

Discretionary Reward Scheme 2009/10

Reducing risk to the public

Safety is at the heart of everything we do, whether it's the safety of our customers, the general public, our employees or contractors. We strongly believe safety is paramount and take both an innovative and proactive approach to all safety initiatives and safety communications.

Safety is an integral part of our culture and set firmly in place as a company 'core' value. We demonstrated this during 2009/10 with the implementation and development of a number of initiatives, some of which are detailed here.



Raising the alarm for the vulnerable

Anyone is a potential victim of Carbon Monoxide (CO) poisoning, but statistics show that the elderly, students and the disabled have been identified as being particularly vulnerable. With a lack of CO awareness, they are often unaware of the associated risks and the necessary precautions and care needed to avoid CO poisoning from poorly maintained gas appliances and associated fluing or ventilation issues.

We have placed a particular focus on the identification of elderly people, students and families on benefits. These groups are often consumers who use little gas, are likely to forego regular gas appliance maintenance and may even use cookers as heating appliances. In partnership with SSE, we have identified a 'low user' group and have begun a mail-shot programme to contact them. Customers are being issued with our gas safety leaflet and invited to call our customer service team in Perth if they need more advice.

Leveraging co-operation

We have successfully collaborated with the fire authorities to further support vulnerable members of society. We recently donated 1,000 CO alarms, accompanied by a CO awareness leaflet, to Fife Fire and Rescue Service and Fife Cares. These alarms were allocated to vulnerable groups and fitted at no cost during a Home Fire Safety Check. These home safety checks are prioritised on needier groups of the population. A second fire service has taken delivery of alarms for a similar exercise.

Community Partnerships

Our aim is to make gas as safe as possible in the community and one way we can do this is by working in partnership to allow local authorities to access CO alarms from us with the aim of providing these to the vulnerable groups within the community they support.

In West Lothian our goal was to support a range of frail and elderly people who have gas appliances and to add to their safety at home by providing CO detectors. This initiative has been hugely successful and has been highlighted in the local press allowing us to reach even more in the community. Going forward we will continue to provide practical support and advice to these communities.

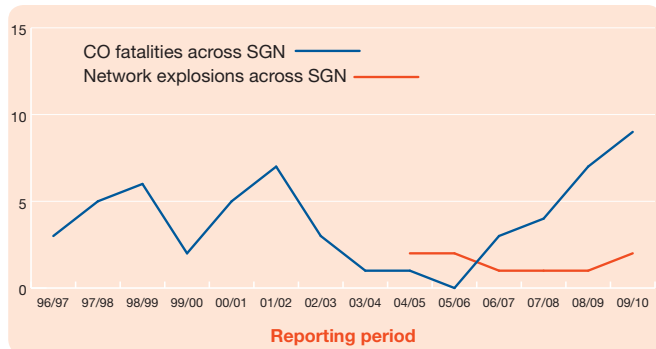
Vulnerable members of society now have a raised awareness of CO dangers and an alarm system in place to help prevent incidents. This initiative goes beyond raising awareness. It could save a life!



The alarms arrive...

CO figures are alarming

As shown below, huge financial investment in our mains replacement programme ensures the number of network explosions has been contained at a very low level – averaging 1.5 per year and thankfully with no fatalities.



Although CO fatalities seemed largely static towards the end of the 1990s and then fell in the early years of the new millennium, more recent figures show CO deaths are again on the increase with seven fatalities in 2008/09 (source COCAA) and nine to date in the first 10 months of 2009/10 (source SGN).

We are very worried by these figures which demonstrate that while the number of CO alarms fitted continues to grow and despite the ad hoc initiatives we have commissioned with a number of organisations, these schemes work very slowly and to an extent, inconsistently. There is also a risk from a lack of funding due to recession and a lack of a co-ordinated gas industry approach. We at SGN are fully committed to minimising the risks to gas users from CO but can't achieve maximum impact alone.

Safer StreetWorks

By placing more emphasis on reducing injuries to members of the public from our streetworks, this activity has seen a significant improvement with a reduction in injuries of 86% over the last five years. This improvement has followed significant investment in better equipment and logistics support, better training, and a 'don't walk by' approach adopted by all our employees and contractors which is supported by a 24/7 rapid response helpline.



