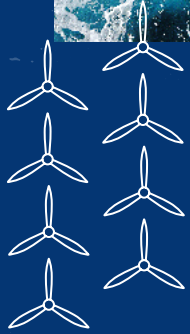




Scottish & Southern
Electricity Networks

TRANSMISSION



Stakeholder Engagement Strategy

Action Plan

2025/26





Our Stakeholder Engagement Strategy

Our Stakeholder Engagement Strategy supports our vision to deliver a network for net zero. It sets out our commitment to continually improve our stakeholders' engagement experience. It also outlines how we will realise benefits for local communities and society.

The approach and actions detailed in this plan have been informed by feedback from our stakeholders and research on global industry best practice.



Our annual action plan will deliver our stakeholder engagement strategy

To support the successful delivery of our Stakeholder Engagement Strategy, we have outlined the key actions we will take to bring the strategy to life. These actions will ensure we continue to understand, integrate, and respond to stakeholder needs in our decision-making processes, while also strengthening our stakeholder relationships.

The action plan is an annual document, meaning it will be reviewed, updated, and refreshed each year to reflect on our progress, respond to changing circumstances, and ensure there is continued alignment with the overall strategy. This regular update cycle keeps the plan relevant and effective for our stakeholders. As well as these actions, we will also continually improve our processes and practices.

Once actions have been completed, they will be embedded within our day-to-day processes and regularly monitored and improved.





How the Action Plan was developed

To develop these actions, we:

1. Used feedback from our stakeholders through surveys, reports and audits of our engagement practices
2. Conducted interviews with our stakeholders, both internal and external, to review how we engage, identify what is working well, and test the areas where we can improve
3. Learned from international industry practices, through research into market-leading stakeholder engagement strategies and interviews with industry experts

These activities allowed us to identify opportunity areas based on the gaps between our current engagement practices and the desired, future state.

After exploring a range of actions, we carried out internal workshops to share and prioritise them, focusing on those most likely to deliver meaningful benefits to our stakeholders, by advancing our three core commitments.

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Our Commitments

We are guided by our vision to be at the forefront of best practice for engagement

Stakeholder engagement is core to everything we do as a business. It is essential that we understand and can adapt to the needs and views of our key stakeholders.

Our Stakeholder Commitments



Continuously improving our engagement

We commit to continuously improving our engagement and services by learning and evolving our approach:

- Actively seek feedback from our stakeholders and act on it in a timely manner
- Continuously gather insights on stakeholder needs, share knowledge and learn from others
- Strengthen our internal culture of stakeholder engagement through clear processes, systems, and behaviours



Building trust and understanding

We strive to build trust and understanding, by encouraging participation and giving access to relevant information:

- Foster an inclusive environment where diverse voices are heard, respected, and considered
- Ensure our communication is accessible, providing information at the right level and at the right time



Realising societal benefits and advocating for change

We will realise societal benefits and advocate for our industry by championing change:

- Actively participate in industry change as a committed advocate for stakeholders
- Develop partnerships that deliver mutual benefits for all parties
- Co-design socio-economic benefit delivery models with stakeholders



Continuously improving our engagement

We commit to continuously improving our engagement services by learning and evolving our approach

To achieve this, we will:

Actively seek feedback from our stakeholders and act on it in a timely manner

- Assess stakeholder satisfaction of those directly impacted by new transmission infrastructure, and implement any actions based on the feedback received to enhance engagement and address any concerns
- Assess wider stakeholder engagement satisfaction through a survey, and implement any actions based on the feedback received to enhance engagement and address any concerns
- Assess connecting customers satisfaction at key stages in the life cycle of their connection journey with us and implement any actions based on the feedback received to enhance engagement and address any concerns

Continuously gather insights on stakeholder needs, share knowledge, and learn from others

- Work with external specialists Accountability to be assessed against the AA1000 Stakeholder Engagement Standard and implement any recommendations to ensure we remain at the forefront of stakeholder best practice
- Implement a new social listening tool to enhance content relevance and alignment with our stakeholder needs

Strengthen our internal culture of stakeholder engagement through clear processes, systems, and behaviours

- Develop an embedded ongoing continuous improvement programme for stakeholder engagement
- Introduce a new Customer Relationship Management tool to enhance customer applications and experiences
- Leverage and enhance our existing Artificial Intelligence (AI) capabilities within the customer and stakeholder engagement space to continue to enhance our ways of working
- Identify relevant stakeholder engagement training, to enhance our in-house skills and strengthen stakeholder relationships





Building trust and understanding

We strive to build trust and understanding, by encouraging participation and giving access to relevant information

