



SGN

Your gas. Our network.



Stakeholder Engagement

Submission 2015/16



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Listening, understanding and responding



Adding value through engagement

“ We go above and beyond expectations to deliver real value to customers and stakeholders.

For us, stakeholder engagement is essential to make sure we are doing the right things, at the right time. Through listening, understanding and then responding to our stakeholders' needs, we are taking action to improve our effectiveness – delivering valuable engagement and exceptional service.

Each year at SGN we have made significant improvement, but this reporting period has been our breakthrough year. It is built on the foundation that all colleagues are responsible and accountable for stakeholder engagement. In particular, we've worked closely with stakeholders to further develop our range of services for fuel poor and vulnerable customers and with policy makers on the significant contribution the gas network can make in achieving a low carbon future.

This report brings to life the powerful and positive outcomes from our efforts this year and illustrates the influence that stakeholders have had on our priorities.

We've seen a huge change in our business. We hope you do too.

John Morea
Chief Executive Officer



Working for stakeholders

“ Along with my colleagues on SGN's Board, we seek to ensure SGN is responding to the interests of customers, employees, shareholders, and stakeholders.

To get this right, we must first understand what those interests are by listening to what stakeholders are saying.

That's why our Board reviews our engagement efforts every month, and from this, we strive to respond with actions that make people's lives easier – increasing our value for money to all stakeholders.

The RIIO framework is successfully providing a catalyst for industry change. At SGN we are embracing this and are rapidly growing to lead our industry in terms of innovation and in becoming the leading gas network service provider.

We have achieved many great outcomes this year and we recognise that there is always more to do.

For us, this report is another part of our engagement framework and we invite your views on how we can become even better.

Gregor Alexander
Chairman of the Board

Through their influence we've evolved our priorities to better align with their interests and through this submission we hope you will see the many changes we have made for the better. We've also developed a three-year stakeholder strategy to fully imbed an engagement ethos in our business that reflects the following principles.

Our approach

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graph TD; 1((1. Identify the issue)) --> 2((2. Get feedback from the relevant stakeholders)); 2 --> 3((3. Make an action plan)); 3 --> 4((4. Carry out the actions)); 4 --> 5((5. Tell stakeholders what happened)); 5 --> 6((6. Review the outcomes)); 6 --> 1; 7((7. Inform))
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Identify the issue

Get **feedback** from the relevant stakeholders

Make an action **plan**

Carry out the **actions**

Tell stakeholders what happened

Review the outcomes

Inform

Engage

Respond

SGN Stakeholder Engagement Submission 2015/16 1

Smarter engagement

While we look to bring innovative ways to create dialogue with stakeholders, we're always reviewing how we listen and respond to their everyday needs. Here's how we've improved our stakeholder strategy over the last year.

Up for discussion

April 2015

Our incoming Director of Stakeholder Relations, David Manning, discusses mandate, focus and developments to engagement activity with our Board.



Directing our attentions

May 2015

Stakeholder Relations Directorate is formed to integrate our engagement with customers, elected representatives, civil servants, advocacy groups and employees.

Getting in on the act

June 2015

A weekly stakeholder activity report is introduced along with a monthly report to our Executive team, which highlights important issues based on stakeholder feedback. It allows a continual focus on stakeholder priorities.

Stakeholder Relations
Weekly update

At face value

July 2015

The mandate of our internal Stakeholder Steering Group is upgraded to provide increased accountability and adopt budget control for stakeholder activities. Oversight of which includes evaluation of the value for money of proposed activities.

The gold standard

August 2015

New engagement toolkits are introduced which provide guidance to operational teams on the levels and types of engagement to be performed, based upon the classification of the project as Gold, Silver or Bronze.



Renewing our focus

September 2015

Manager workshops are held to review engagement activity based on the previous year's stakeholder feedback. Meanwhile, an audit of mapped stakeholders and planning for a new database gets underway.



Setting up shop

October 2015

Our senior managers lead 'Moving Forward Together' workshops engaging over 60 stakeholders in Scotland and southern, delivering 27 actionable items delegated to the responsible business manager for action.



Teach a person to fish

November 2015

Core behaviours training for over 750 managers is completed, empowering managers with engagement skills and information.



You get what you measure

December 2015

An update briefing on actions following 'Moving Forward Together' workshops is published. Meanwhile, our Board approves a three-year strategy aimed at delivering its industry-leading Customer Experience (CX) project.

In focus

January 2016

Our stakeholder team structure is amended to make us more accessible through channels such as bespoke events and social media and to give a clearer point of contact for each of our stakeholder groups.

Level best

February 2016

We focus on broadening our stakeholder contacts at local level, and start depot workshops to increase engagement with local stakeholders.



Little and often

March 2016

We introduce quarterly bulletins to keep stakeholders informed, and get their feedback.



Focusing on these actions and keeping these basics covered helps us to explore innovative projects such as Opening Up the Gas Market and robotics, which you can read more about in Part Two.

Good governance

Our governance activities demonstrate the link between our stakeholder outcomes and our strategy development

Closing the loop

We engage with our stakeholders through workshops, focus groups, events, and media communications. This feedback flows back to the Board, influencing our strategic priorities.



Our Stakeholder Steering Group reviews how we're embedding our engagement ethos, as well as the outcomes of our activities. Our Stakeholder Advisory Panel appraises our effectiveness, and advises on improving our stakeholder relationships. Both groups report to our Executive.

Working better together

In May 2015, we formed the Stakeholder Relations Directorate to bring together stakeholder engagement, policy and public affairs, customer experience, communications, and employee engagement. Our new team structure allows for a more collaborative approach to communications, removing duplication and creating a more aligned approach to stakeholder groups.

Acting with integrity

Our stakeholder engagement strategy was founded on AA1000 SES principles. Following the release of the new 2015 standard, we plan to pursue accreditation in 2016, as part of our future strategy. To give our stakeholders confidence, we are audited against a variety of standards including:

ISO 9001 demonstrates we have a certified quality management system and proves we offer services that meet our stakeholders' needs.

ISO 14001 shows we take a systematic approach to reducing our environmental impact and complying with regulations and policies.

ISO 55001 and **PAS 55** show we meet industry requirements to maintain our assets and match up our long-term strategy to our daily workloads.

An engaging culture

Our employees are a key stakeholder too. We want to hear their voice and we want to help them be stronger ambassadors for our business. Our Employee Engagement Index is an impressive **81%**, with **86%** of our workforce having a clear understanding of our objectives – up **8%** from the previous year. Through the Index questionnaire and through the use of Pulse Surveys we're responding to our colleague's needs:

Engaged from the off...

In February, we developed our new starter induction pack, which now includes a stakeholder engagement section highlighting the importance of listening, proactively engaging and delivering 10/10 service to our customers and stakeholders.

Engaging our teams...

We invested in **60** Core Behaviours workshops across **48** of our depots/offices, meeting with **750** managers between June to November 2015.

Revamping our stakeholder toolkit...

The toolkit provides a stakeholder communications plan, with consistent guidance on identifying and mapping relevant stakeholders, and deciding how we will engage in a meaningful and timely way.

We also use various channels such as toolbox talks, Director-led Let's Chat sessions, our intranet and magazine to give employees the opportunity to feed back their thoughts on stakeholder engagement and share first-hand accounts on what stakeholders are saying to them.

Supporting decision-making

Following internal feedback, we've rolled-out an updated version of our decision-making tool, which gives us a cost-benefit analysis that we can use to assess the value of a proposed activity for stakeholders. This tool helped us to avoid around **£670,000** of costs associated with initiatives which we assessed as providing limited stakeholder value. Of the approved initiatives, we've completed **five** so far, of which **four** had such positive outcomes we'd like to repeat them.

