

A photograph of a coastal landscape featuring several white wind turbines. The foreground is dominated by tall, dry, golden-brown grasses growing in a wet, muddy area. In the background, more wind turbines are visible against a clear blue sky with a few wispy clouds. The overall scene suggests a sustainable energy source in a natural environment.

# Sustainability Summary 2013

# Welcome

Welcome to ScottishPower's Sustainability Summary 2013. We ended the year in a strong position, underlined by our parent company Iberdrola's continued commitment to the UK energy market. Annual investment in 2013 was £1.2 billion. This has more than doubled since the integration of ScottishPower into Iberdrola in 2007.

ScottishPower is an important participant in the UK economy through job creation, infrastructure investment, tax contribution, supply chain, employment numbers and skills development. As part of the Group's total investment plan for 2014-16, 41% will be directed to the UK, presenting us with a number of exciting opportunities. This £3 billion investment will enable us to continue to modernise and prepare our business for the future as we support the transition to a low carbon economy.

We believe in keeping our stakeholders informed and aware of key developments and, together with the executive team, we are committed to being open and transparent in our communications.

This summary is designed to complement the Iberdrola Sustainability Report and focuses on the issues that our stakeholders have told us are important to them.

For full details of the Group's economic, environmental and social performance using the Global Reporting Initiative (GRI) indicators, please visit the Iberdrola Sustainability Report 2013 online at: [www.iberdrola.es](http://www.iberdrola.es)

We hope you find this summary of interest. As always, we welcome your comments which can be sent to us via email at [crfeedback@scottishpower.com](mailto:crfeedback@scottishpower.com)



**Keith Anderson**  
Chief Corporate Officer, ScottishPower  
CEO, ScottishPower Renewables



## About ScottishPower

ScottishPower is part of the Iberdrola Group, the world leader in wind energy and one of the leading electricity companies in the world. Our vision is that "We aspire to be the preferred Global Energy Company because of our commitment to the creation of value, quality of life, the safety of people and of supply, the protection of the environment and customer focus".

**During 2013 our main businesses were:**

### Renewables

ScottishPower Renewables is responsible for the development, construction and operation of onshore wind and marine energy projects in the UK, onshore wind in Ireland and offshore windfarms throughout the world.

### Generation

Our generation business operates a diverse generation fleet including coal, hydro-electric and CCGT (gas) power stations. We also continued to operate a gas-storage

facility at Hatfield Moor, joint ventures and subsidiaries. These include SMW Ltd, a wholly owned subsidiary of ScottishPower Generation that operates a sludge drying facility near Glasgow and ScotAsh Ltd, a 50:50 joint venture with Lafarge Tarmac, which processes power station ash into products for the construction industry.

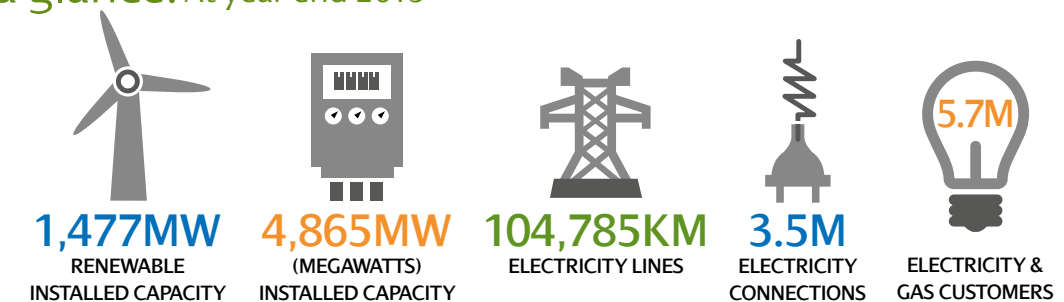
### Networks

SP Energy Networks (SPEN) is responsible for the transmission and distribution of electricity to properties via our network of pylons, substations, cables and power lines. We serve millions of homes and businesses across Central & Southern Scotland, Cheshire, Merseyside, North Shropshire and North Wales.

