



# Delivering a sustainable bright energy future

Our Sustainability and Social Value Strategy



# Message from our Director

We deliver integrated energy solutions for some of the UK's largest critical national infrastructure sites and organisations.

We work with our clients to achieve improved resilience of their electricity network, reduce their energy costs and decarbonise their operations to secure long-term success.

Our voice at the table of these major organisations carries with it the responsibility for us to adopt and implement sustainable and affordable solutions, to further not only our ambitions for sustainable growth, but those of our people and our clients.

We embed this approach across client projects to drive innovation and sustainability. For example, we pioneered the use of polyfibre-reinforced concrete, eliminating the need for traditional steel reinforcement and significantly reducing carbon impact.

As a strategic energy partner to Heathrow, Gatwick, Stansted, and London City Airports, we deliver critical initiatives that position the aviation sector at the forefront of the transition to a sustainable future. Our teams collaborate closely with clients to set measurable targets for reducing carbon emissions, accelerating EV adoption, and enhancing energy efficiency.

We also support United Utilities in expanding their use of renewable energy generation, creating opportunities to grow their portfolio. Furthermore, in partnership with Yorkshire Water, we are enabling their net zero ambitions through the installation of an integrated operations, maintenance, and management solution for up to 1,000 EV charging points – one of the largest schemes in the UK.

Across UK Power Network Services, we are committed to the electrification of transport and have introduced electric vehicles and charge points into our fleet at Heathrow, Gatwick and Stansted Airport depots and charge points at our London City Airport depot. These and many more projects and initiatives featured in this strategy are aligned with the United Nations Sustainable Development Goals, which have become an integral part of our policies, procedures and Science Based Targets.

We are committed to making a positive impact in the communities where we operate. Giving back is central to our vision, and we actively seek opportunities to contribute. Through initiatives such as 'Donate a Day', supporting STEM education, partnering with Urban Synergy to provide work experience, and raising substantial funds for the Duke of Edinburgh charity via our annual 'Royal Ramble' across London, we strive to create meaningful change.



**David Mitchell**  
Director,  
UK Power Networks Services



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Read on to find out how we are already leading the way towards a more sustainable future for our people, our clients, suppliers, supply chain and the communities we serve.

The world is facing unprecedented economic, health and social challenges and we all need to play our part by supporting the global sustainability agenda.

# Our vision

 An enabler of the Net Zero energy transition

 To be an employer of choice

 To be a respected and trusted corporate citizen

 To be sustainably cost-efficient

We recognise the importance that our vision is aligned to our sustainability objectives.

# UK Power Networks Services overview

We provide solutions to global energy challenges that enable our clients to take advantage of the energy transition and decarbonisation of infrastructure. We work with them to solve energy challenges through innovative solutions, delivering resilience, cost efficiency and sustainability.

## Industries



Aviation



Ports



Rail



Nuclear



Water



Commercial and Industrial



Defence

We are at the forefront of the energy transition, enabling the decentralisation of energy to a more sustainable, affordable and secure system.

Through our inspired thinking, assured solutions, integrated delivery and long-term expertise, we deliver safe, reliable and innovative bespoke energy solutions enabling our clients to concentrate on their core business.

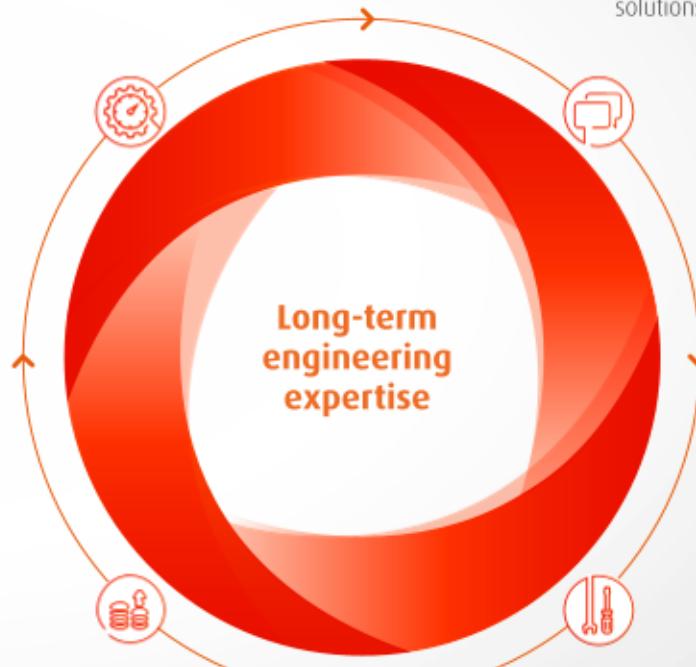
Employing expert engineers and professionals, we pride ourselves on the expertise of our people to create long-term strategic partnerships and deliver for our clients.

Our certifications reflect the sectors we operate in and the expertise we have in delivering energy solutions for our wide range of top tier clients. We look to ensure that we are doing everything that delivers a safe and sustainable culture within our business and the businesses we work with.



## OPERATE AND MAINTAIN

We operate and maintain distribution networks for key infrastructure in the UK.



## CONSULTING

We provide strategic insight and aim to deliver your energy strategy through innovative solutions.

## CAPITAL FINANCE

We unlock the value of technology to realise your energy infrastructure as a strategic asset.

## DESIGN AND BUILD

We have a track record in constructing and delivering complex high voltage electricity infrastructure.

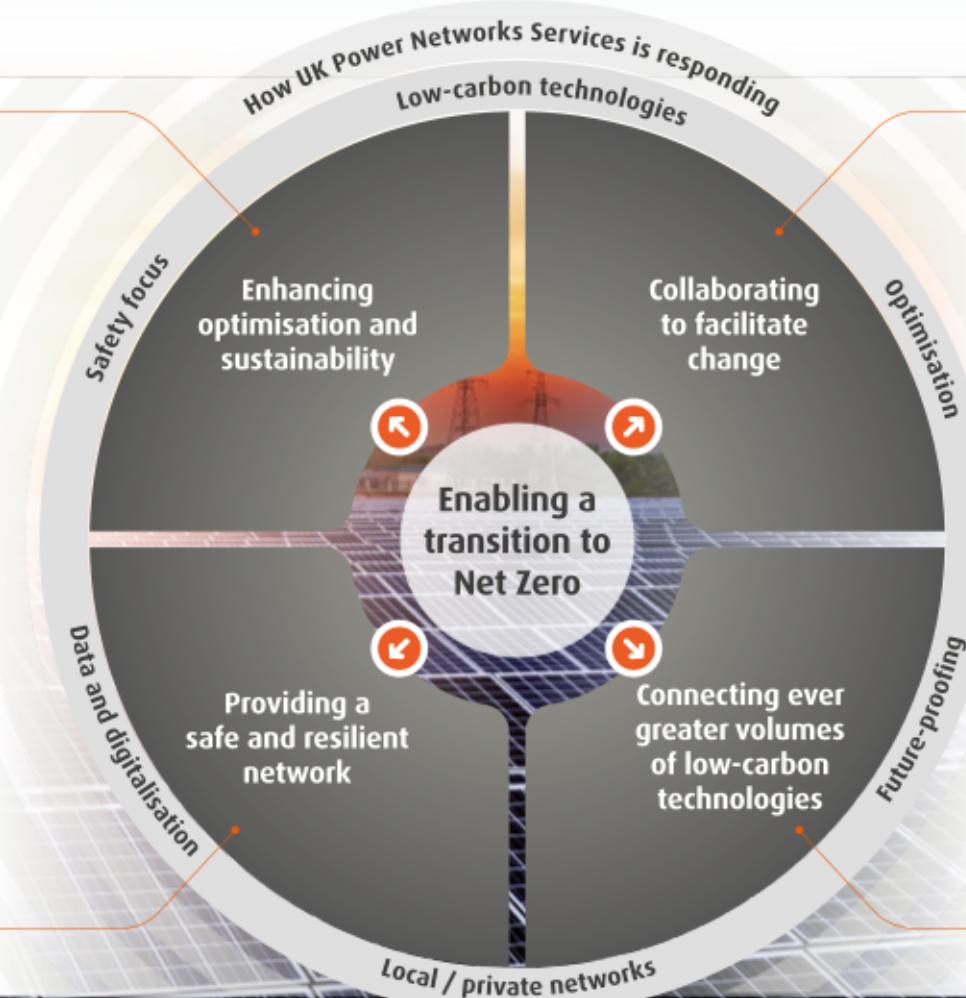
# The future energy landscape

The decarbonisation of energy is both vital and urgent if Net Zero is to be achieved by 2050. We will all see fundamental changes to the way we live over the next decade. Technology is advancing fast, and the changes will affect society as a whole, as well as the wider energy system. UK Power Networks Services is determined to play a leading role in enabling the energy transition.

