

## 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: ScottishPower<br>Licensee(s): SP Distribution<br>SP Manweb<br><br>Address: 3 Dove Wynd<br>Strathclyde Business Park<br>Bellshill<br>Postcode: ML4 3FF | Name: Andy Bird<br><br>Title: Customer Service Director<br><br>Telephone: 01698 413443<br><br>Email: andy.bird@scottishpower.co.uk |

### 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](mailto: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"/> |

| <b>BEST PRACTICE FROM PREVIOUS SCHEMES</b>  |   |  |
|---|---|--|
| <b>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.</b>               | <b>Initiative adopted</b><br>(select from drop down list) | <b>Year first implemented</b><br>(Please fill) |
| Active participation in the community and environment, and establishing good links with other agencies/stakeholders   | Yes   | 2004   |
| Our Powerwise website and education packs have been relaunched this last year as bi-lingual (English and Welsh), as much of our core customer base is in North Wales.   |   |  |
| Good governance procedures and a strategic approach to CSR with active senior management involvement and commitment above and beyond reporting responsibilities   | Yes   | 2005   |
| Following a number of years where each Division in ScottishPower had it's own Health and Safety branding, we have this last year done a rebranding exercise across the whole business and externally as well "Health and Safety Matters"  |   |  |
| A range of initiatives which are related to the business. Best practice examples include: <ul style="list-style-type: none"> <li>• addressing potential skills shortages</li> <li>• mitigating environmental impacts</li> <li>• substation safety campaigns</li> <li>• initiatives to prevent doorstep crime</li> </ul> | Yes   | 1995   |
| Every year we expand the network of education establishments involved in our safety and skills programmes   |   |  |
| Inclusion of contractor performance within the company's CSR programme and active encouragement of staff involvement  | Yes   | 2008   |
| All environmental and Health and Safety programmes are issued to contractors through a newly structured medium called "Toolbox talks". We also have periodic internal advertising or newsletters covering topical issues.   |   |  |
| <b>DECLARATION AND CONSENT</b>  |   |  |
| <b>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.</b>   |   |  |
| Signature: Andy Bird  | Date: 8 <sup>th</sup> May 2009                            |  |