Assessing our impact

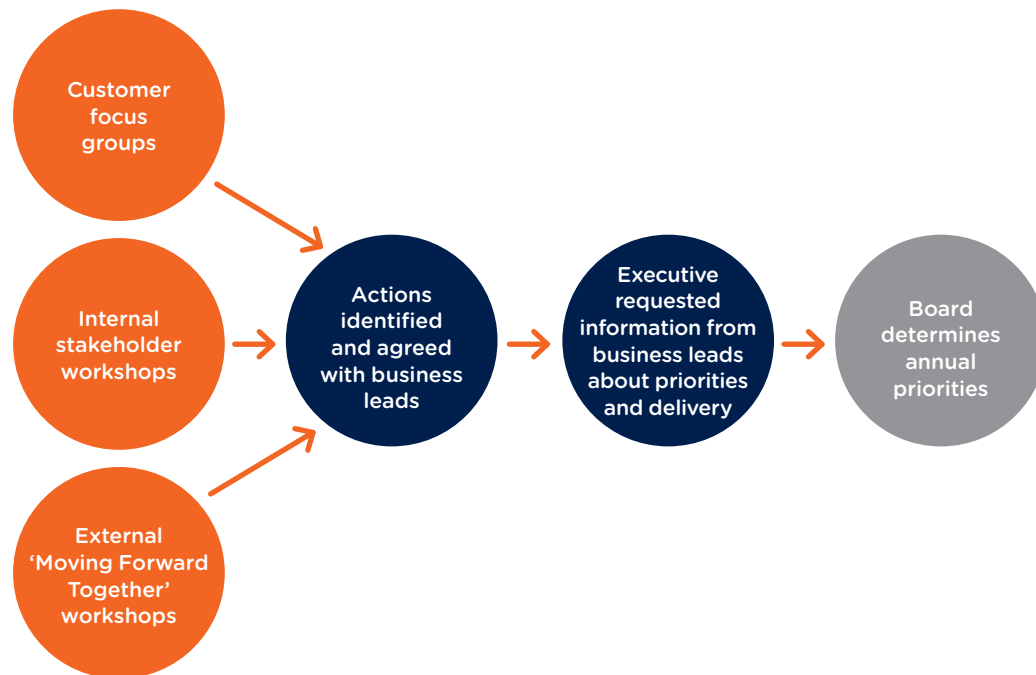
Our new Gold Silver Bronze methodology assesses who we should engage when planning major projects, as well as when and where. The tool classifies the level of impact our work will have on different stakeholder groups. We're trialling our new approach in our Edinburgh, Paisley and South Downs depots.



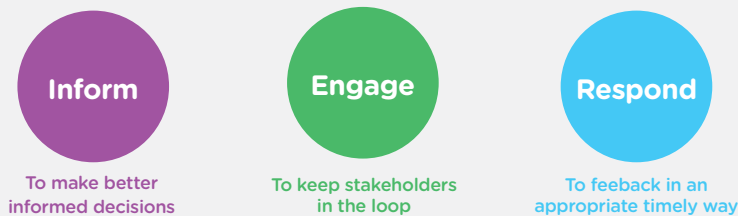
Bringing strategy and stakeholder input together

Stakeholder feedback influences how we deliver our strategic priorities.

Our interactions with stakeholders helps to frame our priorities for the year, which we publish on our website and share with our stakeholder network. This is how it works:



We **inform**, **engage** and **respond** during our work to deliver positive outcomes.



Influencing our priorities

Based on stakeholder influence, this year we plan to focus on:

Keeping energy affordable...

Deliver our revised target to connect low income and vulnerable households to our network up from **20,000** to **27,497**. In addition, we aim to achieve a more flexible specification of natural gas in GB (potential annual customer saving of **£325 million**).

Improving our service...

Implement our new three-year Customer Experience strategy, and embed our new Gold, Silver or Bronze classification communication process.

Keeping the gas flowing safely...

Improve our work scheduling using our new predictive and prescriptive tools to minimise our impact, and hold two mock incidents with our stakeholders to develop our resilience capabilities.

Sustaining our future...

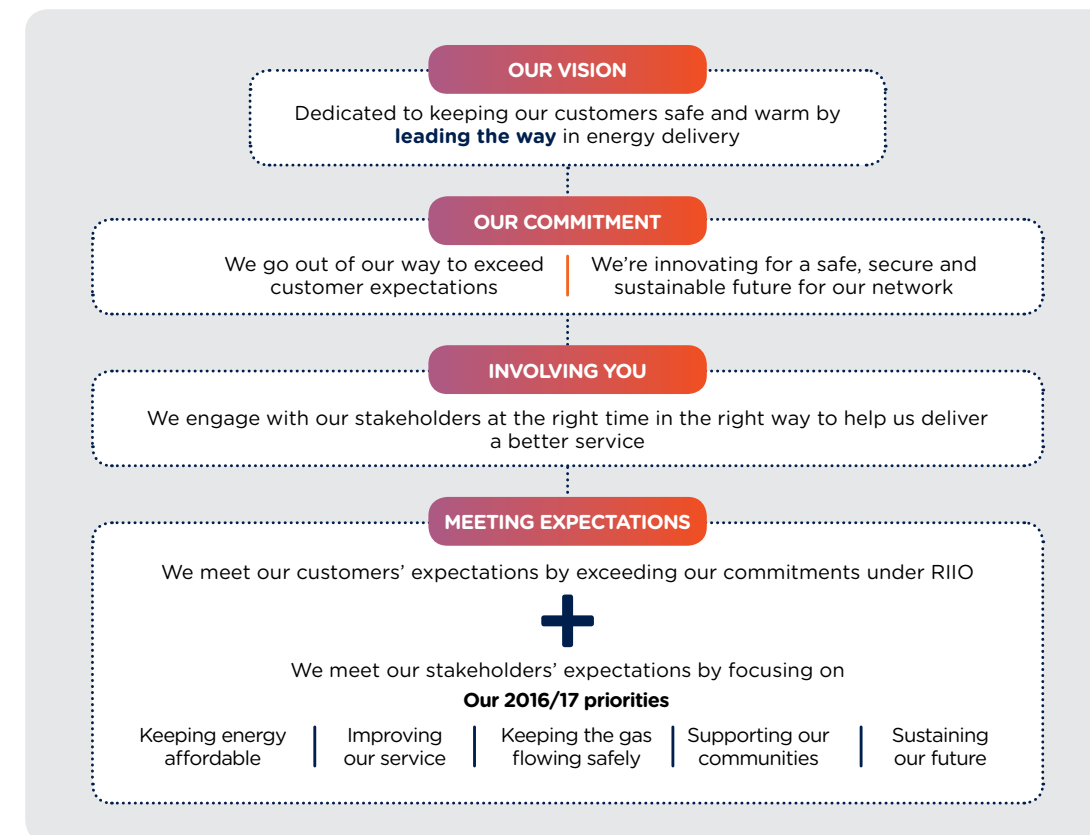
Encourage future generations to explore STEM careers, and trial our Real Time Networks project as an enabler to alternative sources of gas.

Supporting our communities...

Develop our safeguarding package to increase our support to customers who need it most, and work with communities to maximise the benefits of our activities when we undertake major projects.

Focus on strategy

Here's a snapshot of our company strategy:



Working within frameworks

Our strategy sits within the regulated RIIO price control framework, running from 2013 to 2021. Against a challenging framework, we must maintain, operate and enhance the safety and reliability of the gas distribution network. The innovation incentive drives us to differentiate ourselves in the market place and deliver for our customers.

Local engagement in action – All ears in Emsworth

Dismantling our gas holder in Emsworth was always going to impact a very close community. So 12 months ahead of starting work we had a chat with them. We began with the local newspaper, **informing** it of our dismantling process and why the holder was no longer needed. It covered the story of the holder's history and our planned works enabling us to **engage** with the entire community. This led to us receiving enquiries about how we could celebrate its history prior to dismantling. In **response** we hosted an image projection event on the side of our holder as part of a local festival. Additionally, when the dismantling process began, we recorded a time-lapse video of our work, which will be shown in Emsworth Museum. The positive feedback we've received has led to us adopting similar approaches for the remaining **35** holders we plan to take down.

