Northern Gas Networks – **listening and responding**

Discretionary Reward Scheme 2010/2011

Northern Gas Networks delivers gas to 2.6 million homes and businesses across the North of England, in Yorkshire, northern Cumbria and the North East.

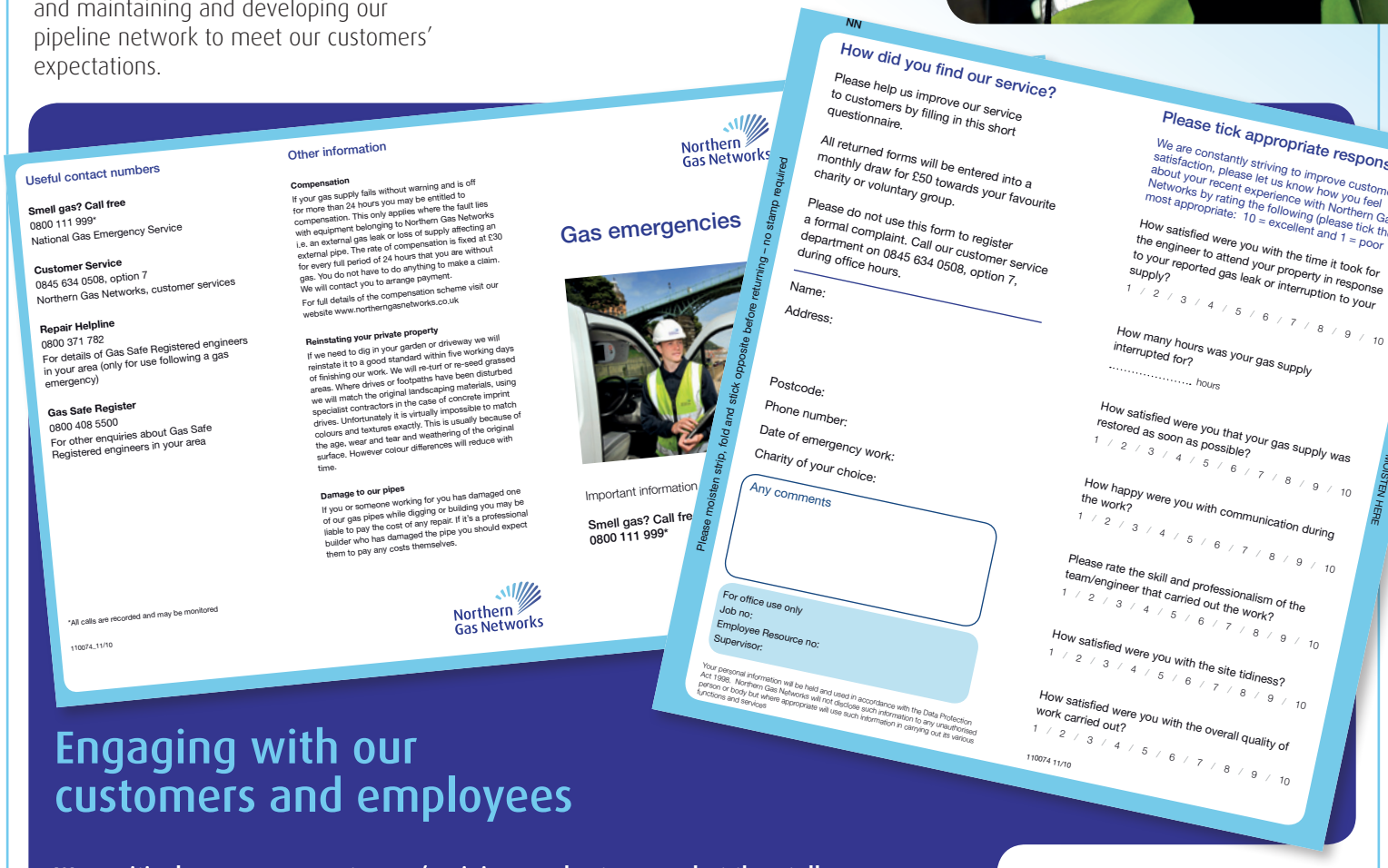
Our company vision is to be recognised as a top performer for efficiency, safety and customer service.

This vision is underpinned by the values which all our employees and contract partners work to.

These include operating the business as a responsible corporate citizen; maintaining strong relationships with all our stakeholders; sustaining a culture of high performance and continuous improvement; and maintaining and developing our pipeline network to meet our customers' expectations.

We take our responsibilities seriously; strive to out-perform our regulatory targets and to deliver a high quality of service in everything we do.

Safety is at the heart of our business, through our delivery of the Gas Emergency Service to our local and regional initiatives to raise the public awareness of the dangers of carbon monoxide.



Engaging with our customers and employees

We positively source our customers' opinions and act upon what they tell us.

The 11,000 Impression Cards we receive each year drive the future shape and delivery of our business.

We also engage with our employees, measure their satisfaction through annual surveys and keep them informed of how the company is performing.

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