### Retail

Our retail business supplies gas and electricity to millions of customers throughout Britain, managing pricing, selling, metering, billing and customer services for business and domestic customers.

## At a glance: At year end 2013



## Our year in Summary

• Power generated by ScottishPower Renewables' 28 operational onshore windfarms in one week reached a record high. In total more than 135 Gigawatt hours (GWh) was produced, enough to power the electricity demands of more than 1.6 million homes in an average weekly period\* - 70% of all the households in Scotland\*\*.



Image: rawformat.co.uk

- We received a record number of applications for our apprenticeship programmes, with over 1000 young people applying.
- We became Official Partner of Scottish Cycling; our six-figure sponsorship is the largest ever investment in youth cycling in Scotland.
- The University of Strathclyde's Power Networks Demonstration Centre (PNDC) officially opened. The world-class centre near Glasgow is one of the first of its kind in Europe and is home to industry specialists who are developing new research and technologies for the electricity industry of the future.
- Work commenced on a major £25 million upgrade project at Longannet Power Station in Fife, with up to 650 workers on-site over a four month period.
- Over 600 employees along with friends and family

took part in Cancer Research UK (CRUK)'s Race for Life in Glasgow. As the official energy sponsor we asked people to use their positive energy to help generate 50,000 virtual 'High 5s' via Facebook and Twitter which we converted into £25,000 for CRUK.

- We launched The ScottishPower Foundation to reinforce our commitment to charitable work throughout Britain and to make a significant and lasting contribution to society.



Image: Stuart Martin

- Our award winning public safety education programme PowerWise achieved the milestone of visiting every willing Primary School in our network areas – helping more than 225,000 children learn about staying safe around electricity.
- We launched a new energy product fixing prices until 31st December 2016; the longest fixed price product in the market at the time. For every customer that signs up to the Help Beat Cancer Fixed Price Energy January 2017 deal, ScottishPower will make a £10 donation to Cancer Research UK, and a further donation for every month the customer remains on the product up to a maximum of £10 per annum until the end of the product term\*\*\*.

Image: Chris James



- We outlined our Customer Winter Commitment programme to support our customers during the winter period and to help them ensure that they are on the best deal possible.
- We completed installation of the first turbine at West of Duddon Sands Offshore Windfarm, a major milestone not just for ScottishPower Renewables but for the whole of the Iberdrola Group as it was our first ever offshore wind turbine.
- SPEN successfully secured £6.5m from Ofgem under the Network Innovation Competition to carry out an innovative Transmission project over three years; paving the way for smarter transmission networks monitoring and control, and facilitating the UK's transition to a low carbon economy.
- Our staff worked in extreme conditions to reconnect supplies as quickly as possible across North Wales and Southern Scotland after the UK was hit by severe gale force winds.

\*Based on 135GWh (135,000,000 kWh) and average domestic consumption of 4229 kWh per year (81.32 per week). 135GWh could power the weekly demands of 1,660,108 homes.

\*\*Based on 2.37m households in Scotland <http://www.gro-scotland.gov.uk/files2/stats/household-estimates/he-11/j22968203.htm#section21>

\*\*\* As soon as reasonably practicable after the date when ScottishPower commences your gas and electricity supply under the Offer Product ('Supply Date'), ScottishPower will donate £10 (if this is the first Help Beat Cancer product that you have subscribed to) to Cancer Research UK Trading Limited, which gives its taxable profits to Cancer Research UK. A further donation will be made by ScottishPower for every month you remain on the product up to a maximum donation of £10 per annum paid at the end of each complete calendar year you remain on the Offer product until the end of the product term. If you do not remain on this Offer product for the full product term a pro-rata amount will be donated based on the number of complete calendar months you remained on the product in the calendar year during which your agreement ended.