Looking beyond 2021

The engagement we do today helps inform the decisions we make about our future.

Our landmark Project Horizon is a key part of our medium-term thinking aiming to help us deliver further cost savings, boosting our customer service, minimising our environmental impact, and meeting the changing needs of our stakeholders' leading into RIIO-GD2.

Our senior managers who form part of the working groups engage with stakeholders to help inform our project decision-making.

Addressing the energy 'trilemma' Throughout the year, we've been engaging on how gas networks can play a role in addressing the energy 'trilemma' with DECC, Ofgem, the House of Commons and House of Lords, MPs, the Energy & Climate Change Committee and the Scottish Parliament.

This has informed our long term thinking and led to us focusing on being:

Clean, as we transition to a low-carbon economy... **so we're developing biomethane and other gas sources.**

Secure, when we're transporting a range of gases... **so we're introducing flexible and intelligent networks and utilising the gas network, which is targeted to be plastic and low maintenance by 2032.**

Affordable, to keep costs down for our customers... **so we're reducing the impact on customer bills and fuel poverty.**



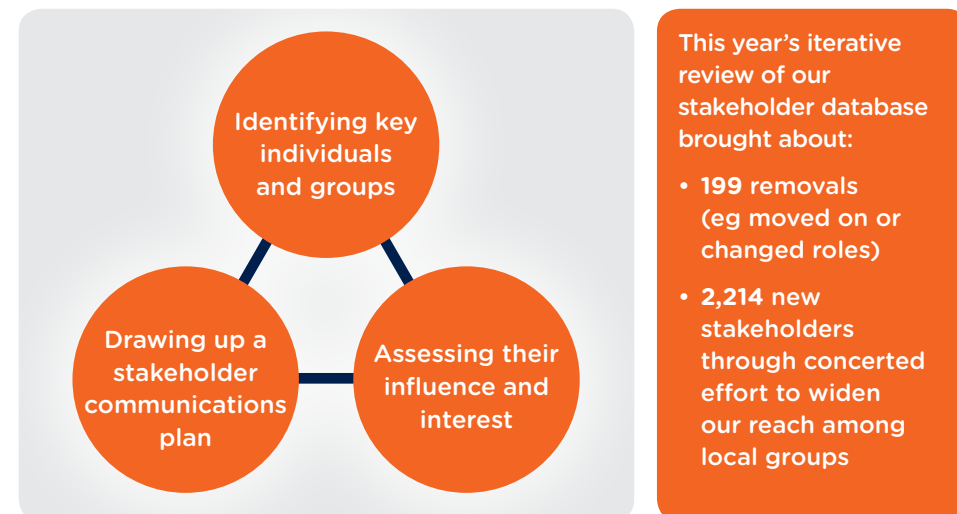
Knowing our stakeholders

Engaging with our stakeholders begins with knowing who they are and understanding them so we can communicate more effectively.

This year we took a different approach and categorised our external stakeholders into three groups:

- **Polymakers**, who are able to change policy and laws on a national scale,
- **Advocacy groups**, who have the power to influence policymakers,
- and **Local** groups, whose focus is on what affects their local area.

Having identified these key groups, we've developed a process that maps and records how we engage with them. Here's how it works:



An MPortant visitor

To develop our relationships with our local MPs, we invited all 180 who have constituencies in our networks to their local SGN depots. It gave us the chance to get their views on our activities in their area.

Penny Mordaunt, MP for Portsmouth North, visited our Portsmouth depot where we discussed the support we provide during loss of gas incidents.



Working together

Prompted by our partnership last year with SSE on carbon monoxide (CO) awareness, we've worked to maintain existing relationships, and develop new ones. We've worked with:

- **DNOs.** With SSE, we've supported community initiatives such as the SAVE project in schools.
- **Water utilities.** With Thames Water, we've started a dialogue to help improve working practices during supply outages.
- **GDNs.** We organised the 'Find a Better Way for London' event with the National Grid.
- **National charities.** We donated **£50,000** to Outward Bound and mentored **189** children.



Talking the talk

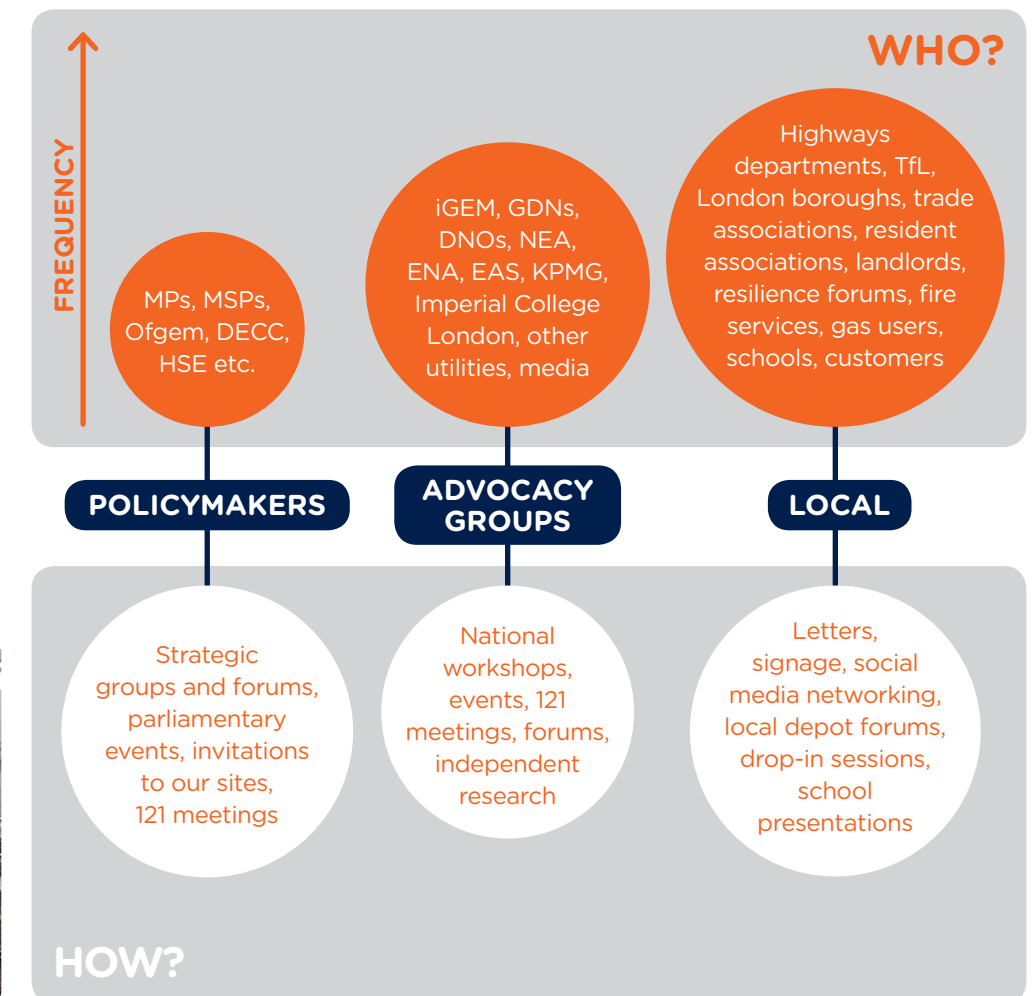
Operating across two separate networks our stakeholders can be anyone from an elderly customer living alone to a national charity to an MP.

It's a challenge we address by building on our range of communications channels. Our form of messaging is tailored to fit around the preferences of each specific type of stakeholder – and we evolve our approach to meet their changing needs.

At SGN face-to-face engagement is led by our own employees, rather than relying on the services of third parties.

