

Environment Policy

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1. Our commitment to being green

At OVO, we're committed to doing things in a way that's good for people and the planet. It's fundamental to who we are and what we do – and we believe it's vital to the long-term success of our business.

[Plan Zero](#), our long-term strategy, is how we're going to make this happen – by becoming a sustainable business leader and taking an active role in moving the energy sector towards a zero carbon world.

This policy outlines OVO's environmental commitments, which set out how we plan and manage our business. It's our public statement of commitment – our non-negotiable bottom line – to protect the health of our planet.



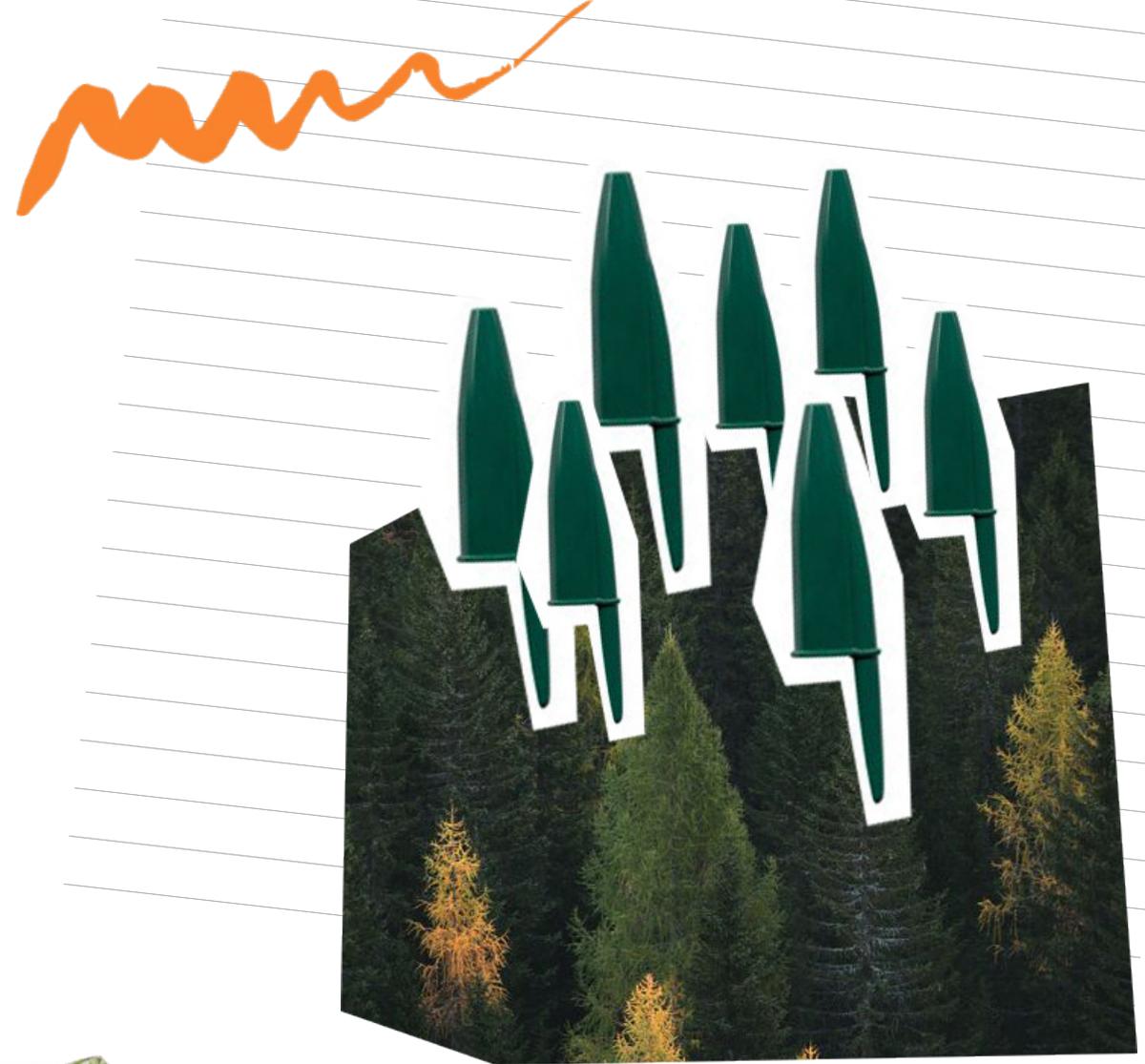
2. Our **impact** on the environment

We're an energy business. And like every business, we have an impact on the environment – including the atmosphere, climate, water, use of natural resources, land and natural ecosystems, and waste.

These happen because of our activities and decisions throughout the business, including:

- **The energy we buy** – how it's generated and supplied to us
- **Our suppliers** – the materials, finished products and services (including sub-contractors) they provide
- **Operations** – our offices, our fleet of vehicles, and the design and marketing of our products
- **Products and services** – anything we sell to our members
- **External stakeholders** – other companies and partners we work with

We believe our job is to minimise the negative impact of our activities on the environment.



3. Our environmental commitments

In line with our Plan Zero strategy, we commit to improving our environmental performance over time in two ways:

- 1. Reducing our negative impact
- 2. Increasing our positive impact

To do this, we make the following commitments.

A) Follow all environmental legislation, regulations and permit conditions that apply to OVO.

We're part of a regulated industry. We respect the environmental conditions that apply to our business – and we follow both the letter and the spirit of the law. We'll follow regulatory requirements of our energy supplier licence wherever we operate.

B) Identify, assess, understand and manage our environmental impact and dependencies.

The energy sector has a big environmental footprint – we accept our duty and responsibility to deal with it. We commit to regularly reviewing our biggest environmental impacts and dependencies across the business – from our own operations, to our supply chain and products – and take steps to reduce the impact. This process focuses on:

- **Improving efficiency** – minimising our use of energy and natural resources
- **Reducing impact** – minimising the amount of waste, pollution and emissions (to land, water and air) we produce

C) Consider the environment as part of our decision-making and how we approach business risks and opportunities.

Our commitment to protect our planet can't just be something that exists on paper. We will create the processes and accountability needed to make sure we consider the environmental impact of every strategic and operational decision we make across the business.

D) Collaborate with the companies that can help us manage our environmental impact.

We know we're part of a bigger picture – and we can't solve complex environmental challenges alone. So when the going gets tough, we won't give up – we'll support the planet. We commit to working alongside others to ensure we meet our environmental commitments.



4. How we apply this policy

OVO's Chief Executive Officer oversees our environmental performance and is the person accountable for the delivery of our Plan Zero goals.

Our Leadership Team puts in place the resources, support, processes and decision-making to help people in OVO put the environment first.

We review and update this policy annually if needed. It's available to all OVO employees through our company intranet. We also publish it on our website to make our commitment public and available to external stakeholders.

5. How to report environmental concerns

Need to let someone know about a potential breach of our Environment Policy? The best thing to do is speak to your line manager or contact the Sustainability Team directly via email at sustainability@ovoenergy.com

