





# Our business and the environment

NGN is recognised as a dynamic, passionate, conscious and people-focused team that safely and reliably delivers an affordable source of energy to over 2.7 million homes and businesses across the North East, Cumbria and much of Yorkshire.

We're underpinned by our four key business objectives:

- **Delivering outstanding customer experiences**
- **Guaranteeing unbeatable value for money**
- **Looking after our colleagues**
- **Creating lasting energy solutions**

In our Environment, Health and Safety policy we say that we will:

**'consider the potential effects of our work activities with an aim to reduce or eliminate negative impacts to the environment'**

The creation of a strategy helps us to define how we will work towards this by setting short, medium and long term goals along the way.

Alignment of our short, medium and long term targets with other business strategies will also enable us to achieve this. The Environment Strategy forms part of our Strategic Asset Management Plan (SAMP) which brings together all of our business and asset strategies to create an aligned and prioritised approach to decision making across the organisation.

When we asked our stakeholders, they told us it's essential that we:  
**"Conduct our works with minimum impact to our communities, customers and the environment"**

Stakeholder priorities document

This strategy looks to 2030 and beyond, and presents an opportunity for the business to be proactive in deciding our environmental direction whilst ensuring that current and future environmental risks and opportunities are effectively recognised and addressed. Our Environmental Aspects and Impacts register is our process for identifying those risks and managing many of the significant aspects that impact, or are impacted by, our work.

Using the register as a starting point we asked 500 of our colleagues to tell us which environmental issues were most important to them. Their top five answers form the focus areas of our strategy.

The diagram on the next page outlines our focus areas and summarises our aims over the short, medium and long term.

Our vision statement

**We will put the environment at the heart of everything we do and work to enhance communities from a local to a global scale.**

**Over 500 of our colleagues helped us to shape this vision statement**

**Focus area**

**How we'll do this**

**Take action against climate change**



Use a science based approach to setting carbon targets to bring us in line with government requirements of cutting emissions by 80% by 2050.

Build our network resilience to the effects of climate change, such as extreme weather events.

Reduce our fuel consumption, mileage and energy usage incrementally in the short, medium and long term.

**Improve air quality**



Understand how we impact upon air quality in our network and set incremental goals for improving this whilst ensuring compliance with any clean air legislation.

Work collaboratively with partner organisations to enable cleaner, gas powered transport solutions and infrastructure.

Reduce our fuel consumption and mileage driven in polluting vehicles.

**Use resources responsibly**



Create a sustainable procurement policy.

Develop a sustainable approach to life cycle management including sustainable supply, re-use, recycle and eventual disposal of products. Focus on polyethylene pipe, office and on-site usage and disposal of resources and waste.

**Enhance life on land**



Work with the communities within our network to facilitate volunteering opportunities for all of our colleagues with incremental targets for the percentage of our colleagues volunteering their time. Build a home for nature on our sites through effective management of land contamination, holder decommissioning and enhancement of facilities for wildlife.

**Create lasting energy solutions**



Enable the research, development and infrastructure for the decarbonised gas of the future including delivering gas as a transport fuel.

# Why now?

## Harnessing the collective power of our workforce to achieve our goals for our customers, now and in the future

Managing our environmental reputation is key to achievement of our business objectives, and our strategy forms part of this.

Social research has shown a shift in young (aged 14-24) consumer purchasing patterns, towards sustainable and ethical brands. They 'prefer to do business with corporations and brands with pro-social messages, sustainable manufacturing methods and ethical business standards' (Forbes, 2017). As we desire to be the 'UK's most loved, admired and respected business' it is therefore essential that we consider the changing views of our consumers and the importance they place upon sustainability and environmental issues.

### The United Nations (UN) Sustainable Development Goals (SDG's)

Understanding the needs of our customers now, and in the future has guided our decision to align with the United Nations Sustainable Development Goals (SDG's).

In 2015, along with other member states of the UN, the UK was at the forefront of the creation of the 17 SDG's. By setting ambitious targets the SDG's aim to eradicate poverty, reduce inequality and enhance and protect our environments, by 2030.

Each of the focus areas identified by our stakeholders directly maps to one of the 17 goals.

We know that helping our colleagues to understand that their behaviour impacts upon our environmental performance is key to achieving our aims. We'll be talking to our colleagues and finding environmental champions across the network to empower any colleague who wants to help to do so. We'll be encouraging trailblazing innovation to find new ways of working that support our commitments.