## Climate Change & Energy Generation

Climate change and reducing CO2 emissions continues to be the predominant sustainability issue affecting our business and the energy sector as a whole. We are playing our part in the UK's transition to a low carbon economy, with improvements to our existing generation plant as well as investment in new technologies including wind and marine energy.

We remain firmly committed to responsible development and operation of our generation portfolio and at the end of 2013 had more than 8,500 hectares of land at our windfarms under habitat management, in addition to Biodiversity Action Plans covering all of our other generation sites.

### During 2013:

- ScottishPower ceased operations at Cockenzie Power Station as 45 years of electricity generation came to a close. The station, which became operational in 1967, was designed to such a high standard that it played a pivotal role in maintaining the security of electricity supplies in Britain for more than four decades;
- work commenced on a major upgrade project at Longannet Power Station in Fife, with up to 650 workers on-site over a four month period to deliver a £25 million overhaul of one of the station's four generating units. The station has been helping to power Scotland for more than 40 years and this multi-million pound upgrade will help it to remain an important part of the country's energy mix;
- power generated by ScottishPower Renewables' 28 operational onshore windfarms in one week reached a record high. In total more than 135 GigaWatt hours (GWh) was produced, enough to power the electricity demands of more than 1.6 million homes

in an average weekly period\* - 70% of all the households in Scotland\*\*;

- our planning application for the repowering of Coal Clough Windfarm near Burnley, one of the oldest windfarms in operation in the UK, was approved by Burnley Borough Council;
- we received planning consent from The Scottish Government for Kilgallioch Windfarm which, with a capacity of up to 288MW, will become our second largest onshore wind project and takes our planning conversion rate above 90%;
- we completed installation of the first turbine at West of Duddon Sands Offshore Windfarm, which is 14km southwest of the Barrow-in-Furness coastline. This was a major milestone for ScottishPower Renewables and also marked

the first ever offshore wind turbine for the Iberdrola Group. This project is one of the largest offshore windfarms in the world and is a 50-50 joint venture with DONG Energy. Tremendous progress was made in construction throughout the year and once complete, it will have the capacity to produce 389MW of renewable energy, enough to provide power for around 270,000 homes\*\*\*;

- we were granted planning permission by East Ayrshire Council to construct a new state-of-the-art control centre at Whitelee Windfarm. The new £1 million development will allow round the clock supervision of all aspects of our Renewables assets across the UK, stretching from Cornwall to Caithness, and will be the most advanced facility

for monitoring wind, wave and tidal assets anywhere in the UK;

- we celebrated the opening of Middleton Windfarm in the South West of Glasgow, a new development powered by six Gamesa turbines and managed through the new Control Centre at Whitelee Windfarm
- we officially opened our £20 million project to upgrade and repower Carland Cross Windfarm in Cornwall. The site was one of the first windfarms to be built anywhere in the UK when it became operational in 1992 and it now becomes the company's first repowered project in the UK. The ten replacement Gamesa turbines that have been installed are five times more powerful than their original counterparts, with a capacity of 2,000kW (2MW) each.

Based on 135GWh (135,000,000 kWh) and average domestic consumption of 4229 kWh per year (81.32 per week). 135GWh could power the weekly demands of 1,660,108 homes.

\*\*Based on 2.37m households in Scotland <http://www.gro-scotland.gov.uk/files2/stats/household-estimates/he-11/j22968203.htm#section21>

\*\*\*Home equivalent calculation: number of megawatts, multiplied by the number of hours in one year (8,766), multiplied by the average load factor for offshore wind (33.56%) as published in the Digest of United Kingdom Energy Statistics, divided by the average annual household electricity consumption (4,229 kWh).

**New £1m**

State-of-the-art control centre planned for Whitelee Windfarm

**Over 8,500 hectares**

under habitat management at our windfarms

**Biodiversity Action Plans**

in place at our other generation sites



Image: Chris James



## Security of Supply

Our network resilience is key to what we do. Core to our business is a commitment to 'keep the lights on' and our performance in this area drives the reputation we have with customers, government and external stakeholders.

