

Northern Gas Networks

Young Innovators Council



Session 1: meet up and talking environment

February 2024

Facilitated and written by Solutions for the Planet

Contents:

1. Overview of the session
2. Attendees
(Young Innovators Council, Solutions for the Planet, Northern Gas Networks and other)
3. Key recommendations
4. Conclusion
5. Appendices

1. Overview of session

Background

2024 marks the fourth consecutive year of Northern Gas Networks' Young Innovators Council (YIC). The YIC continues to be the voice of young people at Northern Gas Networks (NGN). It provides young people's perspectives and Northern Gas Networks ensures these young peoples' thoughts and opinions are put at the heart of the business' decision making. Each session agenda is co-created by S4TP and Northern Gas Networks, influenced by the YIC's input on what topics they want to talk about. The aim is for meaningful and relevant engagement which provides a real opportunity for the YIC members to influence decision-making at Northern Gas Networks. At the beginning of this year, the YIC is made up of 47 young people aged 14–19 who are based across the footprint of Northern Gas Networks.

Background to session:

Northern Gas Networks' and Solution for the Planet's first aim for this first session of 2024 was to bring as many of the young people of the YIC together in person as possible. Most of the YIC sessions take place online to make them accessible to young people across a wide geographical area. Having the chance to meet face-to-face proved invaluable to the YIC 2023 and was something the majority of the young people asked for again. In contrast to the meet-up session of last year, this first session was also considered as Session 1 of YIC 2024, in that it covered business objectives as well. It played host to three detailed discussions about NGN and some of their environmental responsibilities.

The preliminary questions that Solutions for the Planet used to plan this second aim of the session were:

- Is there a meaningful way to normalise complex information to make it relatable to the everyday domestic customer, e.g. carbon emissions?
- What should NGN's approach be to decarbonising their vehicle fleet be? What, if anything, should NGN be doing differently to meet expectations around this?
- What weighting should the views of younger consumers (who don't yet pay bills) have compared to older consumers (who will pay the bills)?

YIC 2024 Session 1: meet up and talking environment

Total length: 4 hours

People involved: 2 S4TP facilitators, 1 S4TP comms support, 5 NGN facilitators, 1 external facilitator, 1 NGN comms support, photographer

Date and time: Saturday 17th February 2024, 12:00 – 16:00

Panel attendance: 26

Apologies: 15

Did not attend: 6

Objectives:

- A. That YIC members understand and feel confident they know the basic role of NGN: distributing gas to people's homes.
- B. That all members get to know one another and the facilitators and feel comfortable.
- C. To have agreed a set of common guidelines for the council in conversation.
- D. To host Session 1 discussions about NGN and some of their environmental responsibilities.

Agenda:

11:30-11.45 for 12:00 start	Activity	Timings	Lead
12:00 – 12:05	Welcome & introductions from FI/JW/HS/CF	5 mins	S4TP
12:05 – 12:10	Thank you from NGN	5 mins	Mark Horsley CEO
12:10 – 12:17	An introduction to NGN & the YIC	7 mins	Jenny NGN
12:17 – 12:20	Intro to S4TP	3 mins	FI S4TP
12:20 – 12:30	YIC to introduce themselves	10 mins	S4TP
12:30 – 12:45	Creating a Group Agreement <ul style="list-style-type: none"> • What are your expectations for yourselves? • What are your expectations of the YIC? • What are your expectations for NGN? 	15 mins	S4TP
12:45 – 13:15	Paper bridge challenge	30 mins	All to take part
13:15 – 14:00	Lunch	45 mins	All
14:00 – 14:20	Activity 1: Slido quiz	20 mins	NGN
14:20 – 15:00	Activity 2: breakout table group discussions	40 mins 10 mins for slides 30 mins discuss	S4TP
15:00 – 15:10	Break	10 mins	All
15:10 – 15:40	Activity 2: YIC 2024 influence in coming year	30 mins 5 mins for slides 8 mins each topic	All
15:40 – 15:50	Tech check – email addresses, phone numbers	10 mins	Fran
15:50 – 16:00	Wrap up and questions	10 mins	S4TP/NGN
16:00	Finish.		
	Photographs, interviews, videos, etc	Ongoing throughout	BJ S4TP EG NGN

Table 1: Proposed agenda; YIC 2024 Session 1

I appreciate the fact that Northern Gas Networks is taking the opinions of future generations into consideration, and I feel that I could contribute valuable and innovative ideas, driven by my interest in both physics and engineering, as well as my personal investment in this as a future for myself.