We are supporting our clients to tackle the energy trilemma of security, cost and sustainability by establishing their energy strategies that will take them through the energy transition. Our strategies always promote the use of zero carbon distributed energy resources, electrification of heat and transport.

As in many areas of life, data plays an increasingly important role in the distribution of power. The highly sophisticated technology that controls the flow of electricity around the network relies on a corresponding flow of data to ensure its efficiency and resilience. Ever greater resources are directed towards collecting and analysing data, so we can deliver the best possible service.

Keeping the lights on is our mantra at UK Power Networks Services and doing so safely is our number one priority. With the ever-increasing client reliance on electricity that comes with decarbonisation, it is more important than ever that the power supply is safe and reliable.



All of society is facing the challenge of decarbonisation, so we should face it together. With all energy industry participants working together, such as power generators and infrastructure providers, we listen to our clients' needs and identify solutions that deliver the required network capacity in the right place and at the right time.

The increasing adoption of technologies such as electrification of transport and heating incorporating renewables means the demand for electricity is increasing. To meet this demand, the energy industry must find effective ways of increasing network capacity in the most cost-effective way.

# Our strategic framework

The United Nations (UN) has developed seventeen Sustainable Development Goals (SDGs) as a blueprint for organisations to help achieve a better and more sustainable future for all. These goals are a call to action with an objective of promoting prosperity while protecting the planet. They consider a range of social needs including education, health, social protection, climate change and environmental protection.

Importantly, these goals provide a critical framework for the world's economy to sustainably grow where investment can continue to spur economies while progressing social needs.

Our Sustainability and Social Value Strategy presents how we have followed this blueprint and aligned our sustainability objectives to the UN SDGs and enshrined these objectives within our wider company vision. This statement also presents how we are successful in delivering these objectives and our future targets.

We have aligned our Sustainability and Social Value Strategy with the UN SDGs by grouping them into four distinct categories that align with our organisation's vision.

We have then developed our own objectives and targets within each of these categories, aligned further to the objectives and targets that sit under each of the 17 UN SDGs.

Our people are proud to work for UK Power Networks Services and are continually looking at ways in which we can better understand the impact our company has on society and the environment.

We remain committed to implementing all reasonably practicable measures as we ensure we move beyond mere compliance with environmental regulations, legislation and approved codes of practice, minimising our environmental impact, driving energy efficiencies as we prepare for a low carbon future, and engaging our people and our stakeholders in policy development.



# Our strategic framework

In a fast-changing world, UK Power Networks Services' strategic framework – our vision, values, priorities and strategy – have remained remarkably stable since our earliest days. This is what our culture is built on.

## Our vision

We are experts in distributed energy solutions and power distribution.

There are four aspects to our vision:

### Enabling the Net Zero transition for all

We solve energy challenges through innovative solutions, enabling our Clients to take advantage of the energy transition and decarbonise their energy networks.

### To be an employer of choice

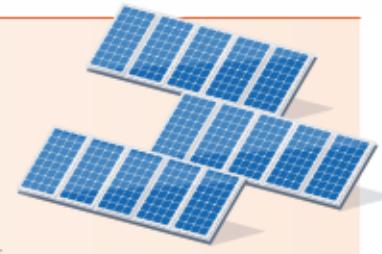
Our people are motivated and engaged to give their best for our clients, go the extra mile and get home safely every day.

### To be a respected and trusted corporate citizen

We minimise disruption and inconvenience to those affected by our activities and ensure we have zero public safety incidents.

### To be sustainably cost-efficient

We apply our value engineering approach to our activities, minimising the costs to our clients, and look for opportunities to apply continuous improvement techniques and opportunities to outperform.



## Our strategic priorities

We aim to provide a safe, reliable service that meets our customers' needs at the lowest price and that facilitates the transition to Net Zero.

### Everyone is kept safe

### Improving client's reliability and resilience

### Delivering for our clients

### Delivering value for money



## Our sustainability and social value strategy

We want to make sure that we operate in a way that means we can do so for many years to come.

### Environment

We aim to do as much good and as little harm to the environment as possible.

### Our people

We focus on keeping our staff and are a fair, diverse and inclusive employer that people want to work for.

### Social responsibility

We look to put something back into the communities in which we work.

## Our values

We deliver high performance underpinned by our values.



### Integrity



### Respect



### Continuous improvement



### Responsibility



### Diversity and inclusiveness



### Unity

# Enabling the Net Zero transition

We look for opportunities to achieve sustainable efficiencies across the entire project lifecycle – from consultancy right through to design, delivery and operation and maintenance.

## 30+ years in Aviation

Contracted since 1993, we have kept three major airports running smoothly 24/7, 365 days a year. For the past 30+ years we have owned, operated and maintained critical infrastructure for Heathrow, Gatwick and Stansted. Across the three sites, the portfolio of assets that we manage includes more than 500 substations, around 600 electrical transformers and a vast amount of high and low voltage cabling and expert engineers based at each airport.

As well as assisting airports in electrifying transport and equipment, we have proven our expertise in reducing carbon emissions, mitigating the environmental impacts of an increase in air travel. Already aiding Heathrow in achieving the Carbon Trust Level 3 award, further net zero projects are in delivery, and we continue to work in the communities around each airport location to engage residents and work with schools providing the best service for all.



Net Zero Employer Citizen Cost-efficient



### Heathrow

For over three decades, our long-term partnership with Heathrow has remained a testament to collaboration and shared innovation when delivering airport excellence.

From delivering Terminal 5 to attaining Carbon Trust Level 3, we have supported Heathrow to achieve some of their strategic plans, including:

- A major runway expansion project
- Enabling growth in the overall network while guaranteeing greater resilience and efficiency
- Many other major and minor projects to improve passengers' experience, including significant works to Terminals 2, 3, 4 and 5

[Read more](#) 

### Gatwick

Over the past 30+ years, our team has continued to grow in size and ambition as we've supported Gatwick airport to identify new supplies, new connections and new renewable energy systems.

Recent major energy infrastructure upgrades we've worked on include:

- A new South Terminal Pier 1 featuring 5 dual-boarding gates, state of the art air gate rooms and a new baggage handling system
- New Hotel North Terminal
- New Boeing Hanger to support long haul routes
- Relocation of strategic Large Aircraft & refurbishment of aircraft stands to allow for enhanced passenger experience

[Read more](#) 

### Stansted

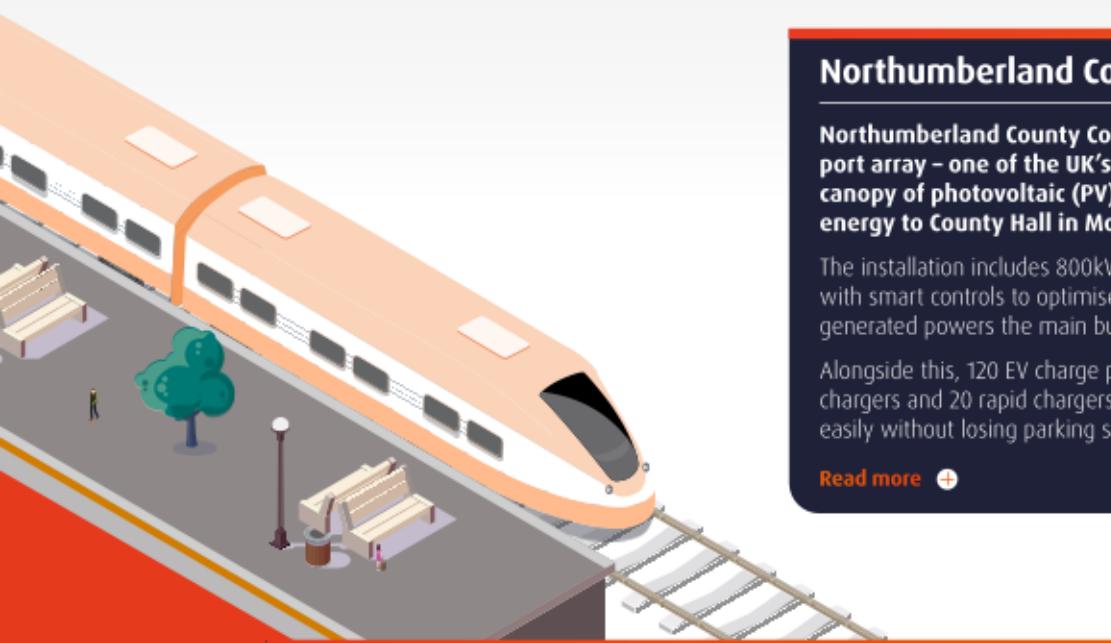
For 30+ years, we've continued to operate and maintain Stansted Airport's advanced electricity network, working collaboratively with our client to enhance control, efficiency, and resilience of operations.

