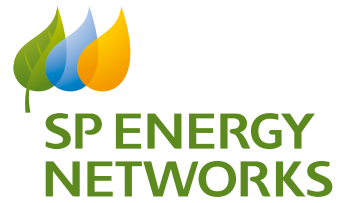


New Infrastructure Stakeholder Engagement Survey

SP Transmission 2022



Our customers, stakeholders and communities are extremely important to us. They are at the heart of everything we do, and it is crucial for us to maintain an open dialogue and continue to measure what is important to them. By understanding what is important, we can tailor our engagement to better meet the needs of those impacted by our transmission works.

As part of our RIIO T2 Business Plan commitments we surveyed stakeholders affected by new transmission projects on the stakeholder engagement process and their experience of engagement with us.

61%

of our stakeholders rate our engagement with them as 9 or 10 out of 10.

8.1

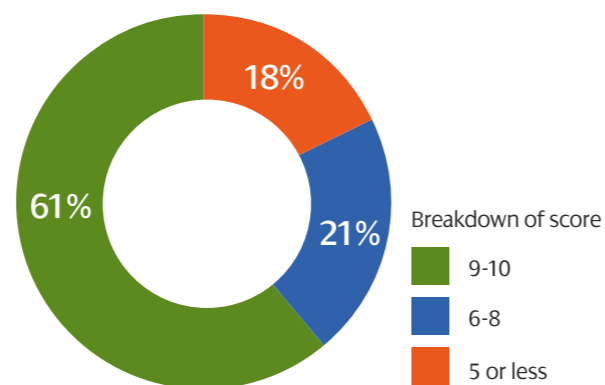
out of 10 is what we were rated by our stakeholders, providing us with a strong start in year one of this new engagement survey.

Survey results

Following the survey, which was carried out on our behalf by an independent market research company, our stakeholders rated their overall satisfaction with us at 8.1 out of 10, providing us with a strong start in year one of this new engagement survey.

From the overall performance score, 61% of our stakeholders rate our engagement with them as 9 or 10 out of 10.

Overall Satisfaction Score 8.1



When asked what we do well, our stakeholders told us:

We establish good relationships with them

Our communication is effective

We meet our timescales

"Works locally done went very well and any issues dealt with quickly"

Stakeholder 2021/2022

Areas identified by our stakeholders where we need to make improvements are:

Have a better understanding of (rural) issues

Provide quicker response times

Communication could be better during projects

"Communication between roads teams and residents could be better"

Stakeholder 2021/2022

As has been the case throughout the Pandemic, we have continued to adapt our engagement using digital and online platforms and tools, such as the [SP Energy Networks website](#), to work responsibly, effectively and efficiently with our stakeholders. 89% of those stakeholders who had accessed the website said they found the information they were looking for, which is a positive finding for the information content and usability of our website.

Overall, several areas of focus have been identified based on the feedback received from our stakeholders in this survey. Our teams across the business are now working together reviewing the outputs and recommendations from the survey, enabling us to have a clear understanding of the priorities of our stakeholders.

These improvements will strengthen our stakeholder engagement and build on our existing Community Engagement strategy and the four policy levels of impact, to ensure we tailor our plans and deliver engagement aligned with our stakeholder needs.



From this review we will create an improvement plan with a focus on the areas identified by our stakeholders:

Exploring means of minimising delays to ensure work/projects happen to the agreed and communicated timescales

Putting more rigorous processes in place and checks during works to ensure noise and parking disruptions are reduced

Enhance monitoring processes for activities on and in the environment of third party property and improve response times for rectification of issues

Monitor work quality more rigorously and rectify any issues within a shorter timespan

To complement our stakeholder engagement efforts and focus on delivering real value for our customers and stakeholders, we need a credible and independent way of assessing our stakeholder engagement activity and associated performance.

For the last five years, we have invited AccountAbility to carry out a full audit of our business against their AA1000 global standard for stakeholder engagement. The standard provides a simple, relevant, and practical framework to implement high-quality stakeholder engagement and outlines how to empower stakeholders to act as active contributors, as well as how to integrate stakeholder engagement within an organisation's governance, strategy, and operations.

AccountAbility has assessed our strategy, governance and engagement activities and stakeholder communications, and this year awarded us a total score of 85% (Advanced) on the AccountAbility Stakeholder Engagement Maturity Ladder, placing us in the highest categorisation phase possible and giving us an overall increase of 19% since our first health check in 2018.

We believe the Accountability audit is a robust benchmark and are extremely proud of this latest result.

We want to be sure we are doing the right thing. With the focus from Ofgem and the independent audit, we firmly believe we are on the right path and are alert for opportunities to improve further. Through our work in this area, we have gathered a clear understanding of the priorities of our customers and stakeholders and are using this information to align our activities to meet their needs.





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