[YIC member 2024]

2. Attendees

Young Innovators Council

Alfie	Jackson
Amiee	Kelly
Anish	Lucy
Anisha	Maddison
Benjamin	Maryam
Ellie	Matthew
Emilia	Neve
Ethan	Ralph
Florence	Sahaj
Francesca	Skylar
Georgii	Thomas J
Georgina	Thomas M
Heather	Toby

Solutions for the Planet

Fran Isherwood	Youth Insights Coordinator
Claire Fitton	Youth Insights Manager
Beth James	Marketing & Communications

Northern Gas Networks

Alex Brightman	Hydrogen Home Coordinator / Energy Futures
Elle Griffin	Social Media Manager
Hollie Scott	Stakeholder Engagement and Project Coordinator
Jenny Wilkinson	Stakeholder Manager
Kati Sexton	Customer Care Officer
Lili Vastel	Business Admin Apprentice
Neil Whalley	Head of Environment and Sustainability

Other

Photographer	
Lee Lawson	Secondary School Science Teacher

3.Key Recommendations

Group agreement

As in previous years, a vital part of this first session of a new cohort of Young Innovators Council members was to establish a group agreement. The YIC should be a valuable experience for everyone involved so the young people were invited to think about how to work together effectively and respectfully.

Creating a group agreement
15 minutes

What expectations do you have for:

- Yourself on the YIC?
- Other people on the YIC?
- Northern Gas Networks?

Write each new point on a different post-it note. Talk about it in pairs and with your table.

We'll share our priorities, and turn these into a group agreement for the year ahead

Solutions for the Planet Limited, Company No. 4375187. www.solutionsfortheplanet.com Copyright © 2022 All rights reserved.

Figure 1: Creating a group agreement activity; YIC 2024 Session 1

Expectations for myself	Expectations for the YIC	Expectations for NGN
Speak up	Be polite	Work alongside YIC
Be open and honest	Have fun	Have fun
Be confident in my ideas	Be on time	Listen to our opinions
Contribute	Bring good vibes	Stay accountable
Raise concerns when needed	Create a collaborative environment	Be honest
Be creative	Listen	Give regular, concise, unbiased updates
Have an open mindset	Be kind	Show mutual communication and respect
Do the pre-work	Be open	Publicise YIC’s work to help educate others
Learn	No obligation to speak up	
Lead some conversations	Turn up to meetings	
Be inquisitive	Share opinions respectfully	
Challenge myself to move out of my comfort zone	Give people time to talk	
	Don’t undermine others’ opinions or ideas	
	Be critical friends of each other and NGN	

Table 2: YIC’s ideas for a group agreement; YIC 2024 Session 1

From the expectations and ideas that the young people shared during their individual thinking time and table discussions, Solutions for the Planet put together the following **YIC 2024 Group Agreement**:

As both individuals and a group, we will endeavour to:

- Turn up to meetings bringing inquisitiveness, open mindedness, and good vibes.
- Share our opinions respectfully, giving others the chance to talk in a kind and open way.
- Actively listen to others’ opinions.
- Challenge ourselves to move out of our comfort zone whilst understanding that others may take more time to do this.
- Create a collaborative environment by being confident in sharing our ideas and at the same time raising any concerns when needed.
- HAVE FUN

We expect NGN to:

- Work alongside YIC
- Show mutual communication, accountability, and respect by giving regular, concise, unbiased updates on how they are implementing our ideas.
- Publicise YIC’s work to help educate others.
- HAVE FUN

Figure 2: Group Agreement; YIC 2024 Session 1

Question 1: How can NGN make information relatable to their customers?

