

WightFibre Environmental Policy Statement

About Us

WightFibre is a telecommunications company located on the Isle of Wight providing broadband, tv and telephone service to residential and business customers across the Island.

WightFibre provide full-fibre, ultrafast and future proof broadband. WightFibre full-fibre broadband is of a 'point to point' design which means every connected home gets its own dedicated fibre optic connection. This makes the Isle of Wight one of the best-connected places in the world with some of the world's fastest broadband speeds – with upload speeds the same as download speeds.

But WightFibre don't stop at simply providing some of the world's fastest broadband. As a local Isle of Wight company, we deliver the best possible customer service – all our staff work and live on the island. We care about our customers, about our employees and about our island.

Our Purpose

To help make the Isle of Wight a better and more sustainable place to live, work and play for all.

Our Vision

We provide the fastest broadband and the best customer service on the Isle of Wight, because we care.

Our Mission

We must:

- Care
- Deliver fast, reliable broadband
- Get it right first time, every time
- Listen to our customers
- Make it easy for our customers to do business with us
- Employ committed, local people who care
- Always go the extra mile.

Our Values

We care about:

- Our Customers
- Each Other
- The Islands Community
- Our Islands Environment.

Our Aspiration

Our products and services are best in class and so it is natural that we aspire to sector-leading environmental performance. In holding this aspiration, we recognise the peculiar challenges posed by the geography of the Isle of Wight, and the relatively small size of our organisation compared with others in the sector.

Our Commitments

In delivering these aims, we are committed to incorporating environmental management into our normal business processes, and we operate an Environmental Management System which has been certified to be in compliance with ISO 14001 to assist us in achieving this. We will:

- Ensure that our activities protect the environment and prevent pollution,
- Meet our compliance obligations,
- Continually improve our Environmental Management System and set objectives to enhance our environmental performance.

We are committed to achieving net zero greenhouse gas emissions by 2040 and are in the process of developing a carbon reduction plan that will map out our journey.

We recognise the unique context of the Isle of Wight and will promote this through supporting the Island's UN Biosphere Reserve Status.

Scope

The WightFibre Environmental Management System and this Policy apply to: the provision and installation of full fibre broadband to the Isle of Wight.

Review

This Policy will be reviewed annually, or upon any significant change to the scope or location of the business.

John Irvine,
Chief Executive Officer
31st January 2026