


Please complete the following Entry Form alongside your Part 1 Submission.

<b>STAKEHOLDER ENGAGEMENT INCENTIVE SCHEME 2016</b>	
<div><p>Making a positive difference for energy consumers</p></div> <div><b>PART 1 SUBMISSION ENTRY FORM</b></div>	
<b>COMPANY DETAILS:</b> (please complete)	<b>CONTACT DETAILS:</b> (please complete)
Company: National Grid Licensee(s): Electricity Transmission  Address: Warwick Technology Park Gallows Hill Warwick CV34 6DA	Name: Gary Stokes  Title: Customer and Stakeholder Strategy Manager  Email: gary.stokes@nationalgrid.com

<b>MINIMUM REQUIREMENTS</b>		
<b>Please provide supporting evidence and high level overview of how your company has met the Minimum Requirements set out below:</b>	<b>Evidence referred to within application (ie, evaluation, assurance report, survey, etc.)</b>	<b>Overview of your arguments demonstrating compliance with requirement. Clearly signpost as to additional relevant evidence/ information within Submission</b>
<p>The network company has comprehensive and up-to-date stakeholder engagement strategy, which sets out:</p> <ul style="list-style-type: none"> <li>- How the network company keeps stakeholders informed about relevant issues, business activities, decision making and other developments;</li> <li>- How the network company enables timely input and feedback from stakeholders via appropriate mechanisms to inform decision making.</li> </ul>	<p><b>UK Transmission Customer and Stakeholder Engagement Strategy</b></p> <p><b>Accountability independent audit – AA1000SES (summary report)</b></p> <p><b>Independent Stakeholder Survey (2015/16)</b></p>	<p>Significant progress has been made to embed our Stakeholder Engagement Strategy underpinned by our key principles of Listen, Discuss, Act. This has been driven and supported by senior leaders through our organisation to our stakeholder facing teams (Part 1 pages 1 and 2).</p> <p>We have undertaken a re-structure of our business so our processes and teams align to the three key outputs (value streams) our stakeholders value from us (Part 1 page 2). To create and promote a common understanding of 'good' engagement we have developed our Service Commitments which are our promise to find a better way for stakeholders (Part 1 page 3).</p> <p>This year, our Strategy has been updated and aligned to the principles of the AA1000SES Stakeholder Engagement standard. This approach was adopted after assessing best practice across the industry. The independent audit carried out by Accountability has reported high integration of stakeholder engagement practices into governance, decision making and operational strategy. Our stakeholder engagements were found to be clearly defined and that we place a considerable amount of emphasis on effective engagement planning tailoring to a variety of stakeholders (Part 1 page 5).</p> <p>The updated strategy will be published on Talking Networks.</p>