During the session, Neil Whalley (NGN’s Head of Environment and Sustainability) shared with the YIC that “between 2022 and 2023, NGN’s annual gas leakage reduced by 28 gigawatt hours”.

We wanted to learn from the young people how to make facts and statistics like this one more meaningful to them. This started with a Slido quiz to give examples of potential comparisons and help contextualise the discussion [see Appendix 1]. The YIC were then asked to reflect on what is most useful to them in understanding and digesting the information around carbon emissions:

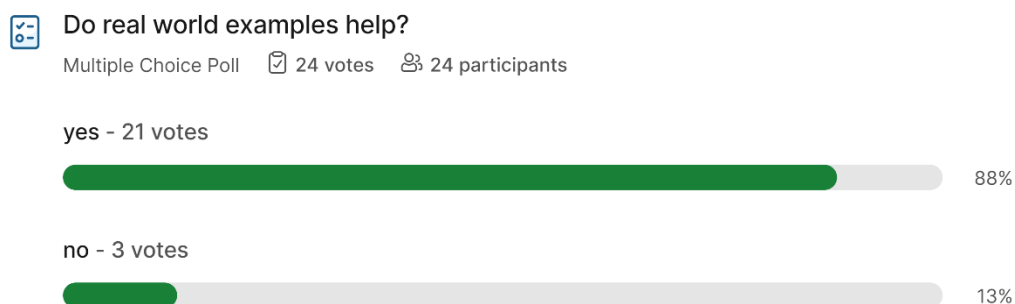


Figure 3: YIC poll on real world example statistics; YIC 2024 Session 1

Is there a better way of communicating environmental data? If so, how?
No, real life examples can be understood by anybody. Trying to communicate complex numbers to the masses about gas is a really hard thing to do well.
Reference it to past statistics, and then give how much you have reduced it by and how much you could improve on.
By comparison to previous years and a percentage of reduction in emissions as part of the whole emissions.
Comparing it to previous years and placing the data in a pie chart to make it more understandable.
Pie chart: show how much is still leaked and how much is no longer leaked.
Raw numbers and statistics should be effective as long as you keep them in units everyone understands, like watts instead of gigawatts.
Make it more relatable to the people, e.g., the units in everyday units rather than gigawatts per hour.
Telling customers about how the information affects <u>them</u> specifically, what NGN is doing to their benefit. Most customers don't care about NGN enough to read about information concerning it unless it's actually helpful information, like how a change is reducing their gas bill, or updating services in their area.
Using graphs or images to compare makes it more realistic to someone as they have a clear view to compare, so it cannot be interpreted the wrong way. Some people can't visualise gas but if you use something else it might help others to understand the significance of what is going on.
Updates in schools, like in form tutorials, using 5 minutes just to keep students informed.
Graphics and illustrations for the metaphors.
Examples of everyday things, e.g. a comparison of how much gas it takes to power an oven or boiler on average, and how many times that the amount of gas being leaked could power those things.
Visualisation of volume (in terms of buildings)
Households, preferably as a standard metric, as they are generally easy to visualise.
Houses
2 litre bottles and cars.
Small - 1 page - updates on social media platforms like Instagram.
You should release the data on social media etc. without simplifying it too much, e.g. the equivalent of tree planting or livestock emissions over time.
Yes, present data as it is given to large energy firms, so that we don't devalue the consumers' knowledge of environmental issues. By just simply presenting the data as is, we give the public the tools to seek out the impact they want to know, rather than just saying the output is the size of a pool.
A combination of multiple methods would likely be better than one alone. Possibly using the exact values, a real-world example and what is needed to counteract its effects.
By not displaying any negative statistics in this format, it could come across as greenwashing. Why are only the positive facts being shown in a widely understandable format?
The term 'real world' in the gas industry I think is greenwashing. I don't think that the 'real world' examples help people understand what the impact of climate change is doing to our planet.