Our Generation and SP Energy Networks (SPEN) businesses operate asset management systems, to ensure plant is operated and maintained properly and that investments are made to keep our plant operating safely and reliably.

In 2013 we agreed a new contract with Hargreaves (UK) Services Limited, the largest coal producer in Scotland, for the supply of 300,000 tonnes of domestic coal to Longannet Power Station in 2014. This will increase the security of coal supply to Longannet and reduce the high dependency on imported coal supplies.

SPEN have engaged with over 2,000 stakeholders in preparing distribution business plans for the next regulatory period (2015-2023). These investments will lay the foundations for a 'smart' network; significantly improving the efficiency of the existing network, improving reliability for consumers and, at the same time, improving customer service for over 3.5 million connected customers in Central Scotland, Merseyside and North & Mid Wales.

SPEN's investment of £2.6 billion in the transmission network from 2013-2021 is the most significant upgrade in the Transmission network for over 70 years. This investment will allow the connection of more renewable energy projects and increase the capability to transfer electricity between Scotland, England and Wales. Construction is underway on the Western HVDC link, a new 420 km subsea cable between Ayrshire in the West of Scotland and the Wirral Peninsula in north West England.

SPEN have engaged  
with over  
**2000**  
**Stakeholders**  
in preparing their plans

number of network  
power cuts in major  
storms has reduced by  
**75% since**  
**1998**

During the first wave of innovation funding under the RII0-T1 investment framework, SPEN, along with its consortium partners, successfully secured £6.5 million via Ofgem's Network Innovation Competition (NIC) for its VISOR project to improve real-time monitoring of the UK electricity transmission network. The project, "Visualisation of Real Time System Dynamics using Enhanced Monitoring", (VISOR) has been developed in collaboration with National Grid Electricity Transmission (NGET), Scottish Hydro Electric (SHE) Transmission and the University of Manchester.

Large proportions of our networks are in areas classified by the Met Office as particularly at risk of severe weather. Our staff worked in extreme conditions to reconnect supplies as quickly as possible across North Wales and Southern Scotland after the UK was hit by severe gale force winds on Friday 27th December. Wind speeds of over 100mph were recorded in a number of areas in North Wales. SPEN has developed an enviable reputation in recent years, and at the height of the storms we received a copy of a letter sent to OFGEM by Fergus Ewing, Scottish Government Minister for Energy, Enterprise and Tourism, which praised our severe weather response.

Substantial improvements have been made in the resilience of our networks, which are now more robust than at any time in our history. We have reduced the number of network power cuts in major storms by 75% since 1998; clear evidence that our investment and operations strategies are delivering improvements. In both of our network areas our performance in reducing power cuts is significantly ahead of the UK average, both including and excluding storm data.



Image: Chris James

## Our Workplace

As many as four out of five workers in the energy sector are set to retire over the next 15 years, which comes at the same time as we are looking to deliver the most important upgrades to the electricity network in over half a century. We have a strong focus on attracting, nurturing and retaining talented individuals for the long-term benefit of our business.

### Sector attractiveness

We work closely with schools, colleges and universities across the UK to promote engineering as a desirable career choice, and also to attract more young women into engineering and other power sector professions.

