

STAKEHOLDER ENGAGEMENT INCENTIVE SCHEME

STAKEHOLDER ENGAGEMENT – PART 1 SUBMISSION



ENTRY FORM

Making a positive difference

| COMPANY DETAILS: (please complete) | | CONTACT DETAILS: (please complete) | |
|---|--|------------------------------------|--------------------------------|
| Company: | Scottish and Southern Electricity Networks | Name: | Jennifer McGregor |
| Licensee(s): | Scottish Hydro Electric Transmission plc | Title: | Head of Stakeholder Engagement |
| Address: | Inveralmond House 200 Dunkeld Road | Strategy | |
| | Perth | Telephone: | 01738 453274 |
| Postcode: | PH1 3AQ | Email: | jennifer.mcgregor@sse.com |
| THE RULES: | | | |
| <ol style="list-style-type: none">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 p10 Extract from Audit Report: ‘Following from the previous audit it was evident that there was increased support from senior leadership and top level management to the importance of Stakeholder Engagement.’</p> <p>External Assurance Part 1 p10 Extract from the Terms of Reference: ‘The evidence provided to the assessor provides sufficient confidence that SHE Transmission is proactively engaged in delivering its Stakeholder Engagement Strategy and Implementation Plan...’</p> | <p>We have in place an effective Stakeholder Engagement Strategy and Implementation Plan which keeps stakeholders informed and enables their timely input to decision making Part 1 p2:Our six-point Strategy Part 1 p7: Understanding our relationship with our stakeholders Part 1 p10: Audit and Accreditation We regularly review and improve our approach Part 1 p2: Our six-point Strategy Part 1 pp7-8: Developments this year We bring stakeholder views into decision making Part 1 p2:Our six-point Strategy Part 1 p7: Listening and responding to stakeholders Part 1 p9: Outcomes</p> |

| | | |
|---|--|--|
| <p>A broad and inclusive range of stakeholders have been engaged.</p> | <p>External Assurance <i>Part 1 p10: Audit and Accreditation</i> Compliance with Engagement Strategy independently confirmed</p> <p>ISO 9001:2008 <i>Part 1 p10: Audit and Accreditation</i> Quality Management System Accreditation confirms we are achieving our organisation's policy objectives</p> <p>Stakeholder research <i>Part 1 p6: What our stakeholders think about us</i></p> | <p>Our four-level approach to stakeholder engagement ensures we consider a wide and inclusive range of stakeholders <i>Part 1 pp3-5: Our multi-level approach to engagement</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 p7: Identifying our stakeholders</i> <i>Part 1 p7: Understanding our relationship with our stakeholders</i> <i>Part 1 p7: Actively engaging our stakeholders</i> <i>Part 1 p7: Informing our stakeholders</i> <i>Part 1 p7: 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 p2: Being accessible to our stakeholders</i> <i>Part 1 p5: Community liaison</i> <i>Part 1 p8: Being accessible to our stakeholders</i></p> |
|---|--|--|

| | | |
|--|--|--|
| <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 10 Audit and accreditation</i> Our 2016/17 performance was independently assessed by ERM CVS who confirmed compliance with our Strategy and Implementation Plan</p> <p>ISO 9001:2008 Quality management System Accreditation <i>Part 1 pg 10 Audit and accreditation</i></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:Our six-point Strategy</i> <i>Part 1 p3:Strategic engagement</i> <i>Part 1 pp4-5:Organisational and operational engagement</i> <i>Part 1 p6: Research</i> <i>Part 1 p9: Outcomes</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 pp7-8:Developments this year</i> <i>Part 1 p9: Outcomes</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 10 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 p9:Outcomes</i></p> |

