

# RESPONSIBLE BUSINESS REPORT 2021

ENERGIA GROUP  
[www.energiagroup.com](http://www.energiagroup.com)



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# INTRODUCTION FROM OUR CHIEF EXECUTIVE OFFICER

**I am delighted to introduce Energia Group's Responsible Business Report for the year ended 31 March 2021.**

Behaving responsibly is core to our values as a business. Our business sector finds us at the epicentre of the climate crisis. The biggest challenge of our times demands an enthusiastic response. Accordingly, as a business, we have maintained and enhanced our commitment to tackling climate change and to playing a leading role in the energy transition on the island of Ireland. Ambitious but necessary targets have been set for 2030 and beyond, and through our Positive Energy programme we have the ambition to invest up to €3bn to facilitate the achievement of these targets.

A number of exciting developments are detailed within this report, which charts the progress of our programmes. We remain convinced that our response must be as robust and comprehensive as it is wholehearted and that, to help Ireland achieve its objectives, we need to embrace an ambitious approach but also one that is sufficiently pragmatic to render success attainable. We have taken time to understand the challenges of climate change and the energy transition, and we have embedded these learnings in our business.

Technology and digital innovation will play a key role in the energy transition and in managing a sustainable future. It has also played a significant role in our business operations over the past year, a point to which I will shortly return. To assist our customers with the transition and the realisation of its inherent benefits, we have continued to collaborate with our industry partners and have launched new products this year such as Energia Connect360, Power NI Keypad+ and Energia's new suite of smart meter enabled services. Delivering innovative and effective solutions for our customers is core to our strategy, and consistent with our vision for the role of a modern utility, I am excited by our plans to substantially expand our offering to customers over the coming years.

Notwithstanding all the great work we have done in transitioning our business model to meet the challenges of decarbonisation, inevitably the last year will be defined by the COVID-19 pandemic and how it has affected every aspect of our lives. We responded to the threat from the pandemic by prioritising the health and safety of our staff and customers, while at the same time ensuring that consumers still had access to energy and essential services. Our staff, as key workers in the provision of essential services, have shown exceptional commitment and resilience throughout the period of the pandemic and continue to do so while restrictions are in force.

The restrictions introduced to cope with the pandemic have accentuated our dependence on technology and have arguably accelerated technological change. Like many organisations throughout the world, moving large numbers of staff to remote working has required the implementation of new technological solutions and approaches.



As well as changing how we go about our day-to-day business and engage with each other, we have also transitioned all learning and development programmes to online hosting using Zoom and Microsoft Teams, as well as many HR activities such as the on-boarding of new colleagues.

To guide the Group's response to COVID-19, we surveyed our staff twice during the year and are very encouraged that the majority of staff feel connected, trusted to do their job and are confident that the Group is managing the impact of COVID-19 effectively. We will not rest on our laurels and are committed to continue to focus on the wellbeing of our staff.

I am particularly proud that, despite the pandemic and remote working, our staff continued to make positive contributions to local communities across Ireland. Initiatives undertaken during the year were as wide-ranging and diverse as ever.

Notable achievements included the launch of a student bursary scheme aimed at students in the locality of the Meenadreen wind farm whose studies are focused on sustainability, Power NI staff volunteering with Age NI to make weekly telephone calls to older persons to help them cope with the challenges of isolation and loneliness during the pandemic and Energia's support for the Seachtain na Gaeilge festival which moved to an online format to ensure that a number of nationwide events were held during the restrictions. Many other initiatives are outlined later in this Responsible Business Report.

It was particularly pleasing to obtain formal recognition of our efforts to be a responsible business when, in December 2020, we were awarded the Business Working Responsibly mark for responsible and sustainable business practices. The Mark, developed by Business in the Community Ireland, the leading independently audited standard for CSR and Sustainability certification in Ireland.

As we look to the year ahead, we anticipate using our workspaces in an increasingly flexible way with greater focus on collaboration, innovation and connectivity while, as part of a pilot, most staff should have the opportunity to work both from home and the office.

As with the pandemic, this decade will require unprecedented change in how we go about our lives. Energia Group has always embraced change and we will relish the changes ahead while remaining committed to our customers and the communities in which we operate.

**Ian Thom**  
**Chief Executive Officer**



# GROUP OVERVIEW

## Who we are

We are a modern, renewables focused, customer-centric utility operating across the island of Ireland.

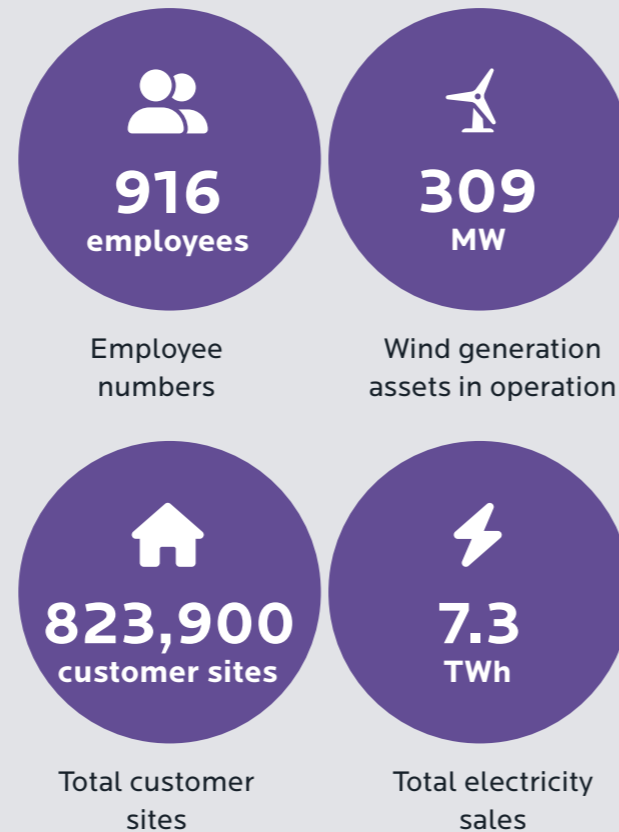
## What we do

We are a leading integrated Irish energy business with a substantial and growing portfolio of renewable generation capacity throughout Ireland as well as two CCGT plants at the Huntstown site in Dublin. We supply electricity and gas to customers through two retail brands while continually developing enhanced and differentiated product offerings.

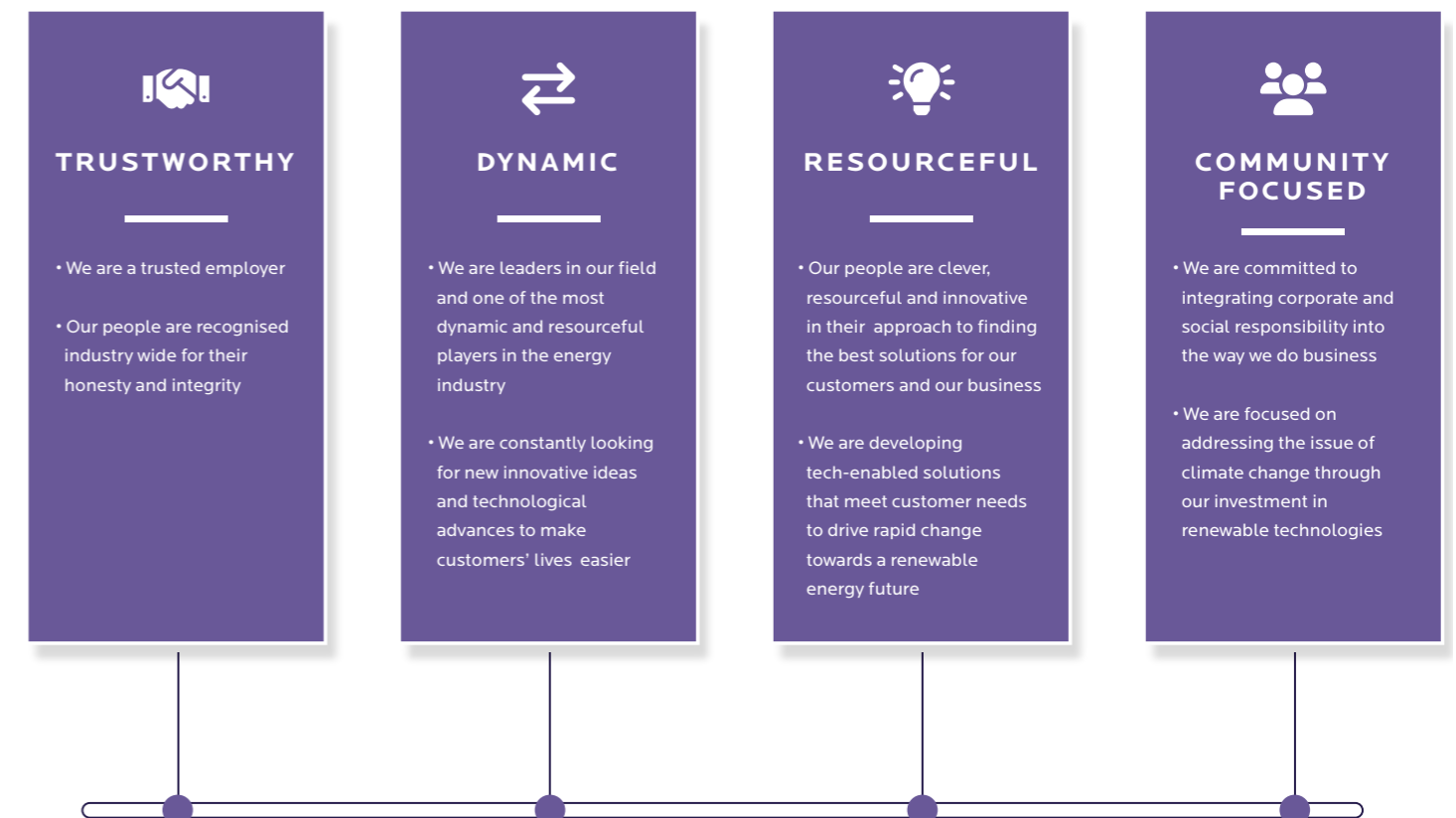
## How we are structured

Energia Group operates through three businesses: Renewables; Flexible Generation; and Customer Solutions.

