

Our Responsible Business Framework

Annual Report 2022/23



Photo: our 2022/23 intake of apprentices.

electricity
north west

Bringing energy to your door

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A NOTE FROM PAUL BIRCHAM, SAFETY, COMPLIANCE AND MARKETS DIRECTOR



In an era defined by unprecedented challenges, we need to act beyond our regulated responsibilities to deliver for our customers. Our ongoing commitment to act in a responsible manner and create positive social impact is what embeds and strengthens our licence to operate with our communities.

The actions we take now to reduce carbon, support customers, increase capacity and build resilience on our network will have a lasting impact for the future success of the North West and United Kingdom.

This year everyone has been affected in some way by rising energy costs, the cost of living crisis and the ongoing impacts of the war in Ukraine. Despite these challenges, we have remained focused on being a responsible business while achieving both our regulated and business plan commitments. In fact, responding to these challenges has given us renewed focus and fostered new partnerships and ways of working.

We have continued to keep our customer bills among the lowest out of the 14 Distribution Network Operators (DNOs) in the UK. Our domestic customers paid £123 this year, compared to the Great Britain average of £138. For 34 pence per day per customer, we manage over 30,000 assets, 57,000 kilometres of overhead and underground cables, support customers in vulnerable circumstances and continue to power the lives of over 5 million customers.

As a responsible business we are adapting our policies, infrastructure and systems to reduce our environmental impact. Our commitment to a green future empowers our colleagues to influence and challenge the behaviours of our supply chain and stakeholders. By ensuring that we share our available tools, skills and information, we're helping them to also adapt their approach and reduce their impact.

Collaboration with partners and other DNOs has been pivotal in supporting our customers and stakeholders this year. From fostering new partnerships, to embedding existing relationships, we have made significant strides in supporting customers in vulnerable circumstances and fuel poverty. We are continuing to enable a green future and have made progress supporting the carbon transition both within our own efforts and supporting others to do so. Our renewed focus on safety this year has been instrumental in improving how our colleagues look out for themselves, each other and our customers. By reiterating safety as our number one priority, we've seen a significant shift in our culture and commitment to safety in the workplace.

As we enter our new price control period R110-ED2 (2023 -28), we embark on our largest ever investment in the region's network. Our £2 billion investment over five years will help us enable the energy transition in the North West and support more customers. Our targets will become more challenging to deliver, requiring even greater efficiency and the continued development of our approach with our people and partners. We are committed to supporting our communities and investing in our colleagues' education, retention, training, and recruitment to meet the future needs of our business and the region.

In this report you will find an update on how we're performing across a number of key action areas, including our people and partners, our environment and our communities. We've had great successes this year, and made good progress in important focus areas. Notably, we've also been able to recognise the target areas where we can grow over the next 12 months, and throughout R110-ED2.

It's been a challenging year and we have had to continue to find new ways of working and new ways to support our customers. I'm proud of our teams, our work and what we've achieved this year. **Electricity North West is on the forefront of our industry, and we'll continue to forge the way forward to innovate for customers in the year ahead and beyond.**



Paul Bircham
Safety, Compliance and Markets Director

OUR RESPONSIBLE BUSINESS FRAMEWORK

As a distribution network operator (DNO) we take pride in delivering power and extra care to 2.4 million properties and over 5 million customers across the North West.

At Electricity North West, we want to stand for something far more than providing vital electricity (our regulated business). We want to have a positive impact on our people and partners, our environment and our communities.

Our framework demonstrates how we take a responsible approach to three key areas, which are then broken down further into areas of focus and actions for all our colleagues to embed and deliver.

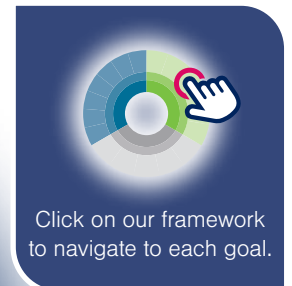
We know that our stakeholders and customers want us to be more ambitious and hold us to a high standard. This is why we ensure they are at the heart of everything we do, while still delivering a safe and reliable network. We are continuing to review our efforts as a responsible employer, we continue to be a member of Business In The Community (BITC) and complete their responsible business tracker as well as complete the regulatory requirement of the Stakeholder Engagement Consumer Vulnerability (SECV) submission. We also participate in external surveys and share information with our shareholders and investors.

Over 2022/23 our Responsible Business Steering Group and goal leads continued to track against our commitments ensuring we stay accountable to our customers and stakeholders.

Our directors and board members have overseen progress towards these commitments and receive regular progress updates against our targets.

As a regulated business, we report separately to Ofgem (and other regulators). To avoid duplication, throughout this document we will refer to additional publications where you can read in more detail about our activities and how we are playing our role in a prosperous North West. These include what we heard from stakeholders and customers, what we did, what we learned and our impact. Here are just a few of the key reports we will refer to throughout the document;

- [RIIO-ED2 Business Plan](#)
- [Business Plan Commitments](#)
- [SECV Part 1](#)
- [Net zero progress report](#)
- [SECV Part 2](#)
- [Gender Pay Gap](#)
- [SECV Part 3](#)
- [Environment Report](#)



As of April 2023, Electricity North West has entered a new price control, called RIIO-ED (ED2). The ED2 period will run from April 2023 - March 2028 and in partnership with over 18,000 stakeholders we have developed a detailed business plan that looks to invest more than £2 billion over the next five years (£1m per day) into our network. This is to support our proposal to become a greener place to live and work, whilst ensuring that no one is left behind in the net zero transition.

In 2022/23 we began our transition to our ED2. This investment is our largest to date and marks a fresh strategic direction for Electricity North West. Some focus areas of our new business plan include the introduction our [Environmental Action Plan](#), a stronger focus on [supporting customers](#), and our transition to a [distribution system operator \(DSO\)](#). Our investment in this period will focus on maintaining and developing our reliable network and enabling greater confidence in our services. This is especially important as we move to enable the transition to low carbon technologies and respond to the increasing impacts of climate change. We're leading the North West in our approach to a low carbon future, and are committed to building the capacity and resilience needed to support the nation's net zero ambitions.

As we round up RIIO-ED1 (ED1), we have provided eight updates on our ED1 performance through our [Business Plan commitments](#) reports from 2015 to 2023 to provide our customers and stakeholders with an update on our actions and commitments. In 2022/23 we made

48 commitments that covered areas such as reliability, customer, safety, low carbon and environment and we are proud to share that we have achieved 46 of the 48 commitments. For more detail on our business plan commitments, [click here](#).

Ian Smyth, Chief Executive Officer said:

“The next five years will be a period of significant change for the industry as we continue the journey to net zero, with the demand for power expected to increase by a third by 2030. Our role is to facilitate this investment during a cost of living crisis. No one will be left behind and all will benefit through our work to enable a net zero future”.



During ED2, we will continue to build on the foundations that have been laid in ED1. Delivering further improvements in customer satisfaction, reducing both the number of power cuts, and the time customers are without power. Investing in our network to enable the transition to net zero, significant investment will go towards strengthening customer service and supporting those customers in vulnerable circumstances.

Over the next year, 2023/24, we have committed to 47 business plan commitments ensuring we drive key social, economic and environmental impact. We will also be undertaking a review of our Responsible Business Framework. We want to ensure that our framework continues to reflect our new business plan commitments, RIIO-ED2 target as well as align our activities to The UN Sustainable Development Goals.

Our ED2 plan at a glance:

18,000

The number of customers and stakeholders who helped us develop our plan

9/10

The level of customer service we aim to provide

£2bn

The amount we will invest into the network between 2023 - 2028

20%

The percentage of time we aim to reduce customers without power by

£1m

The amount we will invest per day into the network

£120

Our part of customers' bills will remain low (around £120 per year)

Key projects:

These projects will help us to enable more renewable energy generation and the take up of electric vehicles and heating across our region.

£40m in Cumbria

Replace 154km of overhead lines

£33m in Lancashire

Increase capacity at 11 substations

£21m in Greater Manchester

Reinforce the network at key locations including cabling and substations

OUR 2022/23 PERFORMANCE

The table below highlights some of our key measures against the 69 responsible business commitments we made to you in our 2021/22 Responsible Business Report. Our red, amber and green (RAG) status indicates the success of our projects and detail on our activities can be found in this report.

