

CORPORATE SOCIAL RESPONSIBILITY (CSR) INITIATIVES



ELECTRICITY DISTRIBUTION CUSTOMER SERVICE REWARD DISTRIBUTION NETWORK OPERATORS ENTRY FORM

Please note that the deadline for receipt of applications is 5pm, 8 May 2009.

DNO DETAILS: (please complete)	CONTACT DETAILS: (please complete)
Company: Central Networks	Name: John Crackett
Licensee(s): Central Networks East Central Networks West	Title: Managing Director, Central Networks
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THE RULES

1. Refer to the accompanying guidance notes for the 2008/09 Electricity Distribution Customer Service Reward.
2. Attach your application to this covering entry form.
3. Entry forms must be received at Ofgem by no later than **5pm on 8 May 2009**. Entry forms should be sent to laura.nell@ofgem.gov.uk electronically, with a hard copy sent to:
Laura Nell, Quality of Service Manager, Ofgem, 9 Millbank, London SW1P 3GE.

MINIMUM REQUIREMENTS

Please indicate by checking the appropriate boxes whether your company has met the minimum criteria for each reward.	Yes	No
DNOs have a range of CSR programmes which are linked to their distribution businesses and result in benefits to their customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>
DNOs' CSR programmes have been successfully incorporated into wider community programmes at local level through effective working with partners (where appropriate)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CSR programmes and initiatives are effectively reaching their target audience and performance is regularly monitored	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CSR is recognised as an integral element of the culture and ethos of the DNO with management level reporting responsibility	<input checked="" type="checkbox"/>	<input type="checkbox"/>
DNOs seek feedback from customers, stakeholders, partners and staff regarding their CSR initiatives and their effectiveness. DNOs use this feedback to improve their CSR programmes and initiatives	<input checked="" type="checkbox"/>	<input type="checkbox"/>

BEST PRACTICE FROM PREVIOUS SCHEMES		
Please indicate which of the following best practice examples from previous schemes your business does and what year they were first implemented. Space is provided for supporting commentary (maximum 250 characters per example) to explain how best practice has been implemented and achieved.	Initiative adopted (select from drop down list)	Year first implemented (Please fill)
Active participation in the community and environment, and establishing good links with other agencies/stakeholders	Yes	1990
We are actively involved with many community, health and safety, and education events e.g. 'Preparing for Winter' events, school visits and Parish Council meetings. All of these greatly benefit the communities and environment in which we operate.		
Good governance procedures and a strategic approach to CSR with active senior management involvement and commitment above and beyond reporting responsibilities	Yes	2003
We continue to comply with the ISO 14001 environmental standard and all business activities and processes are supported by our Safety, Health and Environment (SHE) Plan. Our annual CSR Report also demonstrates our strategy and senior support.		
A range of initiatives which are related to the business. Best practice examples include: <ul style="list-style-type: none"> • addressing potential skills shortages • mitigating environmental impacts • substation safety campaigns • initiatives to prevent doorstep crime 	Yes	1995
Many CN initiatives engage young people, fuelling enthusiasm for engineering. Our Safety, Health and Environment Plan helps staff mitigate environmental risk. We also lead and support doorstep crime prevention and substation safety campaigns.		
Inclusion of contractor performance within the company's CSR programme and active encouragement of staff involvement	Yes	1999
Contractors are included in our safety and environment plans and are regularly audited on all business aspects, from waste management to Guaranteed Standards. Staff take part in various community events and environmental awareness activities.		
DECLARATION AND CONSENT		
I declare that the information contained in this application is correct and true to the best of my knowledge and belief and I give consent for Ofgem to use the information and contact details provided when publishing the Best Practice Register.		
Signature: John Crackett, MD, Central Networks	Date: 8 May 2009	