## Our Group in numbers



## Our core values



## NEW ACCREDITATIONS

### Business Working Responsibly Mark

At Energia Group we are very proud to have achieved the Business Working Responsibly mark. The Mark, developed by Business in the Community Ireland and audited by the NSAI, is based on ISO 26000. The Mark provides a root to branch review and certification of corporate social responsibility and sustainability management system across five pillars

- Governance, Workplace, Marketplace, Environment and Community. The Mark also recognises the ongoing work of Energia Group in providing green energy and committing to investment in Renewable practices and sustainability as well as the Community focused work of the Group.



ISO 55001 : 2014

### ISO 55001:2014 Asset Management

Over the last 2 years, Energia Renewable Generation have been working on achieving ISO 55001:2014 accreditation in respect of Asset Management.

This is the International Standard for Asset Management and associated life cycle engineering and demonstrates best-in-class asset management.

### Diversity Mark NI - Bronze Diversity Charter Mark

Energia Group has been awarded with the Bronze Diversity Charter Mark from Diversity Mark NI. The Charter Mark recognises our commitment to Diversity and Inclusion, initially focusing on

Gender Diversity, our drive to advance gender diversity in the workplace. We are very keen to build on our success and are fully committed to driving our Diversity and Inclusion Strategy.



Diversity Mark

## KEY ACCREDITATIONS



ISO 45001:2018 Occupational Health & Safety  
ISO 14001:2015 Environmental Management  
ISO 55001:2014 Asset Management



Diversity Mark



# 2020/21 AWARDS

## WINNER

- **Most Sustainable Electricity and Gas Provider 2021 - Ireland**  
(Corporate Excellence Awards)
- **Best Dual Fuel Plan**  
(Bonkers National Consumer Awards 2021)  
*Energia*
- **Best Use of Insights**  
(ESA Awards 2021)  
*Energia*
- **Vulnerable Situations - Gold**  
(The UK Complaint Handling Awards 2021)  
*Energia Customer Solutions*

- **Complaint Handling Team of the Year - Silver**  
(The UK Complaint Handling Awards 2021)  
*Energia Customer Solutions*
- **Most Improved Complaint Handling - Bronze**  
(The UK Complaint Handling Awards 2021)  
*Energia Customer Solutions*
- **Community Team of the Year**  
(Contact Centre Northern Ireland Awards 2020)  
*Power NI*
- **Agent of the Year**  
(Contact Centre Northern Ireland Awards 2020)  
*Power NI*

- **Best Vulnerable Customer Support Team**  
(Utilities and Telecoms Awards 2020)  
*Power NI*
- **Gradam Margaíochta le Gaeilge**  
(All Ireland Marketing Awards 2020)  
*Energia*
- **Digital Innovation of the Year**  
(Digital DNA Awards 2020)  
*Power NI*
- **The Green Energy Provider Award**  
(Green Awards 2020)  
*Energia*

- **Responsible Business Champion for 2020**  
(Business in the Community NI)  
*Power NI*

## HIGHLY COMMENDED

- **Purpose-Led Sponsorship**  
(ESA Awards 2021)  
*Energia*
- **Sport Sponsorship < €1M**  
(ESA Awards 2021)  
*Energia*

## PARTNERS / SPONSORS



Irish Rugby



Leinster Rugby



Leinster Rugby - Donnybrook Stadium - "Energia Park"



Seachtain na Gaeilge le Energia 2021



Get Ireland Growing / Grow It Yourself



Energia All Ireland League

## MEMBERSHIPS



Ballymena Borough Chamber of Commerce and Industry



Belfast Chamber of Commerce and Industry



British Irish Chamber of Commerce



CBI



Electricity Association of Ireland



Eurelectric



Ibec



Renewable NI



Renewables UK



Wind Energy Ireland



Wind Europe



# INDUSTRY PARTNERS & RESEARCH



Belfast Maritime Consortium



Catalyst



ESRI - Energy Policy Research Centre



IIEA



GENCOMM: GENERating energy secure COMMunities through Smart Renewable Hydrogen



Green Tech Skillnet Skills Connect Programme



Hylight – Roadmaps for Hydrogen to Support Decarbonisation of Ireland's Economy by 2050 (Industry Partner)



SPIRE 2 – RULET (Rura I-Led Energy Transition)



Hydrogen Fuel Cell Buses – Belfast



Office for Zero Emission Vehicles



Department for Infrastructure

An Roinn Bonneagair

# SUMMARY

The Group is committed to making a positive impact in everything it does and each of its businesses plays an important role in the energy transition the island of Ireland must go through in the next decade.

The Responsible Business Report summarises the responsible business activities of the Group for the year ended 31 March 2021 (FY21) across four headings.



## Climate Action

- 15 operational windfarms across the island of Ireland
- Over 1,200MW Renewable Electricity under long-term contracts
- 2 efficient gas-fired electricity generators at Huntstown in Dublin
- Over 6TWh electricity generated with over 50% from renewable sources
- Electricity emissions: 1.19m tCO<sub>2</sub> emitted and 1.156m tCO<sub>2</sub> avoided or offset
- 2 Net Zero Pathway Studies to 2030 and 2050 completed with industry
- 321MW of wind and solar projects in development, and 110MW battery storage

## Colleagues

- 916 Colleagues (+68 on FY20)
- 164 new starts and >4,500 applications
- Graduate (15) and Student Placement (17) Programmes
- Gender Diversity: Group is 44% female and 56% male
- 0 reportable or lost time incidents within the Group; 1 reportable/lost time incident for third-party
- Learning and Development: 1,405 hours of intensive, online courses taken by 578 colleagues
- Wellbeing: 26 initiatives participated in by 629 colleagues
- COVID-19 Pulse Survey: 96% of respondents were “confident the Group was managing the impacts of COVID-19 effectively”

## Customers

- 823,900 customer sites supplied with 7.3TWh of electricity
- Energia and Power NI rated as “Excellent” on Trust Pilot
- 7 escalated complaints
- Energia supply 100% green electricity; Power NI provides 100% green “Eco Energy” product
- Over 1.1 million individual COVID-19 related correspondences with customers
- Other milestones:
  - >10k microgen sites in Northern Ireland
  - >10k smart thermostat installs
  - >325k customers registered for Energy Online

## Community

- Windfarm Community Benefit Schemes providing >€600k per annum
  - 92 Community groups assisted in FY21
  - Estimated reach of 57,000 people
- Meenadreen Student Bursary launched
- Power NI More Powerful Together Campaign: >€40k to address digital divide and Power NI Teaching Hero Award (>400 applications)
- Seachtain na Gaeilge le Energia - funding provided to 113 community groups across Ireland to enable a wide variety of virtual events
- Power NI Brighter Communities and Helping Hands in the Community support 33 community projects
- Christmas Foodbank Donations, equivalent of over 10,000 meals
- Energia Get Ireland Growing: 1,000 GROWbox give-away
- Energia Free-Kend Map: >5 million views in 5 years

CLIMATE ACTION - KEY FIGURES

15

OPERATIONAL WINDFARMS  
ACROSS THE ISLAND OF IRELAND

2

EFFICIENT GAS-FIRED ELECTRICITY  
GENERATORS AT HUNTSTOWN IN DUBLIN

OVER 6TWh

ELECTRICITY GENERATED WITH OVER  
50% FROM RENEWABLE SOURCES

1,156,000

1.156 MILLION TCO<sub>2</sub>  
AVOIDED OR OFFSET

The Policy Context

Climate change is one of the biggest challenges of our times. The energy system on the island of Ireland will undergo profound and unprecedented change during this decade if international and domestic commitments on climate action are to be achieved. The argument for this change is overwhelming but the challenge is significant. Electrification will play a central role in decarbonising the energy system, with renewable electricity playing an increasing role in our power system and in the provision of heat and transport.

The COP21 Paris Agreement frames the global response to climate change and seeks to limit global temperature increase to 1.5° over pre-industrial levels<sup>i</sup>. The EU's Green Deal<sup>ii</sup> represents the leading role Europe will play in this transition to Net Zero by 2050. The Irish Government's Climate Action Plan (2019)<sup>iii</sup> and the development of a new Energy Strategy for Northern Ireland<sup>iv</sup> represent key enablers of this transition on the island, setting out



policies and targets that ensure a long-term focus on the key objective of effective climate action. The COP26 summit scheduled at the end of this year, seeks to accelerate global action towards the goals of the Paris Agreement and the UN Framework Convention on Climate Change.

This ambition must be complemented by actions if we are to make meaningful progress towards these goals. Energia Group will play a key role in the achievement of a decarbonised energy system and in the wider energy transition. To assist in understanding the pathways through this decade and beyond, we have provided financial support to two significant industry research projects to identify decarbonisation roadmaps to 2030 and 2050.

The Electricity Association of Ireland commissioned a study from the MaREI Centre in University College Cork (UCC) to look at the achievement of a 70% renewables electricity target on the island of Ireland in 2030<sup>v</sup>. As well as a significant increase in renewable electricity generating capacity, the study found a corresponding requirement for a similar capacity of gas-fired generation to support this 70% system and provide security of supply across different timeframes.



The electricity grid and consumer behaviour were also identified as key enablers of the required transition.

Wind Energy Ireland (WEI, previously IWEA) also commissioned the MaREI Centre in UCC to consider a roadmap to Net Zero in 2050<sup>vi</sup>. The results of this study are consistent with the 2030 study but by 2050 it highlights the requirements for new technologies and fuels to power an energy system that is far more dependent on renewable electricity.