We have supported Stansted's network expansion and sustainability gains with the development and implementation of their new terminal building, the integration of EV charging infrastructure and the installation of a new solar farm. In partnership, we are continuing to deliver on:

- Electrical infrastructure design, project management and project delivery
- Emergency generation supply and connection, including ongoing monitoring of assets
- Scheduled asset replacements including cables, transformers, LV and HV switchgear, batteries and chargers

[Read more](#) 





## Northumberland County Council Solar Car Port

Northumberland County Council has installed a state-of-the-art solar car port array – one of the UK's largest. The covered parking area features a canopy of photovoltaic (PV) panels we designed and built, supplying clean energy to County Hall in Morpeth.

The installation includes 800kW of solar panels and a 400kW battery storage system with smart controls to optimise energy use, carbon emissions, and costs. Energy generated powers the main building, charges EVs, and is stored for efficiency.

Alongside this, 120 EV charge points have been added to the staff car park – 100 fast chargers and 20 rapid chargers, including accessible bays. Staff can now charge EVs easily without losing parking spaces for combustion vehicles.

[Read more](#) +



## 20+ years with London St. Pancras Highspeed

London St. Pancras Highspeed is the 109km rail line between St Pancras International in London and the Channel Tunnel, connecting the international high-speed routes between London and Paris, London and Brussels and London and Amsterdam, as well as the domestic route from London to Kent.

A dedicated group of leadership, field and control room staff from UK Power Networks Services work with London St. Pancras Highspeed year-round to keep services on-track on one of the most reliable train services across Europe.

The long-term partnership goes well beyond the 20+ year anniversary, as we also designed, built and commissioned the network which has transported over 100 million happy customers since it was first opened in 2003.

[Read more](#) +

## KBS Maritime

The Ministry of Defence (MOD) asked us to upgrade the high voltage (HV) network at a naval base in Portsmouth. Our solution strengthened the resilience and sustainability of this critical infrastructure.

Ensuring energy supply to the base was vital, as the new substation powers the main pumping station servicing key maritime vessels. Another challenge was preserving the site's heritage- the substation sits inside a listed building, requiring strict compliance with planning permissions.

Working with KBS Maritime, we designed and installed a substation with two switchboards and a transformer, elevating the installation to minimise impact on the protected property. We also added an external substation connecting solar panels in the car park, enabling up to 750kW of renewable energy and reducing grid demand.

These innovations help the MOD advance Net Zero targets while boosting energy resilience.

[Read more](#) +

## Electric vehicle fleet

**The UK's transport sector is the largest source of greenhouse gas emissions. Decarbonising road transport through EVs is essential, and this demands a major expansion of charging infrastructure. Understanding EV complexities and ensuring public charging gives clients confidence is key, alongside strategies to make charging points more appealing.**

We bring deep expertise in the EV sector - developing transition strategies, designing, commissioning, and maintaining infrastructure. We also operate as a Charge Point Operator (CPO) and e-Mobility Service Provider (eMSP) for major clients including Gatwick Airport, Aspire Defence, London Borough of Sutton, and Yorkshire Water, delivering operation & maintenance, driver services, helplines and invoicing.

Innovation drives us. Through projects with Innovate UK, such as Wireless Electric Fleets (WEF), we explored wireless charging for commercial fleets to cut carbon, noise, and improve air quality. We've also supported local authorities and organisations in shaping energy infrastructure strategies to meet carbon reduction goals cost-effectively - working with London St. Pancras Highspeed, Essex County Council, Norwich City Council, and University of Cambridge among others.

[Read more](#) +



## Great Western Electrification Project

**We have electrified the Great Western Mainline route.**

Our work on the Great Western Electrification Project (GWEP) enabled us to showcase our focus on innovation, and this was realised through the implementation of the use of polyfibre-reinforced concrete.

Polyfibre was added to the concrete at source and replaced the steel reinforcement traditionally required for the construction of load bearing concrete structures. This meant it was not necessary to construct the steel frames on site, thus avoiding safety hazards and environmental risks. The environmental benefits included a 42 tonne reduction of reinforcing steel going to site and reduction of embodied carbon by 18,000kg CO<sub>2</sub> equivalent.

[Read more](#) +

Discover some of our sustainability awards that showcase our impact.



## UK Power Networks Services Sustainability Awards



### Double win at the National Sustainability Awards

We took Innovation to centre stage recently as UK Power Networks shone at the National Sustainability Awards 2025. We were awarded two top honours from the event - the Energy Innovation Award for our groundbreaking Constellation project, transforming traditional substations through advanced AI, machine learning, and real-time data technology. The leader of this project was also named Rising Star for his leadership.



### CIPS Excellence in Procurement & Supply Awards



Our commitment to reaching Net Zero - for both our own business carbon footprint and that of our supply chain - has led to taking a bow at the CIPS Excellence in Procurement & Supply Awards 2025.

By leveraging industry-leading carbon reporting platforms and a pioneering embodied carbon tool, UK Power Networks group companies are leading the way in sustainability. The reporting platform pinpoints carbon hotspots across our supply chain, resulting in a much more accurate carbon submission.



### Network Rail Sustainability Award – Sustainable construction



We were awarded the Hedgehog award for sustainable construction from Network Rail for our works at the Western Region UK, Autotransformer power distribution project.



### Green Apple Award Great Western Electrification Project (GWEP)

Our environmental performance on GWEP received a Gold Green Apple Award from the Green Organisation.



### Supply chain/Logistics Technology of the year

We were the winners of supply chain/logistics technology of the year award for our work on the electrification of UPS fleet.

### Carbon Trust Standard

The UK Power Networks group was the first network operator to be recognised for reducing emissions and engaging with staff and customers about lowering their carbon emissions. Achieving certification was a key step in the company's Green Action Plan, as it seeks to minimise its impact on the environment and help communities reach 'net zero' in line with the UK government's target of net zero emissions.

# Employer of choice



Our ambition is to recruit, develop and retain the highest calibre people in the business. It is through our people that we achieve success in safety, sustainability, innovation, customer service, reliability and more.

That is why it is vital to attract the best people to work at UK Power Networks Services, and to make sure our company continues to be a great place to work. It is also why we provide opportunities that motivate people at work and satisfy their career ambitions, as well as recognising their work-life balance. We care about our workforce and we ensure they are skilled both for today and the long-term.

We listen carefully to what our people say and we ensure that they are fully informed about the business response and direction. As part of the wider group, we have been recognised many times for our outstanding employee culture.

As a consistently top-rated employer, we are building a diverse, inclusive team that makes a difference for each other and for the communities we serve.



We are working with industry to electrify transportation and heat, while internally our vision to be Sustainably Cost Efficient means we look to reduce waste and seek to continually improve how efficient we are with resources.

## Our UN SDGs aligned targets and objectives

Relevant UN SDGs and associated targets	UK Power Networks Services objectives
<p><b>Good health and wellbeing</b> <b>Target 3.4</b> seeks to promote mental health and wellbeing.</p> 	<ul style="list-style-type: none"><li>✓ Prioritise and maintain a fit and healthy workforce. We aim to provide support and a programme to improve our employees' mental and physical health.</li><li>✓ Maintain and enhance employee benefits and promote these to our workforce.</li></ul>
<p><b>Quality education</b> <b>Target 4.4</b> seeks to substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship. <b>Target 4.5</b> aims to eliminate gender disparities in education</p> 	<ul style="list-style-type: none"><li>✓ Support the development of our staff and ensure the skills of our workforce are maintained and enhanced.</li><li>✓ Provide opportunities for employees to progress in their career path.</li><li>✓ Provide opportunities for graduates to progress their careers.</li></ul> <p><b>How we are achieving these objectives</b> We offer a comprehensive professional development and training programme that is designed to account for everyone regardless of their ambitions, level of education or financial situation.</p>
<p><b>Gender equality and reduced inequalities</b> <b>Target 5.1</b> seeks to end all forms of discrimination against women. <b>Target 5.4</b> seeks to promote shared domestic responsibilities within the household. <b>Target 5.5</b> seeks to ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making. <b>Target 10.3</b> seeks to end discrimination. <b>Target 10.4</b> seeks to adopt policies that promote equality.</p>  	<ul style="list-style-type: none"><li>✓ Encourage women and minority ethnic groups in Science Technology Engineering and Mathematics (STEM).</li><li>✓ Continue reducing the gender pay gap every year.</li><li>✓ Promote diversity and inclusiveness in all areas of our work.</li><li>✓ Develop and maintain an environment in which differing ideas, abilities, backgrounds and needs are valued, and where those with diverse backgrounds and experiences are welcomed and fully able to participate and contribute.</li><li>✓ Embracing diversity and inclusiveness and actively eliminating discrimination in all of its forms.</li></ul>

## Safety culture

Electricity is dangerous, so we need to be sure that our employees are safe and well at work. We have built a **safety culture** that puts safety above all other considerations. Our safety record speaks for itself. Our vision is to go **Beyond Zero** and create a team culture focused on safe and positive behaviour.

