

# Environment and Innovation - Progress Report

**Across our business, environmental management and innovation go hand in hand. We continue to seek out new ways of working that complement our operational area's natural environment, while taking care to maintain the highest levels of service for our customers.**

The progress of the last year is testament to this – in particular our work to accommodate substantial increases in low carbon technologies and to enable more customers to connect up to our network. A number of innovations stand out.

Active Network Management, Soft Intertrip and Timed Connections solutions, for instance, let customers connect their distributed generation more quickly and at reduced cost while enabling over 83MW of network capacity to be released.

Ever vigilant of the environmental impact of our operational responsibilities, we are ensuring that across all four of our licensed areas we are certified to the ISO14001 (2004) standard for Environmental Management Systems.

In essence, this means that we are committed not only to ensuring legal compliance and pollution control, but also to continual improvement.

In all that we do, the role of a well-informed and highly skilled workforce is crucial. Our people continue to hone their environmental capabilities and knowledge by taking part in waste management competency testing and by accessing a range of information that includes quarterly key performance indicators.

They also play a key role in our stakeholder engagement activity, feedback from which has helped shape an Innovation Strategy

that looks at how our project work delivers knowledge into our policies and procedures. It is also driving forward our business response to the inherent environmental and innovation challenges that exist.

These challenges are many and diverse but we continue to register notable successes across a range of areas.

In the last year we have further developed our pioneering partnership with environmental stakeholders, identifying appropriate areas where overhead power lines can be placed underground – our RIIO business plan commitment to remove 55km at recognised beauty spots is resolute.

We have also diverted over 1,600 tonnes of our waste away from landfill, taken measures to lower the carbon footprint of our operational buildings and transport fleet, and reduced losses from fluid-filled cables.

At the same time, by providing nationally-adopted innovative solutions that enable generators to connect to congested networks, we have continued to explore the flexibility available from both power generation and demand as we develop as a Distribution System Operator (DSO).



**OUR RIIO BUSINESS PLAN COMMITMENT TO REMOVE 55KM AT RECOGNISED BEAUTY SPOTS IS RESOLUTE.**