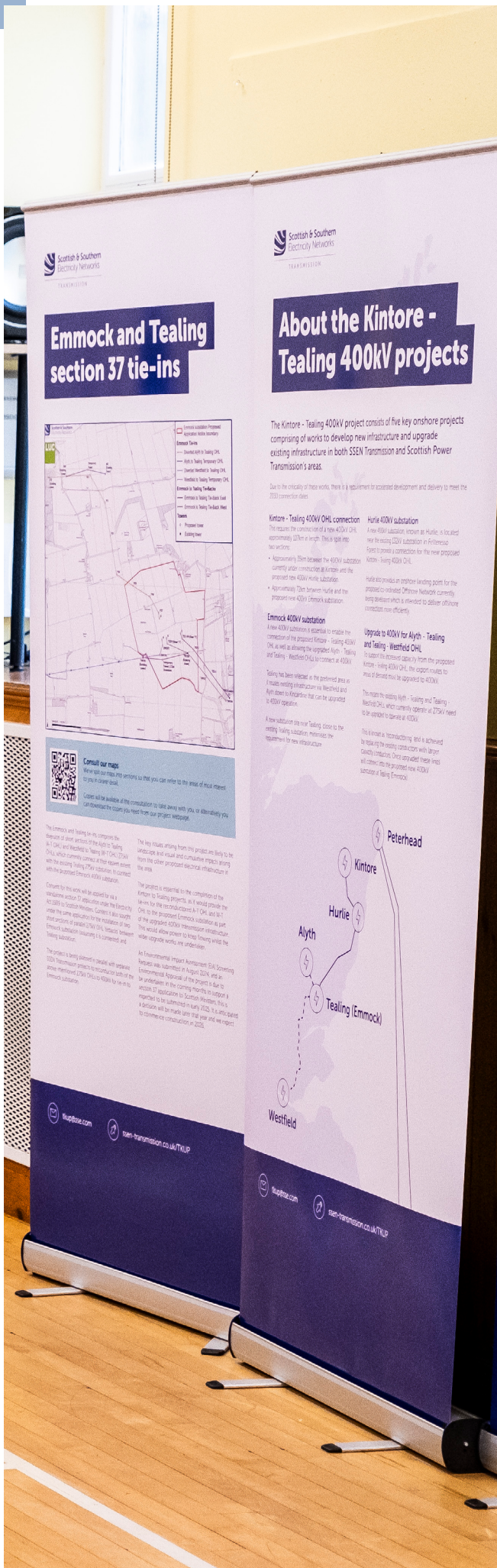
To achieve this, we will:

Foster an inclusive environment where diverse voices are heard, respected, and considered

- Develop an Engagement Plan with key stakeholders to agree an inclusive programme of engagement for the year ahead
- Review the feedback process throughout project lifecycles, and ensure feedback is effectively captured, used and documented, with any relevant actions taken to ensure all voices are heard

Ensure our communication is accessible, providing information at the right level and at the right time

- To foster meaningful communication and participation, we will review our community touchpoints and consultations assessing frequency and level
- Develop a consistent staffing strategy, to ensure we have the right people with the relevant knowledge at each event





Realising societal benefits and advocating for change

We will realise societal benefits and advocate for our industry by championing change

To achieve this, we will:

Actively participate in industry change as a committed advocate for stakeholders

- Improve our understanding of communities and formalise an approach to enhance two-way knowledge-sharing with our stakeholders

Develop partnerships that deliver mutual benefits for all parties

- Develop and implement a formal partnership strategy which will increase our knowledge, reach and impact with key stakeholders

Co-design socio-economic benefit delivery models with stakeholders

- Showcase the range of benefits our projects will bring to local areas through diverse and innovative ways to help bring their impact to life
- Create and release videos showcasing the benefits realised from the community benefit fund





Next Steps

What is the timeframe for the Action Plan?

- The action plan will run for the financial year, until March 2026
- We will publish the outcomes of the plan at that time
- We will start another annual action plan once this one ends

How will we measure our progress?

- We have established a baseline for our engagement activities
- We have a clear set of desired outcomes, metrics and KPIs that will allow us to measure our progress
- We will update stakeholders with our progress at the end of each annual action plan

How do we ensure best practice?

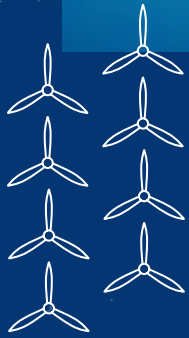
- Our engagement approach is built on a foundation of continuous improvement, ensuring we adapt to evolving stakeholder needs
- We are dedicated to maintaining high standards of stakeholder engagement and remaining at the forefront of industry best practices
- Our engagement practices are regularly reviewed and evaluated against industry standards and regulations, such as AccountAbility's AA1000 stakeholder engagement framework, as well as actively engaging with our Independent Steering Group





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