



## Our 2021/22 performance

Taken directly from our [2020/21 annual report](#), we share how we tracked against the 103 commitments we made to you. Our red, amber and green (RAG) status indicates the success of our projects. Out of the 103 commitments we made in 2020/21 we achieved 97 and six are ongoing.

Our People and Partners				
Goal	Action	What we said we would do in 2020/2021	Status	Main Output
Having a workforce that represents our community	We'll take action to ensure our workforce represents the communities we serve	Launch <a href="#">Diversity &amp; Inclusion (D&amp;I) strategy</a> in 2021	✓	Launched our diversity and inclusion strategy. Page 8
		Recruit a dedicated D&I Manager to support our journey	✓	
		Provide conscious inclusion training for all leaders and colleagues by the end of 2022	✓	
		Expand our community partnerships to continue to attract diverse talent into the business	✓	
		Increase ethnic minority representation from 4% to 10% by the end of ED2 (2028)	✓	
		Continue to increase female representation year-on-year	✓	
		Develop a D&I dashboard to monitor trends and identify opportunities for growth	✓	
Being a responsible employer and partner	We will encourage a first class supply chain that is high performing, ethical and safe, whilst ensuring human rights are adhered to and supporting a sustainable environment	Introduce blind CVs as standard recruitment process by end of 2023	✓	Updated Supply Chain Charter and working with suppliers to reduce environmental and community impact. Page 11
		<a href="#">Supply Chain Charter</a> to be reviewed and updated	✓	
		Ensure Real Living Wage and modern slavery are included in the tender process	✓	
		Conduct trials on battery generators	✓	
		Continue fleet tender for electric vehicles as this was delayed due to COVID-19	✓	
	We will strive to eliminate harm from anyone impacted by our activities (Wellbeing)	Become a partner for the Supply Chain Sustainability School	✓	Annual Mental Health Survey achieved 72% following wellbeing climate. Page 9
		Continue to support Utilities Client Collaboration group	✓	
		Engage with contacts across the business to capture all companies who provide services to Electricity North West that fall into scope as part of the next Real Living Wage certification process	✓	
		Sustain Employee Assistance Programme usage between 7-10%	✓	
		Achieve Thriving at Work standard	✓	
We will strive to eliminate harm from anyone impacted by our activities (H&S)	We will work with communities to offer 'fresh starts' to talented people in our communities	Continue to work with Mates in Mind and have all managers and colleagues trained through Mates in Mind by the end of 2021	✓	100% of safety training achieved and exceeded all safety targets for the year. Page 10
		Stress work assessments to be completed for all work-related stress absences – 95% by 2023	✓	
		Conduct mental health champion quarterly reviews to update activity based on colleague feedback	✓	
		Annual mental health survey to achieve 75% satisfaction by 2023	✓	
		Achieve OSHA lost time injury frequency rate	✓	
	We will be a Real Living Wage employer and ensure that our supply chain reviews their status	Continue to observe and record safety observations and near misses	✓	Achieved Forces Friendly silver accreditation. Page 11
		Record number of positive challenges	✓	
		Continue to deliver monthly safety briefs to all colleagues	✓	
		Deliver safety training to colleagues	✓	
		Update and reissue incident management process	✓	
Tackling modern slavery at home and abroad	We will work to eliminate <a href="#">modern slavery</a>	Update HS&E Audit criteria	✓	Completed full gap analysis and strengthen our stance on modern slavery. Page 12
		Certification for ISO 50001, ISO 14001 and ISO 45001	✓	
		Deliver 12 Toolbox Talks	✓	
		Conduct operational review and audit high risk practices	✓	
		Log 100% of deviations and engage with each supplier as any instances arise	✓	
		Contact all suppliers to confirm stance on modern slavery by April 2021	✓	
		Training of all operational colleagues on how to spot modern slavery to be completed by June 2021	✓	
Develop and deliver awareness training on modern slavery to all new starters via the induction process by March 2022	✓			
A formal record will be maintained of discussions with top 20 suppliers on modern slavery	✓			
All actions to be completed from the Slave Free Alliance's gap analysis	✓			
Develop a training matrix by March 2022 so that all levels of employees receive training on modern slavery that is pertinent to their role	✓			

Key: ✓ = Completed ⌚ = In progress (Some actions delayed or amended due to Covid-19 restrictions) ✗ = Not achieved