Our **Stay Safe** training programme is mandatory for all employees – the foundations of this programme is based on our three safety pillars: risk profile, beyond zero and modelling excellence and covers our five safety currencies: communication, personal risk and perception, alpha state, time vs. risk and habits.

In 2025, we introduced a further Think Feel Act behavioural safety programme to enhance our approach and focus on the development of a proactive Network Safety Leader community to maintain our momentum.

We offer a Mental Health Awareness course delivered by Mental Health First Aid England as part of our company-wide wellbeing initiative **WorkingWell**.



## PAM Wellness

Our **Employee Assistance Programme PAM Assist** provides 24 hour support to manage stress, emotional, legal and financial challenges.

We run weekly wellbeing webinars for our employees and have in-business **Wellbeing Champions** to provide further support, including a recent national Know your Numbers campaign.

We have over **10 Mental Health First Aiders (and 180 within the wider business)** to support and signpost employees as well as **WellPoint kiosks** available at different offices throughout the year to assess individual physical health.

We launch **regular wellbeing communications and local events across our sites** focussed on different aspects including financial wellbeing, physical wellbeing and mental wellbeing.

We encourage **physical health training** and exercise by promoting gym memberships, setting up exercise groups and cycle to work schemes.

97% of our colleagues have Private Healthcare provision, giving them fast access to an extended range of health professionals.



Electricity is dangerous, so we need to be sure that our employees are safe and well at work.



## Best training provider

In 2017, UK Power Networks was named best training provider (in-house) at the **National Skills Academy People in Power Awards** which recognises companies who are driving the development of highly skilled roles.

As part of the wider group, UK Power Networks Services participates in, and chairs partner groups with **Energy & Utility Skills Academy**. Training programmes are arranged to the standards set by industry and business. Our four training centres in Kent and Suffolk provide an average of six days training per employee per year.

For UK Power Networks Services, this equates to over 2,988 days of safety, craft and operational training. Instructors with extensive expertise are selected in the subjects they deliver and all achieve Train the Trainer Instructional Techniques - City & Guilds 7331 in Training Techniques & IOSH Managing Safely.

**2,988 days**  
of safety, craft and operational training.



## Long term view of resources

As part of UK Power Networks, we continue to be partners to the **Energy and Utility Skills Accord** ensuring not just the partners, but also their supply chain has a long term view of resources and the industry wide skills shortage we could face in the future. UK Power Networks is independently audited by the Energy and Utility Skills Accord annually to show the number of employees in training, workforce planning and skills gaps.

To develop our more vulnerable people we have implemented **Equally Yours**, this training has been developed by an independent employee **EMPower Community** and focuses on supporting those with mental health issues and learning disabilities.

Our **Supported Studies** programme has been designed to provide financial assistance to employees to enable them to undertake further education, higher education, vocational or professional qualifications.

**In 2025**

**99%**  
of all supported studies applications approved

# Employer of choice

## Learning and development

Our **E-learning programme** is available to all employees and offers multidiscipline training covering technical aspects, soft skills, leadership and management including our Future Leaders, Aspiring Leaders and New Leader courses.

Training is automatically recorded in our **MyLearning** digital platform where employees can access at any time. In addition, personal development plans are built into our regular progress reviews with employees via our **Think Performance** tool.

## Career development opportunities for technical/operational roles

This includes **Foundation Apprenticeships** for school leavers and apprentice opportunities.

We welcomed 25 apprenticeships into UK Power Networks Services between 2010 and 2025.

Our apprenticeship scheme is recognised at a level 1 (outstanding) of the Ofsted inspection and standards framework. It is endorsed by Energy & Utility Skills and accredited by the IET (The Institution of Engineering and Technology).

For more experienced colleagues, we offer two-paths, either a two-year **Engineering Graduate Programme** in Engineering, Business and Information Systems or an Experienced Apprenticeship route.

We provide a range of mentoring and coaching options via our **Mentoring and Employee Development** programme with defined stages and regular reviews.

**94%**

of apprentices who have joined since 2010 are still working at UK Power Networks Services





Diversity and inclusiveness is one of our values that make up the DNA of our business. We recognise and encourage the value difference and constructive challenge can bring.

## 14%

improvement in our Median Gender Pay Gap



Diversity and inclusiveness is one of our values that make up the DNA of our business. We recognise and encourage the value difference and constructive challenge can bring.

Our administrative roles generally attract an even balance of men and women. In engineering and technical roles, however, a disproportionate number of men apply. According to the Women's Engineering Society, women make up 11% of the workforce in engineering/technical roles, so there is a smaller pool available to us. We nevertheless recognise that we need to do more to attract women to these roles.

Under the Equality Act 2010 (Gender Pay Gap Information) Regulation 2017 we provide an annual report on our Gender Pay Gap. Since the introduction of the Gender Pay Regulations.

As we look ahead, we are expanding our focus on digital and Net Zero skills, developing mentorship opportunities and strengthening our training partnerships. We believe investing in homegrown talent is key to building both our future workforce and the skilled professionals needed for Britain's energy transition.



Our **Everyone Matters** taskforce continues to drive an inclusive company culture and foster collaboration in the workplace across the broader UKPN family.

We analyse factors including age, gender, ethnicity, sexual orientation and disability as part of our **recruitment processes**. Analysing the profile of our job applicants, tracking responses to advertisements, inclusion on shortlists through to selection for interview and eventual offers and acceptances, is also part of this work.

Our recruitment team work exclusively with third party agencies that have clear diversity and inclusion policies in place.

We have introduced **blind CVs to our early careers recruitment** process, where identifying factors such as sex, age, name and school are removed from applicants' CVs.

Across the UKPN family we employ more than 90 service leavers and have a strong track record of supporting military veterans transitioning to civilian careers. The company signed the armed forces covenant and holds a gold award in the Ministry of Defence Employer Recognition Scheme for proactive and sustained commitment to the armed forces and has a long-standing relationship with the Career Transition Partnership (CTP), which supports Armed Forces leavers. They host work experience and insight days, to help service leavers understand career paths available in the energy industry.





As part of the wider group, we continue to be recognised for our diversity and inclusiveness by the Association of Black and Minority Ethnic Engineers UK (AFBE-UK). We are actively engaged with **local schools and colleges**, particularly those with ethnically diverse pupils in order to encourage applications from black, Asian and minority ethnic (BAME) backgrounds. We recently welcomed 16 students from BAME backgrounds all of whom had an interest in pursuing a career in engineering, through our Future Frontiers programme.

We show zero tolerance towards **bullying, harassment** and inappropriate behaviour and encourage the reporting of all cases of discrimination through an external anonymous safe space service. We acknowledge that people are different and have the right to express who they are without fear of negative attitudes. We have robust and accessible **policies and procedures** that are easily understood and are consistent with our values.



EMPower Community is our platform for employees to raise suggestions and any issues around Equity, Diversity & Inclusivity (ED&I), which acts as a sounding board for the companies D&I activities. Its purpose and aims include:

- Creating a platform for employees to have their voice heard on how we can accelerate equality and promote inclusion
- Encouraging employees to recognise the many benefits of embracing D&I, and facilitate positive change that benefits every UK Power Networks employee

- Enhancing UK Power Networks external brand development by finding ways to bring D&I initiatives into the community

- Advocating for employees to drive and accelerate our journey to be a diverse and inclusive employer of choice.

Throughout the year the volunteer led community deliver a number of awareness and engagement events aligned with our wellbeing and community programme (e.g. Lunar New Year, Women in Engineering, National Inclusion Week, Pride, Ramadam, International Men's Day, Movember, Black History Month, International Day of Persons with Disability, Diwali) partnering with external partners, to drive forward our progress in this area.

## RETAIN/EXIT

All talent wants to stay.  
Learn from and manage exits.

## PERFORMANCE & PROGRESSION

Consistent talent performance management and career advancement.

## REWARD, RECOGNITION & BENEFITS

All talent's needs catered for.