As well as the contributions made to these important studies, Energia Group was the main sponsor of the IWEA Annual Conference in 2020. <sup>vii</sup> The conference was held entirely online over four half-days in September and brought together key stakeholders to consider a wide variety of issues affecting the wind industry in Ireland. Energia Group was also the sponsor of a recent webinar "Building a Pathway to Net Zero" hosted by the British-Irish Chamber of Commerce and supported the UK Department for International Trade.<sup>viii</sup>



### Positive Energy Programme

The energy transition will require significant investment and the Group continues to make good progress in its €3 billion Positive Energy investment programme (launched 2019).

This Programme is focussed on a range of major renewable energy projects including onshore and offshore wind farms, solar power, hydrogen fuel generation, bioenergy facilities and the smart grid. This strategy aligns with the Government of Ireland’s commitment to increase the amount of electricity generated from renewable sources to 70% by 2030 and will enable this level of ambition to be exceeded on the pathway to Net Zero.

The Group anticipates that this new investment will add up to 1.5GW of renewable generation to the grid over a 10-year horizon.

### Our Renewable Portfolio

The Group has a long and prominent history of investing in renewable electricity projects across the island. The Group owns and operates 309MW of onshore wind capacity across 15 sites on the island. As well as a substantial development pipeline of new onshore wind, the Group’s overall development portfolio of c.3GW includes offshore wind, solar and battery storage projects.

In onshore wind, the Group currently has 242MW in development and a further 79MW in new solar capacity. To support system operation, the Group is also developing 110MW of battery storage across three projects, one outside Belfast at Castlereaigh (50MW) and two on the Huntstown campus (50MW and 10MW).

The Group’s two offshore wind projects - North Celtic Sea and South Irish Sea - are expected to deliver between 700-900MW each in new renewable capacity for the island, thus making a further, significant contribution to the transition to a low carbon power system.

### Asset / Development Map

Energia Group owns and operates over 300MW of onshore wind assets across 15 different sites on the island of Ireland. We are currently developing both onshore and offshore wind energy, solar technology, green hydrogen production, bioenergy plants and battery storage projects.

Over the next five years, our planned €3bn investment will double our renewable energy capacity to help us reach our positive energy goals.



### Powering the Energy Transition

It is inevitable that the all-island power system will increasingly rely on renewable electricity generation, primarily onshore and offshore wind and solar, supported by large, flexible gas-fired plants and other technologies (e.g. large-scale batteries), if both Governments on the island are to achieve their climate action ambitions. In this system, security of supply remains of central importance to both the power system and the wider economy but the challenge becomes a more dynamic one, the more the system seeks to rely on intermittent renewable technologies to meet customers’ demands.

Unlike most other systems, the power system must maintain an instantaneous balance between generation and demand to ensure safe and secure operation.

Coupled with this need to maintain a balance between supply and demand, the power system must also overcome local and system-wide constraints on its operation. These constraints arise from insufficient availability of capacity in cables and wires to transport the power from where it is generated to where it is required by customers, as well as from local and system-wide limitations on either the number of large-scale generators that are required to be on for system operational reasons or the proportion of the system demand capable of being met by renewables.

### What is Constraint and Curtailment?

According to EirGrid, the Transmission System Operator (TSO), there are times when it is not possible to accommodate all renewable (wind) generation, while maintaining the safe, secure operation of the power system. Security-based limits have therefore been imposed on the system due to both local network and system-wide security concerns.

To mitigate these concerns, it is necessary for EirGrid to reduce the output of renewable generators below their maximum available level when these security limits are reached. This reduction is typically referred to as ‘dispatch-down’ of renewable generation and can occur due to constraint or curtailment.

**Constraint** refers to the dispatch-down of wind generation for localised network reasons - e.g. insufficient capacity on the lines - and only wind generators in that area can contribute to alleviating the problem.

**Curtailment** refers to the dispatch-down of wind for system-wide reasons - e.g. the EirGrid limit on the percentage of wind that can supply customers at any point in time (currently trialling 75%) - and where the reduction of any or all wind generators can alleviate the problem.



Energia Group owns and operates two CCGT plants at the Huntstown site in north Dublin. Huntstown 1, a 343MW CCGT plant was commissioned in November 2002 and Huntstown 2, a 404MW CCGT plant adjacent to Huntstown 1, was commissioned in October 2007. These units provide critical security of supply to the Dublin region, where EirGrid have imposed a number of operational constraints, and electricity to customers across the island.

In FY21, c.24% of all generation at Huntstown was to satisfy these system constraints and to maintain security of supply in the Dublin area.

The Group also owns and operates a 309MW portfolio of onshore wind farm assets across the island. This comprises of 136MW in Ireland and 173MW in NI. In FY21, 13.1% of the available generation from this portfolio was lost due to system constraints and curtailment; 13.7% in Ireland and 12.7% in NI. This represents a significant loss of renewable electricity across the system and inhibits progress towards further decarbonisation.

As well as the Group's owned renewable assets, the Group has a renewable PPA portfolio of 1,284MW, primarily consisting of off-take contracts with third party owned wind farms.

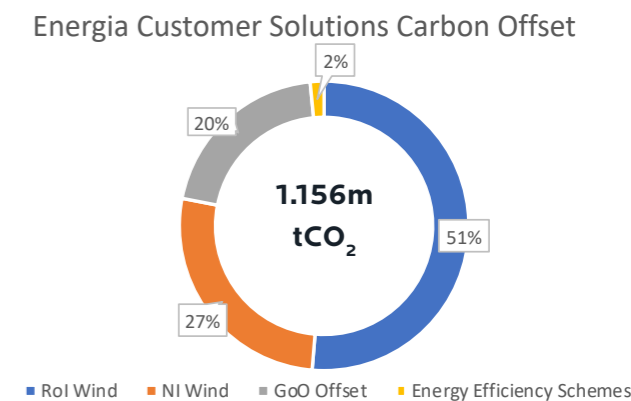
The Group, via its Customer Solutions business, has entered into contracts with developers under which it has agreed to purchase the long-term output of a number of wind farm projects and with generators from other renewable sources (e.g. anaerobic digestion and biomass technologies).

## Electricity Generation & Carbon Emissions

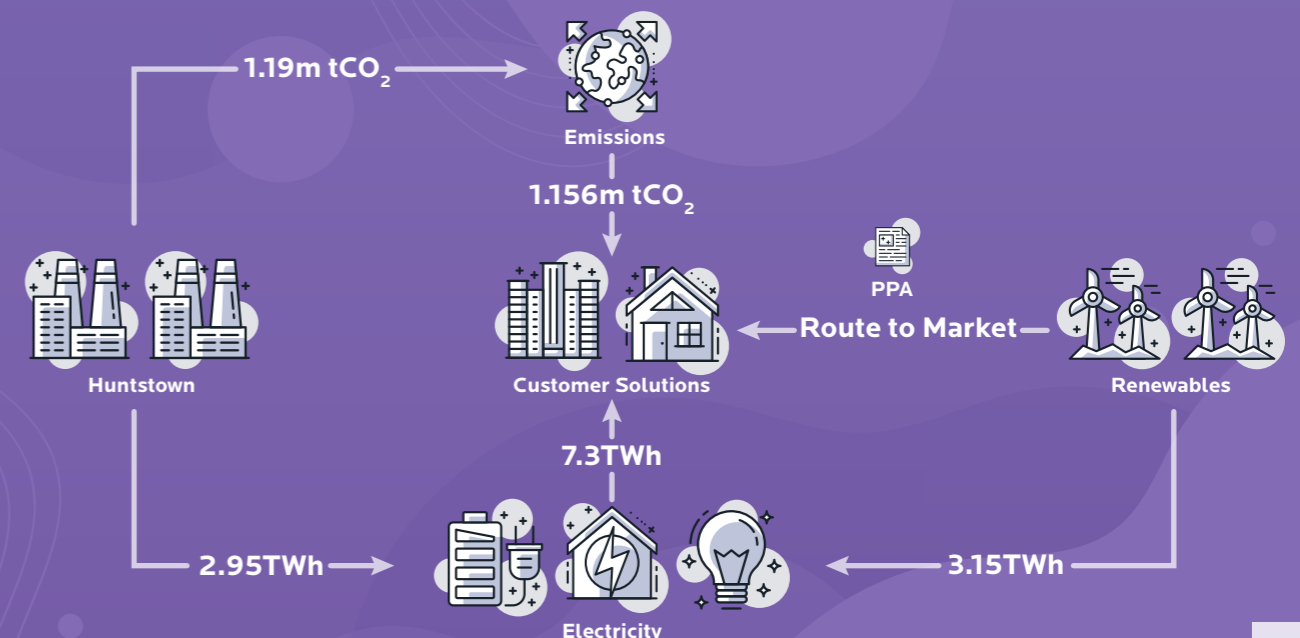
In FY21 Energia Group provided over 6TWh<sup>x</sup> of electricity to the all-island Single Electricity Market, with over half of this coming from renewable sources. An additional 103GWh of renewable electricity from our owned assets were lost due to system constraints and curtailment.

In total Huntstown generated 2.95TWh of electricity, c.24% of which was due to system constraints and a requirement from EirGrid to be on and/or to generate more electricity than otherwise would have been the case to satisfy these constraints and to maintain security of supply in the greater Dublin region. The total generation activity at Huntstown released c.1.19m tCO<sub>2</sub> into the atmosphere, 25.5% of which was related to the units' constrained operation to maintain security of supply in the greater Dublin region.

As the route to market for the Group's renewable generation is through the Customer Solutions business and that business provides green products to customers (discussed further below) it is possible to calculate the total amount of carbon emissions that are avoided or offset as a result of these combined effects. Overall, it is estimated that the Group's renewable generation and green products, including energy efficiency measures delivered for customers, avoided or offset 1.156m tCO<sub>2</sub> in FY21.<sup>x</sup>



## Electricity generation and emissions profile



### Investments to Support the Circular Economy

To further the objectives of decarbonisation and sustainability, the Group is commissioning a bioenergy plant at Huntstown in Dublin. This state of the art 4.0MW anaerobic digestion facility, which should process up to 100,000 tonnes of organic municipal waste from the Dublin region, is intended to produce up to c.32GWh of green renewable electricity on an annual basis. The waste processed by the bioenergy plant would otherwise have been sent to landfill or incineration. Electricity generated by the plant is exported to the grid whilst the heat is used on site for the digestion process, to dry the digestate and to heat the offices and associated buildings. Digestate from the source separated organic waste is recycled to land as a fertiliser.

