

Storengy UK

Responsible Business Charter



Responsible Business Targets 2019

Storengy UK is committed to operating at the highest economic, social and environmental standards. The targets and key deliverables set out in this document support our organisations purpose ensuring that Storengy UK is a responsible business that makes a positive impact.



Fair Business Growth



Transparent and Accountable



Fair Employer



Supporting our Communities & Environment



Responsible Business - Overview

Principles	Commitments
1. Fair Business Growth	1. Responsible Management of Pensions
	2. Fair payment of suppliers
	3. Sharing Profitability
2. Transparent and Accountable	4. Customer satisfaction
	5. Driving an ethical culture; exposing unethical conduct
	6. Open to scrutiny
	7. Transparency with customers and prospects
3. Fair Employer	8. Equal opportunities for all
	9. Committed to staff training
	10. Safety and Wellbeing
	11. Employee voice
	12. Reducing pay gaps
4. Supporting our Communities and Environment	13. Commitment to our communities
	14. Environmental and Biodiversity leadership, innovation and improvement
	15. Carbon Reduction Leadership



Principles	Commitments	KPIs
1. Fair Business Growth	1. Responsible Management of Pensions	<ul style="list-style-type: none"> Ensure the pension plan is properly governed through an employee governance board
	2. Fair payment of suppliers	<ul style="list-style-type: none"> 70% of invoices paid within 30 days 100% within 60 days <5% retrospective Purchase Orders
	3. Sharing Profitability	<ul style="list-style-type: none"> Introduction of an all employee Profit-Share scheme





Principles	Commitments	KPIs
2. Transparent and Accountable	4. Customer satisfaction	<ul style="list-style-type: none"> • Commitment to deliver the highest standard of customer service • NPS >35 • OSAT >85%
	5. Driving an ethical culture; exposing unethical conduct	<ul style="list-style-type: none"> • Ethics checks carried out on all significant counterparties • All employees have completed online ethics training & understand Storengy UK policies • Whistleblowing helpline in place & communicated • Formal process for investigation of allegations • All senior managers and those engaged with procurement have undertaken Modern Slavery training / TBT
	6. Open to scrutiny	<ul style="list-style-type: none"> • Implement a clear Stakeholder engagement plan • Answering positively to HSE and HMRC audits • Timely publication of Statutory Accounts on Company's House • Respond to Data Subject Access requests
	7. Transparency with customers and prospects	<ul style="list-style-type: none"> • Full contract documentation published at least 2 weeks before any capacity sale • Clear rules of decision on bids submitted to external lawyers for any auction • Timely reporting of all REMIT data related to our gas storage activity





Principles	Commitments	KPIs
3. Fair Employer	8. Equal opportunities for all	<ul style="list-style-type: none"> • Effective diversity and inclusion processes implemented and monitored across the business • Effective diversity training provided for staff and contractors
	9. Committed to staff training	<ul style="list-style-type: none"> • Growing apprenticeships – 1 by 2020 • 5% staff in training or apprenticeships • All staff with a Personal Development Plan each year
	10. Safety and Wellbeing	<ul style="list-style-type: none"> • Leadership Visits - each manager to complete 6 per year • Maintain / Improve ROSPA Accreditation • Continue to maintain Safety Observation reporting • 0 Lost Time Incidents • 2x Health Initiatives per annum
	11. Employee voice	<ul style="list-style-type: none"> • Active and fully attended Employee Forums, 10x annually. • Improve Employee Engagement score • 3 x annual business / strategy dialogues for employees • Maintain / Improve Investors in People Accreditation
	12. Reducing pay gaps	<ul style="list-style-type: none"> • Reduce gender pay gap • Commit to the Cheshire Living Wage



Support Our Communities & Environment



Principles	Commitments	KPIs
4.Supporting our Communities and Environment	13. Commitment to our communities	<ul style="list-style-type: none"> • Continue to provide £20k per annum for community projects • Increase volunteering • Offer all staff 1 day paid leave to complete volunteering activities • Clear stakeholder engagement plan inline with group requirements • Invite a local school to visit Stublach each year
	14. Environmental and Biodiversity leadership, innovation and improvement	<ul style="list-style-type: none"> • Deploy local bee hives and breeding project • Reduce waste to landfill - 0% • Recycle or upcycle waste materials • Delivering against the corporate environmental and biodiversity goals
	15. Carbon Reduction Leadership	<ul style="list-style-type: none"> • Convert 100% of our own use gas consumption to Green Gas by 2024 • Consider Green power for own use gas and elec at renewal • Deliver a Net Zero Stublach site by 2025 (excluding customer commodity)