Key: ✓ = Completed 🕒 = In progress ✗ = Not achieved

OUR PEOPLE AND PARTNERS			
Goal	Commitment	Status	Outcome
Having a workforce that represents our community	Embed D&I strategy and publish annual Gender Pay Gap	✓	Page 10
	Increasing the proportion of females in engineering roles from 7% to 12% from 2020 - 2028	🕒	Females in engineering roles currently tracking at 8%. Page 9
	Increasing ethnicity representation from 4.5% to 10% from 2020 - 2028	🕒	Ethnic representation in currently tracking at 5.5%. Page 9
	Provide 28 work placements to schools, colleges and people engaged through back to work schemes	✓	First work placement conducted with 29 young people. Page 9
Being a responsible employer and partner	Real living wage	✓	Continue to be a Real Living Wage Employer. Page 10
	Achieve OSHA* lost time injury frequency rate of 0.075	✓	Achieved under target of 0.035. Page 12
	Continue to deliver monthly safety briefs to all colleagues	✓	Increase safety communications and delivered 12 Safety Briefs. Page 12
	Achieve 100% safety training to colleagues	✓	61 safety training courses provided. 100% pass rate achieved. Page 12
	Renew level 1 Disability Confident and review requirements for level 2 accreditation	✓	Achieved Disability confidence level two and delivered disability training to 90% of our people managers. Page 10
Tackling Modern Slavery at home and abroad	Maintain and publish Modern Slavery statement	✓	Ensuring we play our part in eliminating Modern Slavery. Page 11

OUR ENVIRONMENT			
Goal	Commitment	Status	Outcome
Driving down our carbon emissions	Achieve a carbon emissions target of 14,000 tCO ₂ e in line with our Science Based Target Approach	✓	Achieved lowest carbon output to date of 13,990 tCO ₂ e. Page 20
	Launch two carbon neutral substations and depots and share learnings with customers and businesses	✓	Installation of solar panels has saved 7.6 tonnes of CO ₂ equivalent a year and the installation of a heat pump has a 25% reduction on electricity consumption with a saving of 8.9 tonnes of CO ₂ equivalent. Page 15
	Continue to review and increase our Electric Vehicle (EV) fleet	✓	Nearly 60% of our company cars (including those on order) are plug-in electric vehicles. Page 17
Helping customers and colleagues drive down carbon emissions	Provide £75,000 to support local and community energy projects through the Powering our Communities fund	✓	Provided £95,000 to support seven projects. Page 18
Optimising waste and resource use	Strive to reach our commitment of 0% landfill commitment with 80% combustion and 20% Recycled	✓	Achieved target of 0% to landfill, 80% combustion and 20% Recycling, Reuse and Recovery. Page 20
Enhancing biodiversity and ecosystems	Transform 20 areas around our assets as part of our Transforming our Space scheme	🕒	Completed 10 sites as part of ED1. 10 additional sites have been incorporated into a bigger project that will see 100 biodiversity sites uplifted in ED2. Page 19

*Our injury frequency rate is measured using the Occupational Safety and Health Administration (OSHA) methodology and is a calculation of the number of injuries sustained per 100,000 hours worked.

OUR COMMUNITIES

Goal	Commitment	Status	Outcome
Responding to customer vulnerability	Increase registration to our Extra Car Register (ECR) by 5%	✓	Delivered a 15% increase in ECR reach (73%) this year. Page 22
	Achieve 91% overall customer satisfaction	✓	Achieved 95% customer satisfaction this year. Page 23
	Provide a minimum of 15,000 referrals for energy savings advice	✓	Achieved above target with 17,275 referrals for energy savings advice. Page 22
Inspiring the next generation of engineers and employees	Increase engagement through our education programme	🕒	Over 9,000 young people engaged through workshops and 2,460 engagements through online resources. Page 24
Supporting colleague-led community engagement	Increase number of colleagues taking two days volunteering leave and hours volunteered	✓	88 colleagues volunteered more than 600 hours. Page 26
	Donate over £20,000 to charities and organisations	✓	47 charities supported with over £40,000. Page 26
Expressing our regional economic impact	Conduct annual stakeholder satisfaction survey	✓	This year we achieved 77% stakeholder satisfaction, 1% lower than the previous year. Page 27
	Achieve further improvement in Stakeholder Engagement Consumer Vulnerability (SECV) submission	✓	Achieved our highest score in ED1 at 7.0. Page 27





HIGHLIGHTS:

Improved safety and customer culture

Achieved our highest intake of apprentices

Won Greater Manchester Good Employment Award

Achieved silver forces friendly employer

Our approach to physical and mental health is simple - we want to ensure that our colleagues and partners leave work as happy and healthy as when they arrived, if not better.

It's no secret that providing employees with a positive, wellbeing focused environment can help them thrive. By placing focus on creating a sense of belonging, and making sure our teams reflect the diverse communities we serve, we're putting our people first so they can deliver for our customers.

Our approach to health and safety, training, upskilling, recruitment and leadership development all work together to form a truly inclusive workplace, where we champion our people and support them to be their best selves at work.



GOAL - Having a workforce that represents our community

Taking action to ensure our workforce represents the communities we serve



Our commitment

It is important that our colleagues reflect the communities we serve. By increasing the diversity of our business, we are better placed to serve and support our customers and communities. As a business our focus is not only to attract new talent and recruit the right people but to create an inclusive culture where everyone has equal opportunities to succeed.

What we achieved

Improving our diversity remains a key challenge for our business. We recognise that this process will not be quick and easy, but it is essential. We are committed to creating a sense of belonging for our colleagues and truly reflecting the communities we serve.



We remain focused on delivering our [Diversity and Inclusion strategy](#) 'Include Me' which is underpinned by four key areas; belonging, talent, leadership and community. These areas provide strategic focus for our business.

Belonging

We will work with colleagues to create a great place to work where everyone feels they belong. This year:

- We achieved Disability Confident Employer status, level two.
- Our six colleague-led groups (CRGs) have provided a safe space for colleagues to share experiences and discuss ways of improving inclusion at work and in our communities. These groups are supported by our senior leaders and drive the necessary changes within the business. These groups cover accessibility, LGBT+, Armed Forces, ethnic minorities, women empowered and menopause matters.

Talent

We will be innovative in attracting talent and making our career paths accessible to the diverse talent in our communities. This year we have:

- Achieved standard 'Investors in People' accreditation which ensures that we lead, support and develop our workforce.
- We continued to develop our attraction strategy to increase female and ethnic minority applicants. We've done well in this area, as outlined in the table below, but acknowledge the ongoing work to be done to support women and people from ethnic minorities in our workforce.



	Female Population	Female Leaders	Female Engineers	Minority Ethnic Groups	Minority Ethnic Leaders
Year ending 2021	24.3%	31.6%	7.4%	4.1%	1.6%
Year ending 2022	24.8%	32.95%	8.92%	4.83%	1.53%
Year ending 2023	24.6%	33.81%	8%	5.5%	2.87%
Goals (2023 – 2028)	30%	37%	12%	12%	5%

- Advertised job roles and apprenticeship programme more widely through social media and career fairs, to attract more diverse candidates.
- Conducted our first work placement trial with 29 young people aged between 15 and 18.
- We appointed 32 new apprentices in our award-winning apprenticeship programme. This is our largest intake of apprentices to date. So far, our apprenticeship scheme has welcomed over 117 apprentices from 2015 – 2022 with a pass rate of 90% and who have now all been permanently employed by Electricity North West.
- We continue to embed our colleague recognition scheme 'Spotlight' which allows colleagues to recognise each other for going above and beyond and representing our purpose and principles.

Leadership

Our leaders will support all colleagues driving respect and fairness in everything we do. We have a range of courses and solutions available to develop management and leadership skills for aspiring individuals wanting to develop into leadership roles. They are:

- Our aspiring management programme 'Into the blue' provided training to 48 colleagues in 2022/23. Since 2018 we have provided management training to over 333 colleagues and in-depth management training through our Amplify programme to 31 colleagues.
- Delivered disability confident training to our HR and recruitment teams with the view to rolling this out to all our people leaders in 2023/24.



OUR PEOPLE AND PARTNERS

- Leaders are required to deliver monthly company and safety briefings to their team to ensure business performance clarity, focus areas for the month and share consistency in messaging.
- Our executive team provide six specific management events each year to engage with our senior leaders, promote a high-performance culture and provide leaders with the latest business updates face-to-face. The events also provide an opportunity for our leaders to network with other colleagues.

Community

Champion diversity and inclusion in our communities to drive positive change. This year we have:

- Engaged with a range of partners to advise and improve our approach including Inclusive employers' membership, Business in the Community, Women in STEM and Ageing Better.
- Partnered with #10,000 black intern programme to welcome our first intern in 2023/24. The programme facilitates paid work experience to black graduates in the United Kingdom.



