

# Our commitment to public value continued

## Small acts of kindness

This year, Affinity Water colleagues helped a local charity by using their volunteering day to pack Warm in Winter gift bags. Many older people will find it even harder this year financially, and are facing the unimaginable and impossible choice between heating their homes or buying food. The charity, Small Acts of Kindness, aims each winter to distribute up to 10,000 gift bags that will help older people keep warm in their homes.

The Warm in Winter gift bags contain essential, practical items including a fleece blanket, thermal hat, gloves, socks, a mug and hot drinks. All the gift bags contain a comprehensive pack of literature that signposts relevant activities and services for older people. We also provided 13,500 leaflets to the charity containing information on our Priority Services Register and reduced bill tariffs.

### UNSDGs

Our alignment with the UN Sustainable Development Goals



## Tackling non-native invasive species

Invasive non-native species ('INNS') are having a negative impact on our economy, wildlife and habitats, and threaten native species by spreading harmful diseases, competing for resources or damaging natural ecosystems. Through our INNS Out scheme this year, we worked with 20 local organisations to help reduce the spread and introduction of INNS across multiple river catchments. The support was both in-kind, with colleagues offering over 50 volunteer days, and financial, with Affinity Water donating a total of £65,000 to 16 projects. These removed Himalayan balsam, cotoneaster and floating pennywort, as well as invasive aquatic species such as signal crayfish, killer shrimp, and demon shrimp. The scheme will run again in 2023, building on the work that has already been done.

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## Water-saving solutions for new housing developments

In our supply area, new properties are forecast to use an extra 83.03 million litres of water a day by 2032, on top of what is already being used. We're leading an industry project called Water Neutrality at NAV sites to establish if the total amount of water used in the community can be the same as before the new homes were built, called water neutrality. [NAVs are companies who can be appointed to provide water services to customers in an area.]

We're working with different industry stakeholders, technology manufacturers and housebuilders on a water-neutrality blueprint, to help us future-proof the local water network against population growth. We will publish our findings for others to follow. Tests include:

- installing water-saving devices in homes as well as in commercial buildings like schools and leisure centres
- running a behaviour change campaign for residents to reduce water use.

Our first trial is at a site called Bidwell in Houghton Regis, Bedfordshire, where we are testing how a behavioural change campaign might work in the absence of water-efficient technology.

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