

## ENW Award submission Introductory Page

**“Whatever is done for men or classes, to a certain extent takes away the stimulus and necessity of doing it for themselves; and where men are subjected to over-guidance and over-government, the inevitable tendency is to render them comparatively helpless”.**  
Smiles, Self Help. 1877

**“We believe that corporate responsibility is about living the values and principles that govern the way we operate as an organisation and behave as individuals within the communities we serve. We wish to be customer led therefore customer empowerment through engagement and clarity of communication is crucial if we are to encourage people to make informed choices in order to achieve a sustainable future. We are extremely proud to be profiling on both submissions the innovative projects and initiatives that we have already successfully delivered together with an outline of how the success derived from each programme has inspired the team to seek out further partnerships and opportunities in order to extend the research ensuring sustainability and delivery to a wider audience” Steve Johnson, Chief Executive Officer.**

### ENW's Corporate Structure

The principal activity of ENW is the distribution of electricity in the North West and United Utilities Electricity Services (UUES) is contracted to operate and maintain the network on ENW's behalf. UUES are responsible for the operation and maintenance of the network and the delivery of the capital programme. Our values are founded on the belief that to remain successful over the long term we must deal fairly, openly and honestly with our key stakeholders - employees, customers, investors and the wider community. To sustain our values, and bring them to life in the way we do business, we have developed a robust corporate responsibility model and strategy. These feed into our strategies on health and safety, people, community and the environment, ensuring a seamless and consistent approach is developed by both ENW and United Utilities Electricity Services.

### Leading by Example

Our culture and values underpin our approach to Corporate Social Responsibility (CSR) and help to distinguish us within the electricity sector. The initiatives we have highlighted for the submission are not add-ons nor do we feel they are “business as usual” deliverables. Derived following the launch in April 2007 of the sectors first programme of stakeholder workshops and our genuine passion to develop sustainable solutions to environmental issues the “Demand Side Management” and “Young Ambassador” initiatives are part of an ongoing strategic emphasis on demonstrable Corporate Social Responsibility. This pro-active strategy is not only fit for purpose, but shapes the way we run our business now and in the future. ENW are committed to leading by example, taking bold innovative steps that have contributed to cultural change within the electricity distribution sector and a strengthening relationship with our customers.