- Continued to be a Real Living Wage Employer. This is our fourth year voluntarily paying the current £10.90 as we believe our colleagues deserve a wage which meets every day need. We are also working with our suppliers to ensure that they do the same.
- Our commitment to [gender pay gap](#) has been in place since 2016/17 ensuring we reward and recognise our colleagues equally, regardless of gender.



OUR PLANS FOR 2023 - 2028

- Increase female diversity to 30%, women in leadership roles (37%) and women in Engineering (12%).
- Improve ethnic diversity to 12% and increase ethnic minority representation in our leadership team to 5%.
- Continue work placements and partnership with #10,000 Black Intern Partnerships.
- Increase apprenticeship opportunities.

Working with communities to offer 'fresh starts' to talented people in our communities

Our commitment

We're offering a fresh start to talented people within our communities. This commitment is now integrated into our diversity and inclusion strategy, and will ensure we provide the necessary support and guidance for fair opportunity and for all to excel with us.

What we achieved

We identify and work with charities and organisations to support those that are seeking new opportunities within our community. Progress has been made working with the armed forces to support and train those who have left the forces and are seeking a new opportunity.

We have also introduced our work placement programme to several schools to enable young people to gain relevant experience working, while also developing vital practical skills. This is how we're supporting schools to achieve their Gatsby Benchmarking accreditation five and six, as well as creating awareness of our apprenticeship programme. Other focus areas have been:

- Achieving 'Silver Forces Friendly' accreditation. This means we welcome and support veterans and reservists, understanding that

their lived experience brings with it a variety of valuable transferable skills and qualities that Electricity North West and our communities can benefit from. Our recent colleague satisfaction survey showed that we currently employ 64 veterans and five reservists.

- Developing a partnership with The Growth Company that supports people with health issues and disabilities to gain employment.
- Developing a partnership with One Voice Blackburn to increase our brand awareness and promote our apprenticeship programme and other role opportunities.



OUR PLANS FOR 2023 - 2028

- Commitment will be included as part of our 'Being a responsible employer and partner' goal going forward.
- Achieve 'Gold Forces Friendly' award.



GOAL - Acting on Modern Slavery

Our commitment

We're ensuring we play our part in eliminating Modern Slavery and any abhorrent practices. Our focus is to stay vigilant to what's occurring in our supply chain and other areas of our business, so that we can recognise the signs of Modern Slavery and mitigate the risks.

What we achieved

We're working hard to eliminate the risk of Modern Slavery and human trafficking in our region. Here's what we've achieved in the past year:

- Updated our Modern Slavery statement for 2023. Read more [here](#).
- We're a founding member of the Slave Free Alliance (SFA) and continue to help drive a utilities national working group (Utilities Against Slavery (UAS)).
- Embedding yearly campaigns across the business to ensure our colleagues stay aware and report any issues through our Speak Up programme.
- Provided regular training, utilising our relationship with the SFA to develop a training matrix.
- Improved supplier education through our membership with the Supply Chain Sustainability School (SCSS).

- Worked with UAS group to create a toolkit resource for advising on Modern Slavery. We drafted the section on good practice procurement.
- Our Ethics Policy includes our ethics framework, ethics guide and related policies. Our policy clearly states that we expect all colleagues and contractors to act in the best interests for our business and this includes how we treat each other, our communities and our environment.



OUR PLANS FOR 2023 - 2028

- Ensure suppliers confirm their stance on Modern Slavery.
- Develop communication plan with SFA and Utilities Against Slavery (UAS) members.
- Deliver training identified within the training matrix.
- Conduct gap analysis with SFA to assess approach to Modern Slavery.
- Work on the UAS Supply Chain subgroup to create supply chain best practice that UAS members can align to.



GOAL - Being a responsible employer and partner

Supporting wellbeing

Our commitment

We are committed to supporting our colleagues' financial, physical, mental, and social health. This includes immediate support, as well as more long-term positive and preventative approaches to help our colleagues thrive at work and at home. Our aim is to empower colleagues, to maintain and improve wellbeing, increase awareness while tackling and reducing stigmas and discrimination.



What we achieved

Over the past few years, we have embedded several schemes and partnerships that support our colleagues' mental, financial, social and physical health.

- Our wellbeing hub provides a wide range of resources for the health and wellbeing of our colleagues and managers.
- All colleagues have access to our Employee Assistance Programme (EAP) which provides 24/7 advice or help for our colleagues and anyone in their household that might need it. We committed to sustain an EAP usage of between 11% and 18%, this year we achieved 13.5%. Although this has seen year-on-year growth, we are still not where we would like to be and remain committed to promoting the benefits.
- Support from our 24 wellbeing champions who are located across our depots and offices. They are available in a safe space to talk, and will signpost colleagues' to the appropriate help.

- Regular health communications that raise awareness and provide advice and support on key topics.
- We continue to support and promote work-life balance through taking a flexible approach to working.
- Regular monitoring of sentiment through colleague climate surveys and taking action where necessary.
- Provided training to all colleagues on key matters such as mental wellbeing and conscious inclusion, which has a 100% completion rate.
- Promoting health and wellbeing on our benefits portal, Energise through recipes, exercise videos, self-help resources and discounts to help our colleagues stay healthy.

We're thrilled that our commitment to our colleagues' wellbeing has continued to be recognised, achieving the 'Best for supporting mental wellbeing' at the Greater Manchester Good Employment Awards.



OUR PLANS FOR 2023 - 2028

- Take part and pledge our support to BITC work well benchmarking assessment. This will inform opportunities for improvement.
- Increase our EAP utilisation to 16%.
- In 2023/24 achieve an employee engagement stretch target of 80%.



Eliminating harm from anyone impacted by our activities (Health & Safety)

Our commitment

The company operates in a high hazard industry and the safety of our people and customers will always remain our top priority. Our safe operation is fundamental to our licence to operate, and we are never complacent about safety.

Our commitment is to ensure that all colleagues go home safely at the end of the day. Our operations prioritise the safety of our colleagues and partners by ensuring we embed a safety culture that demonstrates safety as an attitude, perception and priority.

What we achieved

There has been a major focus on safety this year. During 2022/23 we had three lost time injuries and eight recordable injuries. This performance has led us to reinvigorate our safety culture to ensure that safety is a top priority for all our colleagues. This new focus has seen a positive shift in our safety culture.

We have taken a number of important measures to ensure we never compromise on safety. This year we focused heavily on implementing the three **C's: concentrate, commit and comply** to minimise distraction, reduce injury and remain vigilant with working.



Concentrate

We can't afford to be complacent in our approach to safety - complacency leads to consequences. Don't take shortcuts - it's not worth the risk.



Commit

A breach of our safety rules could have far-reaching consequences beyond injury or disciplinary action. Consider the long-term emotional and financial affects for you, your partner, children, wider family, friends and colleagues.



Comply

Our policies are there for a reason. No matter how challenging the circumstances - there's no excuse for not following the correct procedure or wearing correct PPE - safety must always be the priority.

- Distribution of regular communication on monthly safety topics, delivering 12 safety briefs within the year and increased discussion on safety during regular meetings and out on site.
- Legal compliance through health and safety standards including ISO 50001, ISO 14001 and ISO 45001.
- Established the Health, Safety & Environment Committee to fulfil responsibilities and deliver exceptional performance in relation to health and safety risks, public safety and environmental protection matters arising out of our activities. This committee is overseen and governed by the Health, Safety and Environment Committee of our Board.
- Mandatory safety training for office and field colleagues. 61 safety training courses provided this year with a pass rate of 100%.
- Collaborated with contractors, who are expected to achieve the same high standard of health and safety as per our policy statement.
- Issued both internal and public safety bulletins that provide an overview of recent safety incidents and reinforce appropriate behaviours and policies.
- Provided safety advice, awareness, and incident reporting via our website [here](#).
- Support local and national campaigns around customer and community safety such as Farm Safety Week, winter preparedness and safety around assets, particularly around school holidays.



CASE STUDY

Ensuring we keep our customers' lives running safely is just as important as keeping our workforce safe. During these unprecedented times we increased our support for our customers and stakeholders. In partnership with Cadent, Age UK (Lancs) and Lancashire Fire and Rescue Service (LFRS) we launched our 'Be safe and save' campaign which looked to promote safety and keeping warm. The campaign focused on ways to keep homes warm whilst raising awareness of the risks associated with using unsafe methods to heat homes, such as fires, and carbon monoxide poisoning.