Table 3: YIC responses to question 1; YIC 2024 Session 1

Real-world examples do appeal to the YIC. They reflected that examples should be directly related to the topic being discussed rather than abstract, because it is more meaningful in showing the consequences and effects. It is important to the young people that the information is accessible without being condescending or warped. Several of them commented on the value of being able to visualise the data, and this could be achieved

through a number of visual aids including comparisons, graphs and infographics. Given the likely variation in knowledge of NGN’s customers, the YIC suggested that the information is shared in multiple ways. The accurate, detailed, scientific information can always be broken down into digestible facts, with real-world examples to help contextualise, allowing the customer to choose.

Question 2: What should NGN’s approach be to decarbonising their vehicle fleet?

In Session 4 of YIC 2023 last year, NGN asked the YIC to explore what they thought the business should be doing to hold itself accountable for missed non-incentivised carbon emissions, i.e., those emissions they are not regulated on by Ofgem. The YIC 2023 recommended that NGN are always transparent about these emissions and what they plan to do about them, whilst taking any opportunity to improve their performance through direct action or direct community giving.

As part of this first session of YIC 2024 NGN revisited the question of carbon targets, this time with the real scenario of its business vehicles. Neil Whalley explained what NGN have achieved so far and, most crucially to this discussion, what they won’t achieve in terms of some of the targets they had set out and were given funding for:

NGN’s clean vehicle plans



	2026	2030
Vehicle target	<ul style="list-style-type: none"> 100% of company cars to be fully electric or hybrid 25% vans (145) to be zero emission electric 75% vans (350) to be new, cleanest diesel 	<ul style="list-style-type: none"> 100% of company cars to be zero emission electric or hydrogen 100% of company vans to be zero emission fully electric or hydrogen
Carbon emissions benefit – NGN vehicle emissions reduction since 2018	37%	100%

NGN received additional funding from our regulator Ofgem to purchase the 145 electric vans and fit electric vehicle chargers between 2021 and 2026.



How are we performing?



Since April 2021 we have achieved:

- ✓ All of our company cars (30) are now full electric, hybrid or plug -in hybrid
- ✓ We have purchased 297 new diesel vans – but a cleaner diesel
- ✓ We are currently fitting electric vehicle chargers in all of our offices and depots (about 50% complete)

BUT:

- ✗ We haven’t purchased any of the 145 electric vans yet because there haven’t been any suitable for our needs

SO:

- We’ll have to give the money back to Ofgem
- We won’t achieve our 2026 carbon reduction targets

AND:

- We don’t expect to achieve our 2030 zero emission vehicle fleet target



Figure 4: Screenshot excerpts of NGN’s vehicle targets presentation; YIC 2024 Session 1

The young people were invited to break out into table discussions to explore what the responsible thing for NGN to do should be. They were asked to consider options including:

- Changing NGN’s carbon targets to something achievable.
- Sticking with the same targets, but reducing emissions by buying carbon offsets
- Doing nothing.

Don’t change targets. It would mean manipulating them to suit the outcome, and that is just as bad as inaction altogether.

Don’t scale targets down as it hinders progress. If you set goals that directly affect the customer and/or the environment, you should stick to them or account for them. It’s not a question of morals.

Changing the targets to be fewer, short-term increments, so that they are more easily trackable and achievable.

Targets should be framed as reducing emissions not converting vehicles.

Carbon offsetting which directly funds/benefits the environment.

Don’t invest in offsetting schemes or funding external projects that just creates more ‘stuff’ in the environment.

Offsetting should only be used to fix the past, never as an excuse to carry on (damaging) business as usual

Opportunity to be industry-leading by acknowledging shortfalls.

Always valuable to acknowledge that targets haven’t been met, but also including what NGN have achieved already. That way the public feel informed and might sway a reaction that causes the chain effect to put pressure on other businesses to start doing the same.

Cars are just +/- 5% of NGN’s emissions. Focus on completely reducing the emissions from pipe leakage, and you will internally offset that amount.

