

# Our Community Promises

2013 - 2021



  
Northern  
Gas Networks

Delivering gas to the North of England

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## Inspired to deliver above and beyond

Although we have a regulatory obligation to support, protect and educate the communities in which we operate, especially the vulnerable and hard to reach people who live within our patch, **our responsibility to our customers, employees, communities, partners and environment is so much more than a box-ticking exercise at Northern Gas Networks (NGN).**

We know that the way we run our business and the investment decisions we make have a profound impact on the economic, social and environmental prosperity of the region and this is not a responsibility to be taken lightly.

When I started here in 2011, I was amazed at the enormous energy our teams put into initiatives like education and raising money for charitable causes, often off their own back and in their own time.

Their achievements to date have been significant, but I realised that if we harnessed that power to deliver against a set of clear promises we all felt passionately about, the impact could be even greater.



**At NGN, our business vision is to ‘be the best’ in all we do and that doesn’t just mean within the utilities sector, but across UK business as a whole.**

Independent research\* has shown that **NGN has the most engaged employees of any utility business in the UK** and that is reflected in our business performance – **number 1 for customer satisfaction, number 1 for safety and number 1 for business efficiency.**

So we’re applying the same philosophy to our Community Promises by challenging our entire team to come up with solutions to the blockers that get in the way of us making a real and sustainable improvement to people’s lives. We will not let red tape, lack of funding or lack of resource get in our way!

Forming lasting partnerships with local government, other utility companies, community organisations and both national and regional charities is already an intrinsic part of our business, and this will be fully supported by our corporate responsibility activities and vice versa.

**Above all else, we want to demonstrate a sustainable approach that delivers long-term positive benefits while minimising the negative impacts of our day-to-day activities on the environment, local communities and economy.**

Our culture is already one of personal and corporate accountability and this promise will ensure everyone knows, internally and externally, why we’re doing what we’re doing, what our greater goal is and how they can help us get there.

A handwritten signature in blue ink that reads "Mark Horsley".

Mark Horsley  
CEO  
Northern Gas Networks (NGN)

\*Institute of Customers Service Colleague Engagement Survey, November 2013

As the North of England's gas distributor, NGN is responsible for the safe and efficient distribution of gas to homes and businesses in the North East, northern Cumbria and much of Yorkshire.



We keep 6.7 million customers warm and cooking on gas every day


We do not own the gas, but deliver it on behalf of those companies who do.



Employ around 2,000 colleagues



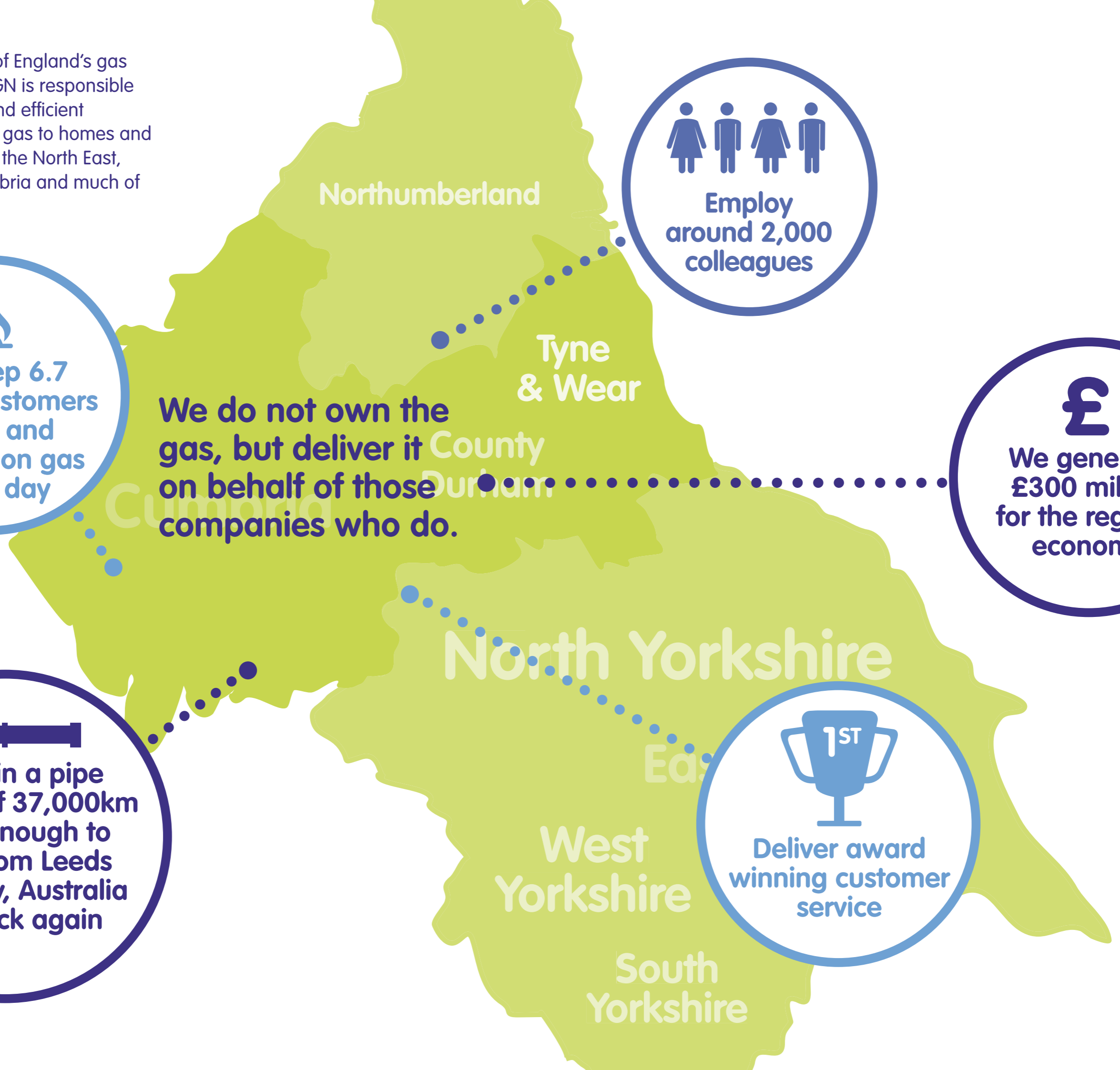
We generate £300 million for the region's economy