We put this into practice by having our Directors lead group workshops, and our senior managers answer any questions individual stakeholders might have. This brings our project decision-makers closer to stakeholders, helping us to respond to their needs.

We want our activities to involve all our stakeholders. However, not all projects – which range between local and national significance – are of interest to everyone. We assess the level of interest amongst our stakeholders, and vary the frequency and method of our communications, as demonstrated in the examples below:



Speed dating

Our government stakeholders have asked to see us more, but often time is short, so we learned from speed dating. Through our work on the Cross Party Safety Group, Clare Adamson MSP sponsored us to 'speed date' with her colleagues at the Scottish Parliament, quite literally in the corridor of power – the hallway running between members' offices and the debating chamber. Engaging with over **34** MSPs and their

advisors we highlighted how we could work together on issues including future heat strategy, fuel poverty, reducing highway disruption, and our Oban project. The good news is we were invited back for a second date in the autumn.



Walking the walk

We've engaged across our three key stakeholder groups in a variety of ways this year, and their feedback has shaped the work we've delivered. Here's an example of that in action across our network.

In October we met with over **60** stakeholders in Edinburgh and London to get their feedback on our national priorities, and how best we could deliver them. Attendees included:

CNG Services
City of Edinburgh Council
SSEPD IGEM ES Pipelines
British Gas Xoserve Kier
UCT National Energy Action
Policy Connect EON Energy
National Grid Gas Safe Register

Overall we received **780** comments that included **246** suggestions, which **16** senior managers reviewed to determine our actions. Here are some examples:

THEY SAID	WE DID	NEXT STEPS
Promote safer digging to keep the gas flowing.	We're transitioning to an online mapping system to allow easier access to live data.	To make sure the system is fit for purpose, we've had feedback from stakeholders by online survey.
Work with other utilities to reduce road disruption.	Working collaboratively with National Grid, we hosted our first event on improving how work is undertaken on London roads and learning from best practice.	We have agreed outputs which we'll aim to deliver over the short, medium and long-term. This includes linking with the Mayor of London's 2050 infrastructure plan and sharing the learning and benefits of our latest innovative techniques.
Look to roll out the new specification of gas being trialled in Oban to the whole GB network.	Engaged with the HSE to grant an exemption to allow us to use the gas until 2018, and extended our remit to 5,800 properties in Wick, Thurso and Campbeltown.	In September we're planning a national seminar to promote the findings from our Oban project.
Help more people out of fuel poverty.	Submitted our revised targets, increasing from 20,000 to 27,497 . And agreed inclusion of District Heating within the scheme. We supported connections on IGT networks.	Continue working with partner organisations, and supporting iGTs to widen the scheme to as many people as possible.

A local business

Our 15 depots give us a local presence across our networks. This allows us to listen to feedback from our local stakeholders which informs our day-to-day customer service activities and influences our annual priorities.

In March, we hosted our first-ever forum at our Portsmouth depot. It gave us a chance to explain to local authorities, utilities and emergency services how our work is linked to theirs. We showcased our innovative techniques to minimise disruption and our evolving customer communications. It was so successful that we've decided to organise local forums at each of our depots, with eight currently planned for the rest of 2016/17.

To help respond to our customers' evolving needs, we organised five focus groups across four local depot areas. Customers spoke about their experiences connecting to our network and being affected by our mains replacement programme. This led us to put an action plan into place to communicate more regularly with them while work is going on. By using learning, video clips and written documents from the sessions with our frontline colleagues, we've seen customer satisfaction increase in Scotland from **8.79** to **9.14**, and in southern from **8.64** to **8.83**.

Listening and learning

We're enabling feedback by providing a wide range of channels, and recognising the diversity of our networks.

The main event

We know how important events are in developing relationships with a broad range of stakeholders.

Thanks to our new dedicated Events team, we've organised a host of face-to-face events, both internally and externally. These include:

- Sponsoring the Energy Action Scotland Annual Conference in November 2015. As a result, we've been invited to join the Scottish Government's Fuel Poverty Forum and Scottish Fuel Poverty Strategic Working Group.
- Hosting the London Collaboration Forum, which has led to us planning improvements to water ingress resolution and prevention with Thames Water.
- Attending a National Energy Action House of Lords Reception in March 2016, we had the opportunity to engage with over 90 parliamentarians.
- Presenting and showcasing at the LCNI Conference – a key industry event – engaging with twice as many stakeholders as the previous year.



Top to bottom

We recognise and act on the diversity of our stakeholders' needs by operating differently across our network areas, for example:



We continue to implement separate Scotland and southern Help to Heat strategies which recognise the differences in the national legislation and funding mechanisms to tackle fuel poverty.



In our southern network, lane rental charges encourage us to work even more flexibly and efficiently to keep traffic moving in our busiest roads. We've introduced extended working hour contracts and increased our use of innovative techniques such as keyhole technology.



In Scotland we make sure gas is delivered to around 6,800 customers across four towns in our Scottish Independent Undertakings (SIUs) by LNG tanker. This keeps the gas flowing in some of the most remote locations in our network all year round.

Social life

Social media continues to be a key communication channel for us this year, as we develop our content on websites like Twitter and Facebook. This gives us even more visibility among our stakeholders.

We tweet highlights from events we visit. By updating Twitter using the event's assigned hashtag with real-time information, we can engage with stakeholders who aren't present, and who don't follow us – sharing any best practice or important industry updates they could benefit from.

While every home should be aware of how to use gas safely, we know this is not usually a 'trending' story. So we're using more visual communications to capture the attention of our stakeholders. We've introduced eye-catching GIFs on our social media channels, and created more infographics and YouTube videos for wider messaging. We publish these strategically, on public holidays and on industry-specific awareness days, to maximise their exposure.

As a result, we've improved the reach of our safety messaging with **80%** more people engaging with our tweets when we use animated content.

We're now posting more on LinkedIn to expand our professional networking opportunities – and have grown our following by **54%**, and our engagements from under 10 per month to around **200**.



Making the most of our feedback

Listening leads to action. Here are some of the positive outcomes our engagement has delivered.