A customer used the expert advice through our 'Be safe and save' campaign to help lower energy bills rather than turning heating off





Yearly performance overview:

Measure	Previous year's figures (2021/22)		This year's figures (2022/23)	
	Target	Actual	Target	Actual
OSHA* lost time injury frequency rate	0.075	0.058	0.075	0.035
Near miss reports	8,000	9,438	8,000	15,012
Positive challenge reports	1,250	2,447	2,097	2,459
Safety training attendance	100%	100%	100%	90%

To read more case studies about how we have taken action to address managing risks with our customers, [refer to SECV part 2, page 2.](#)



OUR PLANS FOR 2023 - 2028

- Continue to embed safety culture and deliver safety campaigns.
- Conduct safety climate survey with colleagues and customers.
- Policy improvement programme to improve usability of procedures.
- Improve processes including, fatigue management, hand-arm vibration and managing road risk.
- Review and increase safety awareness and education.
- In 2023/24, achieve a stretched target of OSHA Lost Time Injury Frequency Rate of 0.25.

Encouraging a first-class supply chain

Our commitment

Our supply chain plays a critical role in helping us deliver our obligations and commitments to our customers and stakeholders. Our commitment is to ensure that our supply chain is high performing, ethical and safe, while maintaining human rights and promoting sustainable work environments.

What we achieved

Our supply chain charter outlines how we procure services, and ensures that our processes are fair and equitable. The charter helps us to develop expertise and relationships within the market, allowing us to deliver excellent results throughout our network. We set high standards for our suppliers, particularly concerning compliance with our strict health and safety, quality, environmental capabilities and corporate social responsibility frameworks. Our actions include;

- We have incorporated Diversity and Inclusion into our procurement process.
- Our Supply Chain Charter sets out our expectations for all who want to work with us including, Ethical Standards, Health and Safety, Real Living Wage, Modern Slavery and Environment. We continue to make suppliers aware of our supply chain charter each year as we have a responsibility to lead and influence others to improve their environmental performance.
- Increasing the number of suppliers to bolster our supply chain following a number of supply chain issues following COVID-19 and the current Ukraine War. This year there has been a key focus on avoiding or minimising price increases and aligning to Contract Purchasing Agreements (CPA).



OUR PLANS FOR 2023 - 2028

- Further development of our Supply Chain Charter.
- [Environmental Action Plan](#) goal 8, aims to enhance environmental management standards through our supplier code and target at least 80% of our supply chain to meet this code.
- Engage with suppliers to reduce emissions in line with the 1.5°C SBT trajectory.
- Introduce a mandatory requirement for the top 80% of our suppliers (by value) to report on the embodied carbon for materials and equipment that they provide to us.

*Our injury frequency rate is measured using the Occupational Safety and Health Administration (OSHA) methodology and is a calculation of the number of injuries sustained per 100,000 hours worked.



We're improving the biodiversity on this site.

You might notice that this site looks a little different. We are making room for nature as part of our biodiversity uplift plan which aims to leave many of our sites in a better ecological condition than they started with. We hope you will enjoy seeing more wildlife around here in the future.

Find out more www.enwl.co.uk/transformingourcommunities

HIGHLIGHTS:

Identification of **100** sites for tree planting & biodiversity

Outperformed carbon emissions target by **659** tCO₂e

£95,000 community and local energy fund committed

Achieved **0%** waste to landfill

We know that we play a vital and strategic role to decarbonise the North West and protect its environment. New technologies and changing customer requirements are transforming the way that electricity is generated, distributed and consumed, and our networks are becoming smarter and more flexible. Our focus is to deliver a cleaner future and want to lead by example by becoming net zero in our own operations by 2038, reducing our impacts on the environment and ensuring we help others to achieve their own net zero carbon ambitions.

As a DNO we are in a unique position in the energy transition and will be responsible for distributing the increased electricity demanded by the move away from fossil fuels and ensuring that low carbon technologies can be efficiently connected to the network.



GOAL - Driving down our carbon emissions

Our commitment

The rapid decarbonisation of the UK and North West will require a transformation of our electricity industry and the way we manage our networks. Our commitment is to lead the drive to a decarbonised energy system adjusting our own activities and using our experience and learnings to help others.

What we achieved

In 2022/23 we have invested over £27m in projects which will drive the green recovery, all geared to helping the region hit its net zero carbon targets. We have also invested to increase the capacity and flexibility of our network by investing in new substations and cables, investing in digital technology, installing new monitoring and control systems to transform our network into a smart grid and developing innovative solutions to deliver more efficient ways of working and make the best use of our existing assets.

Our plan to decarbonise our own activities focuses on four main areas. Since launching our first net zero plans in 2019 we've made significant progress in these areas.

- **Carbon literacy training.** Since becoming the first Carbon Literate power network operator in 2019 we have now become the first silver accredited DNO. Our aim is to educate and share our ideas and experiences with other stakeholders and customers. We're proud that our unregulated Construction and Maintenance business have also achieved their own silver accreditation.



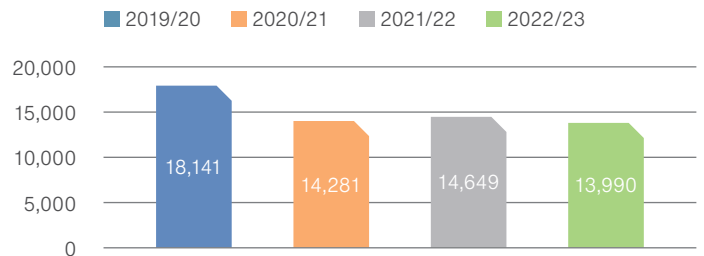
You can read about our carbon literacy journey, as well as stay up-to-date on the release of our upcoming toolkit to support other organisations [here](#).

- **Travel and transport.** Since the launch of our Electric Vehicle (EV) strategy we have installed 144 charging points across our offices and depots. Our aim is to replace our fleet vehicles with lower emission alternatives, which already includes electric diggers and pool cars. We know that we have only just begun the transition to net zero with more people taking up electric vehicles and heating, moving away from fossil fuels. Our forecasts show the North West could have 1.4m EVs on the roads by 2030, compared to just 25,000 today. To support this, we are embarking on our largest ever investment in the region's network, more than £2 billion from now to 2028 - that's more than £1m a day.

Accommodation (offices and depots).

- We have maintained a reduction in our carbon footprint year-on-year, following the impact of COVID-19. This year we have seen our lowest carbon output to date, of 13,990 tCO₂e. That is a 43% reduction since the start of our ED1 price period in 2015/16.

Yearly comparison on internal carbon footprint (tCO₂e)



- We have completed the transformation of two of our buildings which we are using for testing and demonstrating a number of low carbon technologies to assess their suitability and relative benefits. This is to drive energy efficiency and provide usable case studies for other customers and businesses. Installation of solar panels has generated more than 39,000 kWh of electricity and avoids 7.6 tonnes of CO₂ equivalent a year, and a heat pump has reduced energy consumption to 140,000kWh – a 25% reduction and a saving of 8.9 tonnes of CO₂ equivalent. Detailed case studies [here](#).



AWARD: Energy Managers Association - The Energy Management Team award and Decarbonisation Project award for the decarbonisation of our training academy.



- Commissioned the first SF6 free circuit breaker onto our network. This has 99% less comparative global warming potential than SF6. Adoption of alternatives to SF6 aligns with our Environmental Action Plan commitment to manage the greenhouse gases that contribute to climate. [Read more here](#).



First SF6 free circuit breaker



- Our net zero targets have been verified by the Science Based Targets Initiative (SBTi).
- Although we are not required to include scope 3 emissions as part of our science-based targets, under the SBTi criteria. We have included them based on our ambition to be a leader for net zero in the North West and the direction given to us by customers and stakeholders in ED2.
- Our investment into innovation has seen great successes over the years including, our Smart Street project and Customer Load Active System Services (CLASS) which look to reduce customers bills, as well as increase capacity, and network reliability. This year we introduced PERCH, an enclosed sensor that senses deterioration of cables before faults occur. This new technology will allow us to act faster to powercuts especially during adverse weather.

Colleague engagement is a key focus for us. Without support from our colleagues and a collective effort to not only reduce our own emissions but also our customers', we cannot strive to achieve the UK target or enable the net zero transition. We have therefore not only made this a focus but a goal – Helping customers and colleagues

drive down carbon missions. Read more on this goal and our commitment below.

For more details on how we are Leading the North West to net zero can be found in our May 2023, [progress report](#).



OUR PLANS FOR 2023 - 2028

- In 2023/24 we want to achieve a carbon emission stretch target of 13,500 tCO₂e in line with our Science Based Target approach.
- We will include the scope 3 emissions that are the largest contributors to our overall business carbon footprint in this boundary of our SBTs.
- Increase focus on distribution system operation including new incentive implemented by Ofgem, our regulator.
- Focus on becoming net zero by actioning the goals identified as part of our [Environment Action Plan, page 13](#).