### In 2013:

- we announced three exciting recruitment programmes to help young people to realise their potential and get their careers in engineering off to the best possible start;
- during National Apprenticeship Week in February, 60 students from schools across Cheshire and Merseyside attended an Engineering Careers Day at our training centre in Hoylake. Students took part in a hands-on pylon-building activity and a session about preparing for work, and were also taken on a tour of the site by one of our senior engineers. In the same month, we received a record number of applications for our apprenticeship programmes, with over 1,000 young people applying for apprenticeships designed to support future engineers;
- Scottish Cabinet Secretary for Justice Kenny MacAskill MSP visited our training centre in Cumbernauld to meet with a group of students from Cardonald College Glasgow who are receiving training in Scotland's energy sector with support from ScottishPower, funded through the Scottish Government's CashBack for Communities programme; and

- after an extensive recruitment and selection programme, we welcomed 162 new people to our training programmes including 42 Engineering Foundation positions, 48 Apprentices, 13 Higher Apprenticeships and 32 Graduates. This is the largest recruitment wave in over five years, emphasising our desire to have the right people with the right skills in the right place to meet and exceed the many challenges we face throughout ScottishPower.

### Learning and Development (L&D)

Our L&D programmes are designed to make sure that employees at all levels have the skills and experience to deliver high levels of performance in the workplace. In 2013, Iberdrola joined forces with Strathclyde University and Comillas University to launch a Global Energy Industry MBA; providing future leaders with the skills they need to be successful in the industry. A total of 27 employees with managerial potential from the Iberdrola Group in Spain, the UK, the US, Mexico and Brazil enrolled for the course, and as part of one of the modules visited Cruachan Power Station in North West Scotland.

### Health and Safety

We place a strong focus on the safety, wellbeing and work life balance of our employees. As part of our employee survey, 99% told us that they understand their responsibility to their own, and their colleagues', health, safety and wellbeing.

Our employees have access to a range of occupational health services, delivered by professional medical staff including health surveillance, voluntary 'Fit for Life' health checks and the promotion of wellbeing through health campaigns and services.

Our priority is to ensure that our facilities and working practices cause no harm to our employees, contractors, visitors and members of the public and there were no fatal accidents involving members of staff or contractors during 2013.



199,237

Hours of training

99% of  
Employees

told us that they understand  
their responsibility to their  
own, and their colleagues',  
health, safety and  
wellbeing

CRUK

Majority of employees  
feel more positive due  
to our relationship



## Our Customers

### Retail

Energy Retail remains focussed on improving customer service, which will be enhanced by the embedding of a new customer relationship management system, which will tailor the approach to dealing with individual customers and deliver cost efficiencies. We received our highest ever rating from Consumer Futures for our Q1 customer service performance, testament to our sustained focus to improve every aspect of our service offering. Research by energy comparison website Energylinx rated ScottishPower as the best energy supplier of January 2013. We received a rating of 4.4 stars out of 5 for ease of transfer, and 4 stars for tariff pricing, communication and the quality of information provided. We were also ranked first place across the industry for our online service in the 2013 Customer Satisfaction Report from uSwitch.com. The report stated that ScottishPower showed strong improvements in online, metering and billing services. Great strides have also been made with our digital offering with more and more of our customers choosing to manage their energy account online.

#### In 2013:

- we launched a new energy product that will fix prices until 31st December 2016, making it the longest fixed price product in the market at the time. For every customer that signs up to the Help Beat Cancer Fixed Price Energy January 2017 deal, ScottishPower will make a £10 donation to Cancer Research UK, and a further donation for every month the customer remains on the product up to a maximum of £10 per annum until the end of the product term\*;
- we implemented the Compliance Changes introduced by Ofgem as part of the Energy Market Review and our retail tariff structure has been streamlined and is compliant with Ofgem's requirement, effective 1 January, to offer only four core gas and electricity tariffs per customer;

- we announced that we will no longer offer auto-rollover contracts to new small business customers from April 2014 and later in 2014 for existing small business customers, in a move to provide customers with greater choice and control over their energy supply. The end to auto-rollover contracts is part of a range of customer focussed improvements to ScottishPower's products and services that have been introduced following feedback from our business customers;