Electric options might not be the only solutions between 2030-2050. Keep the targets, create a strong pattern of constant overall emissions reduction, and remain open to other options and innovations.

- Important to rethink ‘all electric’ approach (overuse of charging ports).
- And isn’t most electricity produced in a non-renewable way anyway?

An NGN/e-vehicle company collaboration, to directly address and solve the problem of there not being suitable vehicles on the market.

- Team of experienced and capable engineers that develop the vehicles NGN needs.

Is it possible to change the strict parameters of the types of vehicles NGN needs? Utilise what is available for now?

Reduce the numbers of vehicles going out to households, which individually will reduce carbon emissions.

- Within this, are there things customers (households and businesses) can be doing themselves from home, that don’t require a vehicle to visit?
- DIY gas repair kits

Using capital investment returns to swap petrol vehicles to electric vehicles.

Can you share targets and fleets with other networks/utilities? Whole systems approach and responsibility.

I think that influencing more construction workers to install renewable energy sources like wind turbines and solar panels into new housing estates would be beneficial because this would decrease greenhouse emissions.

When addressing the issue with the public, include details of how carbon emissions affect them personally, to help contextualise and raise awareness.

There needs to be government transparency and incentive here also, e.g., subsidises provided by taxes.

Include ways for the public to ask direct questions when releasing information about your emissions, e.g., How come such a large percentage of NGN emissions come from methane leakage? What is being done to reduce this?

Table 4: YIC responses to question 2; YIC 2024 Session 1

Once again, the YIC emphasised how highly they value accountability and transparency from a responsible business. They perceive any changing or manipulation of goals to be dishonest to the public, which risks making a business appear disingenuous and a dismissal of the challenge as not a serious issue. The YIC never want to see inaction, especially when it comes to carbon emissions. Having said that, one or two of the YIC members said they also don't want to see any 3rd party carbon offsetting schemes. The majority agreed that they were cautious of this option, and that if carbon offsetting is used, NGN should ensure it is helping directly in the short-term, i.e., reforestation schemes are not an answer to this as the timeframes don't match. Solutions should match problems. Innovative ideas were offered, such as internal offsetting by doing additional pipe replacement, as was the belief that offsetting should never be retrospective.

Question 3: What influence should your views have compared to NGN's current customers?

NGN explained to the YIC that much of NGN's decision making around its business planning is tested on adult customers: their bill-paying consumers. Younger consumers and future customers aren't routinely asked their opinions in business. Having said that, by the time UK net zero deadline of 2050 comes around, those same young people will be the bill payers, living and working well beyond this.

We asked the YIC which topics from NGN's upcoming business plan they think their opinion matters more on than the opinions of their billpaying parents, relatives and communities:

Innovation	Environment and sustainability
Helping vulnerable customers	Customer service
Recruitment & skills	Safe and resilient gas supplies
Keeping costs low	Future energy systems/ low carbon energy

In the below feedback, the topics are ranked in order of most influence wanted to less influence wanted:

Environment and sustainability
Why do you feel you should have the most influence on this topic?
If the environment is destroyed, the other topics become inconsequential.
It will affect our lives the most.
It is our future, our planet, our environment – so we should have a say.

It's a large issue that needs to be solved.
Our voices need to be heard as we will live that life, not them.
Ignorance of older generation and ignoring younger generation that will struggle and live through it.
I think I would have the most influence on the environment and sustainability because I know a lot about climate change.
How do you want your voices to be heard on it?
Promote air source heating.
I would like my voice to be heard by the people that are in charge to reduce the prices of renewable resources to help the planet recover from the CO2 emissions.
What questions do you have about it?
Have we considered the technological advances we might have in 2050?
Keeping costs low
Why do you feel you should have the most influence on this topic?
Higher demand due to population growth.
Global recession
Energy is the way the modern world works so if people can't access it, businesses need to change so that they can.
How do you want your voices to be heard on it?
Keep the prices affordable.
Not have to worry about paying more than those before us, for their damage.
Moving towards a more nationalised, whole system service.
Future Energy Systems
Why do you feel you should have the most influence on it?
Technological advances from now, through 2050 and beyond; we will be that workforce.
'Future': long term solutions involve us directly.
How do you want your voices to be heard on it?
Air source heat pumps
Grow focus on hydrogen.
Research into new alternatives and educate around them.
Innovation
Why do you feel you should have the most influence on this topic?
Directly impacts the climate in the future and therefore the cost to us – the future consumer.
Young people aren't experienced enough now to help with issues like cost of supplies, but we will be when the innovation plans being researched and developed come into play.
Everything links back to innovation as no advantages would be made for sustainability if innovation wasn't present.
How do you want your voices to be heard on it?
Need more creativity and new approaches with new ideas.
More information to educate the younger generation so they can come up with new ideas and concepts.
Helping Vulnerable Customers
Why do you feel you should have the most influence on this topic?
Use of social media for awareness is most likely to appeal to and reach our generation.