GOAL - Helping customers and colleagues drive down carbon emissions

Our commitment

We will work together with our customers and colleagues to drive down emissions and support them to take action to reduce their carbon footprint and embark on the transition with us. Our responsibility is to lead the way, helping the North West to decarbonise and pave the way for renewable energy.

What we achieved

We know that the transition to net zero can be daunting, confusing, costly and a low priority in the current economic climate. We want to ensure that we work with partners to engage, inspire and support behaviour change wherever possible. We want to make the transition to net zero as easy as possible for our customers and stakeholders as well as play our role in keeping bills low. To support customers and business to become net zero, we are:

- Working with organisations and community groups to meet future demand throughout flexible services. We currently have over 4,900 North West located flexibility assets registered for future flexibility opportunities. This year we launched two of our largest tenders to date (1,025MW in October 2022 and 1,097MW in March 2023) making our latest the twelfth tender in the business's history. Over the next five years we will see an increase in the requirements for flexibility and energy efficiency across the North West. We're working hard to accommodate more low carbon technologies such as electric vehicles and heat pumps. Read more about flexible services [here](#).

74% of eligible colleagues selected EVs in the 2021 round of company car renewals

- In 2022/23 we hosted and partnered nine public events around energy efficiency including an experience electric event with other organisations to provide businesses with advice and guidance.
- We have continued to work with businesses through our net zero business hub to ensure they play their part and understand the changes they can make to help the North West reach its target. In 2022/23 we provided 37 businesses with one-to-one support including BT who were looking to roll out electric vehicle charging points across their sites. We reviewed almost 100 locations and provided an easy-to-understand spreadsheet detailing the current capacity and, where needed, cost estimates for increasing capacity to inform BT's EV rollout in strategic locations to minimise cost, effort and disruption.



Newly installed Heat Pump at our Training Academy



- We have supported customers to understand and calculate capacity forecast in their area. Our [Distribution future electricity scenarios \(DFES\)](#) provides a view of the North West's future energy requirements. DFES takes into account local characteristics (including plant development, connection activity, national policy) and is the best source of information for local forecast.
- Continued to support colleagues to adopt electric cars. We have installed 144 free-to-use EV charge points at our offices and depots and offer financial support for colleagues to adopt EVs, benefiting 94 so far. Nearly 60% of our company cars (including those on order) are plug-in electric vehicles.
- We have enabled over 10,000 low carbon technologies to be connected to our network (electric vehicles, solar panels and heatpumps), an increase of 40% year on year, allowing eco and financial benefits.
- We are working with local authorities and stakeholders across the North West to help deliver their individual local area action plans and decarbonisation strategies. These engagements have seen the electrification of the Windermere ferry and upgrades to Samsbury Enterprise Zone which started in 2021/22. This year we partnered with a number of stakeholders to develop two key partnerships, the UK business climate hub and Bee Net Zero.



CASE STUDY

UK Business Climate Hub

The climate hub aims to be the UK's 'one stop shop' for information and advice when a business is looking to transition to net zero. The website hosts case studies, technical information on Low Carbon Technologies, funding and finance options and signposts to support.



Bee Net Zero

In partnership with a range of organisations we are committed to making the transition to net zero as straightforward and cost-efficient as possible for businesses, with the aim to make Greater Manchester the easiest place for a business to become net zero.



OUR PLANS FOR 2023 - 2028

- Provide support and guidance to domestic customers to drive down carbon emissions.
- Promote flexible services to communities across our region to encourage participation.

Details of our ED2 commitments can be found in our [Environment Action Plan](#) and [DSO transition plan](#).



Supporting community and local energy schemes

Our commitment

As part of our commitment to supporting customers reach their net zero targets, we want to ensure that communities have the support they need to reduce, manage, generate and purchase their own energy. Over the past four years we have seen the number of community energy groups in the region almost double. Our aim is to support community and local energy schemes to help deliver a just energy transition.

What we achieved

Our strategy focuses on responding to the immediate requirements of community and local energy groups. This includes improving access to us, helping with financing, understanding and awareness of the energy sector and fostering more partnerships and collaboration for greater impact.

- Seven projects were supported in 2022/23 with £95,000. This takes our total projects supported to 33 since 2018, with over £400,000 allocated. Details of our projects can be found [here](#).
- Engagement has continued to grow year-on-year. Since 2018 we have held 23 events and over 3,000 engagement activities.
- We have successfully increased grant funding over 2023 -2028 period to £500,000 to further continue our support to community groups.

Helen Seagrave, Community Energy Manager said:

“We have made significant strides this year and over ED1 in supporting community and local energy with net zero plans and activities. As we move into our new price period we intend to continue our support and develop a new strategy that reflects the current needs of the sector”.



42 community energy organisations in the North West. Number of individuals have grown year-on-year since 2017/18 from 212 to 1,071 in 2022/23.



17.6MW of installed capacity generating 43GW of electricity for the last three years



Saving 12,000 tCO₂e annually



Powering 15,000 households

Groups also work on low carbon heat, energy efficiency and low carbon transport. Visit our case studies [web pages](#) to find great examples of community energy projects.



CASE STUDY

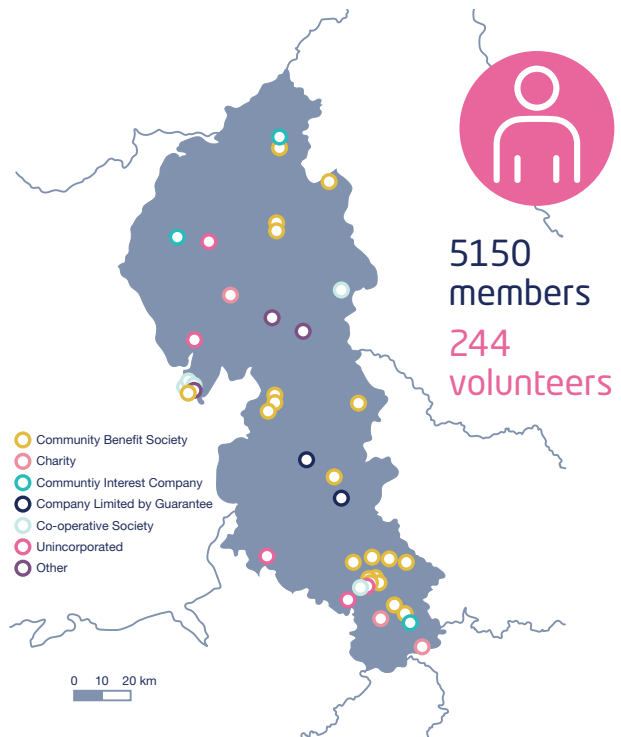
Oldham Community Wind Power

The project looks to create an Oldham community windfarm, owned by the people and for the benefit of the people in Oldham. Electricity North West is supporting this project with a £15,000 Powering our Communities grant that will help the community achieve the community engagement, business modelling and feasibility work required to inform the viability of developing the wind farm. To find out more about this project and any other projects we have support through the fund, [click here](#).



OUR PLANS FOR 2023 - 2028

- Publish update to Community and Local Energy Strategy that covers ED2.
- Invest £500,000 to further continue our support to community groups.





GOAL - Enhancing biodiversity and ecosystems

Our commitment

Our network and operations extend across national parks, areas of natural beauty and rural and urban areas. It is our responsibility to protect, manage and improve biodiversity across our sites by not only preserving what is already there but enhancing areas where we can.

What we achieved

We take a number of measures to protect our biodiversity to ensure that we manage, protect and mitigate any negative impacts that our activities may have on wildlife and ecosystems in the North West.

- Our dedicated ground maintenance and vegetation management teams maintain existing wildlife habitats and enhance and create new ones where opportunities arise.
- Following the launch of our 'Transforming our Spaces' initiative we have transformed and revamped 10 spaces around our substations to improve biodiversity and revitalise ecosystems. The remaining 10 sites that were identified as part of our 2015 – 2023 action plan have now been incorporated into a bigger project that will see 100 biodiversity sites uplifted around our substations and corporate estate to manage and enhance their biodiversity - identified as part of our [Environment Action Plan, goal 14](#).
- We recognise that in order to maintain the resilience of the network and prevent power cuts we need to manage trees that might impact our power lines. The tree planting strategy was formalised as part of our ED2 commitment where we will plant 50,000 trees over a five-year period.