Our retail business  
supplied electricity and gas to

5.7m

customers  
across Britain

In a survey by Which? on  
customer service, we ranked

20 places

above our closest peer

- we cooperated fully with the regulator throughout its investigation into a breach of marketing licence conditions by ScottishPower. We established a £1 million compensation fund for customers affected and committed to providing an additional £7.5 million for our Warm Homes Discount scheme to benefit vulnerable customers. Ofgem found no evidence of a strategy by ScottishPower to deliberately mis-sell to customers and since 2011 we have taken determined steps to resolve the issue. Independent verification of our current sales process suggest that we are now doing a better job; and

- we outlined our Customer Winter Commitment programme to support our customers during the winter period and help them ensure they are on the best deal possible. We also welcomed the Government's announcement of proposals to reduce the impact of the Energy Company Obligation, an introduction of a universal rebate and other measures which, once implemented, will lead to real savings for customers.

*\*As soon as reasonably practicable after the date when ScottishPower commences your gas and electricity supply under the Offer Product ('Supply Date'), ScottishPower will donate £10 (if this is the first Help Beat Cancer product that you have subscribed to) to Cancer Research UK Trading Limited, which gives its taxable profits to Cancer Research UK. A further donation will be made by ScottishPower for every month you remain on the product up to a maximum donation of £10 per annum paid at the end*

*of each complete calendar year you remain on the Offer product until the end of the product term. If you do not remain on this Offer product for the full product term a pro-rata amount will be donated based on the number of complete calendar months you remained on the product in the calendar year during which your agreement ended.*

### Networks

We have made progress with our initiatives to keep customers informed during power cuts and severe weather. While our networks are very reliable, sometimes power cuts will occur, for example when trees fall during storms. Our challenge is to get supplies back up as quickly as possible, and to provide a constant flow of relevant and useful information.

#### In 2013:

- we introduced a feature to allow customers to enter their postcode online to see if there is a fault in their area;
- we introduced a new Twitter channel where we are able to respond to customers directly during a power cut. In addition, we've developed a process to proactively tweet information regarding power cuts affecting our network areas;
- we issued stakeholder and customer communications in advance of forecast severe weather, informing them of our preparations and providing our contact channels and information sources;
- we launched a new '03' number, included in mobile phone call packages, specifically for vulnerable customers; a unique service amongst Distribution Network Operators. We promoted our new '03' storm number by sending text messages to all known vulnerable customers, in addition to our commitment to call vulnerable customers every four hours. We also issued updates on our website and via social media to let customers know that the number was available for them and their family members. Getting to those most in need and keeping them informed is a priority, and we constantly look to improve the support that we provide to vulnerable customers during power cuts; and

- our new partnership with the British Red Cross facilitated the distribution of hot food and drinks as well as winter packs to vulnerable customers experiencing power supply problems during the winter storms.

New  
twitter  
channel

to respond to  
customers directly  
during a power cut

SPEN maintained and  
developed the network for

3.5m

connected customers  
in our areas



## Our Communities

ScottishPower has a significant presence in many communities and has a long track record of providing support to causes that are close to people's hearts; including our ground-breaking relationship with Cancer Research UK (CRUK).

### In 2013:

- we contributed £6.5m in community support activity given in cash, staff time and in-kind donations, including almost £2.6m donated by ScottishPower Renewables to local communities through Windfarm Community Benefit Funds;
- over 600 employees, along with friends and family, took part in CRUK's Race for Life in Glasgow. As the official energy sponsor, we asked people to use their positive energy to help generate 50,000 virtual 'High 5s' via Facebook and Twitter which we converted into £25,000 for CRUK;
- Whitelee Windfarm visitor centre reopened for a fifth season in March and was fully booked for school visits that month with nearly 60 trips already confirmed for the season. The £2 million visitor centre includes a range of interactive displays and exhibitions and a separate learning hub caters for primary and secondary school visits;
- we became Official Partner of Scottish Cycling. Our six-figure sponsorship is the largest ever investment in youth cycling in Scotland, providing some of the country's most talented young riders with access to multi-discipline regional level racing. April

saw the first stage of the ScottishPower National Youth Racing Series – the Youth Tour of Scotland;