## ATTRACT & RECRUIT

Being an appealing inclusive employer, enabling all talent to successfully apply.

## ONBOARD & DEVELOP

Ensuring all talent is understood and all colleagues trained.

## COMMUNICATE & ENGAGE

Ensuring all talent has access to information and feels engaged.

We provide a strong platform for our women leaders to share their success stories and experiences within the industry, with the hope that today's careers will inspire a future generation of women engineers and scientists to push the sustainability agenda forward.

In parallel, we proactively celebrate the positive value men bring to our families, communities, and workplaces, promoting a positive conversation about men, manhood and masculinity.



## Some of our awards and accreditations



### The UK's Best Big Companies to Work For

UK Power Networks ranked 2nd in the UK's Top 25 Big Companies To Work For List. We remain the only electricity distribution network operator to feature in this list



### CIPS Excellence in Procurement & Supply Awards

Won the award for the Best Commitment to Carbon Reduction in the Supply Chains



### Investors in People – Platinum

UK Power Networks has retained its Platinum status reaffirming our position among just 5% of companies globally to be awarded this highest status



### National Equality Standard

Highest standard in the UK of best practice on equality, diversity and inclusion. First DNO to be awarded the National Equality Standard



### HR Excellence Awards

Won the Best ESG (Environmental, Social and Governance) Strategy of the Year award, for our proactive approach to social mobility and DEI initiatives



### Inclusive Top 50 UK Employers

The UK Power Networks group ranked No. 1 in the Inclusive Top 50 UK Employers in 2024/25



# Respected and trusted corporate citizen



We are guided by a strong moral and ethical compass in our day-to-day interactions with our shareholders, suppliers, our customers and our employees.

To deliver this part of our Vision, we must lead on the sustainability agenda, as it is the right thing to do. We also commit to being at the heart of the communities we serve.

We are proud to provide the most reliable private networks in the country and provide a high quality service that is valued by our clients and their customers.

We minimise disruption and inconvenience to those affected by our activities and ensure we have zero public safety incidents. We treat our colleagues and our customers the way in which we would want to be treated.

We are committed to deliver quality projects, on time and to budget always meeting client expectations. Client satisfaction is one of our key performance indicators and it is evaluated annually by an external research body.

We are technology agnostic and our procurement procedures are fair, transparent and are recognised by the Chartered Institute of Procurement and Supply at the maximum level (Platinum).

Through our wider group, we partner with a number of charity and social impact organisations to help tackle many aspects of disadvantage in the energy world. We recognise that meaningful change can only be achieved by collaborating with others to shape the future.



Client satisfaction is one of our key performance indicators and it is evaluated annually by an external research body.

## Our UN SDGs aligned targets and objectives

Relevant UN SDGs and associated targets	UK Power Networks Services objectives
<p> <b>8 DECENT WORK AND ECONOMIC GROWTH</b></p> <p><b>Target 8.5</b> seeks to support job creation along with the growth of small and medium size enterprises.</p> <p><b>Target 8.8</b> seeks to promote safe and secure working environments for all employees.</p>	<ul style="list-style-type: none"><li>✓ Support the development of the UK economy through partnerships with small and medium enterprises that deliver innovative and cost effective solutions.</li><li>✓ Ensure our employees are provided with the safest possible working environment and that they are able to go home to their families each and every night.</li><li>✓ Ensure our clients, contractors and members of the public go home safe - staying safe applies to everyone we work with.</li></ul>
<p> <b>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</b></p> <p><b>Target 9.1</b> seeks to develop sustainable and resilient infrastructure.</p> <p><b>Target 9.4</b> seeks to upgrade infrastructure sustainably.</p> <p><b>Target 9.5</b> seeks to enhance research and upgrade industrial technologies.</p>	<ul style="list-style-type: none"><li>✓ Lead decarbonisation of industry and improvements in energy efficiency.</li><li>✓ Ensure our clients can rely on us to be a trusted advisor and to address their sustainability concerns.</li></ul>
<p> <b>11 SUSTAINABLE CITIES AND COMMUNITIES</b></p> <p><b>Target 11.2</b> of the UN SDGs seeks to provide affordable and sustainable transport systems.</p> <p><b>Target 11.6</b> of the UN SDGs seeks to reduce the environmental impact of cities.</p> <p><b>Target 4.4</b> of the UN SDGs seeks to substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.</p> <p><b>Target 5.5</b> of the UN SDGs seeks to ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.</p> <p><b>Target 10.2</b> of the UN SDGs seeks to empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.</p>	<ul style="list-style-type: none"><li>✓ Lead the electrification of the transport sector through delivering smart, efficient solutions.</li><li>✓ Create job opportunities for young people, local people and those from a diverse background through our apprenticeship scheme and work experience for secondary school students.</li><li>✓ Provide sustainable travel options for our employees</li></ul> 

## Our UN SDGs aligned targets and objectives

### Relevant UN SDGs and associated targets



#### Partnership for the goals

**Target 17.6** seeks to share knowledge and co-operate across science, technology and innovation.

**Target 17.7** seeks to encourage and promote effective partnerships.



**Target 8.5** seeks to support job creation along with the growth of small and medium size enterprises.



**Target 10.2** seeks to empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.

### UK Power Networks Services objectives

- ✓ Continue to work with industry and academic, professional and technical institutions in the pursuit of innovation projects that will support the global climate change and sustainability agenda.
- ✓ Invest in and support the progress growth of an employee-led ED&I community that is encouraged to drive forward our progress in this area.



## Exemplary Safety Performance

We can only be truly high performing if we maintain an exemplary safety record, combined with a zero-tolerance approach to workplace accidents. We are proud of our long standing zero LTI safety record, which reflects our unwavering determination to protect our people and our contractors.

# 10 years

Zero LTI safety record



## Think Feel Act

Think Feel Act is our company wide Behavioural Safety approach, which builds on the success of our Stay Safe programme developed over the past 10 years to include the psychological elements of safety as well as the practical ones. To maintain momentum, we have selected and invested in a talented group of Safety Network Leaders (SNLs), who are responsible for helping us successfully embed the programme, encouraging participation from all colleagues through rich and meaningful conversations about a weekly safety topic, thereby keeping safety front of mind.

## A great place to work

The UK Power Networks family has been recognised for many years as a great place to work by **The Sunday Times 25 Best Big Companies to Work For**.

We have been accredited with an **Investors in People Platinum Award** which recognises our commitment to excellence in people management.

We were also awarded the **Ministry of Defence Employer Recognition Gold Award** and a Silver Award at the English Veterans Awards.



As part of the wider organisation, UK Power Networks Services has been recognised as a great place to work.

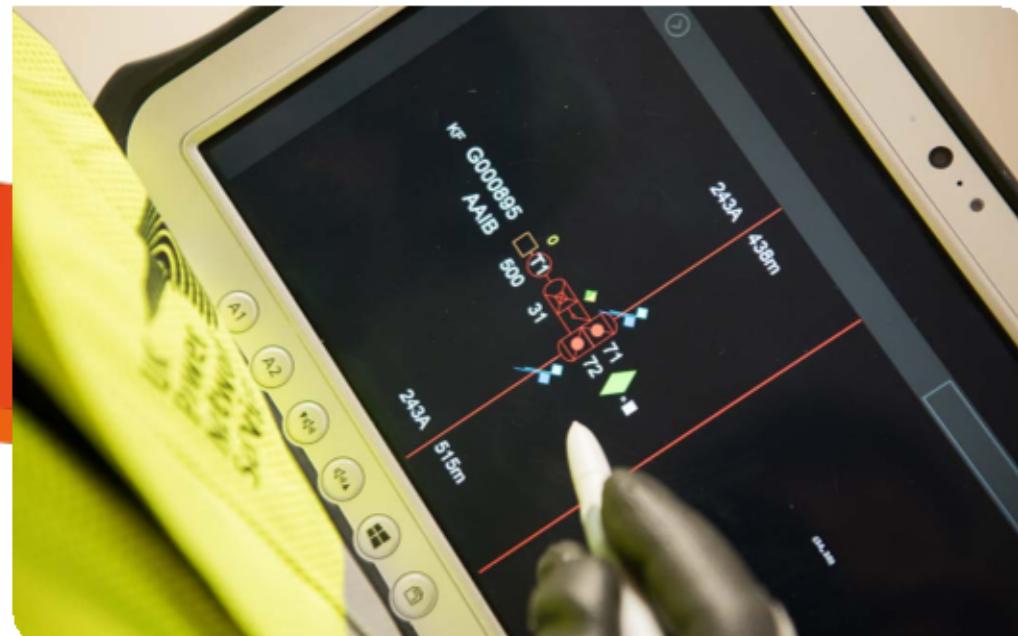


## Focusing on innovation

We delivered two ground breaking initiatives on a **GWEP** project.