Our Environment

Goal	Action	What we said we would do in 2020/2021	Status	Main Output
Driving down our carbon emissions	We will drive down both our operational carbon footprint and emissions related to network losses	Achieve a carbon emissions budget of 17,500 tCO <sub>2</sub> e	✓	Exceeded carbon emission budget and achieved silver carbon literacy. Page 14
		Deliver two net zero carbon depots	⌚	
		Deliver two net zero substations	⌚	
		Increase number of electric vehicle charging points across our estate	✓	
		Increase the number of colleagues driving electric vehicles	✓	
		Develop our Science Based Targets (SBT) in line with the SBT initiative	✓	
		Obtain silver status in Carbon Literacy	✓	
		Increase awareness of our colleague incentive scheme and of electric vehicles for business mileage	✓	
		Become signatory of the Race to Zero campaign	✓	
Helping customer and colleagues drive down carbon emissions	We will help customers and colleagues to encourage energy efficiency	Promote the resources available through our <a href="#">'GoNetZero' portal</a>	✓	Prioritised 11 strategic investment projects as part of the green recovery plan. Page 15
		Support the development of the <a href="#">Zero Carbon Business Portal</a> which offers support and advice for SMEs, in collaboration with other DNOs the FSB, CBI and other key partners	✓	
		Continue to work closely with and engage our stakeholders and customers to help them reduce their carbon footprint	✓	
	We will support community and local energy schemes to address network constraints and other business priorities such as vulnerable customers and communities	Increase awareness of colleague incentive schemes for carbon reduction	✓	Over £75,000 provided to fund community and local energy projects. Page 17
		Continue support through our <a href="#">Powering our Communities Fund</a>	✓	
		Continue to engage with stakeholders on community and local energy projects including hosting our community connect events	✓	
		Increase community and local energy support in our next price period 2023-2028	✓	
Optimising waste and resource use	We will work to reduce waste and increase recycling from our offices and operations including the removal of unnecessary single use plastics	Increase community and local energy projects supported in region and the amount of community owned generation connected to our network	✓	Continued our efforts to achieved 0% to landfill. Page 17
		Publish annual report on the actions in the Community and Local Energy Strategy	✓	
		Utilise metrics scorecard for all recycling to identify ways to reduce waste further	✓	
		Embed and report operational waste scorecard quarterly within the business	✓	
		Continue investigations for the removal of plastic from our business and operations	✓	
Enhancing biodiversity and ecosystems	We will work to manage and enhance biodiversity across our sites	Ensure resin tubs returned to depot are converted to plastic pallets	✓	Transformed 10 sites as part of our Transforming our spaces project. Page 18
		Increase waste recycling to achieve 80% combustion, 20% recycle and 0% landfill	⌚	
		Deliver biodiversity improvement through 'Transforming our Spaces' programme	✓	
		Identify one new site suitable for tree planting per annum	✓	
		Launch our biodiversity policy including biodiversity action plan	✓	
Develop additional partnerships to improve and increase our biodiversity	Introduce biosecurity awareness briefings with over 100 colleagues	✓		
	Continue to manage and determine social benefit of City of Trees partnership and Transforming our Space initiative	✓		
	Develop additional partnerships to improve and increase our biodiversity	✓		

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# OUR COMMUNITIES

## Our Communities

Goal	Action	What we said we would do in 2020/2021	Status	Main Output
<b>Responding to customer vulnerability</b>	We'll take steps to understand and address consumer vulnerability	Achieve customer satisfaction year target 89.2% and increase sign ups to our <a href="#">Priority Services Register (PSR)</a> by 5%	✓	Made 36,487 referrals resulting in over 11,000 for fuel-poor customers. Page 21
		Achieve 11,000 referrals for energy saving advice	✓	
		Award 14 funded partners through consumer vulnerability fund and increase non-funded partners	✓	
		Continue to engage our stakeholders through our Consumer Vulnerability Advisory Panel	✓	
		Introduce two youth projects to our activities focused on energy efficiency and PSR promotion	✓	
		Continue to develop Utilities Together group to maximise benefits to consumers	✓	
		Continue to develop our partnerships and partnership projects	✓	
		Increase training on vulnerabilities for our contact centre colleagues	✓	
		Build and support resilience to fuel poverty	✓	
<b>Inspiring the next generation of engineers and employees</b>	We'll <a href="#">support STEM</a> subjects to create an industry pipeline	Increase engagement for <a href="#">Bright Sparks</a> online and workshops	⊖	Partnered with Girl Guiding Association on the 'Girl Power' challenge pack. Page 22
		Increase awareness of electricity safety and safety around our assets	✓	
		Develop support for secondary schools by 2023	✓	
		Develop support for STEM ambassadors	✓	
		Continue to look for new opportunities to support promoting STEM subjects and inspiring the next generation of engineers and innovators	✓	
Increase engagement with schools through careers and <a href="#">apprenticeship</a> opportunities	✓			
<b>Supporting colleague-led community engagement</b>	We will develop and promote colleague-led community fundraising	Donate over £19,000 to charities important to our colleagues	✓	Over £40,000 donated to charity by colleagues and ENWL. Page 24
		Increase number of colleagues supported through our colleague-led fundraising scheme	⊖	
	We will develop and promote volunteering opportunities for our communities	Increase number of charities supported by volunteering and fundraising	✓	677 hours volunteered by colleagues. Page 24
		Increase number of donations made to charities across the North West	⊖	
		Launch new volunteering policy and guidance documents	✓	
<b>Expressing our regional economic impact</b>	We will better understand and articulate our role in enhancing the economic prosperity of the North West	Increase number of hours volunteered by colleagues	✓	78% achieved in stakeholder satisfaction survey. Page 25
		Conduct stakeholder satisfaction survey	✓	
		Increase engagement with stakeholders through advisory panels and regional events	✓	
		Complete Business in the Community tracker	✓	
		Achieve further improvement in <a href="#">Stakeholder Engagement Consumer Vulnerability (SECV) submission</a>	✓	
		Continue to develop Social Return on Investment updated to understand social value of ENWL projects	✓	
Maintain RIIO-ED2 business plan engagement and roll-out	✓			

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