- more than 100 young people at St John Plessington Catholic College were presented with their Duke of Edinburgh's Awards. The college was able to increase the DofE group thanks to the support from ScottishPower;
- we supported National Theatre of Scotland's run of Black Watch in Glasgow which has enjoyed sold out performances everywhere it has appeared, nationally and internationally. Black Watch has played to sold-out houses in Glasgow on three previous occasions in 2007, 2008 and 2010 and the production has played to over 212,000 people across four continents and has garnered 22 awards;
- four pipers from the ScottishPower Pipe Band won the International Quartet Competition as part of the biggest ever Week of Piping which ended with the Band taking third place at the World Pipe Band Championships in front of a crowd of over 30,000; and
- we supported the restoration of the Kincardine Market Cross - which was erected in 1663 to mark the designation of the town as a Burgh and is close to Longannet Power Station - through the Landfill Communities Fund. We were able to take advantage of the scheme due to ScottishPower's landfill sites (our ash lagoons) and contributed £58,000 to help restore the Cross to its former glory.

### Volunteering and fundraising

All year round, our employees roll up their sleeves and get involved in volunteering and fundraising projects to help make a difference in the communities in which we live and operate. In addition, 13 ScottishPower employees joined colleagues from around the Iberdrola Group to travel to Sao Paulo, Brazil to take part in an international volunteering project to train young people at risk of social exclusion and help to improve their future employment prospects.

We were awarded the Silver Payroll Giving Quality Mark for having well over the qualifying 5% of employees signed up to Give As You Earn. Our employees also raised more than £57,800 through fundraising activities for charities of their choice, which also received match funding of over £17,000 from ScottishPower.

We held a sell-out employee talent show raising over £120,000 for CRUK, and as a result of attending this event 79% of employees strongly agreed/agreed that they have been motivated to support more CRUK fundraising initiatives in the future.

### Public safety

Our award winning public safety education programme PowerWise achieved the milestone of visiting every willing Primary School in our network areas – helping more than 225,000 children learn about staying safe around electricity.

We also launched a new hard hitting media

campaign in response to the worrying number of metal thefts from electricity substations. These incidents pose direct safety threats to the criminals involved, those responding to the incidents and to the general public.

We featured on BBC Scotland's Landward programme as part of an education campaign to encourage farmers to raise awareness of the risks associated with working close to power lines. We also joined forces with The Royal Highland and Agricultural Society of Scotland and the Health & Safety Executive (HSE) at the Royal Highland Show where we illustrated the potential consequences of a cable strike, with a visual pyrotechnic demonstration of machinery colliding with an overhead power line.

### The ScottishPower Foundation

The ScottishPower Foundation was established to reinforce the company's commitment to charitable work throughout Britain, and aims to make a significant and lasting contribution to society.

During the year the Foundation provided funding for a range of initiatives including:

- Get Energised with the ScottishPower Foundation, bringing a programme of exciting science and engineering activity to secondary school pupils across Scotland in collaboration with National Museums Scotland;
- the Edinburgh International Book Festival, which is one of the most prestigious and

highly respected festivals in the world attracting over 200,000 visitors. The Foundation supported the Book Festival's education programme by running the Swap Shop and Story Generator projects in schools across Scotland, encouraging primary school pupils to swap their books with their classmates whilst raising money for Aberlour Children's Charity as well as encouraging creative writing in all Secondary Schools;

- Scottish Youth Hostels Association (SYHA)'s Life & Employability through Outdoor Learning programme; and
- Your Champions Awards in Chester and North Wales as well as the Your Heroes Awards in Southport, in collaboration with Trinity Mirror Group. These awards recognise the unsung heroes who selflessly give up their time to better their local communities.