- Rationalised Autotransformer System – a state of the art advanced protection system, which reduces the number of circuit breakers and other equipment whilst maintaining safe operation of the line.
- Use of polyfibre-reinforced concrete instead of reinforcing steel which has saved over 18,000kG of CO<sub>2</sub>.

Our **operation and maintenance strategies** are designed to allow for the integration of future technologies that will enable further decarbonisation of infrastructure such as microgrids, supervisory control and data acquisition communication and low carbon energy generation.



## Innovate UK

### Innovate UK

Innovation drives our achievements at UK Power Networks Services. Over the years we have innovated to create cutting edge tools, technologies and systems, reshaping our business and industry approaches. We actively participate in innovation projects to improve our expertise and develop sustainable solutions for our clients. We seek innovation opportunities with our clients and look for funding opportunities such as with **Innovate UK** for projects including Wireless Electric Fleets (WEF) or UPS Smart Electric Urban Logistics.



**Innovation is at our core and we are always looking for opportunities to innovate.**



### Focus on continuous improvement

We are committed to promoting innovation through everything we do, looking for efficiencies and circular economies.

Our waste and recycling policy is based on the industry **waste hierarchy best practice**: prevention, preparation for re-use, re-use, recycling, recovery and disposal. This approach minimises waste to landfill while maximising the life span of goods.



**PD monitoring** – This will enable us to safely operate the switchgear and push back replacements by up to 15 years. TEV and Ultrasonic sensors are attached to the front and back of each panel including VTs. Compared to previous systems, this is more accurate and offers a more detailed insight into causes of PD.

**Dielectric Spectroscopy** – Additional tests have been booked for next month at Heathrow and Stansted. Ultimately the test assesses the condition of the insulation and provides a measure of the level of water tree saturation and an estimate of remaining lifecycle.

#### Prevention

Using less material. Keeping products longer and re-using.



#### Preparation for re-use

Cleaning, repairing, refurbishing whole items or spare parts.



#### Recycling

Segregating waste so it can be turned into a new substance or product.



#### Other recovery

Incineration of waste to produce energy.



#### Disposal

Landfill. Incineration without energy recovery.



## Community Energy

Through our wider group we continue to support a Community Energy pathways programme which has proved particularly effective over the past five years. This is delivered through embedded community groups, providing customers with energy advice, guidance to resolve fuel poverty and details of how to adopt new technology including solar panels, heat pumps and EVs.

## Mutual Aid

All UK Power Networks Services colleagues have a secondary storm role, allowing them to provide the wider group and industry with additional expert support during emergency situations.

## Community Matters

### Community Matters

We support our communities development through our **Community Matters** scheme which includes paid volunteering day for employees to support their communities (two days per year), charity and sport activities funds. **UK Power Networks Services' colleagues supported the wider group to raise a record breaking £439,000 in 2025 with over 1,246 community days delivered.**

### Priority Services Register

Through our outreach programme our colleagues are also trained to help customers access the Priority Services register, which ensures vulnerable customers receive access to tailored compassionate support from all utilities during power outages.

We enable employees to travel sustainably to and from work locations by proactively promoting sustainable travel options. These include Season Ticket Loans, Cycle To Work Scheme, and our innovative Tusker Electric Vehicle ownership scheme.



## Urban Synergy

We continue our long-standing partnership with Urban Synergy. Urban Synergy are an award-winning youth empowerment and social mobility charity. Over several years we have provided paid internships and placements to many of their students.

By giving students invaluable insight into work Urban Synergy has positively impacted over 33,000 young people aged 9-24, helping them become financially self-reliant, self-confident, and valuable members of their communities. Their mission reduces reliance on food banks, creates safer communities, and improves mental well-being.

## Science, Technology, Engineering & Maths (STEM)

Colleagues throughout UK Power Networks Services play an active role in a diverse portfolio of STEM outreach initiatives held throughout the year, all designed to spark curiosity and encourage young people to explore careers in science, technology, engineering, and mathematics. As career ambassadors, our volunteers contribute in impactful ways – providing tailored career guidance, mentoring students, and supporting meaningful work-experience opportunities. They also frequently champion our business at schools and community events, and lead or participate in engaging, hands-on workshops with clients.



## Industry partnerships

We work in partnership with a number of industry and professional associations to stay current and involved in industry wide developments.

Our in-house marketing team looks after strategic industry partnerships that can be beneficial for all parties involved, but most importantly can deliver better results for our clients.



As part of our innovation projects portfolio we have partnerships in place with small and medium enterprises.

 The D Group

 RIE  
RAILWAY INDUSTRY ASSOCIATION  
Championing a dynamic rail industry sector

 Airports UK

 BRITISH PORTS  
ASSOCIATION

 NIA  
Nuclear Industry Association



## Collaborative partnerships

We are accredited under the international standard **ISO 44001** of collaborative business relationship management. We use this framework to ensure that our alliances are effective and risk is managed through the process.

UK Power Networks Services recognises the importance of working together with our supply chain to help the UK achieve its net zero aspirations.



## Supply Chain Sustainability School

We are a proactive partner to the Supply Chain Sustainability School, a universally acknowledged, virtual, free learning platform which provides skills and knowledge to organisations of all sizes to promote a sustainable future. We have been working with them to drive forward engagement with the resources.

The Supply Chain Sustainability School is a leveller as it affords small and medium-sized enterprises (SMEs) access to materials that they may otherwise not have obtained. Among other benefits, these materials can be utilised to boost their knowledge, reduce costs,

enhance their reputation, and potentially win further opportunities.

Participation in the School helps us demonstrate adherence to several mandatory requirements in our Code of Conduct.

We work with **Career Transition Partnership (CTP)** and **British Forces Resettlement Service** in an effort to attract more ex-army personnel to the business as we recognise the brilliant transferable skills they have to offer.

Over the last 10 years UK Power Networks Services has employed a wide range of ex-military personnel into our business.



We maintain a **strong partnership** with the IET, united by a shared commitment to advancing engineering education and driving digital transformation across multiple sectors. Our colleagues regularly volunteer to deliver specialised training courses that bring industry professionals together to deepen their knowledge of railway electrification, infrastructure, and emerging technologies. By connecting technical theory with real-world practice, these intensive programmes not only enhance participants' learning experiences but also inspire meaningful discussions that stimulate innovation.

Twice a year, the business supports the engineering community by releasing one of its Client Delivery Managers (CDMs) to volunteer with the IET. In this role, the CDM conducts **professional-registration interviews** for applicants seeking Incorporated Engineer or Chartered Engineer status – one of the final steps in the assessment process. As an interviewer, the CDM evaluates whether each applicant has demonstrated the required competencies and provides detailed feedback to the IET Assessment Panel, which makes the final registration decision.

## Driving sustainability at Heathrow

In 2022, Heathrow Airport launched their collaborative Balanced Scorecard. The aim of the scorecard was to encourage collaboration between Heathrow and their strategic partners highlighting environmental & socio-economic initiatives that look to deliver outcomes that support Heathrow's People and Planet strategy.

The latest version launched in 2025 is split into 16 categories on which the strategic partners are ranked from Entry level to Gold Level after submitting evidence based assessments. We have embraced this opportunity and are proud of our collaboration to drive forward this initiative. The breadth of the measures have helped us focus our sustainability efforts and conversations far beyond our operations at Heathrow.



## Categories

- 1 Sustainable aviation fuel
- 2 Travel and commuting
- 3 Renewable energy
- 4 Carbon reporting
- 5 Science based targets
- 6 Responsible sourcing (a)
- 7 Responsible sourcing (b)
- 8 Zero emissions vehicles
- 9 Health and safety
- 10 Zero waste
- 11 Nature positive
- 12 SME opportunity
- 13 Heathrow's neighbouring communities
- 14 Experience of work
- 15 Jobs and early career opportunities
- 16 Equality, diversity and inclusion

## Grassroots Sports – Powering Community Spirit

**UK Power Networks Services' Team Sport Award scheme champions employee volunteering and grassroots sport, promoting health, teamwork and inclusion. In 2023 alone, 104 teams shared £30,600, helping communities thrive during the cost-of-living crisis.**

From football to martial arts, these awards reduce financial barriers, foster community engagement and create opportunities for young people to thrive. The scheme reflects our commitment to social value and employee-led initiatives. Some examples below:

- **Catholic FC Pumas (Essex):** We grant funded branded raincoats and hoodies for the U10 squad, ensuring training continues whatever the weather. Senior Project Manager Tony Blackwell applied for the award, supporting his son Noah's team for a second year.
- **Hornchurch Athletic Cricket Club:** We enabled winter training equipment for newly launched girls' teams. Electrical Project Manager Mark Taylor, a lifelong member, said the award helps make cricket inclusive and competitive for young women.
- **Maidstone Taekwondo:** We funded a new punch bag for the Family Martial Arts Black Belt School. Area Commercial Manager Robert Patterson highlighted how the grant keeps fees affordable and encourages families to join.
- **Westerham Lions U18s:** We contributed to new kit for a close-knit football team, thanks to Paulie Barker's application. The grant boosted team pride and performance.
- **Herstmonceux Cricket Club:** We supported pitch maintenance equipment, ensuring quality grounds for all age groups. Senior Project Manager Andrew Barrellie praised the scheme for sustaining volunteer-led clubs.
- **Shipton Bellinger Rams U12s:** We funded kit bags, helping players feel professional and organised. Manager Paul O'Leary said the grant strengthens team identity and inclusivity.



