Who we are

Scottish and Southern Electricity Networks forms part of the FTSE-50 energy company, SSE.

Our electricity distribution and transmission networks carry electricity to over 3.8 million homes and businesses across the north of the Central Belt of Scotland and Central Southern England.

Our network at a glance

- over 4,000 employees, working from 85 depots and offices in the heart of the community
- 130,000km of overhead lines and underground cables
- 106,000 substations
- 100+ subsea cables powering island communities
- Connected enough renewable electricity to power 4m homes
- 650,000+ vulnerable customers identified on our Priority Services Register
- Last year we gave £1m to local community projects through our resident communities fund
Doing the right thing

Our first priority is to provide a safe and reliable supply of electricity to the communities we serve in Scotland and England.

As an essential service provider, we also have a significant responsibility to wider society.

• A leading real Living Wage Employer since 2013
• As part of SSE plc, first FTSE 100 to receive the independent Fair Tax Mark and have been reaccredited every year since 2014
SAFETY – A Personal Story
SSEN’s approach to SHE

SHE Strategy

- Leadership
- Processes
- Behaviours
- Vision

Our Licence

If it’s not safe, we don’t do it
The evolution of our Safety Family

Old Safety Family

- 120 positive and negative behaviours
- Hard to read and remember
- Content was irrelevant

Refreshed Safety Family

Safety Family

- Produced four positive statements
- Staff involved in the creation of the wording
- Underpinned by our licence and end goal

If it’s not safe, we don’t do it
We all get home safe
If it’s not safe, we don’t do it

We take care of ourselves and each other

We take pride in our work and workplace

We plan, scan and adapt

We see it, sort it, report it

We all get home safe
## Setting up for success

### Transformation

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<tr>
<th>Contractor Safety</th>
<th>Operational Safety</th>
<th>Safety Family</th>
<th>Occupational Health and Wellbeing</th>
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<tbody>
<tr>
<td>Working with our contractors to be ‘best in class’ on Safety</td>
<td>Ensuring a robust safe system of work</td>
<td>If it’s not safe, we don’t do it</td>
<td>Protecting our team’s health and promoting their wellbeing</td>
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</tbody>
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### Continuous improvement

<table>
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<th>Process Safety</th>
<th>Environment</th>
<th>Crisis Management</th>
<th>Driving</th>
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</thead>
<tbody>
<tr>
<td>Carrying out our duty of care diligently and preventing major incidents</td>
<td>Protecting the environment and operating in a sustainable way</td>
<td>Staying well prepared and responding brilliantly when things go wrong</td>
<td>Creating a company of lower risk drivers</td>
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</tbody>
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Influencing Behaviours
Understanding Human Factors
• The Influencing Behaviours Programme examined the human factors that could impact our safety performance, such as
  – Conscious Overload
  – Immediate Corrective Action
  – Alpha sleep
  – 20 second scan
  – Time v’s Risk:

• The programme was delivered to more than 4,600 employees and contract partners.

• ‘Influencing Behaviours’ training is now be a prerequisite for all new employees, and everyone receives refresher training every three years.

• We have >70 Influencing Behaviour Champions across the business to ensure the programme becomes fully imbedded and a part of our culture.
The Future SHE Challenge
The electricity networks are evolving into a Distribution System Operator

What does this look like?

We will run our networks with greater efficiency and flexibility, with smarter sharing options and more flexible connection arrangements.

We will facilitate the electrification of transport and heat at maximum pace and minimal cost to UK plc.

This will bring with it SHE challenges.
Skills Gap Challenge

- **20%** of the workforce will retire within ten years requiring **221,000** new recruits
- **85%** of hard-to-fill vacancies are challenging because of skills issues
- **36%** of employers report challenges with hard-to-fill vacancies

“Competence is the ability to undertake responsibilities and perform activities to a recognised standard on a regular basis. It combines practical and thinking skills, knowledge and experience. The competence of individuals is vital... especially those with safety critical roles. It ensures they recognise the risks in their activities and can apply the right measures to control and manage those risks.”

Health and Safety Executive
If it’s not safe, we don’t do it