Maintain a pipe network of 37,000km – long enough to travel from Leeds to Sydney, Australia and back again



Deliver award winning customer service



## Our community approach directly supports our strategic business vision to relentlessly be the best.

At NGN, how we do business is just as important as what we deliver and we believe a responsible business approach is essential to secure a sustainable performance which in turn will enable us to deliver sustainable support for our customers, colleagues, communities, partners and the environment.

Our approach, therefore, is built around ethical values, behaviours and responsible business practices and a commitment to operating responsibly through 'being the best' in every area of our business.

You can trust that for each of our promises, we will measure the impact and benefits of what we do, and we will look to share these with you.



Each of these promises (the five S's) is the responsibility of a specific function within our business, which ensures that there is total ownership and accountability for delivering against our stated objectives in each area, as outlined on the following pages.





## Serve

### Our responsibility to customers

Ensuring customers receive the best, fastest and most professional service possible.

- ▶ Ensure our customers are amongst the most satisfied in Britain
- ▶ Push the boundaries of what's possible to increase the speed and efficiency of our service
- ▶ Ensure that through every employee we continue to create and foster a culture of customer service excellence
- ▶ Invest wisely in processes and technology that supports our vision to 'be the best'
- ▶ Collaborate with others to ensure we provide a positive customer experience

## Stop

### Our responsibility to prevent hardship and risk to health

Preventing needless hardship and risk to health, especially among our most vulnerable customer groups.

- ▶ Connect more than 12,000 fuel poor households to the gas network by 2021
- ▶ Access the knowledge and funding required to deliver a more holistic solution than just a gas connection
- ▶ Raise awareness among our vulnerable and fuel poor customers about the support available to them
- ▶ Educate our communities about the dangers of CO poisoning
- ▶ Educate and advise customers and communities about their energy usage







## Shape

### Our responsibility to colleagues

Using our knowledge, energy and manpower to benefit our communities, from education initiatives to volunteering.

- ▶ Inspire and support our colleagues and delivery partners to 'be the best', ensuring their health and well-being are supported at all times
- ▶ Become an employer of choice in our local areas and create links and partnerships designed to bring employment to a wider pool of people
- ▶ Consistently create opportunities and recruit based on the highest standards of integrity, energy, honesty and respect for diversity
- ▶ Provide opportunities for our people to be actively involved in supporting our community promises through volunteering and getting involved with education and community initiatives



## Share

### Our responsibility to forming sustainable partnerships

Working with others to ensure we can continually improve our service in a way that demonstrates accountability, value for money and sustainability.

- ▶ Include our stakeholders in decision-making, particularly those on whom we have the greatest impact and those who can help to inform our long-term plans
- ▶ Focus on the issues that are most relevant to those we affect in our local communities and where we can have most impact
- ▶ Listen and respond to our stakeholders' concerns, particularly those directly impacted by our programme of works
- ▶ Partner with key organisations and experts, sharing and combining knowledge, to implement carefully selected programmes that deliver tangible and enduring benefits for communities and customers

## Sustain

### Our responsibility to operate safely and reduce our impact on the environment

Minimising the negative impact of our activities on the environment and supporting activities that proactively protect and benefit the wider world around us.

- ▶ Operate an efficient culture in the use of our resources
- ▶ Help our supply chain to deliver efficiencies, reduce waste, increase recycling and minimise the use of natural resources
- ▶ Work collaboratively, delivering mutual benefit and innovation to solve our environmental challenges
- ▶ Take active responsibility for all land we interact with
- ▶ Inspire an approach of zero harm to colleagues, third parties and the environment



## We aim to...

increase customer satisfaction,  
**reduce fuel poverty**, eradicate  
deaths and injury from  
CO poisoning, **provide exciting  
employment opportunities  
for all**, manage our  
environmental impact,  
**increase safety and security**,  
improve the overall quality  
of our service **and generally  
be efficient and effective.**

For further information visit

[northerngasnetworks.co.uk](http://northerngasnetworks.co.uk)

 [@NGNgas](https://twitter.com/NGNgas)

Join our community: [community.northerngasnetworks.co.uk](https://community.northerngasnetworks.co.uk)