Image: Chris James

£73,000

donated by employees and pensioners to many different charities through payroll giving

£6.5m

in community support activity

457  
Employees

contributed 4752  
volunteering hours

## Achievements

### 01. Energy Globe Award

ScottishPower Renewables was honoured to receive the National Energy Globe Award UK 2013 for its demonstration tidal array project in the Sound of Islay in Scotland, and was entered into the global competition. The Energy Globe Award is considered to be one of today's most prestigious environmental awards and is an internationally recognised hallmark for sustainability.



Image: Chris James

01.



Image: Marissa Cooper

02.

### 02. Institute of Risk Management (IRM) Global Risk Awards

Along with our partner Amor Group (now Lockheed Martin), we were delighted to win the 'Innovation Through Technology Award' at the 2013 IRM Global Risk Awards. The award was given for our implementation of Operational Integrity and our Process Safety KPI Dashboard.

### 03. National Skills Academy for Power (NSAP) Awards

NSAP is a partnership of the key power industry employers and contractors working together to build skills and capability for the power industry. For the second year, our Learning & Development team took the award for Power Team of the Year. The team has led some pioneering approaches to bringing new people into the power sector, collaborating with our contractor partners and NSAP.



Image: Sandy Young

04.

### 04. Business in the Community's Responsible Business Awards

ScottishPower was recognised with a 'Big Tick' in the Workplace Talent & Skills category for our Energy Networks Resource Project, and we were one of just 59 companies shortlisted to go forward to judging, with a chance to be crowned overall winner in the UK.



Image: NSAP

03.

## Achievements

### 05. HR Networks (Scotland) Awards

Fiona Ross and the HR Professional Advisory Service (HRPAS) Team both scooped awards at the HR Networks (Scotland) Awards. With employee engagement as a key ScottishPower aspiration, Fiona's objective was to provide a clear focus on driving excellence in customer service across the HRPAS team.



Image: Chris James

### 06. Arts and Business (Wales) Awards

ScottishPower won the prestigious Arts, Business & Long Term Support Award for its partnership with Clwyd Theatre Cymru, who are based in Mold, North Wales.

### 07. Young Enterprise Awards

Community Liaison Manager Roy Jones was presented with the Gold Award for making an outstanding contribution to the work of Young Enterprise.



10.



08.



07.

### 08. British Security Industry Association's Security Personnel Awards

Security officer Jack Hawthorn won the Regional Security Personnel Award for Service to the Customer in Scotland. Jack, who works for security company Securitas Security Services (UK) Ltd has been working at one of our sites in Glasgow for over 25 years. In a recent ScottishPower employee survey, many commented on Jack's outstanding level of customer service.

### 09. Year in Industry Scotland Awards

Chris Stuart, who spent time in the SP Energy Networks' Future Networks department as a Year in Industry student, was awarded 'Best IT Project Implementation' and runner-up for 'Best Contribution to the Business'. Chris's project allows SPEN to run analyses and investigations that give a view of the low voltage network that it has never previously had access to.

### 10. Cancer Research UK

The ScottishPower Cancer Research UK Partnerships team were delighted to receive the Special Achievement Award for our contribution during the first year of the relationship.

### 11. Cancer Research UK Flame of Hope Awards

ScottishPower's Len Rayne received the Corporate Charity Champion of the Year award in recognition of his outstanding contribution in support of the company's partnership with Cancer Research UK.

### 12. SQA Star Awards

Our work with Glasgow Clyde College earned the Partnership Award which recognises those whose efforts have set new standards in education or training to the benefit of candidates. Our partnership also won the SQA's distinguished Pride O' Worth Award - the highest accolade awarded to the overall winner from all categories.

### 13. Payroll Giving Quality Mark and Excellence Awards

We were awarded the Silver Payroll Giving Quality Mark for having well over the qualifying 5% of employees signed up to Give As You Earn. During 2013, ScottishPower employees and pensioners donated over £73,000 to charities through the scheme.