CASE STUDY

Through our Biodiversity Working Group we developed our partnership with City of Trees. In 2021/22 we planted two Electricity North West sites with approximately 570 trees. This pilot proved successful and through further investigation we determined that we could effectively plant trees on our own estate with partnership advice and funding. As such we have committed a further 50,000 trees to be planted in ED2 in partnership with City of Trees, The Ribble Rivers Trust and the Cumbria Coastal Community Forest.



- We have developed a natural capital and biodiversity baseline tool implemented to track the impact of network projects on natural capital. The main purpose of the tool is to ensure that we can quantify the biodiversity baseline value of all of the 100 sites of our biodiversity uplift programme over ED2. At the end of ED2 we hope that can measure the difference and determine how much the biodiversity unit value has increased over our sites because of the biodiversity management programme. Likewise we will do the same for our natural capital value.
- We continue to collaborate extensively with landowners, local authorities, and specialists such as City of Trees and National Trust to understand how to achieve a net gain on biodiversity initiatives.
- In ED1 we supported the three National Parks and four Areas of Outstanding Natural Beauty (AONB). Our undergrounding for visual amenity programme looks to underground overhead lines for visual benefit and this year we undergrounded 11km of overhead lines. Over the eight year period we have invested £10.1m undergrounding 62.6km of overhead lines with 75.26km of underground cable.



OUR PLANS FOR 2023 - 2028

- Deliver and embed natural capital and biodiversity GIS mapping tool across the business.
- Plant 10,000 trees per annum (50,000 over ED2).
- Begin the uplift management of biodiversity within 100 Electricity North West sites.
- Comply with Biodiversity Net Gain legislation by November 2023.
- Develop and implement biodiversity awareness training.

Details of our ED2 commitments can be found in our [Environment Action Plan](#).



GOAL - Optimising waste and resources

Our commitment

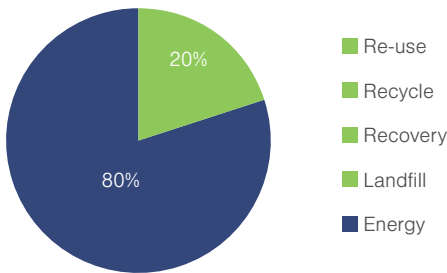
We are dedicated to minimising the waste generated by our activities. We have made great strides in this area within our offices and depots, and have encouraged positive behaviours throughout our supply chain according to the principles of reduction, re-use and recycling.

What we achieved

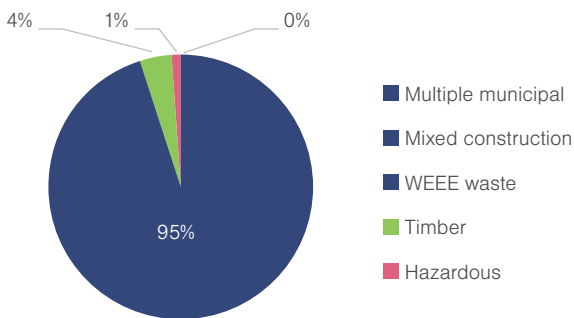
We have a number of schemes in place that look at how we can continue to optimise our waste and resources.

- We are committed to being a zero to landfill business. In 2021/22 following issues with our supply chain, we reported that 1% went to landfill. This was mitigated immediately and since September 2021 we are now confidently a zero to landfill business and have continued this commitment throughout 2022/23. We also continue to embed our waste scorecard which depicts how our waste is disposed of by group type. Details are shared below.

Waste group by type



Waste by disposal



- We have continued to recycle oil through our central oil reprocessing department (CORD). Our facility continues to be one of a kind within our industry, and reuses 97% of our oil. This year we also introduced our new oil processing unit. The unit is self-contained and enables us to process and regenerate recovered oil on site, improving our efficiency and further reducing our impact on the environment.

Oil reprocessing data for 2022/23

Collected dirty oil ltrs	971,718
Clean oil delivered in ltrs	846,991
Our recovery rate in percentage	97%
Average cost per litre saved	£0.54 (processed)

- Removal of single use plastics from our offices, depots and operations has been an ongoing commitment. We have replaced single use buckets used for our degreasing impregnated solvent wipes with refill packs and our 'bucket for life'. This reduces the amount of plastic used and has a 28% CO₂ reduction due to reduced packaging, storage and transport.
- We have worked extensively with our supply chain to understand alternatives to packaging, disposal and sourcing of goods.



New mobile oil processing unit



Our CORD facility located at our Blackburn Depot



OUR PLANS FOR 2023 - 2028

- Achieve 0% landfill, 80% combustion and 20% recycle.
- Align our commitments to our Environmental Action Plan. Specifically, goal 9, being responsible consumers of resources and reduce the amount of waste produced. Goal 10, divert 95% of our waste away from landfill by the end of 2025 and reuse or recycle 70% of our waste by the end of RIIO-ED2. Goal 11, reuse and recycle at least 85% of waste excavated for installation and repair.
- Continue to work with suppliers to find alternative ways of working and reducing our environmental impact.

Details of our ED2 commitments can be found in our [Environment Action Plan](#).



HIGHLIGHTS:

Over
£20,000
donated to 47
charities

12,362
fuel poor
customers
supported

100%
of PSR
customers
contacted

Launched
£500,000
community
resilience fund

Our customers and the communities we serve are what drives our business and our purpose. We understand the part we play in assisting vulnerable customers and those in fuel poverty, and act to intervene and create positive outcomes for these groups wherever possible.

Our community engagement activities help us to inspire the next generation of engineers and employees for a career in STEM, starting all the way from children to adults. Additionally, the ongoing support we provide to colleagues through our volunteering and fundraising schemes helps us to take an action-based approach to supporting our communities.



GOAL - Responding to customer vulnerability

Our commitment

As a business our strategic goal is to provide an inclusive, supportive, and accessible service for all our users of electricity, regardless of their personal circumstances and location.

Vulnerability is broad, transient and situational. In order to maximise our reach of extra care services, we look to collaborate and work with trusted partners across the region to ensure we are providing the right support to customers and ensuring we leave no one behind.

This year, our local partners told us that more people were experiencing hardship for the first time, or experiencing it more deeply than before. We made sure to go above and beyond to offer greater support to vulnerable customers.

What we achieved

This year Britain faced its biggest cost-of-living crisis in decades. In October, the Office for National Statistics (ONS) reported that 91% of households were experiencing a higher cost of living compared to a year ago.

This cost-of-living crisis, combined with customers' personal circumstances, introduced new challenges and intensified existing vulnerable solutions. Over the past five years our engagement topics and activities have been built on five key strategic pillars.

- Pillar 1 – Build and maintain a resilient network.** As a business we want to ensure none of our customers are worst-served. Following a review of customer feedback from Storm Arwen in 2021/22, we launched a £500,000 Community Resilience Fund to support the local resilience needs of communities in emergencies. This fund has so far supported 13 schemes to make upgrades to facilities. The support provides greater accessibility and resilience

for community spaces such as, a hardwire connection for a generator for Broughton In-Furness Victory Hall and two-way radios for 40 volunteers in Ulverston resilience group. More detail can be found in [SECV, part 2, page 4](#).

- Pillar 2 – Use data to understand vulnerability challenges.** This year our Priority Services Register (PSR) research and data has helped us to enrich our understanding of vulnerability challenges and what activities and partnerships we should be focusing on. Our partnerships reached 41,000 prioritised customers this year which has enabled increase in PSR membership in targeted categories including chronic illnesses, physical impairment, and mental health. Partnership referrals have also enabled direct bill saving for customers and an increase in energy efficiency and safety education. More details can be found in [SECV, part 3, page 5](#).
- Pillar 3 – Continuously improve customer contact data.** In August 2022 we re-launched the PSR as the Extra Care Register (ECR) following customer feedback. The impact of changing the wording has provided more clarity to customers to better reflect the benefits of joining. Engagement with the new ECR members shows that more than 50% feel less stressed and anxious about potential power cuts.

Our partnerships reached **41,000** prioritised customers

Following our two-way data share with United Utilities and Cadent in 2018, we actively collaborated with other DNOs to launch www.ThePSR.co.uk. By sharing data intelligently, utility providers ensure that vulnerable people are protected during service disruption and that households only need to register once to access multiple services.