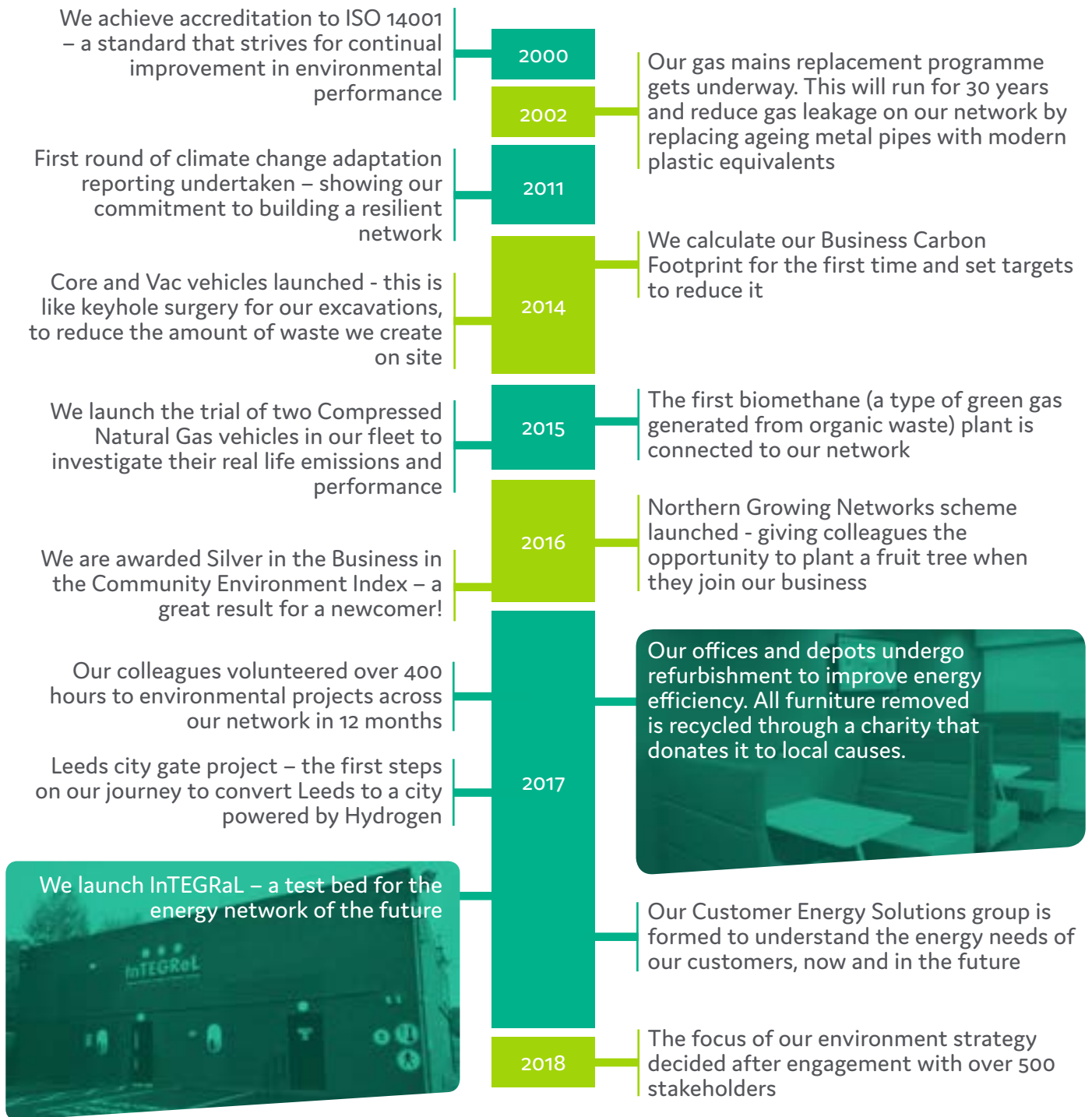
The UK Government is firmly committed to delivering the goals; aligning our strategy with them means that we will be working in parallel with government ambitions. We take our responsibility to help the government achieve those ambitions seriously and the short, medium and long term goals we have set support them.

As well as being adopted by government, local councils and businesses, the goals will be taught as a part of the national curriculum, so you might hear your children talking about them.

### How do the NGN focus areas map to the UN SDG's?

UN goal	13 CLIMATE ACTION	11 SUSTAINABLE CITIES AND COMMUNITIES	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	15 LIFE ON LAND	7 AFFORDABLE AND CLEAN ENERGY
NGN focus area	Take action against climate change	Improve air quality	Use resources responsibly	Enhance life on land	Create lasting energy solutions

# Our journey so far



# How will this strategy deliver benefits for our customers?

This strategy is a reflection that we are listening to the wants and needs of our stakeholders and customers. We'll continue to review, seek feedback from stakeholders (external and internal), and update throughout the lifespan of the strategy to ensure that it remains relevant. We'll do this through innovative platforms which facilitate engagement with lots of different people and enables them to engage with each other's feedback easily.

## Effective implementation of our Environment Strategy will help us to achieve our four business objectives by:

### 1. Delivering outstanding customer experience

- Ensuring that the voices of our stakeholders are heard and that they have the opportunity to tell us how they feel and what they think
- Carrying out works in communities in a way that minimises negative impacts and seizes opportunities to make a positive impact
- Investing in innovation that enables us to work quicker and smarter whilst reducing our environmental impact

### 2. Guaranteeing unbeatable value for money

- Managing investments in our network through giving environmental impact a significant weighting in all decisions
- Resource efficiency and considered investment decision making; improved environmental performance often results in reduced costs

### 3. Looking after our colleagues

- Empowering our colleagues through communications that raise awareness and link their actions directly to their personal environmental impacts at home and at work
- Encouraging our colleagues to give something back to our communities through our employee volunteering scheme

### 4. Creating lasting energy solutions

- Ensuring that NGN is a sustainable business which will continue to deliver affordable energy to our customers via a network which is resilient to the environment of the future
- Working alongside our Customer Energy Solutions strategy to ensure that we are able to provide our customers with long-lasting, green energy solutions. Entitling them access to affordable energy that also helps the UK to meet ambitious climate and environment goals


"Our Environment Strategy shows our approach to delivering on environmental responsibilities outlined in our business objectives and environment policy. We will use our Environment Strategy to continuously review risks and opportunities to achieve our business objectives and ensure that our environmental objectives are consistent with our approach to asset management decision making and operational delivery."

**Greg Dodd** Head of Asset Strategy

# Want to know more or see our action plans?

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