WHO	INVESTMENT	LEADING TO...
POLICY MAKERS	35+ meetings with DECC	<ul style="list-style-type: none"> Working with consultants MJM we helped DECC's Heat Team on developing heat networks policy Hosted DECC heat team to depot and Framingham gas offtake to share understanding and priorities Joined DECC's new gas resilience group ensuring better communication during significant events
	50+ meetings with OFGEM	<ul style="list-style-type: none"> Increasing our combined Scotland/England assisted connections targets by 37% from 20,000 to 27,497 Secured Ofgem support for our Real-Time Networks innovation project Ofgem spoke at our co-hosted (National Grid) London event noting the value of GDN collaboration
	Over 200 interactions with MPs and MSPs and civil servants	<ul style="list-style-type: none"> 34 MSPs and advisors engaged in the Scottish Parliament on the value of our gas network, innovation and fuel poverty Provided input to manifesto papers on future of gas Joined Inquiry Steering group for: 'Warmer & greener: A guide to the future of domestic energy efficiency policy' Participation in resilience events, interaction with oil and gas team including updates on SIU enduring energy solution Developed carbon monoxide (CO) initiative for travel companies via members of the cross parliamentary gas safety group
	Regular meetings with HSE	<ul style="list-style-type: none"> Secured the gas supply for over 6,800 customers in Scotland via HSE gas quality exemption. Future potential savings of £325 million per year for all GB gas customers and up to 1.7 million tonnes of CO₂ 18 month project developing an exemption allowing service layers to disconnect gas meters creating a more flexible and efficient workforce ahead of SMART roll-out
ADVOCACY GROUPS	Stands at 10 major events	<ul style="list-style-type: none"> Collaborative GDN stand at NEA Conference on tackling fuel poverty in England. 300 delegates attended Engaged over 90 parliamentarians at annual parliamentary event discussing fuel poverty solutions Over 1,200 delegates have the opportunity to hear Oban's customer benefits at Low Carbon Network conference
	£40k invested in EAS	<ul style="list-style-type: none"> Sought feedback from over 200 delegates at Energy Action Scotland Conference on our 'Home Care Package' and informed 30 delegates of the services available from SGN (seminar included during Conference) Subsequently, invited to join the Scottish Government's forum and strategic working group on fuel poverty
	Hosted five workshops	<ul style="list-style-type: none"> 109 attendees, 43 agreed actions and 100% of delegates wanting future events
	Over 100 activities with industry partners	<ul style="list-style-type: none"> Created unique Predictive Analytics tool with Deloitte, leading to cost savings of £1.5 million, a reduction in 865 pipe failures, and 37 instances of gas in building Introduced Priority Service Register signposting for vulnerable customers with Energy UK and Water UK Began development of a common set of PSR 'needs codes' to enable data sharing Partnered with GDNs and KPMG on independent future role of gas networks study Supported CO awareness week, Gas safety Week and new travel agency initiative
	Support for National charities and consumer energy efficiency partners	<ul style="list-style-type: none"> 3,846 assisted connections installed taking households out of fuel poverty 1,710 staff donating over 10,000 hours to over 440 organisations 357 employees trained on dementia awareness plus 19 Energy Saving Trust staff trained, and a further 12 advisors from Argyll, Lomond and the Islands planned 17 locking cooker valves fitted across our networks and now being trialled by another GDN £50,000 donated to Outward Bound Trust, providing 189 children an opportunity to attend a course Gas safety training further developed to train energy advisors in Oban planned for May
	Interactions with housing and landlord associations	<ul style="list-style-type: none"> 20,000 private landlords informed of CO risk and the fuel poverty connection scheme for tenants £100,000 investment in Energy Ideas Fund – so far over 100 customers engaged with energy savings of £35,000
LOCAL	Over 600 interactions with Local Authorities	<ul style="list-style-type: none"> 965km of gas mains replaced and 85,675 gas services renewed Over 21,000 new gas connections undertaken Customer Careline set up which refers those who need support to over 40 partners
	Two major farmers and landowners events attended	<ul style="list-style-type: none"> 157 visitors to our stand leading to 62.5% improved safety awareness New video developed to better inform landowners of pipeline strike risks
	Five customer focus groups	<ul style="list-style-type: none"> Complaint volumes continue to fall (60% in last three years) and complaints resolved within one day nears 70% Customer satisfaction scores improve to top quartile £1.4 million investment committed for improved customer experience
	52 calls with resilience partners	<ul style="list-style-type: none"> Planning started for two mock incidents including all resilience partners 52 conference calls with national resilience partners and regular face-to-face meetings with local agencies
	Regular meetings with TfL, Highways and Roads authorities	<ul style="list-style-type: none"> TfL's Lane Rental Funding Scheme panel concludes CISBOT reduces disruption created by roadworks and associated environmental impact. £252,000 allocated to support the use of CISBOT by TfL 80 replacement projects with a total of 9,759 extended working hours employed Increase use of Core and Vac repairs saving approximately 2,000 days occupation of the highway and £1.47 million compared to traditional methods – 1,408 cores, 1,158 repairs and 41 camera surveys
	646 interactions with commercial and industrial customers	<ul style="list-style-type: none"> 600 major gas users contacted to confirm contact details in case of emergency Introduction of UNC MOD 458 has enabled six large users access our network without reinforcement Presentation to 40 staff followed by stand in main shopping mall to promote gas safety and CO awareness, provided 15 CO alarms and 60 surveys completed
	Support for local charities	<ul style="list-style-type: none"> £68,500 donated through our Into Action scheme Scheme with nine partners installing central heating at Glasgow Old People's Welfare Association central offices, benefitting over 100 support sessions per week
	Over £500k invested in our communities	<ul style="list-style-type: none"> Donated 5,800 CO alarms to residents of Wick, Thurso and Campbeltown £16,000 sponsorship of bee-keeping initiative in a local school and two hives with 120,000 bees installed at our Glasgow office Over 38,000 children educated about gas safety, carbon monoxide awareness and STEM careers

A breakthrough year

Part One explained how we've listened and responded better to all our stakeholders this year, and developed a more inclusive strategy to engage them. This strategy is linked to our company strategy and demonstrates how we identify, categorise and engage with our stakeholders across different channels. We're engaging with more stakeholders than ever before, and for the first time, we've tabled our activity – showing who we've communicated with, how often, and what has been delivered as a result (see Part One page 10).

We've focused on what stakeholders have said is important to them, and their influence is reflected in our priorities.

Empowering our people

Good engagement has people at its heart, and this year we've invested in giving our people new skills.

We're developing everyone from our frontline colleagues to our Executives, enabling us to expand our engagement to national policy makers, people who influence our business, and all those interested in our activities.

We've deepened our relationships with these groups by contributing to national policy on future heat strategy, sponsoring and holding events to engage those who influence what we do, and supporting vulnerable customers in our local communities.

Illustrating the value

This year we've fully reinvested the **£2.5 million awarded to us** in last year's stakeholder incentive scheme. We've further leveraged this investment to deliver **£5.7 million of quantitative value** for our customers and stakeholders alongside many qualitative benefits. A selection of these are illustrated below.



Meeting expectations

In the rest of Part Two, we've used icons to best reflect which of Ofgem's criteria we believe were met.



Delivering measurable benefits



Thinking innovatively



Acting holistically and embedding initiatives



Using robust project management



Driving and sharing best practice

Keeping energy affordable

Improving our service

Keeping the gas flowing safely

Supporting our communities

Sustaining our future

Delivering more value

Keeping energy affordable is an enduring priority for our stakeholders. We're responding, particularly providing help to our most vulnerable customers.

Our work in numbers

→ **£100K investment** for six Energy Ideas projects

→ Increased fuel poor connections targets by **37%** and a more inclusive scheme agreed with Ofgem

→ **14,961** fuel poor connections since 2013 delivering **£8.4m** in value



Truly ground-breaking

Following the successful completion of the Oban trial, we are working with stakeholders to expand the gas specification across GB.

This could deliver savings to gas customers of **£325 million a year** – the equivalent of **£16 per household**.

From November 2014 to June 2015, we engaged with Oban's community to test and replace appliances in over **1,000 properties**. We reached **91% of the town's population**, and **replaced appliances in 46 homes** free of charge.

In the current phase, as a result of extensive engagement the HSE has granted an exemption to keep supplying this gas until 2018, and extended our remit to include **5,800** properties across Wick, Thurso and Campbeltown.

With a positive reputation for engagement following the first phase we've been able to access **86%** of customers' properties in just six months. Our efforts have included meetings with politicians, businesses and customers. Locally, we've also gone door to door and displayed adverts to let residents know what we're doing and how they can engage with us.

“Opening the gas market to a wider range of gases is a no-brainer”

Alan Whitehead MP,
Shadow Energy Minister

A word from our sponsors...

We were the main sponsor at the largest ever Energy Action Scotland Annual Conference in November. It was a valuable platform to engage with over **200** stakeholders, sharing everything we're doing to protect vulnerable customers while learning from the experiences of others and developing relationships. Needless to say we're sponsoring the event again this year.

Fitting the bill

At our Moving Forward Together workshops, delegates asked for more to be done to address gas theft.

Last year we tackled the problem by making sure the gas used by **13,000** customers was correctly allocated, and not applied to all UK customers. This was extended by a further **3,000** this year.

We've worked with industry partners to develop a process to back bill for this gas, and we've so far recovered **£1.6 million** worth of gas used from our networks.