The bioenergy plant has entered into a long-term fuel supply agreement to supply the majority of the organic waste required for the plant over 10 years. Construction of the plant is substantially complete however the commissioning phase continues to experience a number of delays and commercial operation date is targeted during Financial Year 2022.

The Group is also in the process of seeking the relevant permissions for the development of a similar facility in Belfast.

### Renewable Transport & e-Mobility

Significant work is progressing in the area of renewable transport. With both the Irish and UK Governments committing to a transition to electric vehicles, work has progressed in relation to retail customer offerings and innovative public charging solutions.

The Group has secured Interreg and Office for Low Emission Vehicles (OLEV) grant funding for an electrolyser, to produce hydrogen from renewable electricity at the Long Mountain wind farm, and a fuelling station to be located in Belfast in order to power a number of double deck hydrogen buses in Belfast. During the period, delivery of hydrogen from third party suppliers commenced to enable commissioning of Translink's buses however delivery of the electrolyser and fuelling station has been delayed. Commissioning of a temporary electrolyser and the fuelling station is targeted for First Quarter 2022.

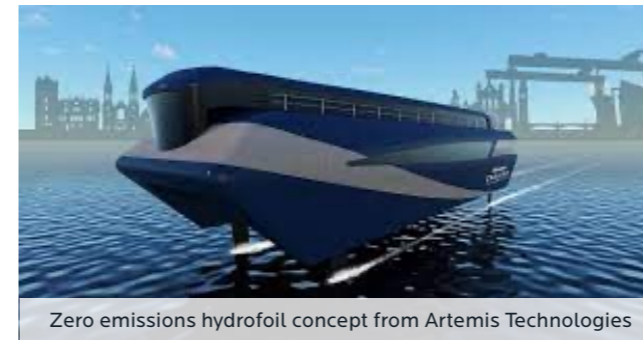
Power NI is also helping to develop a zero-emissions hydrofoil ferry between Belfast and Bangor as part of the Belfast Maritime Consortium led by Artemis Technologies.

Energia have partnered with on-street EV charging provider Char.gy to provide a simple and effective solution to on-street charging by installing chargers on existing lampposts or as standalone bollards.

On-street charging is a key facilitator of a wide-spread EV rollout, providing solutions for those without off-street parking or in carparks.

In collaboration with Dun Laoghaire-Rathdown County Council, Energia and Char.gy have installed Ireland's first lamppost attached EV charge point. This is also the first public disabled/accessible electric charging bay in Ireland.

Ongoing discussions are also taking place with other interested parties, including councils, about offering this convenient means of on-street charging across Ireland, as a vital step towards reducing vehicle emissions.



Zero emissions hydrofoil concept from Artemis Technologies



L-R: Gavin Hickey, Development Engineer, Energia Group; Councillor Úna Power, Cathaoirleach of Dún Laoghaire-Rathdown County Council; Dolores Murphy, (previously) Access & Housing Support Services, Irish Wheelchair Association.

### Summary of other Group Emissions

Excluding the generation and supply of electricity, including the emissions (Scope 1) relating to Huntstown that are covered elsewhere in this report, this section presents a summary of key Scope 1 and 2 emissions for the Group, as well as a selection of relevant Scope 3 emissions.

In FY21 Covid-19 has had a notable impact on transport and office use during the year but a significant saving has also been achieved by switching the offices in NI to a new green electricity product offered by Power NI.

Scope	Activity	FY21	
		tCO <sub>2</sub> e	tCO <sub>2</sub> /FTE
Scope 1	Company vehicles	68.7	0.09
Scope 2	Energy use (Green electricity tariff, heating oil and gas)	25.2	0.03
Scope 3	Business travel (grey fleet + air travel)	23.4	0.03
	Water	0.6	0.00
	Waste to landfill	0.3	0.00
<b>Totals</b>		<b>118.2</b>	<b>0.15</b>

Not included in this analysis, or in the electricity section above, is the Group's retail supply of natural gas. This gas is procured from third parties in Ireland and Great Britain, and supplied to our business and residential customers. Retail gas sales in FY21 equate to approximately 560,000 tCO<sub>2</sub>.

In addition, a number of water efficiency measures were put in place at Huntstown over the course of the year that have resulted in a saving of 3,713 cubic meters of water in FY21.

### Group Environmental Management System

In line with the Positive Energy initiative, the Group is extensively committed to Irish communities, the economy, and the sustainability of Ireland's energy supply. The Group aims to contribute to the transition of a Net Zero carbon future in line with Ireland's climate action targets both through internal operations and business development. Huntstown 1 and 2 operate in compliance with their Industrial Emissions licences.

Emissions of NO<sub>x</sub>, SO<sub>2</sub> and CO are measured by onsite Continuous Emissions Monitoring Systems, CO<sub>2</sub> is calculated as per greenhouse gas permit requirements. Through the operation of their respective Industrial Emissions licences, Huntstown 1 and 2 comply with the emission limits for NO<sub>x</sub>, SO<sub>2</sub> and dust under the EU's Industrial Emissions Directive.

The Group's Environmental Management System is certified to ISO 14001:2015 and its environmental priorities are focused on several key areas:

- operation of the Huntstown CCGTs and Bioenergy plants in compliance with legal and regulatory requirements.
- direct investment in, and contracting with, a range of renewable generators to produce low carbon electricity which can be supplied to customers of the Group's retail supply businesses.
- the promotion of energy-saving ideas to its customers through the provision of energy efficiency advice, grants and other value-added services; and

- development of the supply of renewably sourced hydrogen fuel from an onshore windfarm to power public transport buses in NI thereby improving local air quality and reducing carbon emissions.

The Group's health, safety and environmental policy commits to protecting the environment and is designed to ensure compliance with all relevant legislative and regulatory requirements. Where practical and economically viable, the Group continually seeks to develop standards which go beyond these requirements. Areas of particular focus include the responsible management of emissions, waste and recycling, measures to protect against pollution and the promotion of energy efficiency.

**CUSTOMERS - KEY FIGURES**

**823,900**

CUSTOMER SITES SUPPLIED WITH 7.3TWh OF ELECTRICITY

**4.6**

ENERGIA AND POWER NI RATED AS "EXCELLENT" ON TRUST PILOT

**OVER 1.1M**

INDIVIDUAL COVID-19 RELATED CORRESPONDENCES WITH CUSTOMERS

**OVER 325,000**

CUSTOMERS REGISTERED FOR ENERGY ONLINE

**Customer Solutions - Overview**

The Group's Customer Solutions business operates under the Energia and Power NI brands.



Energia supplies electricity and natural gas to business and residential customers in Ireland.

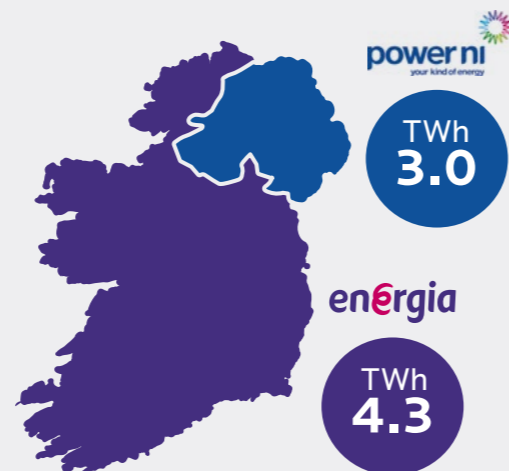


Power NI is the regulated electricity supplier in NI and supplies electricity to business and residential customers.

**FY 21 Electricity Sales**

At the end of FY21, the Group had 823,900 customer sites on the island of Ireland and electricity sales of c.7.3 TWh.

In Ireland, Energia had 276,800 residential customer sites across electricity and gas customers. Energia also had 49,400 business electricity sites and 3,800 business gas sites. In NI, Power NI had 452,700 residential and 41,200 business customers sites.



**Customer Experience**

A focus on the customer is core to the Group's strategy and significant focus is placed on ensuring our customers have a positive experience when engaging with us. We are very proud of our Trustpilot ratings of "Excellent" for both Energia and Power NI in FY21.



Recognising this was not a normal year for our customers, the Group's response to COVID-19 is presented later in this report.

During FY21, the Group received five complaints which were referred to the CRU and two complaints which were referred to the CCNI. The number of complaints continues to compare favourably with best practice in other markets.

**Vulnerable Customers**

Energia and Power NI offer a number of services to customers that are promoted through their respective Codes of Practice and through various advice providers. Both businesses also aim to assist customers with special needs through a number of these services and both companies actively maintain registers of customers special or priority needs.

The Group recognises the social dimension of debt prevention and management and both Energia and Power NI continue to offer a wide range of payment

options and debt prevention measures. Both companies have committed to never disconnect and through EAI, the Group worked with other suppliers to develop the Energy Engage Code for the Irish market.

In NI, Power NI offers a 'For Your Benefit' (FYB) service for its customers which includes a benefit entitlement check, budgeting, signposting and energy advice for particularly vulnerable customers. During the year all FYB services transitioned to telephone contacts instead of in the home due to COVID-19 restrictions and 258 were completed over the phone. The customers who availed of the service all had been referred by Power NI's frontline staff from the Contact Centres and the Payment & Accounts Resolution team.

In addition, Power NI's JAM Card champions rolled out JAM Card training to approximately 100 staff over the course of the year. A JAM Card allows people with a learning difficulty, autism or communication barrier tell others they need 'Just A Minute' discreetly and easily and an alert has been added to Power NI's billing system so that the JAM Card details can be added to their account.

