

A helping hand for our customers

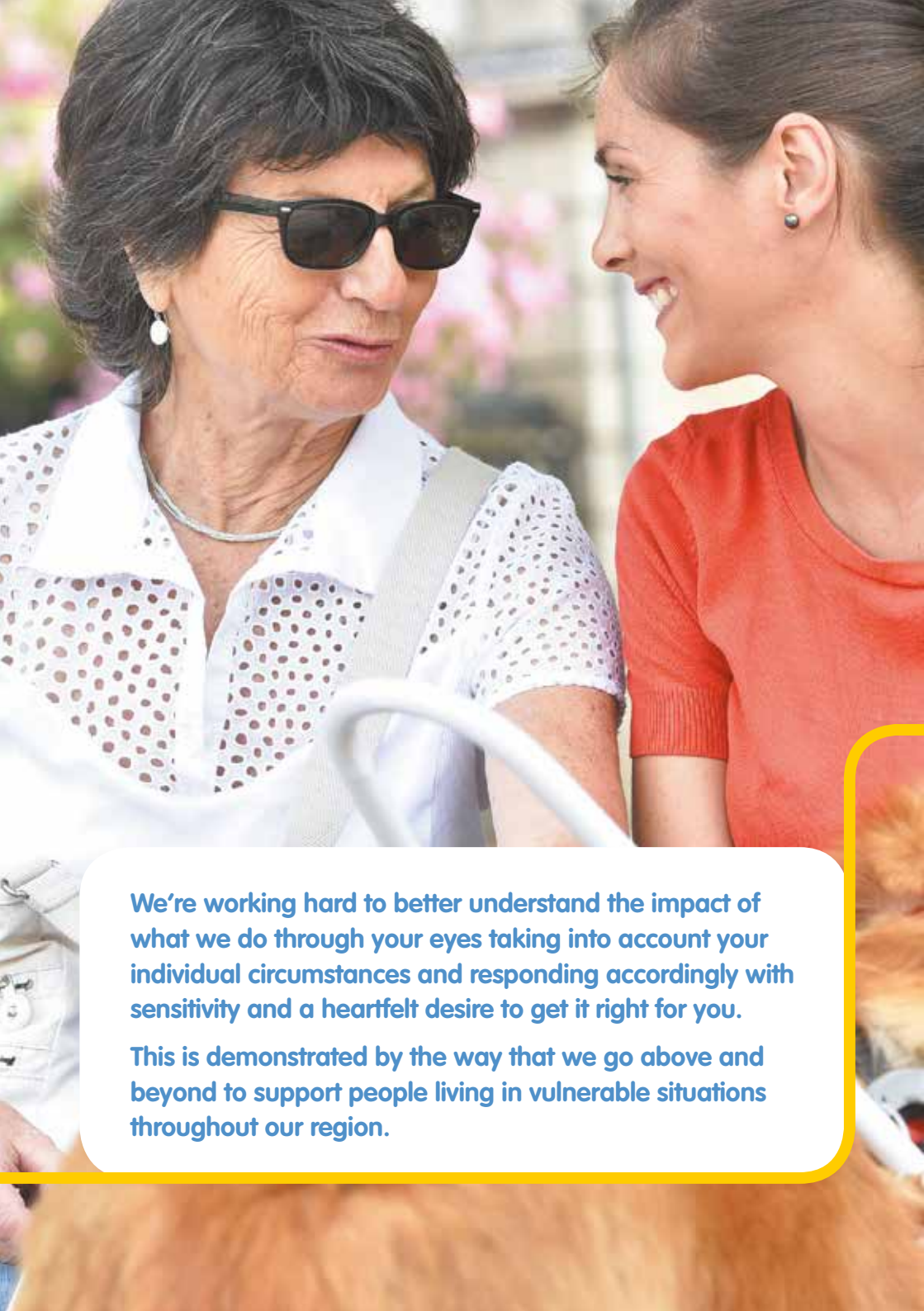
Our Vulnerability Policy
Updated April 2021



Northern Gas Networks (NGN) is a dynamic, progressive and passionate business focused on just one thing: the delivery of a safe, reliable and affordable source of gas to over 2.7 million homes, businesses and communities across the North East, Northern Cumbria and much of Yorkshire. This is an incredible undertaking that captures the hearts and minds of every single member of our team and, although you may not see us very often, you can sleep soundly knowing that we are working around the clock to get it right for you.

Our heartfelt desire is to
put people - **our team, our
customers and all our other
stakeholders** - at the forefront
of everything we do.

Every member of our team is passionate about the contribution they make to our growing reputation as a pioneering, effective, conscious and enlightened business that is focused on changing the way that things are done.




We're working hard to better understand the impact of what we do through your eyes taking into account your individual circumstances and responding accordingly with sensitivity and a heartfelt desire to get it right for you.

This is demonstrated by the way that we go above and beyond to support people living in vulnerable situations throughout our region.

Understanding your needs

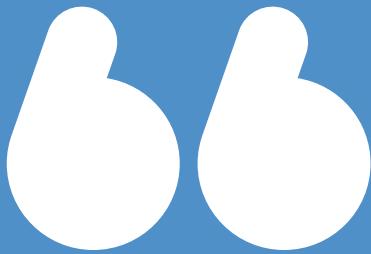


A close-up, profile view of a woman with blonde hair drinking from a white cup. She is wearing a silver chain bracelet on her left wrist. The background is blurred, showing warm, out-of-focus lights.

Every member of our team is trained to recognise and understand vulnerability and, working in partnership with individuals and specialist support services in your region, they are empowered to do whatever they can to minimise the impact of our work to your daily life in respect of:

- ▶ Physical challenges
- ▶ Mental wellbeing
- ▶ Temporary vulnerability
- ▶ Rural vulnerability
- ▶ Financial hardship

Communicating
clearly and
consistently

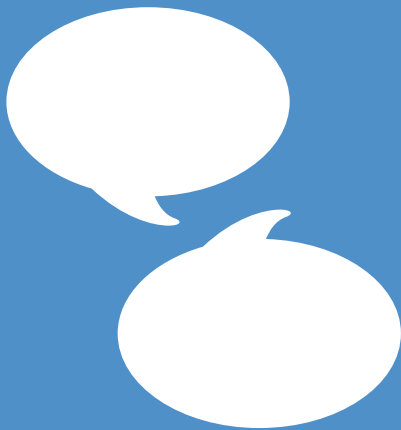




It is really important to us that our messages and methods of communication are accessible, relevant, clear, simple and easy to understand. For that reason, we go out of our way to:

- ▶ Identify any barriers to effective two-way communication
- ▶ Provide information in several languages and formats
- ▶ Continually review the ways in which we communicate to check they actually work

Knowledge sharing





It's not all about us. We recognise that there are lots of experts and specialists out there from whom we can learn even more and to whom we can provide relevant and helpful insight. We go out of our way to:

- ▶ Learn from other sectors that provide the kind of support you need
- ▶ Collaborate with others to continually improve the service we deliver
- ▶ Raise awareness of direct and indirect services that can deliver additional benefits to you
- ▶ Where appropriate, help you to get on the Priority Services Register

Nurturing our team





Each member of our team is selected for their unique ability to understand your individual needs and is highly trained to:

- ▶ Better understand vulnerability through training and lived experiences
- ▶ Respect the importance of treating everyone as an individual
- ▶ Use their judgement to do the right thing for you

To find out more

Visit: northerngasnetworks.co.uk

Speak to our team: 0800 040 7766

 @NGNgas

**If you smell gas or suspect CO call
the National Gas Emergency Service
on 0800 111 999**

This booklet is available in large format, alternative languages and braille.