## Making a Difference for Vulnerable Communities

UK Power Networks Services is committed to supporting those most in need through practical help and volunteering:

- **Homelessness & Food Security**  
Our Crawley depot staff organise an annual Christmas collection for Crawley Open House, donating food and essentials to help homeless residents across Sussex.
- **Foodbank Partnerships**  
Our teams partner with charities including Borough Food Co-operative, The Felix Project, C4WS, The Vine Project and Trussell Trust across our geographic footprint to deliver seasonal treats and volunteer time, redistributing surplus food, cooking for local lunch clubs, and providing emergency supplies to families in crisis.
- **Health & Wellbeing**  
Employees also fundraise and take on personal challenges to raise awareness and raise vital funds for a range of health and wellbeing charities including Alzheimer's Research.

These initiatives reflect our commitment to social responsibility, reducing hardship and improving quality of life for vulnerable customers and communities.

## Supporting the Armed Forces Gold Covenant

UK Power Networks Services is a proud signatory of the Armed Forces Covenant, demonstrating our commitment to service personnel, veterans, and their families. We actively promote social value through:

- Veteran Support & Employment:** Hosting insight days, offering civilian work attachments, and maintaining an Armed Forces Community of over 70 employees, including veterans and reservists.
- Community Engagement:** Staff volunteer through our 'Donate a Day' scheme, supporting local causes and military charities. Recent efforts include the Severn Bridge Challenge, raising over £30,000 for Helping Homeless Veterans UK and highlighting homelessness among ex-service personnel. Teams raised over £4,700 for Scotty's Little Soldiers and Kick Start FC through MUJV charity balls, supporting bereaved military children and mental health through football therapy.
- Cultural & Heritage Support:** Continued corporate partnership with the Army Flying Museum, including volunteer days maintaining memorial gardens and supporting the museum's educational mission.
- Cultural & Sporting Partnerships:** Sponsorship of the British Army Women's Cricket Team and collaboration with Army Sport, reinforcing our commitment to equality and wellbeing.
- Infrastructure & Sustainability:** Delivering resilient energy solutions for military estates, supporting Net Zero goals while improving living and working conditions for 19,000 personnel.

Our initiatives combine operational excellence with social responsibility, ensuring we give back to those who serve while advancing our sustainability objectives.



## Preserving Britain's Railway Heritage

UK Power Networks Services employees have supported heritage railways through hands-on volunteering, helping maintain historic sites and reduce costs for charities:

### • Bluebell Railway

Our volunteers transformed the station master's garden at Sheffield Park, clearing and restoring flower beds to create a peaceful space for railway volunteers.

### • Kent & East Sussex Railway

Teams refurbished a 100-year-old station cottage at Northiam, installing guttering, replacing timber and painting weatherboarding. They also cleaned carriage windows to improve passenger experience. At Wittersham Road Station, volunteers tidied platforms, removed old planters and built new ones from railway sleepers, enhancing the station entrance.

These projects, delivered through our Donate a Day scheme, help preserve historic railways for future generations while fostering team spirit and community engagement.



## Caring for Animals and Communities

Through our **Donate a Day** programme, UK Power Networks Services employees have supported local animal centres, helping improve facilities and animal welfare:

- **Last Chance Animal Rescue**

Volunteers walked dogs, cleaned litter trays and painted fences, giving abandoned pets exercise, care and companionship while easing the charity's workload.

- **Millers Ark Farm**

Forty colleagues prepared stables and cleaned enclosures at this Hampshire petting farm, ensuring a safe and welcoming environment for visitors and animals.

- **Tostock Animal Park**

Teams assisted with feeding, housekeeping and seasonal preparations at this community farm, which provides educational visits and wellbeing opportunities for local people.

These efforts highlight our commitment to social value, supporting animal welfare and community engagement while fostering teamwork and positive impact.



## Building Skills and Friendships for Young People

Through our **Donate a Day** programme, UK Power Networks Services employees have supported charities that help young people and adults develop confidence, skills and social connections:

- **Longridge Activity Centre**

Thirty volunteers enhanced facilities for outdoor learning by installing climbing wall lighting, building an archery range and creating an axe-throwing area.

- **Green Corridor**

Our colleagues improved outdoor spaces for students with special educational needs, planting and landscaping to create a welcoming environment.

- **Boaz Project**

A large team of volunteers refurbished facilities and built large garden planters to support adults with learning difficulties in gaining work experience and independence.

- **Young Lives Foundation**

Annually, our team members assist with seasonal gift wrapping for care leavers, helping the charity deliver vital support programmes.

These initiatives reflect our commitment to empowering young people and vulnerable adults through education, wellbeing and community engagement.



## Inspiring Young Minds and Future Engineers

UK Power Networks Services volunteers and STEM ambassadors are helping schools create better learning environments and spark interest in engineering careers:

- **Shears Green Junior School**

A large team of volunteers transformed outdoor spaces by painting, building desks and planters, and installing safety features for 500 pupils.

- **Bacton Primary School**

Ten colleagues relocated and repainted fencing, moved a bike shed and cleared space for new outdoor equipment ahead of term start.

- **Oathall Community College**

Through our STEM Donate a Day programme, one of our esteemed colleagues engaged 300 Year 10 students, showcasing career opportunities in the electricity industry.

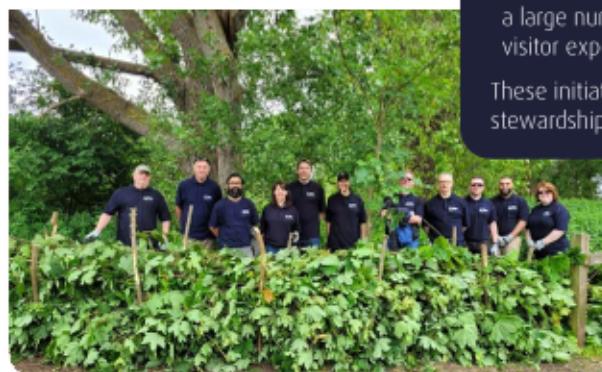
- **Engineering Careers Event**

Our BIM and CAD team demonstrated innovative modelling and VR tools at the IET Railway Electrification course, giving attendees hands-on experience with future technologies.

- **Women in Engineering at Heathrow**

Colleagues joined Heathrow's International Women in Engineering Day celebrations, participating in panel discussions and networking to champion diversity, allyship and gender equity in engineering.

These initiatives reflect our commitment to education, skills development and inspiring the next generation to explore careers in energy and engineering.



## Protecting Nature and Promoting Biodiversity

UK Power Networks Services employees have supported a range of environmental projects through our Donate a Day programme, helping restore habitats and improve green spaces:

- **Tilgate Park**

Volunteers joined local community groups to weed, clear dead plants and tidy landscaped areas, enhancing this popular Crawley park.

- **Unstead Wetland Nature Reserve**

Teams installed sand martin nest boxes, built a stone path to a pond dipping platform, painted bird hides and sowed wildflower seeds to boost biodiversity.

- **Larkhill Barracks**

Volunteers planted 700 native tree saplings, creating wildlife habitats, offsetting carbon emissions and improving the natural landscape.

- **Beach and Litter Cleans**

Colleagues cleared rubbish from Brighton and Ramsgate beaches and tidied Port Lympne Reserve, helping protect marine life and endangered species.

- **Bookham Ponds & Riverside Country Park**

Teams upgraded wheelchair access paths around ponds and revived traditional dead-hedge techniques to create sustainable habitats for birds and small mammals.

- **Heaton Park**

Our entire Salford office used one of their donate a days clearing a large number of overgrown paths at Heaton Park to improve visitor experience.