**COVID-19 Response**

Recognising the significant difficulties COVID-19 imposed on customers' lives and livelihoods, Energia and Power NI both implemented a range of measures for residential and business customers. During FY21, the Group issued over 1.1 million individual correspondences with customers, including email, letter or SMS, providing important information on our COVID-19 response and providing advice on how to manage their account and/or avail of support.



For residential customers all disconnections were stopped and collection processes were amended. Our experienced staff worked with customers who contacted us and were struggling to pay through a range of measures including; payment plans suitable for their individual circumstances, amending Direct Debit amounts where applicable, allowing payment holidays, extending payment due dates and spreading balances over extended periods of time on payment plans.

During FY21 a COVID-19 survey was introduced for any customers who mentioned they were impacted due to COVID-19.

**Practical volunteering was a challenge during 2020 but Age NI introduced a telephone service, Check In and Chat so that people over 60s could stay connected during the COVID-19 pandemic.**

A weekly telephone call to an older person is an excellent way to help older people to cope with the challenges of isolation and loneliness which they have faced during COVID-19. Twenty Power NI staff have been making weekly calls to their older person since November 2020.

Power NI responded quickly to the community need which came as a result of the onset of the COVID-19 pandemic. A Community Response Fund was established in April 2020 and distributed over €30,000 to 14 of Power NI's close charity partners including Age NI, Dementia NI, Macmillan Cancer Support, Action Mental Health and Advice NI.

The results of the survey were positive with customers welcoming the flexibility and understanding offered by our Customer Care and Payment & Account Resolution teams.

For business customers, Power NI undertook a meter reading campaign from April to August 2020 (16k emails/SMS) to encourage commercial customers to provide a meter read, where safe and within Government guidelines to do so. As meter reading by NIE Networks had been suspended, this was important to keep customers' bills as accurate as possible and to ensure they only paid for their actual consumption and not for an estimated meter reading that would assume business as usual.

As with all of Power NI's external community programmes, support for our staff and their communities was also provided and a total of 29 groups affiliated with our staff were awarded funding totalling €9,500. The Community Response Fund gave staff the opportunity to apply for €280 for their own community work and indeed many Power NI staff delivered meals to those who were shielding, distributed PPE and some even made scrubs and were delighted that they could financially support their local community efforts.



For some customers who had to temporarily close or reduce their operating hours, we engaged with them and in some cases estimated a lower than usual consumption rate for them, by agreement with NIE Networks and the Utility Regulator.

Energia undertook a very similar approach to dealing with business customers affected by COVID-19 and undertook extensive engagement. As well as a meter reading campaign, Energia implemented a temporary (May-July) COVID-19 Supply Suspension Scheme for commercial customers, introduced by the Commission for Regulation of Utilities. Businesses were required to register for the Scheme and could only do so if they were to remain closed for the Scheme's duration. Participation in the Scheme allowed affected businesses to avoid network charges for both gas and electricity for the 3-month period.

Energia sent over 20k individual email/SMS correspondences to customers and had over 3,500 customers register for the Scheme. Unlike in NI, it was not possible to estimate a customers consumption on their behalf or register a customer for the Scheme without their explicit consent.

Energia and Power NI continue to work with all customers affected by COVID-19 and recognise there may be further challenges for individuals and businesses in the future as we recover from the effects of COVID-19.

**Products and Services**

**Green Supply**

Since 2014 Energia has provided 100% renewable electricity to all its customers in Ireland.<sup>xi</sup> In FY21, it is estimated our customers avoided or offset c.829,200 t/CO<sub>2</sub>, just by choosing Energia as a 100% green energy supplier. Over 70% of this climate benefit is attributable to our renewable generation portfolio and the avoided thermal generation, with the remainder being the estimated carbon offset benefit from purchasing renewable Guarantees of Origin from other European countries.

In November 2020 Power NI's 100% renewable energy tariff, 'Eco Energy', was relaunched for staff and a small cohort of customers with a wider roll out planned for 2021. Over 7,300 customers (2020 - 6,800 customers) are registered for 'EcoEnergy'.

In FY21, it's estimated our customers avoided c.309,000 tCO<sub>2</sub>, just by choosing Power NI as their energy supplier. Power NI did not purchase renewable Guarantees of Origin in FY21.



### Smart Services

As customers are increasingly seeking more detailed insights into their energy usage, both Energia and Power NI have developed a range of products to meet these needs.

In Ireland, the Commission for Regulation of Utilities is co-ordinating the National Smart Metering Programme which will see traditional analogue meters in customer premises being replaced with modern smart meters. ESB Networks commenced the replacement of meters in Autumn 2019 and will continue to replace 500,000 meters per annum until 2024.

On 15 February 2021, Energia successfully implemented the changes to its systems required in order to offer smart services to its customers. The market go-live for offering smart services to customers was on 1 March 2021 and Energia has launched a series of “Home Connect” products for customers with smart meters.

In NI, Power NI developed Power NI Bot, a pre-smart solution using traditional meters to provide customers with ‘smart’ energy insights via an app. This is the first product to leverage the Group’s new digital platform, which enables faster deployment of new digital products and services, as well as underpinning Energia’s compliance with the Smart Meter Programme in the RoI.

Internet of Things (IoT) metering for business customers, in particular group accounts, will provide energy managers with detailed energy insights and reporting capabilities across their portfolio of sites. Power NI’s Keypad Plus trial also supports customers with detailed half-hourly interval insights to help them better control their energy usage.

Power NI’s portfolio of 50kW - 1MW renewable generation PPA customers are also provided with detailed insights to enable them to better manage their generation assets.

### Prosumers

With a growing prosumer market in Ireland, and a relatively developed market in NI, the Customer Solutions business continued to seek ways to support residential customers with onsite microgeneration. A self-serve web-based platform has been developed to enable customers to manage their generators and associated incentive benefits.

A trial has been completed to understand the benefits of optimising on-site storage in parallel with microgeneration. Working with UK-based battery and platform provider, Moixa and supported by EirGrid, the trial successfully demonstrated the ability of an aggregated fleet of storage batteries in customers’ homes to provide grid services. Energia is the first supplier in Ireland to trial this solution.

Power NI continues to offer a renewable microgeneration tariff which offers customer rewards for the value of ROCs and electricity generated and exported to the network. Nearly 10,400 sites (2020 - 12,400 sites) use this service and Power NI acts as an Ofgem Agent on behalf of more than 9,500 sites. Power NI continues to see a small number of export only sites registering on the microgeneration tariff, mainly for solar PV, showing there is still interest within the residential market for small scale renewables. There are 611 in total with 235 registered since April 2020.

A customer engagement project was initiated in August 2020 to improve the overall Microgen position. Several key areas were identified to look at including customer and stakeholder engagement, system and process improvements and marketing. Key actions included a switch campaign, newspaper ads in the Belfast Telegraph, updated videos and social media campaign and testimonial videos recorded for use on the Power NI website.

### Online Platforms

Additional features were added to enhance the experience of customers using One Account, the Group's online platform for customer engagement, communication, service, rewards, payments and account management which allows customers to view bills, make payments and self-serve.

Across Energia and Power NI, over 325,000 customers have registered for Energy Online, the online account to enable customers to view their bills, submit their meter readings and view their electricity consumption.

Energy Online	Energia	Power NI
Registrations	173,086	154,460
% Base Registered	84.5%	34.5%
Logins	202,000	113,000
App Installs	32,000	2,120

### Innovation

#### Connect 360

Working with a Dublin-based start-up, Connect360 was developed and launched to offer business customers an accessible way to monitor energy use throughout their buildings.

Using IOT hardware, Connect360 provides data that shows previously unmeasured areas of underperformance and inefficiency allowing businesses to take the necessary steps to optimise their operating conditions.

Ultimately Energia Connect360 will allow businesses to take charge of their energy consumption and asset performance, saving money and making businesses more sustainable.

#### Keypad+

With nearly 45% of customers in NI using a Keypad 'pay as you go' meter, Power NI was keen to explore how they might bring some innovation to this significant market.

Working with partners, Secure Meters and BT Eckoh, and network operator NIE Networks, Power NI initiated a trial of a Bluetooth-enabled freedom unit which connects to a customer's smartphone. This enabled interaction between the new Keypad freedom units and the Power NI Keypad+ app via Bluetooth.

This is a significant step forward for the customer experience, essentially transforming a standard pre-pay meter into a smarter meter, giving customers access to a range of new features.

## What Connect360 will do for your business



#### Optimises Temperature

Monitoring air conditioning to ensure it only heats or cools when required and identify overheating or overcooling.



#### Flatten Energy Spikes

Ensure machines only run when they're required in line with your business schedule and spikes in energy consumption are reduced.



#### Smart Capex Insights

With all the energy data available you can establish meaningful baselines, and you will gain data-driven insights to inform Capex decisions.

## How Connect360 saves you money



#### Reduced Energy Bills

Because your equipment is only running when it's required you'll eliminate energy waste which adds up to big annual savings.