Illegal connections also have massive implications for safety, and can cost our industry up to **£100 million a year**. Therefore we've produced communications about who can and can't install, alter or disconnect gas connections, and circulated it among customers, Utility Infrastructure Providers, Gas Safe engineers and builders. On top of this, we've led an industry change to reduce further occurrences. Through our new operational processes we have addressed **10** occurrences this year.



From left: David Manning, SGN Director of Stakeholder Relations with EAS Director Norman Kerr, Scottish Housing & Welfare Minister Margaret Burgess MSP and EAS Convenor Hamish McPherson

Help to heat

Our stakeholders continue to help us understand how we can expand our role in tackling fuel poverty.



On target

We extended our targets to help even more customers out of fuel poverty.

Responding to Ofgem's consultation, we asked local stakeholders to share their needs for future gas connections. Based on this we submitted our revised targets.

In Scotland, we've increased to **17,130** (up from **11,000**) while in our southern network, it's now **10,367** (up from **9,000**). This is three times more than any other network.

We've also led discussions with Ofgem to encourage changes to the scheme allowing district heating to be included and recognise those served by independent Gas Transporters.

“SGN has been very proactive in supporting iGTs leverage project funding through the Fuel Poor Network Extension Scheme to deliver network extension projects supporting whole communities.”

Mary Fitzsimons, Infill Project Manager,
ES Pipelines

Working with National Energy Action and Energy Action Scotland, Scottish Government's agent Warmworks and the Energy Saving Trust (EST) we've installed **11,418** free connections in Scotland, and **3,543** in southern, delivering overall potential energy savings of **£8.4 million** since 2013.

Leading the way



We were asked by the Department of Energy and Climate Change (DECC) to deliver a referral system for customers who call the Energy Saving Trust Helpline. Expanded to incorporate all **four** GDNs, a national referral scheme was set up in May 2015 with us co-ordinating a monthly review to drive improvements. In 10 months and with **900** referrals from the EST helpline, **314** have gone on to call the GDN helpline, and nearly **70** have gone on to have a gas supply installed.

Alongside DECC, we've powered conversations between energy suppliers to achieve an end-to-end funding solution for our customers switching to gas.

“Throughout both schemes SGN has been the go-to network to talk to GDNs and helped bring them together.”

Laura Le-Thien,
Home Energy team, DECC

Bright ideas



The Energy Ideas Fund has helped improve how we support providers of energy advice.

Many of our stakeholders have asked for more ways to support fuel poor customers, particularly in off gas grid areas. We funded **£100,000** for six projects in collaboration with the Scottish Federation of Housing Associations. This innovation has led to warmer homes

and more affordable energy costs across the social housing sector.

For example, for Barrhead Housing Association, we funded a project to install internal wall insulation to sandstone properties, using data loggers to monitor the subsequent cost savings.

“All that was generated by the initial funding from SGN through the Energy Ideas Fund will lead to ongoing savings for our tenants in the coming months and years.”

James Ward, Director of
Asset Management, Barrhead
Housing Association Limited

- Over **100** customers were engaged, with energy savings of **£35,000**.
- This generated **£100,000** worth of Scottish Government Climate Change funding, which led to two energy advisors being appointed, with a further two planned.
- The project will train **100** energy champions to provide over **1,000** customers with energy saving advice.
- The results will be shared with the public and **148** housing associations.

Influencing policy

As a company operating under governments in Scotland and England, we are in a unique position to comment on the effectiveness of different policies.

We are working to influence the UK Government to expand its funding measures in line with how this operates successfully in Scotland; enabling us to make life even better for customers in our southern network.

Improving our service

Service with a smile

Keeping the gas flowing safely

Supporting our communities

Sustaining our future

All our stakeholders want exceptional customer service. That's why, after listening to feedback from stakeholders and customers we have improved our overall service.

Our work in numbers:

- Delivering gas to **5.9m** properties
- Visiting **half a million** customers in their homes every year
- Answering **120,000** calls from customers every year



Going for gold

We've created a more robust project management structure when it comes to communication, with multiple stakeholder touchpoints.

One thing we've learned over the years it's that you just can't communicate enough. Different stakeholders have different communication preferences, so we've introduced Gold Silver Bronze, which brings a structured approach to how we identify who our stakeholders are, and classifies our projects to deliver the appropriate level of engagement.



Dismantling the problem

Emsworth gas holder is located in a densely populated area. Dismantling it would cause disruption so we worked with local stakeholders to agree how we could best work together.

“SGN has a community engagement ethos which works.”

Mark Ringwood, Director of WemsFest

Serving up the best

Our multichannel Customer Experience (CX) project is changing the way we deliver service to our customers. We embrace the best and make it better.

We organised workshops, Let's Chat sessions, focus groups and surveys to find out what our customers and colleagues thought of our service. They told us they wanted a more personalised approach, so we've developed a CX roadmap working in partnership with consumer experts Hivemind.

“We are delighted to be working with SGN on these plans and to help push beyond what they have delivered before.”

Nicola Collister, MD Custerian - part of the Hivemind Network

A perfect 10

Getting the basics right has really improved how we connect and communicate with our customers. Their complete, integrated experience is evidenced by our customer satisfaction scores and our complaint volumes and resolution times.

App-ortunities

Stakeholders asked for more flexible ways of giving feedback. We're rolling-out a new app, so customers can more easily rate our customer service. After engineers visit their homes, customers will be asked to complete a survey on a tablet - data will be shown in real-time streams in our depots.

It's a people thing

When it comes to our connections work stakeholders have asked for one point of contact. So we've introduced Account Managers who do the running instead of the customer. They resolve customer issues on the same day or, at the latest, by the next. In one year we have gone from resolving only **20%** of customer issues by the next day, to resolving **70%**. Meanwhile, we've organised another five focus groups with colleagues, customers and partners to understand how we can improve in other areas.

COMPLAINTS REDUCTION



Information on our streetworks

We've made revisions based on feedback from local councillors, planning authorities, affected customers and passing pedestrians on our extensive range of signs and banners.

It was found that too much choice often confused both colleagues and stakeholders. To make our communications simpler, clearer and more engaging, we redesigned our entire catalogue, reducing the number of available signs from **71** to just **13**. Our sites now look tidier, safer, and with contact information prominently placed.



Communicating clearly

We carried out a nine-month review of our customer-facing materials based on feedback from focus groups and surveys. They wanted us to:

- Use simple language
- Explain how they might be affected
- Let them know how to get in touch

Our new literature reflects this with simple, straightforward language and illustrations to grab customers' attention first time. Plus, our new postcards have our customer service and our local gas engineers' phone numbers; helping to encourage frontline colleagues to prioritise customer service.

A better way for London

London is a unique, busy place and any disruption associated with utility works can be very uncomfortable for our stakeholders. They've asked us to adapt the way we work by better coordinating with other utilities. That's why, working in partnership with National Grid, we hosted our first London Collaboration Forum.

Bringing together over **70** stakeholders ranging from Ofgem, IGEM, local councils, Thames Water and many more, we focused the

event on stakeholders' main concerns - working in the streets of London and how we support communities.

After capturing stakeholders' input on the day we've now issued a consultation to them aimed at developing an action plan and an enduring dialogue with them. Meanwhile, the day forged new relationships and we're already working on some immediate improvements to our resilience planning with Thames Water.

Safe operator

No one likes a supply interruption so we're looking at innovative ways to ensure our network is as safe and reliable as possible, and shows forethought in how we've planned our work.

Gas provides around **80%** of total UK energy demand, and our **stakeholders regularly tell us how important it is that they receive a reliable supply.** After all, no-one wants to come home from a hard day's work to realise there's no heat or hot water. Stakeholders have also told us **they want us to minimise disruption, cost and bring more**

predictability to our work too.

To meet stakeholders' expectations while maintaining the **99.97%** asset integrity enjoyed by our customers, we've introduced innovative new ways to avoid unnecessary cost and disruption. Meanwhile, our new analytics tool allows us predict possible failure, taking action before it happens.