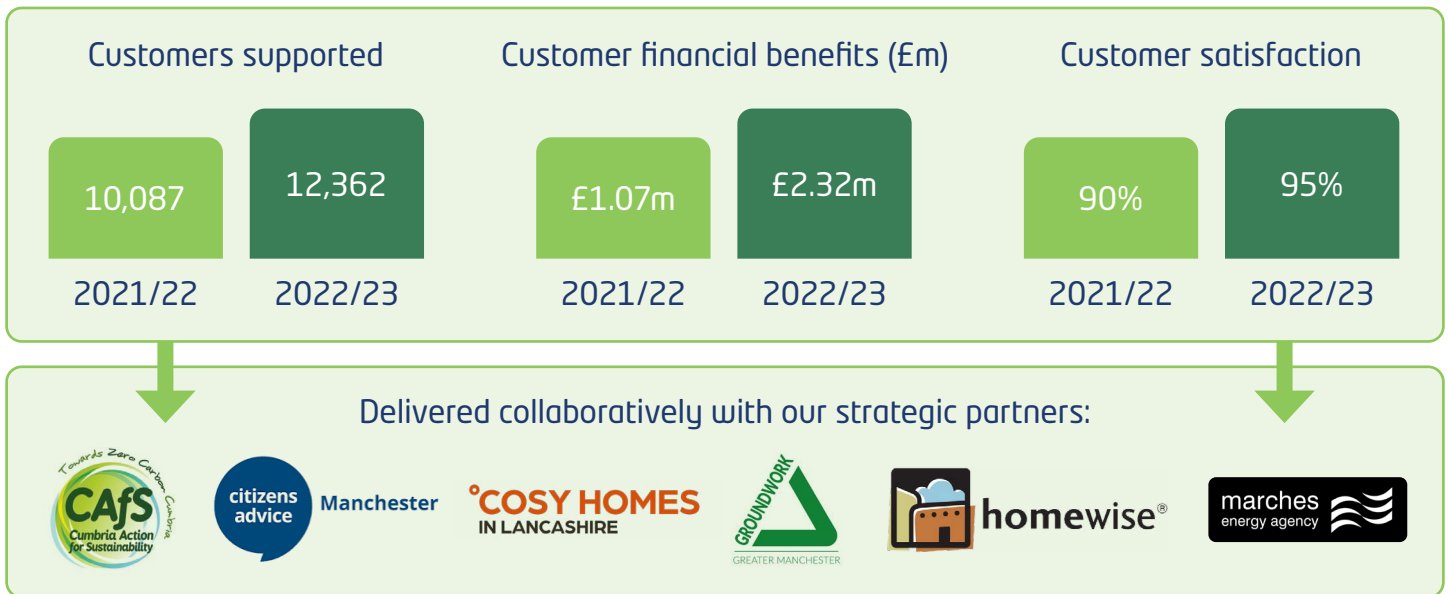
Improving quality of data is vital to ensuring we provide a better service. This was especially evident following Storm Arwen and we spent the past year proactively contacting 1.1million members to check the information we hold is still relevant, including personal calls to 14,700 visually impaired customers as part of our tailored support.

Increasing our reach from 58% to 73%



- Pillar 4 – Deliver tailored support to Priority Services Register (PSR) customers.** This year we contacted 100% of PSR members, increasing our reach from 58% to 73% and increasing our PSR satisfaction to 90.3%. We also focused on understanding the engagement barriers of our communities and tested new approaches aimed at hard-to-reach groups. This includes us now being able to communicate in British Sign Language (BSL), developing a new Amazon Alexa skill to support customers (especially those with visual impairments) and collaborated with the Royal Association for Deaf People (RAD) to reach 144 BSL users.
- Pillar 5 – Work with partners to tackle fuel poverty.** Fuel poverty occurs when a household cannot afford to adequately heat their home or meet basic energy requirements. This year we introduced a number of new channels to support our customers. We are especially proud of our mobile advice centre in partnership

with Citizens Advice Manchester (CAM). The centre takes tailored advice to community locations and provides a safe environment for customers to talk about debt with specialists. As a result, take-up of income maximisation advice increased to 69% of the households we supported and the average financial saving per household increased from £106 to £187 year-on-year. Other fuel poverty metrics we monitored at a programme level are shown below.



For more information on these projects and details of how we support fuel poverty read SECV [part 3, page 9](#).

OUR PLANS FOR 2023 - 2028

- Implement new regulated incentive requirement from Ofgem.
- Increase enrolment to the Business Priority Service Register.
- Support 125,000 customers in fuel poverty in ED2.
- Train 100% of colleagues in vulnerability training.
- Create an innovation fund to ensure no one is left behind - £150,000 per year.
- Expanding the reach of our Extra Care Services to 90% of those eligible to be registered.
- Increase referral network by 20% in ED2.

Details of our ED2 commitment can be found in our [Electricity users in vulnerability circumstances](#).



GOAL - Inspiring the next generation of engineers and employees

Our commitment

We strongly believe that we have a vital role to play in inspiring the next generation of young people. Our aim is to work with schools, colleges and organisations across the North West to provide greater opportunities for young people. We're training new apprentices through our fantastic apprenticeship scheme, supporting the development of green skills, providing job opportunities, driving STEM (Science, Technology, Engineering and Maths) based subjects in schools and promoting women in engineering.

What we achieved

By engaging with young people throughout their educational journey, we're able to inspire, enhance future prospects and improve employability. This year we engaged with over 11,000 young people through a number of measures which include;

- Supporting festivals and careers fairs to educate people about STEM and careers at Electricity North West.
- Working with organisations and charities to understand how we can continue to support the growth for young people with 'green skills'. These are the skills needed to install, repair and maintain low carbon technologies used to reach our net zero target.
- Conducting annual work placements for schools. To date we have welcomed 29 young people with future work placements in place. These are the skills needed to install, repair and maintain low carbon technologies used to reach our net zero target.
- Our award-winning apprentice programme has a 90% pass rate with the national average at 53%. In 2022/23 we welcomed 32 young people into our programme and plan to take our biggest intake of 36 apprentices in 2023/24.



AWARD: Awarded the NW recruitment excellence award by national apprenticeship award 2022.



- Continuing to deliver our Bright Sparks education programme to KS2 and KS3 learners. In 2022/23 we delivered 11 workshops to over 300 pupils in Cumbria. Our online material has had over 160 downloads and over 1,300 views. Following the impact of the Covid pandemic work continues to find alternative ways of delivering Bright Spark workshops across the North West.
- Engaging with community groups such as Girl Guides to spark excitement and educate around safety, electricity, net zero and customer support. To date our Girl Guides badge has been delivered to over 9,000 young girls with a target of 21,000. Work is currently being done to produce a gender neutral version to ensure the badge and achievement is inclusive.
- Increasing focus on secondary school programmes with development of a science workshop for launch in 2023/24 in partnership with Science Made Simple.
- Improving safety awareness messages around our assets and electricity with our online safety game and videos. To date our game has had nearly 200 views and our safety videos have been viewed over 800 times.
- Our education steering group ensures that our efforts to inspire the next generation is coordinated across multiple area of our business including human resources and customer teams.
- Working with third parties such as BITC and Engineering Code and schools across the North West to understand how we can better support you people.



INSPIRING THE NEXT GENERATION

Our colleagues are taking the initiative to inspire young people around STEM and safety. A delivery technician based at our Whitegate depot in Oldham attended a Cubs club to teach young people about electricity and electricity safety. This included talking through how the electricity network works, and what precautions they need to take to be safe around electricity. The children also got to try on some of the PPE and see different parts of the network.

Safety is our number one priority, and our colleague helped the Cubs work towards their safety badge.



Colleague supporting a Cubs club towards achieving their safety badge

9,000
Girl Guides
achieved their Girl
Power Badge



OUR PLANS FOR 2023 - 2028

- Deliver primary school engagement to 3,500 pupils per year.
- Continue to drive STEM in primary and secondary.
- Increase career awareness and apprenticeship opportunities.
- Develop curriculum linked secondary education material.
- Develop safety awareness and education.
- Continue to participate in a minimum of two science festivals per year.

Details of our ED2 commitments can be found in our [Education and Awareness Strategy](#).



GOAL - Supporting colleague-led community engagement

Our commitment

Our commitment to community engagement stems from the passion, dedication, and goodwill of our people. We developed our colleague-led approach to support our colleagues' endeavours of giving back to communities and charities that matter to them. Along with our donation fund, we offer all colleagues two days volunteering leave per year to allow them to donate their time to things that matter to them.

What we achieved

Each year we aim to maximise the positive impact our business has on the communities we serve.

- This year we supported 130 colleagues who supported the charities that matter to them, resulting in donations made to 47 individual charities. Our contributions combined with our colleagues' contributions totalled over £40,000 of donations. In addition, as part of a customer performance initiative, we rewarded outstanding colleagues with six donations of £500 to charities of their choice.
- 88 of our colleagues volunteered more than 600 hours this year. We saw an increase in the number of colleagues using their two day volunteering leave this year compared to previous years – an increase of 72%.