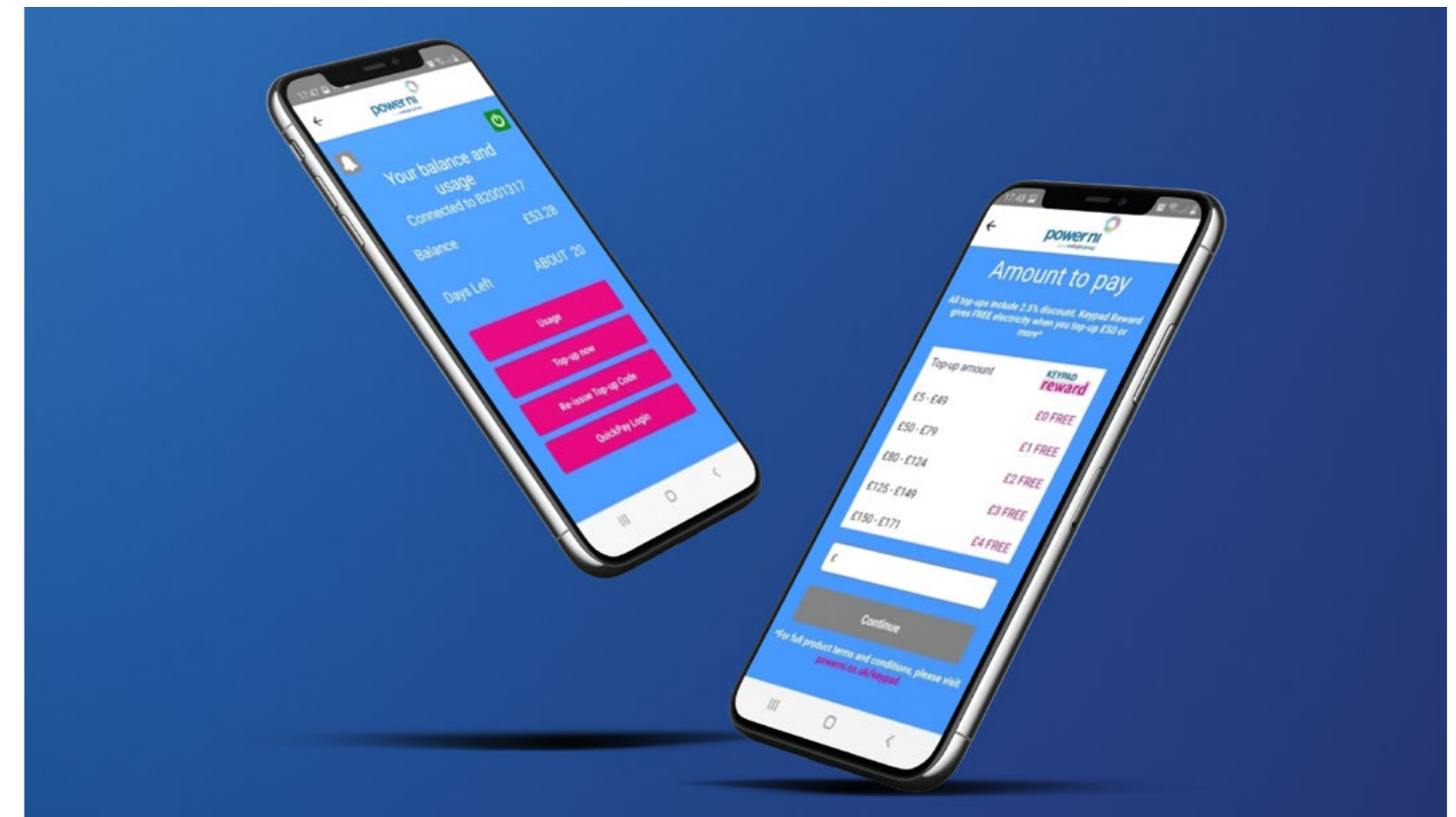
#### No Upfront Costs

Connect360's costs are spread out in your monthly energy bill making it an affordable option for your business.



#### Reduced Maintenance Costs

Increase the lifespan of your assets and reduce their maintenance costs by ensuring equipment is running only when required.





**EV Home Charging Infrastructure Partnerships**

Energia and Opel have entered into a collaboration in a bid to simplify the transition to electric vehicles for Irish consumers.

Energia is providing electric vehicle home charging infrastructure and renewable electricity residential tariffs for customers of Opel dealerships who purchase an Opel EV, as well as green energy tariffs to participating dealerships.

In March 2021 this was extended to include Hyundai. The partnership provides customers buying a new Hyundai EV with a free EV charger as well as a 20% saving on green energy with Energia.

**Energy Efficiency**

During the year, through the Energy Efficiency Obligation Scheme in Ireland, approved by the SEAI, Energia provided funding for non-residential energy efficiency projects of €1.8m implementing a total of 55 projects with estimated annual energy savings of 53.3 GWh Primary Electrical Energy (PEE). This represents an estimated annual saving of 12,641 tCO<sub>2</sub> savings and annual customer benefits of over €3.5m.

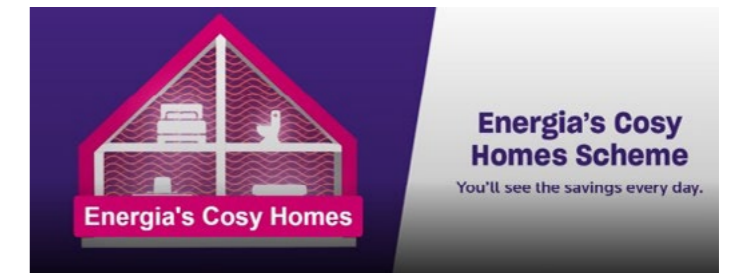
Through the Residential EEOS in Ireland, approved by the SEAI, Energia provided funding for energy efficiency projects of €1.6m (€1.4m Residential, €0.2m Fuel Poor) implementing a total of 5,611 projects with estimated annual energy savings of 11.5 GWh PEE. This represents estimated annual savings of 2,730 tonnes of CO<sub>2</sub> and annual customer benefits of over €1.0m.

Energia continues to pursue new and innovative services aimed at increasing awareness and offering customers energy efficiency solutions. In addition to gas boiler servicing, Energia offers customers a smart thermostat that enables control of the heating system from a smartphone, tablet or PC resulting in the ability to make real energy savings. This year, Energia reached 10,000 installations of its smart thermostat.



Netatmo Smart Thermostat

Energia's Cosy Homes scheme offers customers a range of energy efficiency products such as roof and cavity wall insulation, boiler upgrades and solar panels.



Energia has now launched their CU Greener Homes initiative which utilises SEAI's grants in conjunction with low interest loans provided by the Irish League of Credit Unions to fund deep retrofits in Irish homes to help meet Ireland's National Retrofit Programme.

Energia continues to run customer information programmes particularly aimed at energy efficiency for all industrial and commercial customers. These programmes include energy awareness days and energy efficiency literature.



L-R: Paul Bailey (Irish League of Credit Unions), Cormac Mannion (Energia) and Rory Clarke (House2Home).



With the use of social media becoming more prevalent and customer engagement channels broadening, Energia is increasingly using these channels to run competitions and make customer offers.

Along with these programmes, Energia offers energy efficiency grants through its Cash for Kilowatts scheme. This scheme offers businesses a grant of up to 30% on an energy efficiency upgrade.

Energia has also launched a Lighting Solutions



scheme which allows Energia customers to upgrade their lighting and repay the capital costs through their energy bills. Due to COVID-19, lighting retrofits were severely curtailed but Energia are now engaging with over 100 commercial and industrial customers to provide them with top of the range energy efficient lighting.

In NI, during the year Power NI and Energia had €0.45m of schemes approved through the NISEP programme. This totalled four schemes with estimated lifetime reductions of 100 GWh in energy demand. This represents an estimated lifetime benefit of 43,500 tonnes of CO<sub>2</sub> savings (2,493 tCO<sub>2</sub> in FY21) and customer benefits in excess of €13.8m.

The Energia and Power NI website provides a wide range of information and advice on energy efficiency and renewable energy.

## Collaboration

Growing an ecosystem of collaboration partners is an important aspect of our innovation work at Energia Group.

Internally, our Innovation Hub has enabled people across the breadth of our organization to connect, collaborate and share best practice and during the year a machine learning group was established to work together in this growing area. We also introduced an innovation module to both our Graduate and Student Development Programmes.

Externally, we continue to work with both our established delivery partners including Capita, Accenture and Wipro, as well as exploring new collaborations.

An Energy Institute competition for start-ups in the energy sector, supported by Energia Group in 2019, has resulted in us working with two of the entrants. We have continued to support Catalyst, an organisation focused on stimulating innovation in NI and Energia Group is represented on the Catalyst Partnership Board.

We also continue to work with academia. Power NI is working with Ulster University on a trial with NI's largest social housing provider on the electrification of heating for low income households while Energia has been working with University College Dublin on a demand response initiative.



COLLEAGUES - KEY FIGURES

916

COLLEAGUES  
(+68 ON FY20)

44% / 56%

GENDER DIVERSITY: GROUP IS  
44% FEMALE AND 56% MALE

0

REPORTABLE OR LOST TIME  
INCIDENTS WITHIN THE GROUP

26 / 629

WELLBEING: 26 INITIATIVES  
PARTICIPATED IN BY 629 COLLEAGUES

Employment

At the end of FY21, the Group had 916 employees across the island. 196 employed in Ireland and 720 employed in NI.

New Starts

In FY21 the Group had 164 new starts, contributing to an overall increase of 68 in the total number employed in the last year. In adherence with Government guidance and the relevant restrictions in relation to COVID-19, the vast majority of new starts during the year were on-boarded remotely to great effect. Over the course of the year we received over 4,500 applications for positions in the Group and almost 1,000 interviews were conducted remotely.

Graduate Programme

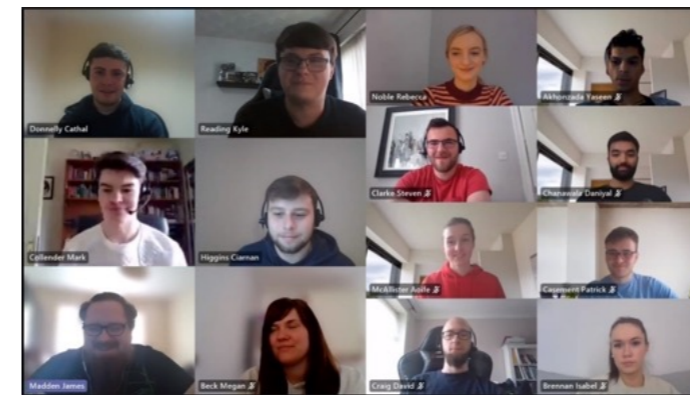
During the year, the Group launched a Graduate Programme, recruiting 15 graduates in total as part of this year's intake; 7 Finance graduates, 4 graduates for the General Programme which includes rotations across Trading, Service Operations, Regulation and Technology & Innovation, and 4 Engineering graduates.

