

STAKEHOLDER ENGAGEMENT INCENTIVE SCHEME



Making a positive difference
for energy consumers

STAKEHOLDER ENGAGEMENT – PART 1 SUBMISSION ENTRY FORM

COMPANY DETAILS: (please complete)

Company: Scottish Hydro Electric
Transmission plc

Licensee(s): Scottish Hydro Electric
Transmission plc

Address: Inveralmond House
200 Dunkeld Road
Perth

Postcode: PH1 3AQ

CONTACT DETAILS: (please complete)

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Title: Interim Head of Stakeholder Engagement

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THE RULES:

1. Refer to the accompanying guidance notes for your Stakeholder Engagement Incentive Scheme.
2. Fill out this entry form and attach it to your overview of evidence. The overview of evidence and all supplementary information should be referenced to this entry form.
3. Entry form should not exceed four A4 pages in total. Overview of evidence should not exceed ten A4 pages.
4. Complete applications must be received at Ofgem by **no later than 5pm on the final Friday in May, the year following the regulatory year in question**. They should be sent to connections@ofgem.gov.uk electronically, with a hard copy sent to: **Distribution Policy Team, Ofgem, 9 Millbank, London SW1P 3GE**

MINIMUM REQUIREMENTS		
Please provide supporting evidence and high level overview of how your company has met the minimum requirements set out below:	Evidence submitted within application (ie, evaluation, assurance report, survey, etc.)	Overview of your arguments demonstrating compliance with requirement. Clearly signpost as to additional relevant evidence/information within submission
<p>The network company has a comprehensive and up to date stakeholder engagement strategy, which sets out:</p> <ul style="list-style-type: none"> - how the network company keeps stakeholders informed about relevant issues, business activities, decision-making and other developments; - how the network company enables timely input and feedback from stakeholders via appropriate mechanisms to inform decision making. 	<p>ISO 9001:2008 Quality management System Accreditation Part 1 p9: Audit and Accreditation Extract from Audit Report: "System Documentation review/changes/updates...The following tabled documents were reviewed; The above table of documents [including the Stakeholder Engagement strategy] were cross referenced against the document library and found accurate. Changes to document library to show continuous improvement (e.g. new strategy to support customers in vulnerable positions)"</p> <p>External Assurance Part 1 p9: Audit and Accreditation Extract from the Audit Report: "SHE Transmission is proactively engaged in delivering its Stakeholder and Engagement Strategy and Implementation Plan"</p>	<p>We have in place an effective Stakeholder Engagement Policy, Strategy and Implementation Plan which keeps stakeholders informed and enables their timely input to decision making Part 1 p2:Our Engagement Values Part 1 p2:Our Stakeholder Engagement Policy Part 1 p3–6:Our Stakeholder Engagement Strategy Part 1 p2:Our Principal, community and significant stakeholders Part 1 p9:Audit and Accreditation</p> <p>We regularly review and improve our approach Part 1 p7-8:Continually improving our approach to engagement</p> <p>We bring stakeholder views into decision making Part 1 p10:Delivering positive outcomes for stakeholders Part1 p1:Introduction</p>

<p>A broad and inclusive range of stakeholders have been engaged.</p>	<p>External Assurance <i>Part 1 pg 9 Audit and Accreditation</i> Compliance with Engagement Strategy independently confirmed</p> <p>ISO 9001:2008 <i>Part 1 pg 9 Audit and Accreditation</i> Quality Management System Accreditation confirms we are achieving our organisation's policy objectives</p>	<p>Our three-level approach to stakeholder engagement ensures we consider a wide and inclusive range of stakeholders <i>Part 1 p2: Engaging on multiple levels</i></p> <p>We have identified our stakeholders, understood our relationship with them and used engagement methods to suit them to ensure an inclusive range of stakeholders (including challenging and hard to reach) are engaged. <i>Part 1 p3:Identifying our stakeholders</i> <i>Part 1 p3:Understanding our relationship with our stakeholders</i> <i>Part 1 p4:Actively engaging our stakeholders and Applying our strategy: how we have engaged in a range of ways</i> <i>Part 1 p5:Informing our stakeholders</i> <i>Part 1 p 5: Listening and responding to stakeholders</i></p> <p>We are open and easy to talk to; allowing stakeholders to contact the right person easily; and writing in Plain English and avoiding jargon <i>Part 1 p6: Being accessible to our stakeholders</i></p>
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<p>The network company has used 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>External Assurance <i>Part 1 pg 9 Audit and Accreditation</i> Our 2015/16 performance was independently assessed by ERM CVS who confirmed compliance with our Strategy and Implementation Plan</p> <p>OpenLines Our OpenLines publication received Institute of Internal Communication Scotland: Best e-zine award. 86% of stakeholders scored OpenLines as useful and relevant to their interests</p>	<p>We engage and inform at strategic, organisational and operational levels, ensuring a wide range of stakeholder views are considered in our decision making. <i>Part 1 p2: Engaging on multiple levels; Our Principal, community and significant stakeholders</i> <i>Part 1 p3–6: Our Stakeholder Engagement Strategy</i> <i>Part 1 p7: Continually improving our approach to engagement</i> <i>Part 1 pg 10: Delivering positive outcomes for stakeholders</i> We use a range of mechanisms to inform and engage stakeholders, choosing the most appropriate to the audience, to allow for a breadth of stakeholder perspectives <i>Part 1 p4: Applying our strategy: how we have engaged in a range of ways</i> <i>Part 1 p7: Transmission Owners working together</i></p>
<p>The network company can demonstrate it is acting on input / feedback from stakeholders</p>	<p>ISO 9001:2008 Quality management System Accreditation <i>Part 1 pg 9 Audit and Accreditation</i></p>	<p>Our summary engagement table demonstrates our key engagement activities, who we’ve engaged with, and the outcomes or anticipated outcomes of this engagement <i>Part 1 pg 10 Delivering positive outcomes for stakeholders</i> We publish key themes arising from our stakeholder consultation processes and our response to them <i>Part 1 pg 5 Listening and responding to stakeholders</i></p>

