

## 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, 29 April 2011.**

DNO DETAILS: (please complete)	CONTACT DETAILS: (please complete)
Company: SP Energy Networks	Name: Vicky Kelsall
Licensee(s): SP Distribution Ltd SP Manweb	Title: Customer Service Director
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#### THE RULES

1. Refer to the accompanying guidance notes for the 2010/11 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 29 April 2011**. 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, 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	
DNOs' CSR programmes have been successfully incorporated into wider community programmes at local level through effective work with partners (where appropriate).	X	
CSR programmes are effectively reaching their target audience and performance is regularly monitored.	X	
CSR is recognised as an integral element of the culture and ethos of the DNO with senior management level reporting responsibility.	X	
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	
DNOs' CSR initiatives and programmes take account of the material impact of the company on society and the environment, rather than impact of a particular project.	X	
DNOs' CSR initiatives are measured by performance indicators that quantify the impact of the initiative rather than the process itself (where the initiative relates to PSR populations the measurable impact should be linked to the data assessment highlighted under the Wider Communications minimum requirements).	X	

<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> (please tick Y/N)	<b>Year first implemented</b> (Please fill)
Active participation in the community and environment, and establishing good links with other agencies/stakeholders	Y	1997 (2) 2010
We are active in supporting a broad spectrum of initiatives within our communities including the Prince's Trust and (2) Duke of Edinburgh Scheme (date is most recent initiative)		
Good governance procedures and a strategic approach to CSR with active senior management involvement and commitment above and beyond reporting responsibilities	Y	2005
We passionately support youth engagements such as the Princes Trust and the appointment of one of our Directors as the Prince's Ambassador for Wales demonstrates our commitment to this.		
A range of initiatives which are material 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> <li>▪ initiatives that address fuel poverty</li> </ul>	Y	1995 (2) 2010
We continue to expand our network of education establishments with initiatives on safety, skill acquisition and education/qualifications. (2) increasing campaigns to reduce copper theft working with local Police units particularly in Liverpool and Glasgow.		
Inclusion of contractor and company's staff engagement in CSR programmes in performance management procedures.	Y	2008
Contractors are engaged via participation in our toolbox talks, Behavioural Safety Programme and Safety Stand downs. There is also a monthly review with all Contractors to manage all elements of performance including Safety, Customer Service and Quality of work.		
Partnership work with local organizations providing development opportunities for disadvantage populations	Y	1997
We continue to support a wide range of initiatives engaging with local education establishments particularly focused on disadvantaged young people. In addition we continue to engage in this way via our significant involvement with the Prince's Trust.		
<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: Vicky Kelsall	Date: 28 <sup>th</sup> April 2011	