Graduates rotate throughout the business and are supported by a bespoke development programme whilst having access to an assigned mentor. The finance graduates will also complete their professional accountancy qualification as part of the Programme.

Placement Students

The Group offered university placements to 17 students across different departments in our business over the last year. This year's intake came from Queen's University Belfast (8), Ulster University Jordanstown (3), Ulster University Magee (3), Dublin City University (2) and University College Dublin (1).

The placements for students last from six to twelve months and are offered across our businesses in Ireland and NI. The Group has invested in Learning and Development modules such as Teamworking; Innovation and Communicating with Impact to enable our students to develop wider business skills for their future careers. Unlike previous years, the FY21 students have worked remotely but as with previous years, have made a valuable contribution to the Group.



Green Tech Skillnet Skills Connect Programmes

Green Tech Skillnet is one of 24 Skillnet Ireland Learning Networks that have been funded to deliver Skills Connect programmes for those seeking to re-enter the workforce. Skills Connect facilitates the rapid reskilling of workers most impacted by COVID-19. Skills Connect training is free and is open to most unemployed people, subject to eligibility criteria.

Energia Group is an industry partner to this important initiative. The programmes offered focus on the wind industry and energy efficiency. Following an initial 4 weeks of training, participants spend a further 4 weeks with an industry host company on work placement. To date the Group has had one programme participant join our Renewables Operations & Performance team for a period of 4 weeks, which was extended to assist with delivering a data analytics project.

The Group has also committed to supporting the Skills Connect programme in the future, as we aim to enable the development of skills gaps within the energy industry.



### Health and Safety

A priority for the Group is to ensure health and safety remains a key focus for all employees, including contractors and the general public, through the promotion of a positive health and safety culture and with adherence to legislation and recognised safety standards. The Group's Health, Safety and Environmental Policy aims to promote high standards and is supported by specific safety principles, rules, policies and procedures. Contractors must adhere to the same safety rules and requirements as employees.

The Group's Health and Safety management system is certified by the NSAI to ISO 45001:2018. The Group's approach to employment-related performance, such as safety and sickness absence, is to set targets in line with best practice. The Group regularly engages with relevant organisations including the Health and Safety Authority in Ireland as well as the Health and Safety Executive for Northern Ireland. Energia Group continues to be an active member of the Northern Ireland Safety Group.

Seven dedicated internal health and safety professionals are employed across the group, alongside an external health and safety consultant who provides advice and recommendations to management on a range of health and safety matters. Alongside in-house reviews, external audits are carried out on every part of the organisation at least one a year.

Excluding third-party contractors there were no reportable incidents or lost time incidents during FY21. Including third party contractors there was one reportable incident/lost time incident.

### Sickness Absence

The Group believes that the pro-active management of illness and absenteeism is to the mutual benefit of the Group and its employees. The sickness absence rate for the Group in FY21 was 2.62%.

### COVID-19 Response

During the COVID-19 pandemic the Group has successfully adapted to working from home and has transitioned all Learning and Development Programmes to online using Zoom and Microsoft Teams. The Group also continued to grow and recruit new employees during this time and now offers a virtual onboarding experience as part of its Induction Programme.

An internal Incident Management Team was set up to provide regular communications regarding COVID-19 and a dedicated COVID-19 information hub is available on the Group's intranet site where extensive advice on health, safety, wellbeing and mental health has been provided.

The Group has adapted its wellbeing programmes to ensure that all employees are supported accordingly during the pandemic. Managers have also been supported via weekly calls with the Group's HR Team and Manager forums.

During the year the Group completed two COVID-19 Pulse Surveys to understand how employees have been affected by the pandemic and to understand what the Group can do to support employees and families during these times.

The results of both surveys were extremely positive, with employees feeling connected, trusted to do their job and confident that the Group are managing the impact of COVID-19 effectively. The detailed results of the most recent (December 2020) survey were as follows:

COVID-19 Survey 2020	Response Rate
I am confident that my organisation is managing the impact of COVID-19 effectively	96%
I feel my concerns are being listened to by my organisation	77%
I feel I currently receive the support I need from the organisation	84%
My organisation's approach to COVID-19 is to put people first	86%
If/when I go into any of the offices I feel safe and government guidelines are being adhered to	79%
My manager gives the team clear direction	86%
I feel trusted to do my job	93%
I feel connected to my team and the organisation	75%
It is easy to work with the people I need to in order to get the job done	85%
When working remotely, it is easy for me to be as effective as I am when working where I usually do	79%





## Learning and Development

The Group aims to align its Human Resources policies with key business drivers, which include performance improvement; cost reduction; business growth and innovation; and excellence in customer service. These policies are supported by clearly defined values and behaviours, a robust talent and performance management process, a strong commitment to employee and management development and organisational competence built upon appropriate capabilities and skills.

The Group's People Strategy ensures continuity with its strategic aims and is reviewed regularly to confirm its continued relevance to the organisation. The four key strategic areas are:

- talent management and learning and development
- employee engagement
- organisational effectiveness
- recognition and reward

The Group's Talent Management strategy aims to establish an integrated talent management process by ensuring an effective pipeline of leadership, scarce and business critical skills to ensure robust succession planning and protect business continuity, increase awareness of leadership and career development opportunities and accelerate development of high potential and scarce skill resources. The Talent Management process includes a Competency Framework which identifies the key values and competencies, including behavioural indicators, and how they are expected to be demonstrated by employees at various levels within the business.

This Competency Framework underpins the annual Performance and Development Review (PDR) process, which evaluates the performance of each individual against defined and agreed targets and objectives. It also enables individuals to discuss the competencies and identify their key strengths and those areas that could be further developed.

Learning and development needs are also identified through the PDR process to ensure that employees have a development plan in place which is aligned to their development needs. The Group encourages regular ongoing conversations between line managers and employees to ensure greater focus on career development.

During FY21 staff received 1,405 hours of training, with 578 employees across the Group attending a training course. Training in FY21, similar to other activities across the business, had to adapt to the Government guidelines and restrictions relating to COVID-19. This resulted in the training courses being provided online, in shorter, more concise sessions better suited to the remote environment.

The Talent Management process also includes annual Talent Forums for each business and key functional areas across the Group, to ensure that key skills and potential are identified in areas such as leadership, management, scarce skills, areas of specialism, etc. and that appropriate succession and development plans are in place. This also provides a consistent and transparent approach, offering a mechanism to develop employees to meet their full potential and to plan and manage their careers effectively.

Clear and open communication to all staff on these processes and their rationale ensures buy-in and general engagement in the Group's talent management activities.

The Group also has a Talent Steering Group in place. The purpose of the Talent Steering Group is to proactively develop our Talent pool through secondments, job rotations and job shadowing whilst ensuring that we have successors identified and developed accordingly.

Over the last number of years, the Group has embedded several development Programmes including:

- LEAP (Future Leaders' Programme)
- Aspire (High Potential Programme)
- Elevate (Senior Managers and Managers of teams)
- Evolve (New Management Programme)

and an Emerging Leaders Assessment Tool for those identified as High Potential and future successors. All programmes are complemented via the Group's Learning and Development Calendar, which is available to all employees. In September 2020 the Group won Best Talent Management Initiative at the CIPD Awards for two of its high potential programmes, Leap and Aspire.

The Group also launched a Mentoring Programme in 2020. Experienced mentors from across the business share their knowledge and experience with others. The mentors support new managers, graduates, employees returning from maternity leave, long-term absentees and anyone with a specific development need identified through the PDR process.

## Wellbeing

Energia Group is committed to ensuring its employees are well looked after, cared for and supported in all that they do. Wellness is a core part of ensuring the Group operates effectively. During FY21 the Group's Wellbeing Programme included lunch and learn webinars on various topics including coping with life strategies, positive parenting, financial advice, remote working and mental health.

In January 2021 we launched our new wellbeing calendar themed around Mind, Body and Life. The calendar to date has had a focus on positive mental health via exercise including get fit classes, pilates and mindfulness sessions, webinars on resilience, posture, finding balance and switching off from social media.

Across the year the Group virtually delivered 26 wellbeing initiatives that were attended by 629 colleagues. There were also 23 articles and videos published for colleagues to access.

The Group continues to invest heavily in its Wellness Programme which includes the provision of third-party occupational health and counselling services, private medicals and seasonal flu vaccines. The Group operates a Cycle to Work Scheme and offers Private Medical Insurance to eligible employees and has a Health Cash Plan for those employees not eligible for Private Medical Insurance. The Group also offers employees free gym membership with a local Belfast gym or in some cases an annual allowance towards gym membership fees. Alternatively, employees can avail of corporate gym memberships negotiated by the Group. Other benefits include free eye tests, a bought holidays scheme and the provision of a Sports and Social Club.

### Employee Engagement

Employee communications occur through team briefings, communication and involvement groups (Connect Employee Engagement Forums), project groups, electronic communications and through interaction, consultation and negotiation with trade unions. Employee relations in all businesses are positive and constructive. There is a well-established arrangement for consultation and involvement throughout the Group and for negotiation with the relevant trade unions in Power NI.

In January 2021, the Group launched a HR Newsletter - All About You. The newsletter is being issued to all employees with the purpose to engage and enhance inclusion and connection.



### Briefings

Throughout FY21 senior management provided regular updates on the Group's performance and looked ahead to the changes and challenges affecting the business and employees. These events replaced the usual in-person quarterly briefings delivered across the Group, with a mix of collective and business focussed briefings. As well as interactive briefings, the senior team also recorded a number of video messages throughout the year, the links to which were made available to all employees.



