

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)

Company: Scottish & Southern Energy
 Licensee(s): Southern Electric Power Distribution
 Scottish Hydro Electric Power
 Distribution
 Address: Inveralmond House
 200 Dunkeld Road
 Perth
 Postcode: PH1 3AQ

CONTACT DETAILS: (please complete)

Name: Rob McDonald
 Title: Director of Regulation
 Telephone: 01738 456 400
 Email: Rob.mcdonald@sse.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 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	X	<input type="checkbox"/>
DNOs' CSR programmes have been successfully incorporated into wider community programmes at local level through effective working with partners (where appropriate)	X	<input type="checkbox"/>
CSR programmes and initiatives are effectively reaching their target audience and performance is regularly monitored	X	<input type="checkbox"/>
CSR is recognised as an integral element of the culture and ethos of the DNO with management level reporting responsibility	X	<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	X	<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)
<p>Active participation in the community and environment, and establishing good links with other agencies/stakeholders</p> <p>We have numerous links with our local communities, both directly and through our staff or with partnership agencies (e.g. local authorities). We have demonstrated the power of community communication when delivering new schemes.</p>	Yes	2005
<p>Good governance procedures and a strategic approach to CSR with active senior management involvement and commitment above and beyond reporting responsibilities</p> <p>We are aware of the importance of building in CSR to our business as usual activities, and we deliver wide publicity and financial support to activities in our communities, by engaging our most senior managers through to our field staff.</p>	Yes	2005
<p>A range of initiatives which are related to the business. Best practice examples include:</p> <ul style="list-style-type: none"> • addressing potential skills shortages • mitigating environmental impacts • substation safety campaigns • initiatives to prevent doorstep crime 	Yes	2005
<p>We strongly believe that sustainable operation is essential to our business. As such, we have a number of processes to protect our natural environment, the safety of our staff and communities, and recruit effectively, working with communities.</p>		
<p>Inclusion of contractor performance within the company's CSR programme and active encouragement of staff involvement</p> <p>We have a strategy to bring work 'in-house' so that our workers have a sense of belonging and loyalty both to the company and our customers. We feel this offers long term sustainability and a better overall performance.</p>	Yes	2005
<p>Partnership work with local organisations to provide training and development opportunities for disadvantaged young people.</p> <p>We proactively engage and serve disadvantaged groups within communities through partnership work with local organisations, providing mentoring, training and development opportunities.</p>	Yes	2007

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:



Date:

7th May 2010