence of water on business strategy	Please explain
No measurable influence	In general, we experience only localised operational constraints relating to access to water supplies and/or waste water discharge. These are managed through design, technology and innovation and in agreement with the relevant regulators/authority. We have not experienced a negative impact on our business strategy relating to water.

W6.2c

Please choose the option that best explains why your organization does not integrate water management into its business strategy and discuss any future plans to do so

Primary reason	Please explain

W6.3

**Does your organization have a water policy that sets out clear goals and guidelines for action?**

Other: A publicly available company-wide Group Environment Policy. Our Group Environment Policy includes a key commitment to the efficient use of resources such as water.

W6.4

**How does your organization's water-related capital expenditure (CAPEX) and operating expenditure (OPEX) during the most recent reporting period compare to the previous reporting period?**

Water-related spending: % of total CAPEX during this reporting period compared to last reporting period	Water-related spending: % of total OPEX during this reporting period compared to last reporting period	Motivation for these changes
		We do not have detailed data on water CAPEX or OPEX spend.

**Page: W7. Compliance**

**W7.1**

**Was your organization subject to any penalties and/or fines for breaches of abstraction licenses, discharge consents or other water and wastewater related regulations in the reporting period?**

No

**W7.1a**

Please describe the penalties and/or fines for breaches of abstraction licenses, discharge consents or other water and wastewater related regulations and your plans for resolving them

Facility name	Incident description	Financial penalty or fine	Currency	Incident resolution

**W7.1b**

Please indicate the total of all penalties and/or fines for breaches of abstraction licenses, discharge consents or other water and wastewater related regulations as a percentage of total operating expenditure (OPEX) compared to last year

**Page: W8. Targets and Initiatives**

**W8.1**

**Do you have any company wide targets (quantitative) or goals (qualitative) related to water?**

Yes, targets and goals

**W8.1a**

**Please complete the following table with information on company wide quantitative targets (ongoing or reached completion during the reporting period) and an indication of progress made**

Category of target	Motivation	Description of target	Quantitative unit of measurement	Base-line year	Target year	Proportion of target achieved, % value
Reduction in consumptive volumes	Water stewardship	Reduce British Gas office water use by 5% in 2013 compared to 2012. Although we lowered our water consumption by 3.3% in 2013, we failed to meet our target of 5% reduction compared to the previous year. In 2014 we aim to reduce our UK office water use by a further 3%.	% reduction per business unit	2012	2013	66%

**W8.1b**

**Please describe any company wide qualitative goals (ongoing or reached completion during the reporting period) and your progress in achieving these**

Goal	Motivation	Description of goal	Progress
Other: Full compliance with our prescribed limits on water management	Other: Environmental best practice	Compliance with our prescribed limits: Where we have site-specific limits on the quality of discharge and quantity of abstraction, our goal is to ensure compliance with them.	In 2013, no incidents arose that resulted in legal action. However there were a number of reportable incidents that were water-related, involving minor leaks or spills of hydrocarbons to the sea.

W8.1c

Please explain why you do not have any water-related targets or goals and discuss any plans to develop these in the future

**Module: Sign Off**

**Page: Sign Off**

W9.1

Please provide the following information for the person that has signed off (approved) your CDP water response



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**Investor CDP Water 2014 Information Request**



Name	Job title	Corresponding job category
Jim Rushen	Group Head of Environment	Environment/Sustainability manager

CDP