Our work in numbers:

→ We replaced **960km** of metallic gas mains with new plastic pipe

→ **£365K** invested in predictive analytics

→ Attend to over **230,000** gas emergencies a year



- We own, and are responsible for, **2,123km** of HP pipeline
- Our HP pipelines can be up to **85bar** and **1,200mm** diameter (a standard car tyre is **2bar**)
- Any damage to a HP pipeline will cost over **£500K**



Strike action

When it comes to working near our high pressure (HP) pipelines, safety is our number one priority.

Our resilience partners have asked us to revisit how we address the issue of inadvertent pipe strikes. While in the past we've had our 'Dial before you dig' campaign we recognised that a refreshed and more engaging approach was required. Our first endeavour saw us don our wellies to reach farmers and landowners at the Royal Highland and Dorset shows, promoting our safety message. Based on feedback on how we could get our message across better, we've developed:

- a video and online resources to help those working close to our pipelines understand and better manage the risks
- an instant-access online mapping system. This is now in production and will be available in the autumn.

We've taken this feedback further and are now also developing an online plant location service, which will allow our stakeholders to access our maps 24/7.

Sustainable operator

During our engagement activities, one issue stands out – disruption. Stakeholders are asking us to develop new and innovative ways to reduce the disruption we cause while maintaining our gas network.



Network forecasting

Our investment of £365,000 in predictive analytics is providing us with the tools to meet stakeholder expectations through early identification of higher risk pipes and reducing unplanned disruption and costly repairs.

From weather conditions to geography – it all makes a big difference. The more information we have about why pipes fail, the more we can do to take action and prevent it from happening in the future. This helps us to become more proactive than reactive.

Using our own internal experts' alongside analytics professional at Deloitte and Bearing Point we've designed and built a proprietary predictive tool. Since its introduction:

- incident risks reduced from **0.450** to **0.412** (incidents/year)
- incidents of gas in buildings reduced by **37**
- pipe failure reduced by **865**
- savings of **£1,530,000** in repair costs.

We've shared these results with the HSE, DECC and Ofgem, and we'll be sharing the outputs with the other GDNs.

Pressure point

While predictive analytics helps us more cost effectively and efficiently manage the physical pipe, we've also innovated in how we manage the gas flowing through the pipe. Working with manufacturer Abriox, we've developed a nifty device, **Osprey validators**, which remotely communicate



accurate pressure flows to our gas control. They allow us to see and resolve problems long before our customers ever need to call the gas emergency number. We've installed **1,153** and are sharing our learning with our GDN partners.



A robotic evolution

Our pioneering robotics project is transforming how we work in the street.

Last year we told you about our CISBOT trial and its planned two-year project. So far we've sealed **1,767** joints, remediated **5.7km** of gas mains, and spent **63%** less time on the highway, whilst maintaining our **98%** reduction of excavations.

Building on this success, and in our efforts to lead the way in robotic solutions, we've delivered yet another award-winning innovation in partnership with ULC Robotics – Cast Iron Robotic Repair Inspection System (CIRRIS).

CIRRIS can travel further than CISBOT and navigate more bends, yet critically, still from one excavation. It's the first robot of its kind which will survey the integrity of our pipes from a live gas environment.

In November 2015, near Kennington, south London, we successfully demonstrated CIRRIS to influential stakeholders including Ofgem, Water Research Council and the chair of Network Innovation Competition. We also invited our GDN colleagues along. We're now building on that success with a one-year pilot programme to remediate 16km of gas mains across our networks, demonstrating our commitment to minimise disruption for road users and communities.



... and our survey said

Knowing how much CIRRIS can transform our operations, we were keen to get as much feedback as we could. We asked a diverse group of **150** stakeholders, including customers, highways agencies, local authorities, gas industry experts and government representatives, to tell us what they thought.

Our survey found that nearly **95%** of respondents agreed that CIRRIS had the potential to reduce traffic delays caused by upgrading gas pipes.

Supporting our
communities

Giving back

We deliver gas to a variety of locations, from the boroughs of south London to the remote areas of northern Scotland – so we know it is important to be part of community life.

By being an active part of the local community we gain a better understanding of how we can meet stakeholders' needs.

We maintain existing pipes, install new ones, and run the gas emergency service, which means our engineers are less than an hour away from any gas customer's home. Our people live in the

communities they serve and want to give something back. But we go further than just 'doing our bit'. Through our Community Action Plan (CAP), we help out on community projects, and over the past year we've invested **£506,099** in local causes. In addition, we contributed **£68,500** on top of our colleagues' fundraising efforts.

Our work in numbers:

→ **13%** increase in
CO awareness this year

→ **£68,500** funding for our Into
Action Scheme and kit for kids

→ **80** managers and frontline staff trained on
how to identify vulnerability

Making every contact count



We visit around **500,000** customers in their homes every year. Sometimes they may need extra help. Building on our comprehensive safeguarding package we support them as best we can.

Locking cooker valves

We've worked with Social Services and the Fire and Rescue Services across our networks to fit locking cooker valves in **17** vulnerable customers' homes in Dunfermline, Dundee, Perth and Kent. These help

prevent gas leaks, explosions and fires in the homes of people with dementia and other conditions such as autism.

This year we shared our findings with other gas networks, one of whom is trialling this service.

Customer Careline

We introduced our Customer Careline as a result of feedback from our engineers who come across customers who need extra help. Customers can contact our careline direct or if required the engineer can call on their behalf. The careline gives customers access to services available through the industry Priority Service Register (PSR). With Fife council we have extended



the service to link to its First Assist referral system, which has access to over **40** safeguarding organisations in the area.

For example, our engineer attended a gas emergency call and through chatting to the customer found out she had a number of medical issues, and lived alone because her husband was in a local care home. After getting her permission, he referred her through SGN's Customer Careline, and she now gets help from a local support group via Fife council.

Recognising vulnerability

Working with National Energy Action and Energy Action Scotland, we host training sessions for our frontline colleagues to learn how to identify vulnerable customers and advise on our Help to Heat scheme. So far, **80** managers and frontline

engineers have taken part and based on their feedback we're improving and extending the programme.

In addition, Home Energy Scotland approached us to help with training on dementia awareness to **19** of its Energy Advisors. Also, through our work with the Department of Work and Pensions (DWP)

Age Action Alliance, we shared information on our tablet-based dementia awareness training for frontline engineers with British Gas who were searching for a solution for their field staff to become more dementia-friendly. We have a demonstration planned shortly at our London depot.

"We've been delighted by SGN's willingness to share their learning experiences with us. It's helped us avoid having to reinvent the wheel and really made a difference to our ability to serve vulnerable customers."

Steve Crabb, Head of Vulnerable Customers, British Gas



Education for all



Our stakeholders always expect us to act safely but through engagement they have told us they want us to help them and our customers through education.

Carbon monoxide (CO) safety

We've surveyed our customers and have seen a **13%** increase in CO awareness this year following advice given by our emergency engineers (**1,400** surveys). Meanwhile, we believe holidaymakers are an at risk group. That's why, through our Vice-Chairmanship of the All-Party Parliamentary Carbon Monoxide Group, we're working with travel agents to deliver an educational awareness pack.

Training for school children

This year we've provided almost **60,000** primary school children with gas safety and CO awareness training through our schools education programme and safety centre support.

Supporting the Royal Voluntary Service (RVS)

Our partnership has reached over **300,000** people through the winter wellness campaign, providing information on gas safety, carbon monoxide awareness and the benefits of the priority services register (PSR). We're also extending our efforts, with our staff providing support and advice to **13** hubs across our Network.

Training for support workers

This training is taking longer than we hoped to get off the ground, but we didn't want to stand still. Following participation in an Energy Advisors' forum, we were approached by two energy advice charities interested in our work on dementia awareness and gas safety training. As result we are training Ali energy (Argyll, Lomond and the Islands) advisors on dementia awareness and gas safety in Oban and plan to deliver further training at Thenu in the east end of Glasgow later in the year.



