

## 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, 7 May 2010.**


DNO DETAILS: (please complete)	CONTACT DETAILS: (please complete)
Company: ScottishPower Licensee(s): SP Distribution SP Manweb  Address: New Alderston House Dove Wynd Strathclyde Business Park Bellshill Postcode: ML4 3FF	Name: Vicky Kelsall  Title: Customer Service & Business Support Director  Telephone: 01698 413325  Email: vicky.kelsall@scottishpower.com

### THE RULES

1. Refer to the accompanying guidance notes for the 2009/10 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 7 May 2010**. Entry forms should be sent to [dorothy.eke@ofgem.gov.uk](mailto:dorothy.eke@ofgem.gov.uk) electronically, with a hard copy sent to:  
**Dorothy Eke, QOS Policy Analyst, 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> (select from drop down list)	<b>Year first implemented</b> (Please fill)
Active participation in the community and environment, and establishing good links with other agencies/stakeholders  We are active in supporting a broad spectrum of initiatives including supporting the Arts to charity work through engagement with the RSPB.	Yes	2004
Good governance procedures and a strategic approach to CSR with active senior management involvement and commitment above and beyond reporting responsibilities  We passionately support youth engagements such as Princes Trust and the appointment of one of our Directors as the Prince's Ambassador for Wales demonstrates our commitment to this.	Yes	2005
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> We continue to expand our network of education establishments and initiatives on safety, skill acquisition and education.	Yes	1995
Inclusion of contractor performance within the company's CSR programme and active encouragement of staff involvement  Contractors are engaged via participation in our Toolbox Talks, Behavioural Safety Programme and Safety Stand downs, all promote safe correct working practices irrespective of reporting lines.	Yes	2008
Partnership work with local organisations to provide training and development opportunities for disadvantaged young people.  We continue to support a wide range of initiatives engaging with local education establishments, particularly focussed on disadvantaged young people. In addition, we also continue to engage in this way via our significant involvement with the Princes Trust.	Yes	2002
<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: 	Date: 7th May 2010	