<p>A broad and inclusive range of relevant stakeholders have been engaged.</p>	<p><b>Stakeholder segmentation and groups</b></p> <p><b>Our stakeholder mapping tool</b></p> <p><b>Electricity Transmission Performance Publication</b></p> <p><b>Stakeholder Advisory Panel</b></p> <p><b>Stakeholder Engagement Table:</b> Part 1 – pages 7 and 8</p> <p><b>Case studies</b> Part 2</p>	<p>Engaging to deliver value has been a priority which has given us the focus to engage with a broader range of stakeholders. Through our engagement principles, we identify stakeholders and then group them so we can understand the best method of engagement. Our stakeholder groups help us identify who we should be engaging with ensuring we include stakeholders in the topics most relevant to them. We continue to review our stakeholder groups to make sure they remain current.</p> <p>We have developed and published a report for our stakeholders producing a summary of our financial performance. This specialist publication is shared with all stakeholders using email, social media and member associations to invite feedback to continually improve.</p> <p>We are committed to increasing our range of relevant stakeholders as illustrated in our System Operability Framework engagement. By using different methods of engagement, we doubled the level of stakeholder involved and allowed us to create a more inclusive industry publication (Part 1 page 6).</p> <p>Our Stakeholder Advisory Panel includes a range of stakeholders supporting our commitment to ensure that we are inclusive.</p> <p>Part 2 includes case studies of our engagement across a broad range of stakeholders.</p>
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<p>The network company has used a variety of appropriate mechanisms to inform and engage their stakeholders – these have been tailored to meet the needs of various stakeholder groups, and are fit for purpose in allowing a detailed analysis of a breadth of stakeholder perspectives.</p>	<p><b>UK Transmission Customer and Stakeholder Engagement Strategy</b></p> <p><b>Accountability independent audit - AA1000SES</b></p> <p><b>Stakeholder websites: Talking Networks and Connecting</b></p> <p><b>Stakeholder Engagement Table</b> Part 1 pages 7 and 8</p> <p><b>Part 2 case studies</b></p>	<p>This year we have reviewed our stakeholder groups and diversified the methods by which we engage to meet the needs of a broader range of stakeholders. We will continue to use our traditional engagement methods of workshops, seminars, publications, consultations and meetings and also implement mechanisms such as engaging through digital channels (Part 1 pages 5 and 6).</p> <p>The external assessment completed by Accountability reported that we demonstrate a strong performance in defining the purpose, scope and stakeholders of engagement and score above average in engagement planning. The audit highlighted that we demonstrate a good range of communication means which are tailored to the audience.</p> <p>We use both our dedicated stakeholder website, Talking Networks and our Connecting Website to share news and encourage industry debate. As part of our Power Responsive Campaign, we targeted online engagement by setting up an independent microsite providing one place to access all information and updates including summaries of webinars if stakeholders were unable to attend. For our connections projects, we use social media as a way to keep stakeholders updated. Further examples of diversifying engagement can be found in Part 1 page 7.</p> <p>Following stakeholder feedback, we have developed new approach to meeting our stakeholder needs by establishing a dedicated Electricity Account Management team. This team can assist those stakeholders who require additional support. We will be tracing the effectiveness of this new approach by implementing new stakeholder centric measures in our processes to give an indication of whether we are providing a better service.</p> <p>Part 2 also provides examples of informing and engaging with stakeholder through different mechanisms.</p>
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<p>The network company can demonstrate it is acting on input / feedback from stakeholders.</p>	<p><b>UK Transmission Customer and Stakeholder Engagement Strategy</b></p> <p><b>Accountability independent audit - AA1000SES</b></p> <p><b>Independent Stakeholder Survey (2015/16)</b></p> <p><b>'You said, we did' Table</b></p> <p>Part 1 page 10</p> <p><b>Stakeholder Advisory Panel</b></p> <p><b>Part 2 Case Studies</b></p>	<p>Our evolving Strategy is built around reviewing performance and feedback. One of our key focus areas for this year was to improve our understanding of our stakeholders which has led us to review the way we gather feedback. We have appointed a new independent research agency to ensure we gain tangible feedback that we can act upon and deliver the outcomes our stakeholders want. We have also improved our process for turning feedback into actions to ensure improvements are embedded in the business.</p> <p>In addition to getting feedback from our surveys, we obtain feedback all year round from regular stakeholder meetings. This year we have implemented a process for capturing this feedback through the Electricity Account Management team who will record this information centrally, review and allocate to appropriate teams to act on this feedback.</p> <p>One of the founding principles for AA1000SES, the standard we are aligned to, is acting on feedback. The independent audit has concluded that we are 'advanced' in our maturity demonstrating our compliance to the 3 foundation principles of inclusivity, materiality and responsiveness.</p> <p>We are committed to getting the most value from our Independent Stakeholder Advisory panel and working together this year we have established discussion topics that either drive significant impacts for stakeholders or drive an industry wide change. The panels early input helps us develop strategies and actions plans tailored to our stakeholders needs.</p> <p>Numerous examples of how we have acted on stakeholder feedback in 2015 / 16 can be found in Part 1 on pages 9 and 10 and in the Part 2 case studies.</p>
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