We can help to educate elderly/at risk on safer alternatives.
How do you want your voices to be heard on it?
Faster responses
Important to inform of work in advance.
Provide financial help.
Recruitment & Skills
Why do you feel you should have the most influence on this topic?
Our skills need to be in line with the future needs of energy.
How do you want your voices to be heard on it?
Increase in skills; apprenticeships.
No more inequality gaps.
Customer Service
Computerise the communication.
SMS communication
Keep customers informed about help available.

Table 5: YIC responses to question 3; YIC 2024 Session 1

4. Conclusions


When explaining particularly statistical or scientific information, e.g., gigawatts of CO₂, the YIC said that using real world examples does help with understanding, as would the use of graphs and infographics.

When targets around emissions are not met by Northern Gas Networks, the YIC want the business to be transparent and honest. NGN should NOT change the targets, neither does the YIC believe that NGN should ‘offset’ missed targets retrospectively. There was little appetite for the idea of tree planting to offset missed targets as the YIC felt that the timeframes did not match the urgency of the situation. The YIC believe that NGN should maintain focus on missed targets, and one option was to internally offset by reducing leakages from pipes.


When asked about the level of influence young people should have on NGN’s agendas as opposed to bill paying customers, the YIC believe that they should have the biggest influence on NGN’s environmental and sustainability agendas. They strongly believe that these issues will not only affect them directly but also overarch many other issues, such as cost and innovation.

5. Appendices

Appendix 1: Activity 1 Slido quiz results

 How much CO2 does a typical household in NGN's network emit in a year by using gas?

Quiz question 21 answers  21 participants

2.5 tonnes of carbon - 7 answers 




25 tonnes of carbon - 12 answers




2,500 tonnes of carbon - 2 answers




slido

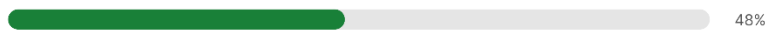
 How much CO2 equivalent do you think NGN saved in 22/23 by reducing gas leakage?

Quiz question 21 answers  21 participants

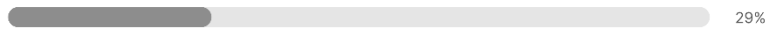
360 tonnes - 5 answers




36,000 tonnes - 10 answers 





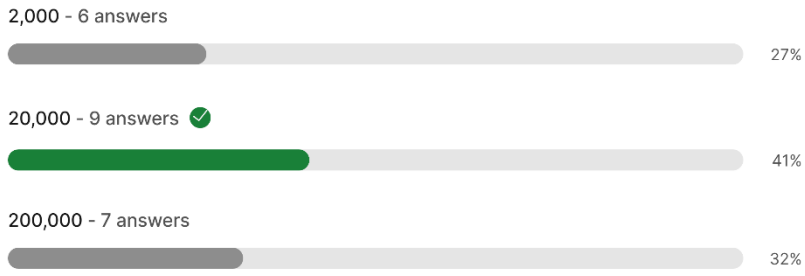
360,000 tonnes - 6 answers




slido



 How many typical UK cars do you think it would take to emit 36,000 tonnes of CO2?