Tapping into Further Education

More than 20 universities/full-time colleges are working in partnership with us in an initiative to distribute CO alarms to students living in private rented accommodation. In addition to alarm distribution, we have endeavoured to further raise CO awareness and knowledge by including informative articles and postcards in the university or college magazines.

Maximising Opportunity

Personal Activation Monitors (PAMs) worn by our staff enhance safety and have provided an early warning of danger both to our employee and customer.



Our customer service staff follow up alarm activations by phone with the customer. Reassuringly over 90% of customers contacted have taken remedial action.

Securing supplies

We have developed a portable pipeline able to be mobilised quickly to supplement or replace network supplies thus avoiding the long periods of disruption for customers affected by a loss of gas supply.



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Reducing the risk to the public

Gas firm gives out detectors

Edinburgh Evening News (20 April)

Scotland Gas Networks has donated 500 carbon monoxide detectors to West Lothian Council's Home Safety Service. The local authority service provides residents with equipment to increase safety and security in their homes. Scotland Gas Networks' commercial manager, Wallace Allan, said: "We are trying to raise awareness of the dangers of carbon monoxide. More people die from carbon monoxide than natural gas."

Promoting student safety

"Useful incentive to learn about the hazardous nature of carbon monoxide. Thanks."

Student, University of St Andrews

Would you recognise the silent killer?

Carbon Monoxide (CO) is a colourless, odourless, tasteless and poisonous gas which can be emitted by fossil fuel (gas, coal, oil or wood) burning appliances. CO is called the 'silent killer' because you can't see, taste or smell it and in certain conditions it can kill quickly and without warning.

Symptoms of exposure to Carbon Monoxide

- 'flu-like' symptoms
- Chest or stomach pains
- Erratic behaviour
- Nausea and/or vomiting
- breathlessness
- feeling tired or drowsy
- giddiness/ headaches
- visual problems

What can I do to protect myself?

- Have gas appliances regularly serviced and maintained. If you're renting your landlord is required by law to have annual gas safety checks. He/she must give you a copy of the safety check details before you move in and thereafter, each year within 28 days of the check being carried out. This is YOUR RIGHT – if this is an issue with your landlord please seek advice from the Student Services office on 0131 559 4868.
- For added safety throughout the year fit a CO detector. Carbon Monoxide alarms ARE NOT a substitute for annual gas safety checks, but provide additional reassurance.

PICK UP YOUR **FREE** CO DETECTOR FROM TODAY!

If you suspect CO in your property, or the any appliance(s) then call the national gas on 0800 111 999 immediately for advice!

Edinburgh's Telford College are working in partnership with Gas Networks as part of an initiative aimed at improving rented accommodation.


- 24-hour national gas emergency number: 0800 111 999
- Gas emergency minicom: 0800 57 17 87
- Solid fuel advice number: 0845 6014 406
- Health & Safety CO advice line: 0800 300 363
- OFTEC oil-fired advice line: 0845 65 85 080
- Gas Safe Register information: 0800 408 5500
- Chronic health problems?
- Visit your GP or phone your NHS information service
- NHS Direct: 0845 46 47 (minicom: 0845 806 4647)

what is carbon monoxide?

Carbon monoxide (CO) is a colourless, odourless, tasteless, poisonous gas which can be emitted by faulty appliances powered by any fuel that burns.

how can I protect myself?

Once a year, service all appliances powered by any fuel that burns: gas, coal, oil, petrol, wood etc. Sweep chimneys and flues. Landlords are legally bound to arrange annual gas safety checks and suppliers offer free yearly gas checks to some vulnerable customers.

can't I just fit an alarm?
CO alarms are important but ARE NOT a substitute for servicing or annual safety checks. Audible CO alarms SHOULD comply with BS EN 50291 and carry a British/European approval mark eg 



"Thanks, my family and I now feel safer at home."

Student, Robert Gordon University, Aberdeen

who can work on my appliances?

