

Whitbread Water Policy

Introduction

Whitbread aims to be a responsible and sustainable business. Our Force for Good sustainability programme focuses on enabling people to live and work well whilst having a positive impact on the world around us, helping us create a forward-looking, sustainable and successful business. We recognise the impact that operating our hotels and restaurants has on the environment and are committed to conducting our business in a way that ensures environmental sustainability for future generations.

As the climate changes and the population increases, the demand for water supply may start to outstrip availability, as well as cause damage to local ecosystems. The use of water within our direct operations and supply chain, directly impacts the aquatic environments water is abstracted from as well as removing the volumes from the community where the abstraction takes place. Water is a vital element in the operation of our sites. Without water we are unable to prepare and serve food and drinks, operate any of our hotels, or successfully deliver our business offering. A sufficient amount is needed for all of our customers and guests to be able to carry out their basic domestic needs whilst staying with us. It is also a material part of our supply chain as we and our suppliers rely on it for the healthy growth of the raw materials that make up our products, such as our cotton sheets.

Governance

As part of the Force for Good programme, the General Counsel is responsible for water stewardship within Whitbread and is advised by the Head of Sustainability and the Facilities and Maintenance Analytics Manager. At an operational level, all Directors and Heads of Department are responsible for compliance with the company's principles on water stewardship and the achievement of the company's objectives and targets, above and beyond our regulatory commitments. The Head of Sustainability co-ordinates the support activities that help the company to achieve its objectives and report its environmental activities.

The Whitbread Sustainability Steering Committee has responsibility for overseeing the company's response to sustainability risk, opportunity and communication, including water stewardship issues. The SSC is chaired by the General Counsel, and includes representation from Investor Relations, HR, Operations, Brand, Property and Procurement. Water stewardship is also addressed through the Whitbread Task Force on Climate-related Financial Disclosures (TCFD) report.

Whitbread has water stewardship goals and a target as follows:

Water Goals

Minimise water usage across the estate.

Prioritise water management in high-risk areas where water resources are under stress.

Water Target

A 20% per sleeper water reduction by 2030 (UK & I) from a 2018/19 base year.

Scope and operational boundaries

The Water Policy is set at Whitbread PLC level. Premier Inn and Restaurants (PI&R) operate in UK, Ireland, UAE, Jersey, Guernsey, the Isle of Man and Germany through a mix of Equity, Joint Venture and franchise models. The scope of our water reduction target is currently UK & I only. The Whitbread

PLC water stewardship policy does not include sites in the UAE as these are Joint Ventures where Whitbread has less than a 50% stake.

Water stewardship and conservation are handled using the following jurisdictions: UK, ROI and Jersey/Guernsey. In all areas the operational boundaries of water stewardship are the geographic locations of our hotels, restaurants, and offices. In the UK, Whitbread Group PLC holds both a Supply Retail Licence and Sewerage Retail Licence. The Whitbread Water Services Regulation Authority (OFWAT) Compliance Statement can be found [here](#).

Water Policy Statement

Our policy goal is to minimise water use across our business and champion water stewardship within high-risk local catchment areas which will help us to reduce our impact on the water environment, conserving freshwater ecosystems. We look to do this by working with our hotels and restaurants, our customers and our suppliers in our locations globally, without compromising the enjoyment of our guests.

Whitbread is committed to:

1. Ensuring that all applicable water related legislation and other environmental requirements are complied with, including the provision of safely managed Water, Sanitation and Hygiene (WASH) facilities in the workplace.
2. Understanding our operational water risk by mapping our hotels and restaurants using a standard water risk analysis process to monitor current and future water risks across our portfolio in order to take appropriate action.
3. Implementing water conservation measures to reduce consumption and costs. The main measures we have already put in place include:
 - a. Installation of meters and sub-meters for measuring and monitoring water usage
 - b. Comparison of industry, best-practice benchmarks for water usage
 - c. Minimisation of water leaks by active detection, repairs and maintenance
 - d. No new hanging baskets nor troughs to be installed
 - e. Grounds irrigation is not contracted to take place; however, horticultural contracts do specify grass mulching which has the effect of conserving water in the soil
 - f. Outsourced laundry facilities minimise water usage through economies of scale
 - g. Monitor and measure water efficiencies at our supplier sites through SMETA 4 PILLAR audits which ensure legal requirements are being met for water, as well as energy and waste
 - h. Installation of water recycling systems in specific new build hotels where viable
 - i. Water usage is considered in the procurement of new equipment and services
 - j. Installation of water reduction technologies such as:
 - i. Low flow shower heads in standard hotel rooms
 - ii. Greater proportion of showers vs baths installed in new build hotels
 - iii. Low flush toilet cisterns and low flow taps on bathroom sinks
 - iv. Urinal intelligent water management systems
 - v. Low flow rinse heads on kitchen sinks in new build restaurants or restaurant conversions
 - vi. Low flow basin taps in bathrooms
4. Managing or reducing effluent as required at a small number of Whitbread sites through monitoring, investigation and corrective action where required.

5. Actively encouraging business partners and suppliers to operate in an environmentally responsible manner and, where reasonable and appropriate, make this a condition of any business partnership or contract. We recognise that some commodities hold higher levels of environmental risk, and we have clear policies on these which also give preference to commodities that are certified. e.g., BCI cotton and FSC/PEFC timber which include standards for water use.
6. Conducting effective dialogue on environmental matters with all stakeholders, and other interested parties, as appropriate.

Monitoring and Reporting

Whitbread monitors progress and reports annually on environmental performance through the Annual Report and ESG Report. Whitbread also reports annually to the Sustainability Accounting Standards Board (SASB) and CDP through the Water Security Questionnaire. Whitbread performs regular reviews of this policy statement to ensure that it remains applicable to the activities of the business and stakeholder requirements.

The board of directors is committed to the implementation of this policy.

Signed:

A handwritten signature in black ink, appearing to read 'Clare Thomas', written in a cursive style.

Clare Thomas

General Counsel

August 2023