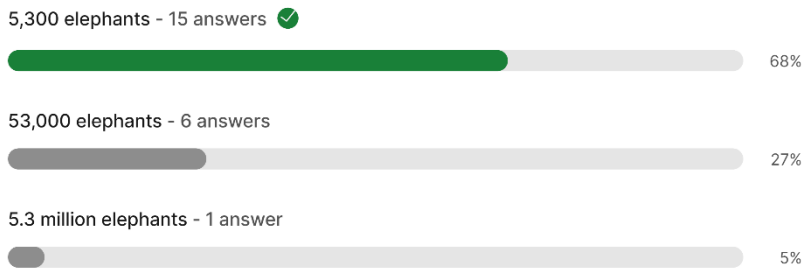
Quiz question  22 answers  22 participants




slido



 How many elephants do you think equates to the same weight as the carbon emissions NGN saved in a year


Quiz question  22 answers  22 participants

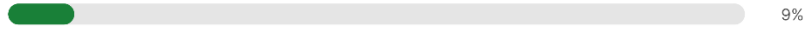


slido

 How many Olympic sized swimming pools do you think that is equivalent to?

Quiz question  22 answers  22 participants

7.8 olympic sized pools - 2 answers 



78 olympic sized pools - 12 answers



780 olympic sized pools - 8 answers



slido

Appendix 2: Work shared by absent YIC members [that has not already been incorporated into the body of this report].

Orla

Question 3: What influence should your views have (non-billpayers), compared to NGN's current consumers (billpayers)?

- Views of young people should have an influence as the NGN actions will have a direct impact on our futures.
- Our views should work alongside current consumers to get the realistic/ attainable solutions.
- I feel the views of younger, non-paying consumers should definitely have an equal influence, especially when looking long term as the NGN decisions will affect younger people.
- It would be ignorant to ignore their contributions, queries and worries in favour of paying consumers.
- I think paying customers should have more influence on:
 1. vulnerable customers
 2. customer service
 3. safe and resilient gas supplies
 4. keeping costs low
 - They will have more real world experience and may have a more practical and realistic perspective.
- However, I feel young people should have more influence on:
 1. Innovation
 2. environment and sustainability
 3. future energy systems/ low carbon energy
 - These are relevant modern issues for us going forward, and young

Rosie

Group agreement: My expectations for myself in the YIC is to gain further understanding of the gas industry. For other people, it's just about being respectful everyone's opinion. I would also like to be able to see some changes in NGN and for NGN to listen to us.

Question 1:

- I think NGN could make information more relatable to their customers by making sure that the information is updated, accurate, and that the customers are aware of impact of climate change.
- I didn't know that "between 2022 and 2023 NGN's annual gas leakage reduced by 28 gigawatt hours". I think that this is a positive thing because there are less gas leakages, which is great as there are less fires and gas explosions. This is also effective in reducing CO2 and other greenhouse gases.

Question 2:

- I think NGN's approach to decarbonise the vehicle CO2 level should be to maybe make more electric cars and vans.
- I think you NGN should stick with the same target, but reduce our emissions by buying carbon offsets. Also, maybe increase the time of which you would like to achieve this target by.

Question 3:

- I think that it's extremely important for the young generations to understand and have their views heard because they are going to be impacted a lot more on climate



Bradley

Group agreement:

For myself, the main expectation/goal I have for the YIC is to try building my confidence and voice my ideas and opinions more in a group setting. I also find it interesting learning more about the gas industry and having tasks based around it even though it has never been something I find interesting.

I would like to see more information about NGN and the gas industry in general from YIC meetings this year, and also information about NGN's plans for environmental change outside of hydrogen and offsets.

Question 1:

- Although social media can be a good way to spread info easily, I don't think it's fitting for NGN because I use social media for pleasure and wouldn't appreciate or take the time to read an info on social media.
- Instead, I think letters containing a short, concise update of information for customers, like a leaflet, would be a good choice. This is because when someone opens a letter they know to be expecting something useful.
- I think real world examples are helpful because it gives context to the general public who might not know how much CO2 is a lot.