The Cross Bay Walk for MIND. 30 of our colleagues joined over 500 other people on a walk across Morecambe Bay from Arnside to Grange-over-Sands - to raise awareness and funds for the MIND charity. MIND is a charity close to many of our colleagues' hearts supporting many of us through personally difficult times and the walk raised over £3,000 to continue their great work.



More than £40,000 donated to charities and 600 hours volunteered



Colleagues volunteering at The Bread and Butter Thing

Our community engagement steering group used a day of volunteering leave at The Bread and Butter Thing (TBBT), helping to package food parcels to be delivered to those who need it across the North West. A total of 17 colleagues stepped up throughout December 2022 to offer their assistance.

Jeanette Myburgh, a member of the steering group said, "We've supported TBBT since the start of COVID, and colleagues are always welcome to join the charity for a day to help them. It was a really fun, rewarding activity and was great for team bonding."

Just some of the 47 charities supported



OUR PLANS FOR 2023 - 2028

- Increase number of colleagues taking two days volunteering leave.
- Donate over £20,000 to charities and organisations and increase number of colleagues supported through our colleague-led fundraising scheme.



GOAL - Expressing our regional economic impact

Our commitment

We have a role in enhancing the economic prosperity of the North West. Our focus is to ensure we keep ahead of the region's needs by listening and responding to stakeholder feedback as the demand for electricity continues to grow and people become more dependent on our services to power their lives now and in the future.

What we achieved

The importance of engagement has been a constant in our business with year-on-year growth and yearly improvements. It has enabled many of our initiatives to be delivered and been a catalyst for taking our culture of high performance to the next level. It has not only provided our greatest learnings but in the past year has allowed for a significant step change in our collaboration with stakeholders and other DNOs to unlock greater benefits for customers. To understand how we can enhance our regional economic impact we have implemented several initiatives that drive business decisions including:

- Our 2022/23 AccountAbility's Stakeholder Engagement health check performance level has increased 6% since 2021/22, achieving 'accomplished' status. We continue to align our engagement strategy to the AA1000 SES Stakeholder Engagement Standard, a best practice framework, and the AA1000 AccountAbility Principles.
- Submitted yearly Stakeholder Engagement Consumer Vulnerability Submission (SECV) to our regulator Ofgem. This year we achieved our highest score in ED1 and reached our internal stretch target of 7.0. The money received through this incentive continues to be invested back into our communities and customers. This incentive has now come to an end as part of our ED1 price period however we have committed to continue to be transparent about our engagement. We will be publishing a yearly stakeholder report as part of our ongoing commitment to understand the needs of our customers and stakeholders. To view this year's submission [click here](#).

Achieved highest ED1 SECV score of **7.0**



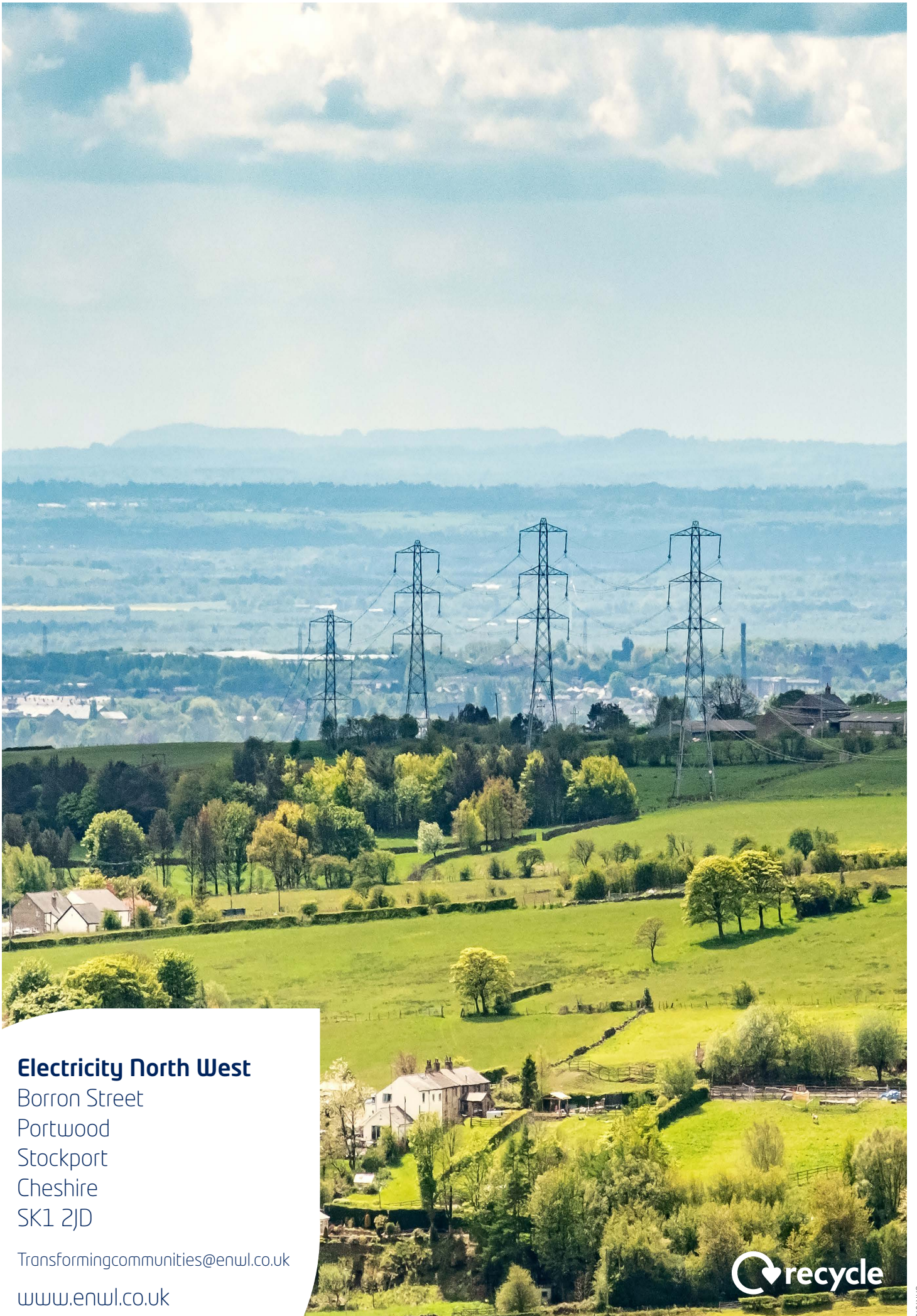
- Conducted our annual stakeholder satisfaction survey. The survey is a feedback tool that allows for continual learning on what our stakeholders need. In 2022/23 we achieved 77% stakeholder satisfaction, 1% lower than the previous year. The detailed results can be found [here](#). The feedback and views shared by our stakeholder helps to inform the development and implementation of our yearly action plans.
- Measuring impact of our initiatives through several tools including social return on investment (SROI) and Cost Benefit Analysis. This year we measured the social value of over 20 social initiatives which had a net value of £11m. More detail can be found [here](#).
- Senior management buy-in is reflected in decision-making arrangements and vital to the success of our stakeholder strategy and triangulation insights.
- We hosted and attended a number of events throughout the year across the business. In 2022/23 we attended/hosted 1,159 events, engaging with over 20,000 stakeholders.
- We implemented a new stakeholder engagement management system, Tractivity. Tractivity enables us to better track, assess and monitor engagement with our stakeholders to help us understand our stakeholder landscape and what more we can do to support them.
- We continued to embed our long-standing membership with Business in the Community (BITC) who continually help us grow our responsible business practices, uniting our efforts for greater social and environmental impact in our communities. This year they have supported in a full strategic review of our responsible business framework as we look to incorporate our new commitments as part of ED2. Our current score as part of the BITC tracker is 77% and we are due to participate again in September 2023/24.
- We published our Green Financing Framework which outlines how we will use green finance to power future investment in projects with clearly defined environmental benefits. Projects that will be financed or refinanced include investments to increase the amount of renewable electricity generation that is connected to the network, smart technologies to improve the network's energy efficiency, and to improve biodiversity. You can read more about our Green Financing Framework [here](#).



OUR PLANS FOR 2023 - 2028

- Stakeholder satisfaction survey to continue biennially.
- Restructure our stakeholder advisory panels to align with commitments made in ED2.
- Increase Green Financing Investment.
- Introduce new stakeholder engagement annual report.

Details of our ED2 commitment can be found in our [Stakeholder Engagement Strategy](#).



Electricity North West

Borron Street

Portwood

Stockport

Cheshire

SK1 2JD

Transformingcommunities@enwl.co.uk

www.enwl.co.uk

