

Severn Trent Services

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Severn Trent Services is one of the world's leading providers of water and waste water operational and treatment solutions. We have a reputation for continuous innovation, reliable and quality services and leadership in our selected markets.



Key strengths

- Our business has a clear strategy for long term growth, which focuses on the growing global demand for clean water and safe and efficient waste water treatment.
- We are known around the world for quality, reliability and stability.
- We provide Operating Services to an increasing number of utilities, municipalities and commercial customers in a growing number of countries.
- In Water Purification, our products and services enjoy a strong position in high growth, high margin markets such as disinfection, filtration, adsorption and marine/offshore waste water treatments.
- We operate at the forefront of advanced water treatment technology.
- We have a long term track record of growth and cost control.

Our businesses

Severn Trent Services provides products and services to water and waste water utilities, municipalities and commercial customers around the world. Our global headquarters are in Fort Washington, Pennsylvania, USA. We also have 21 other offices worldwide.

We have three principal business groups:

- Operating Services
- Water Purification
- Analytical Services

Growth strategy

- Continuing the geographic expansion of our products and services.
- Expanding the scope of our operating services to existing clients around the world.
- Enhancing products and operations to improve our effectiveness and efficiency.
- Developing new technologies at the forefront of water and waste water solutions.

Key Strategic Initiatives

Eight Key Strategic Initiatives define our strategy and how we intend to achieve our objectives:

- Increase employee engagement.
- Continuously improve quality, health, safety and environmental performance.
- Deliver what customers value.
- Establish long term contracts and strong sales channel relationships.
- Expand our global technology programme.
- Continue to build a strong, coherent and respected brand.
- Optimise processes and organisational capabilities.
- Invest in strategic acquisitions and partnerships to supplement organic growth.

Our purpose statement

We are trusted as leading experts in water.

We endeavour to always deliver solutions that are right for our customers and the environment.

We build long term relationships by understanding and acting on our customers' needs, delivering value and behaving with integrity in everything we do.

Number of offices worldwide

22

Employees

3,097

Turnover £m

2009/10 (down 0.8%)

2010 336.5

2009 339.3

Profit* £m

2009/10 (down 5.9%)

2010 28.7

2009 30.5

*before interest, tax and exceptional items