Turning up the heat

Using our skills

While working on our home care package with EAS we were introduced to Glasgow Old Peoples' Welfare Association. However, we quickly realised there was no central heating in their building which hosts over **100** support sessions a week for older people in Glasgow. So, with donated materials our engineers used their CAP time to put a system in.

"The new heating system has transformed the Association's ability to support the older generation in Glasgow. It's also allowed us to pursue our home care initiative."

Sheena Glass, CEO, Glasgow Old People's Welfare Association

Creating a buzz!

You might not think bees and a gas network company sit well together, but with Plan Bee, we're connecting our environmental strategy with our community work in a unique way.

We've installed beehives at Lornhill Academy in Alloa, raising awareness about declining bee populations and fulfilling our environmental strategy of enhancing biodiversity.

There was such a buzz among our colleagues, we've introduced two hives of **120,000** bees at one of our depots, too.



Thinking ahead

We're acting now to protect the interests of our youngest stakeholders by delivering a network today that will be fit and useful for generations to come.



Throughout our engagement, stakeholders have told us they want us to continue to explore and invest in alternative energy sources. They believe the gas network has a valuable role to play in addressing climate change.

To reduce carbon emissions by **80%** by 2050 we must decarbonise heat by phasing out natural gas and introducing alternatives. This will avoid needless cost in alternative infrastructure while realising the enormous value and convenience of a mains connection.

Firstly, to help meet this challenge, we're investigating natural gas alternatives including biomethane and hydrogen. We have:

- **22** live biomethane sites capable of supplying over **133,000** homes
- **12** new connections in 2015/16
- committed to supplying **250,000** homes with green gas by 2021
- invested **£250,000** in hydrogen research
- powered **34** buses in Reading on biomethane.

And secondly, we're making sure the pipes are utilised to maximum efficiency by:

- installing **12** network sensors and **1,200** loggers on a trial in Medway to measure network performance, help inform better ways to process gas and manage injection points for decarbonised gases
- sitting on the HyHouse Steering Group with DECC, National Grid and SSE proving no additional risk from hydrogen leaks
- working with the other GDNs on Hiready project to look at how hydrogen performs in our networks
- participating in University College London's study into the role hydrogen can play in transitioning to a low-carbon economy.

Our work in numbers:

→ Fueling **34** buses in Reading from biogas

→ **7,000** girl guides educated on STEM careers

→ **£250K** invested in hydrogen



Young guns

Addressing the climate agenda is an exciting opportunity. But it needs diversity of thought in science, technology, engineering and mathematics (STEM).

We're working with organisations like Outward Bound Trust, 'Solutions for the Planet' and Tarmac to mentor young people and school communities, to gain important life skills and also to come up with innovative solutions that address sustainability issues around water, waste and energy. We hope our involvement can get younger generations more excited about the potential STEM subjects hold for them. In total, we've worked with over **1,900** students.

Girl power

Girlguiding UK's research shows that fewer than one in 10 girls, aged between seven and 10, would choose a STEM career. In February, we were on hand to provide information on the gas industry at SPARKS, an event in London for **7,000** Guides who attended from all over the UK. Mentors engaged with the girls sharing their own experiences of our industry.

Bounding ahead

Our CEO started our relationship with the Outward Bound Trust after hearing about their work. Recognising the value a partnership could bring to children in deprived areas and also to our own staff's career development through mentoring we donated **£50,000** to the Outward Bound Trust. Our support has given **189** young people the chance to attend courses helping to develop their self-awareness, confidence and the transferable skills needed to succeed in our industry.

Forward look

We continually take stakeholder feedback into account as we develop the following initiatives:

Keeping energy affordable

National seminar to promote the findings from our Opening Up the Gas Market project to drive energy costs down across GB.

Improving our service

Continue to deliver on our three-year CX project to provide the best possible experience for our customers.

Keeping the gas flowing safely

Building on the success of predictive analytics, the next development of this project is 'prescriptive analytics' which is about having a broader business modelling tool with the capability for multi-inputs.

Supporting our communities

Building on our relationships with our community partners to develop these at a local depot level.

Sustaining our future

We'll gather information from our Medway trial providing a robust, real-time network demonstration scalable to GB.

Using established and novel sensor technologies along with a cloud-based data solution will capture information that will help us more effectively use the gas network, and a widening range of gases.

Comment from Stakeholder Advisory Panel



The role of the external Stakeholder Advisory Panel is to work alongside SGN as a 'critical friend' to help guide the development and delivery of stakeholder strategy.

Since we began work in 2014 we've observed something of a transformation in the way that SGN engages with its stakeholders.

That transformation has been evident in the way that stakeholders have helped to shape SGN's strategy. The long-term strategy signed off by the Board last year was built upon a solid foundation of stakeholder insight drawn from events, conversations and surveys. SGN continued to listen, and heard feedback that stakeholders wanted to see a number of priority issues given greater emphasis. These have since been accommodated within the business' priorities for 2016/17. This demonstrates, in our opinion, a strong link between stakeholders and strategy.

We have also seen more tangible outcomes emerge from stakeholder engagement. The Oban project is a positive example of this - SGN engaged sensitively and effectively with a single community, have grown this into a network of support among influencers at all levels, and now have the potential to turn it into real savings for customers across Britain. In the past, we have asked the team at SGN to demonstrate that stakeholders are being considered at the earliest stage of project planning. We have seen this evidenced recently in the business' approach to gas holder dismantling, where a tailored stakeholder engagement plan is developed for each site to ensure that the unique challenges and opportunities of each community are considered. The significant improvements to complaints resolution, customer service, streetwork signage and digital engagement are further illustrations that stakeholder feedback is being heard and acted upon across the organisation. And SGN continues to do excellent work in identifying and supporting the most vulnerable of its customers, forming effective partnerships with the public and third sectors. We believe that this is now a business in constant dialogue with its stakeholders.

To summarise, our opinion is that SGN has continued to make considerable strides forward - in focusing on clear outcomes, in embedding an engagement-led approach across the business, and in forming effective working relationships with others to deliver innovative projects.

Oli Howard
Chair, Stakeholder Advisory Panel



SGN's year in awards success



Chartered Institute of Public Relations (CIPR) PRide Awards Scotland:
Best Publication,
Gold Winner – SGNmail

London Construction Awards – London Innovation of the Year:
CISBOT robotics

EMA:
Most Inspiring Energy Reduction project award – Turbo expander



THE INTERNATIONAL GREEN APPLE AWARDS
for environmental best practice

Anaerobic Digestion and Bioresources Association Awards:
UK Anaerobic Digestion and Biogas Hero Award – Alan Midwinter



ROSPA Occupational Health and Safety Awards:
Gold Award for Fleet Safety

Utility Week Awards:
Team of the Year – Innovation



Green Apple Awards:
Gold Carbon Reduction Award – Greenplan



Association of Gas Safety Managers award
Female leadership in Gas Safety Management



Utility Week Awards:
Supply Chain Excellence – Asset Capture App

Green Apple Awards:
Gold Award – core and vac technology

Gas Industry Awards:
Engineer of the Year – Alan Midwinter



Apprenticeship Careers top apprenticeship employers:
Top ten listing for science, technology, engineering and maths

Utility Week Awards:
Innovator Award – Alan Midwinter



IGEM young person's paper award (for Opening Up the Gas Market):
Richard Mason

The Energy Awards:
Innovation of the Year – CISBOT and Robotics



Scottish Chamber of Safety:
Innovation Award

Utility Week Awards:
Apprentice of the Year – Ben Cross

International Gas Union:
Global Gas Award – Opening Up the Gas Market

Contact us

If you'd like to be part of the conversation to ensure your views count or if you have any questions on our stakeholder engagement activities please get in touch.



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