Services and checks must ALWAYS be carried out by registered installers. DO NOT USE an appliance unless you are certain it's been professionally installed.

signs of carbon monoxide

Look out for gas appliances burning with a yellow/orange flame that's normally blue, extra condensation, pilot lights blowing out, sooting and/or yellow stains round appliances.

symptoms of carbon monoxide

- 'flu-like' symptoms
- chest or stomach pains
- erratic behaviour
- nausea and/or vomiting
- breathlessness
- feeling tired or drowsy
- giddiness/headaches
- visual problems

Suspect CO poisoning? Turn appliances off. Open doors and windows. Get everyone outside into fresh air immediately.

In a medical emergency, don't delay: phone 999



Fife and Kinross Extra

IGNITE An Innovative Approach to Safety

IGNITE 
MAKING YOUR IDEAS REALITY

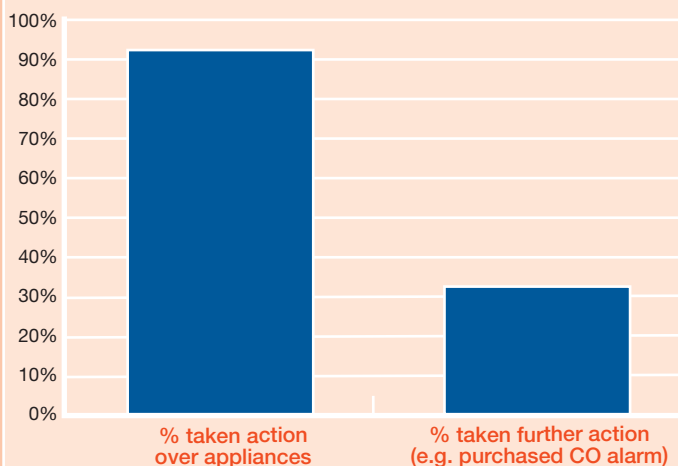
Ignite is our innovation and staff suggestion scheme. It's designed to provide a simple and effective way for staff to come forward with their ideas and innovative suggestions to improve our efficiency and effectiveness, as well as improve customer and staff safety and the overall customer experience. Examples of ideas implemented include an idea for detecting where water is getting into our mains and compromising not only the gas quality but our ability to maintain supplies. Hard to prevent and notoriously difficult to trace, water ingress is normally located by successive excavations in the carriageway and drilling test points in our mains. This activity increases the risk to the public and our own staff alike but the development



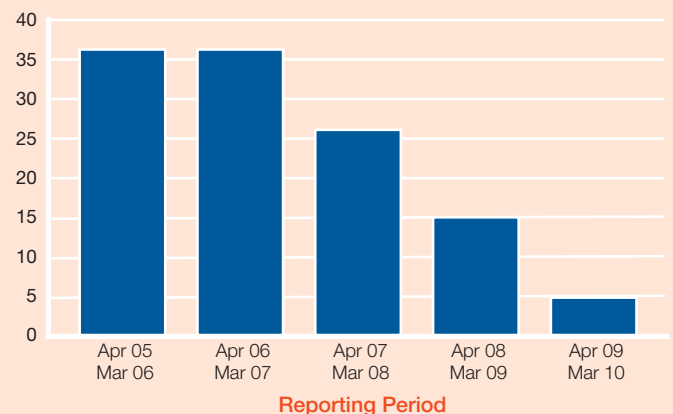
and deployment of the hygrometers means that we can detect the moisture level in gas samples taken at meter locations which enable us to pinpoint the ingress point with fewer excavations. This change to working practice minimises risk and benefits everyone. Further examples of safety improvements are an e-based tool that allows real-time management and monitoring of resources deployed on incidents which brings better control in gaining access to premises to make safe before repairs commence and the development of a plastic barholing tool which significantly decreases the risk of injury to our operatives engaged in emergency work.

Award-winning Alistair Armour and the hygrometer

PAM activation follow-up calls



Injuries to members of the public resulting from SGN works



Alarms 'R' us

During winter 2009/10 we offered employees the opportunity to buy CO alarms at a discounted price in order to improve their safety and that of their families. This also allowed them to engage with customers to promote the benefits of these alarms from personal experience. More than 600 of these alarms were issued following the offer which was promoted in both our in-house newspaper sgnmail and our intranet SGNnet.