Question 2:

- I think NGN should approach decarbonising their vehicle fleet carefully. Because although have a 100% electric vehicle fleet can look good, in reality irresponsibly handling the vehicles that are to be replaced can have a worse environmental impact than keeping them. This is only due to the impact on the environment that producing new electric vehicles has, which can be solved by selling old non-electric vehicles to drivers to use for the remainder of their life-span, or by replacing vehicles at the end of their lifespan with electric ones.
- Similarly, purchasing the vehicles when they aren't capable of performing in the way NGN needs them to would also be a waste.
- The issue of how to approach charging the electric vehicles is interesting, although the vehicles can be charged at NGN workplaces, this can take a long time in which employees will need to be paid, making this very expensive.
- An argument could be made for having employees switch vehicles throughout the day but I think this solutions would also be too expensive and time consuming.
- One option could be carrying extra charged batters around to be replaced when required, but this would make the vehicles heavier and since I don't know how electric vehicles or their batters work, might be impossible.
- In my opinion, the best solution to this issue is to provide employees with freestanding electric car chargers for their homes (which NGN can take back if employment ends), and having employees charge their vehicles during lunch breaks. The main issues with this one: the lack of public electric vehicle chargers available and possibly extended lunch break to fully charge vehicles.

Question 3:

- For a lot of the topics we talk about in the YIC I don't think this should make a difference. E.g., the electric vehicles issue, the purpose is to discuss solutions, and we don't benefit from these changes to

Appendix 3: YIC 2024 Session 1 feedback form responses

- The YIC were asked to say how far they agreed with the following statements about Session 1, on a scale from 0 = completely disagree to 10 = completely agree:

Statement	Average score
In Session 1, NGN gave me enough clear information for me to understand the topic and give my informed responses.	8.85
NGN is honest about its future choices and what my engagement will influence.	8.00
I felt that I had the opportunity to contribute to the discussions in this session.	9.30
I felt that my ideas were listened to.	9.05
It is clear to me how my ideas and insights are used to change NGN's business plans.	7.25
NGN asks for my insights on the topics that most interest me.	7.75
NGN's engagement with the YIC is a good use of time and money.	9.10

- Please write here any ideas you've had that you didn't get a chance to say during the session.

A lot of the solutions talked about involved being more 'open' and 'transparent', but as a business is it actually feasible to do this and still make a profit?

Being able to meet in person for future sessions instead of doing them as a zoom call would be great.

More talks with senior figures e.g. head of sustainability

- Would you find it valuable to have the opportunity to co-facilitate part of a YIC session this year?

Yes = 17

No = 6

- The next session will be about NGN and decarbonisation. What is one thing you would like to cover or learn when we explore this topic?

How is NGN decarbonising their operations?

- Global decarbonisation strategies
- **Ethical issues associated with some countries not wanting to implement decarbonisation policies**

How do they plan to decarbonise in a sustainable way?

Financial restrictions (reasons why NGN haven't done this already)

The action plan towards decarbonisation.

What different fuels will you use instead of carbon?

Will they be as effective?

Are they sustainable?

What is the time scale for getting to net 0?

How will you help reverse the damage that you and other fossil fuel companies have done?

Carbon offsetting

Net 0 in general
What, other than vehicles which we discussed last meeting, is NGN planning to do to reduce carbon emissions?
How NGN are decarbonising and what effects that might result in, and whether they are significant or not?
I'd like it if we could cover air source heat pumps and the reluctance of NGN to switch across.
The costs of decarbonisation methods
Greenwashing is an obvious area
How NGN is planning to decarbonise certain sectors of the supply chain.
More about the industrial process of decarbonisation and methods used.
How NGN is approaching decarbonisation and how much is being invested into it.
The gases we can change to and what they will do to affect our future gas prices based off what we pick.
Innovative ways of decarbonisation and how and where it is being implemented.
The chemistry behind it.
How decarbonisation will impact us as a generation.

[Extracted March 2024, 20 respondents]