These initiatives demonstrate our commitment to environmental stewardship, carbon reduction and supporting local ecosystems.

# Sustainably cost-efficient



We are aware the work we do has an impact on the environment. We must conserve the environment and improve the biodiversity by doing our work sustainably.

As a business we are well placed to support the transition away from fossil fuels and the decarbonisation of industry.

We provide value for money to our customers and clients by operating and maintaining our networks safely and sustainably.

We have a plan to minimise our own emissions as well as influencing our supply chain to reduce theirs.



We are working across the industry to electrify transportation and heat, while internally our vision to be Sustainably Cost Efficient means we look to reduce waste and seek to continually improve how efficient we are with resources.

## Our UN SDGs aligned targets and objectives

Relevant UN SDGs and associated targets	UK Power Networks Services objectives
 <b>Affordable and clean energy</b> <b>Target 7.2</b> seeks to increase substantially the share of renewable energy in the global energy mix by 2030. <b>Target 7.3</b> seeks to double the rate of improvement in energy efficiency by 2030.	<ul style="list-style-type: none"><li>✓ We are committed to deliver our 'Green Action Plan' to decarbonise and reduce the impact of our operations.</li><li>✓ Support our clients in the decarbonisation of all their operations including transport and heating.</li><li>✓ Support our clients to develop renewable energy resources.</li><li>✓ Support our clients in their energy efficiency objectives.</li></ul>
 <b>Responsible consumption and production</b> <b>Target 12.2</b> seeks to achieve the sustainable management and efficient use of natural resources. <b>Target 12.4</b> seeks to responsibly manage chemicals and waste. <b>Target 12.6</b> seeks to encourage companies to adopt sustainable practices and reporting. <b>Target 12.7</b> seeks to promote sustainable procurement practices.	<ul style="list-style-type: none"><li>✓ <b>Carbon:</b> We have changed our Business Carbon Footprint target to a reduction of our Scope 1 and 2 emissions by 53.1% from our baseline year of 2018/19 by 2028/29 and a reduction of our scope 3 emissions by 25% for the same period.</li><li>✓ <b>Energy:</b> Committed to purchasing REGO Backed renewable electricity at our Offices and major Depots.</li><li>✓ <b>Waste:</b> We are committed to a recycle rate of 80% by 2028 and a zero recoverable waste to landfill in the same timeframe.</li><li>✓ <b>Water:</b> 10-15% reduction of water usage across our sites and depots by 2028.</li><li>✓ <b>Procurement:</b> Reduce packaging and transportation across our supply chains and adopt a circular or semi circular approach to procurement.</li></ul>
 <b>Climate action</b> <b>Target 13.1</b> Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries.	<ul style="list-style-type: none"><li>✓ <b>Carbon:</b> We have changed our Business Carbon Footprint target to a reduction of our Scope 1 and 2 emissions by 53.1% from our baseline year of 2018/19 by 2028/29 and a reduction of our scope 3 emissions by 25% for the same period.</li><li>✓ <b>Pollution:</b> Decrease NOX emissions from our fleet and generators by 33% by 2030.</li></ul>
 <b>Life on land</b> <b>Target 15.1</b> Ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services.	<ul style="list-style-type: none"><li>✓ <b>Noise:</b> Work with local authorities and planning departments to mitigate risks of noise from private networks and planned developments.</li><li>✓ <b>Pollution:</b> Decrease NOX emissions from our fleet and generators by 33% by 2030.</li><li>✓ <b>Biodiversity:</b> We are committed to helping our wider business increase biodiversity potential 20-30% at 100 sites.</li></ul>

## Our Scope 1, 2 and 3 targets

- **Overall Net Zero target:** We are committed to reaching Net Zero greenhouse gas (GHG) emissions throughout our operations and supply chain in line with our Science Based Targets by 2040.

- **Near-term targets:** We intend to reduce our Scope 1 and 2 GHG emissions by 53.1% by FY2029 from a FY2019 base year. We also commit to reducing Scope 3 GHG emissions by 25% within the same timeframe.

- **Long-term targets:** We are committed to reducing Scope 1 and 2 GHG emissions by 90% by FY2040 from a FY2019 base year and to reducing Scope 3 GHG emissions by 90% within the same timeframe.



## GREEN ACTION PLAN



Our **Green Action Plan** is our specific response to Climate Change and preservation of the environment. This plan is updated regularly, offering new opportunities for sustainable growth.

The Green Action Plan is built on three action pillars:



In 2024/2025 we diverted

**94%**

of our total waste from landfill.

We have **measurable targets** which we can track our progress against and regularly share this information with our staff via regular internal communications.

Our key commitments are:

- **Energy:** Committed to purchasing REGO Backed renewable electricity at our Offices and major Depots.
- **Waste:** We are committed to a recycle rate of 80% by 2028 and a zero recoverable waste to landfill in the same timeframe.
- **Water:** 10-15% reduction of water usage across our sites and depots by 2028.
- **Biodiversity:** We are committed to helping our wider business increase biodiversity potential 20-30% at 100 sites.



We have changed our target to reduce Scope 1 and 2 by 53.1% by FY2028/29

- **Pollution:** Decrease NOX emissions from our fleet and generators by 33% by 2030.

- **Carbon:** We have changed our Business Carbon Footprint target to a reduction of our Scope 1 and 2 emissions by 53.1% from our baseline year of 2018/19 by 2028/29 and a reduction of our scope 3 emissions by 25% for the same period.

- **Noise:** Work with local authorities and planning departments to mitigate risks of noise from private networks and planned developments.

- **Procurement:** Reduce packaging and transportation across our supply chains and adopt a circular or semi circular approach to procurement.

All of the above targets are measurable and our in-house sustainability team monitors progress against milestones with the relevant departments to ensure sufficient progress has been made.



# Sustainably cost-efficient Achievements



Over the past couple of years we have prepared for future technology and geographic growth in the renewables sector.

We continue to win a number of significant and important contracts as well as expanding our portfolio of renewable infrastructure assets with the acquisition of United Utilities Solar. This acquisition means we now own 70 solar, wind and hydro energy plants, generating 68.7MW of electricity for our clients. UK Power Networks Services has a long and successful history of managing such large asset portfolios and this investment adds to our broad portfolio.

We also won a contract to manage the wind turbine assets of a new renewables business set up to support the UK's journey to Net Zero by generating over 135MW of clean, renewable energy every year.



As part of the wider group, we have achieved the **Platinum Chartered Institute of Procurement and Supply (CIPS) standard** (the highest level). This means that we have demonstrated that our procurement has become an intrinsic part of our business and is integral to our organisation's strategy.

Our procurement team seeks for alternative greener options and is actively working with our sustainability team and the Carbon Trust to set out further targets and actions to influence the decarbonisation of our supply chain.



We have fulfilled our commitment to the **SBTi's Business Ambition for 1.5°C** by successfully upgrading and validating our Scope 1 and 2 targets from well below 2°C to 1.5°C, retaining our Scope 3 targets and keeping the target date at the near term ten years.

Critically, we have also validated our net zero 2040 target with the SBTi as well.



We achieved the Carbon Trust Standard for Carbon in 2020 and remain compliant.

We are committed to procure only zero emission cars and vans from 2025 and we aim to electrify 100% of our car and van fleet by 2030.

We continually monitor the market for trucks and plant, and procure electric solutions if available.



# Sustainably cost-efficient

## Achievements



### Maturing and measuring our resilience

Resilience is assessed through two complementary lenses: maturity and measurement. Maturity evaluates how well our resilience practices align with industry standards, while measurement tracks progress against specific resilience targets. As Organisational Resilience is a strategic priority, we monitor both aspects closely.

For over 10 years we have conducted annual independent reviews of our resilience capabilities, benchmarked against the BS 65000:2022 standard.

The latest assessment in October 2024 resulted in a maturity rating of 3 out of 5 across all four key themes. The review highlighted that resilience at UK Power Networks Services is not just a compliance exercise but a strategic driver of operational excellence, regulatory alignment, and long-term sustainability.

Our leadership, governance, and cultural commitment has positioned the UK Power Networks group on the threshold of an "Adaptive" maturity level under the British Standard 65000:2022 framework.



We are minimising all our unnecessary travel by continuing to encourage home working, teleconference meetings and sustainable travel options.

We are intensifying our LED lighting replacement programmes in our most energy intensive office buildings and looking at the feasibility of rooftop solar in several key locations.

As part of our on-going replacement and maintenance programme, we are monitoring SF6 based equipment, intervening to prevent and stop leakage, and replacing SF6 based equipment with environmentally friendly solutions.



SCAN TO VIEW  
OUR CONTACT FORM



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