Earlier this year, the Group hosted a special online event with Mark Pollock, the international motivational speaker, explorer, and author who became the first blind man to race to the South Pole. The session focused on the impact COVID-19 has had on our lives and what we've learned from the last year. A short video with inputs from 16 colleagues across the Group describing their COVID-19 experience was a powerful introduction to Mark's keynote speech.

Mark's story was inspiring and his messages on the themes of building resilience, collaboration and being a competitor, really struck a cord with colleagues. The feedback on the event was overwhelmingly positive and the Group is looking at similar events in the future.

### Connect Employee Engagement Forums

Across the Group there are three employee engagement forums that are referred to as Connect. The Connect members are colleagues who ensure effective two-way commitment and communication to and from the Group's senior management, and to and from employees across each area of the business. The objective of the forums is to promote positive relationships and employee practices, to involve colleagues in decision-making and to help foster innovation and ideas to improve the business.



The Connect forums meet regularly to discuss matters relating to the following;

- Business Performance and Strategy
- Learning, Development and Wellbeing
- Social
- Corporate Social Responsibility
- Innovation
- Communication

The Connect members also raise relevant issues, questions or ideas from colleagues and discuss how to take them forward.

One of the initiatives Connect implemented in early 2021 was a series of videos with colleagues across the Group. The participants agreed to record a daily video for a week to give an insight to others across the Group of their life during COVID-19. The initiative was intended to maintain the human element of our workplace engagements and to share experiences and how people were adapting to changes.

### Blues Busters

Throughout the year, the Blues Busters worked together to create fun activities and lift morale across the offices. Made up of engaged volunteers from within the business, the team go above and beyond their everyday roles to ensure these fun opportunities are never too far away for staff. From events and competitions, fancy dress, free food and prizes, games and Christmas celebrations, this team is focused on ensuring morale is high.

Due to COVID-19, the Blues Busters have had to completely change their approach and think about how to run events with all but those designated as essential workers, working from home. A variety of events have been delivered at different locations to get things back up and running, from Rainbow Week to the Blues Buster Airbus and Lockdown Lucky Dip.

Blues Busters were also recognised by Business in the Community NI for going above and beyond for staff engagement and workplace wellbeing during the pandemic. PwC have also interviewed some of the team, as part of a series they are preparing on these themes.

Work is ongoing to increase the scope of Blues Busters and to ensure their positivity is shared across the Group.

**Lunch'n'Learn Series**

In January 2021, a new series of online Lunch'n'Learn webinars commenced. These monthly, 30-minute events provide an opportunity to people across the Group to hear from a subject-matter expert on their work and the role they play within the Group. The webinars have covered topics including the Huntstown CCGTs, community engagement, trading and renewable transport.



**External Engagement**

The Group continues to engage with relevant external organisations including the Confederation of British Industry Employment Affairs Committee, the Equality Commission for NI, the Labour Relations Agency, Business in the Community, The Prince's Trust and the Irish Business and Employers' Confederation.

The Group also maintains links with the education sector and in particular with Queen's University Belfast, Ulster University, Dublin City University and University College Dublin.

Group staff are also actively involved in energy policy and representative bodies in Ireland, NI and Europe.

In Ireland, colleagues play a very active role in the Electricity Association of Ireland (EAI) and Wind Energy Ireland (WEI) through positions on the board and on all relevant Committees. As a member of Irish Business and Employers' Confederation (Ibec), Ireland's largest business advocacy group, colleagues also play an active role in relevant activities in both Ireland and Brussels.

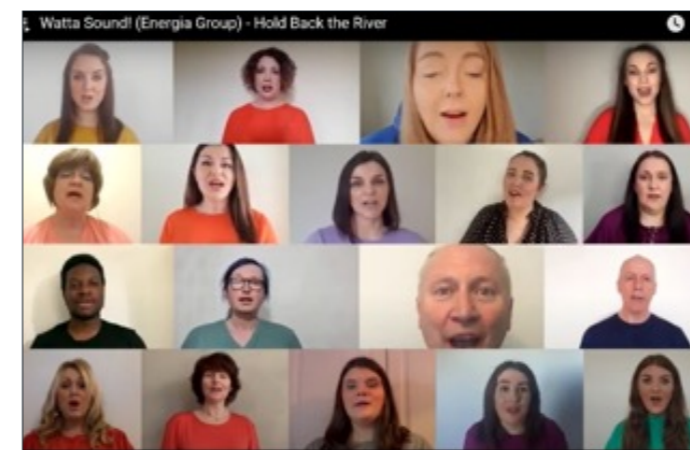
**GROWBox**

As part of the Group's longstanding relationship with Grow It Yourself (GIY), 265 employees signed up for a GROWBox as part of the Energia Get Ireland Growing campaign. This nationwide campaign, discussed further below, aims to make it easy for you to grow your own vegetables at home and to help power a more sustainable future.



**Energia Group Choir**

The Energia Group choir, "Watta Sound", was formed in late 2020. The choir, comprising of 18 employees across the Group, took part in the Cork International Choral Festival in the 2021 Ibec Workplace Choir of the Year category. The resourcefulness and collaboration exhibited by colleagues in the choir is a further example of how the challenges of COVID-19 were turned into opportunities to work together and have some fun.



**Green Team**

The Green Team is made up of 28 members from all areas of Energia Group who are focussed on raising awareness and implementing initiatives promoting sustainability within the business and with colleagues.



A Green Team Newsletter is published every month, keeping employees informed about the latest green initiatives around the business. Useful information is also provided to help every employee play their part in recycling, saving energy and reducing waste. The Green Team covers a separate topic with each newsletter. Changes to our Environment, Fast Fashion, Climate Action, Eco-friendly Christmas, and finally, Less is More, have featured in newsletters throughout the last year.

Throughout 2020, the Green Team held the following initiatives and campaigns; Eco Halloween competition, Sustainable Fashion, Wind Farm Developments in Energia Group, and Eco Swaps as part of Sustainability Week.

Internally, the Group's Green Team continually seeks to improve the environmental status of the Group and reduce and better manage energy consumption and waste output. The Green Team have been successful in promoting environmental awareness among employees and encourage employees to practice better environmental behaviours and lifestyles both in and outside of the workplace. This year ongoing key objectives include encouraging employees to make sustainable switches and shop local.

The Green Team has also been successful in improving energy efficiency and reducing the Group's carbon footprint through the investment in two electric vehicles which are made available for business use by employees.

The Group has secured a partnership with a local supplier for employees to purchase their own electric vehicles and EV charging points have been installed at the Group's locations. Works involving upgraded LED lighting is nearing completion across the Group's office locations.

**Policies**

The Group has a wide range of family-friendly working arrangements including enhanced maternity and paternity provisions, adoption, parental leave, shared parental leave and flexible working. These policies are regularly reviewed and updated on an ongoing basis.

The Group also has a number of formal policies in place including Employee Complaint and Grievance procedures, Code of Conduct and Disciplinary policies.

During the year the Group updated its Recruitment and Selection Policy, Equal Opportunities Policy, Reference Policy, Learning and Development Policy, Special Leave Policy, Annual Leave Policy, Force Majeure (RoI) Policy and Probation Policy. All policies are available to employees via the Group's intranet VOLT.

**Dignity at Work**

The Dignity at Work Policy and procedures underline the Group's commitment to equality and dignity at work for all and ensure an environment free from bullying and harassment.

**Remuneration**

The Group operates fair and visible remuneration policies which are externally benchmarked to ensure that employees are paid an appropriate salary for the work they undertake. The Group has an effective approach to recognition and reward, based on business and individual performance. Various reward schemes are in place including bonus schemes, excellence awards, reward and recognition bonuses and skills progression arrangements. Total reward statements, detailing an individual's full remuneration package, are issued to staff annually.

During the year a COVID-19 allowance was paid to employees to compensate for the increased costs of working from home and to recognise the commitment of those employees who were unable to work from home but continued to operate from their normal locations. The allowance ceased in May 2021 and has been incorporated into the cost of living pay award for the new financial year.

**Equal opportunities**

The Group is pro-active in implementing human resource policies and procedures to ensure compliance with fair employment, sex discrimination, equal pay, disability discrimination, race discrimination, sexual orientation and age discrimination legislation.

The Group's equal opportunities policy commits it to providing equality of opportunity for all employees and job applicants and it regularly monitors its actions to promote compliance with legislation and to ensure that it provides equality of opportunity in all its employment practices. Equal opportunity measures and statistics in respect of the relevant employing entities are reported formally to the Equality Commission for NI.

**Disability**

It is Group policy to provide people with disabilities equal opportunities for employment, training and career development, having regard to aptitude and ability. Any member of staff who becomes disabled during employment is given assistance and re-training where possible.

**Diversity Mark NI - Bronze Diversity Charter Mark**

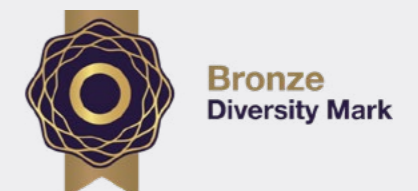
The Diversity Mark accreditation is awarded to companies following an independent assessment process which ensures they have reached the required standard of commitment to advancing Diversity and Inclusion.

Diversity and Inclusion demands commitment and action at all levels in organisations and in particular, active leadership from the CEO and those in senior roles.

The Bronze accreditation recognises commitment to advancing Gender Diversity. The Charter follows a methodology of self-assessment and it prioritises continuous progression with goals set by and appropriate to each individual organisation.

- 3 Gender Diversity targets + company gender data submitted for independent assessment
- Open to organisations from all business sectors, at all stages on their Diversity journey
- The first target should be to develop an Equality, Diversity and Inclusion strategy (unless one is already in place)

Organisations must submit annual progress reports with a full assessment each year.



**Diversity**

The Group recognises the value of a diverse workforce and looks to offer equal opportunities to everyone. The Group has an excellent gender balance, with overall 44% of its employees, senior management and directors being female and 56% being male.

The Group’s policies are intended to embed diversity within the workplace. The Group’s Dignity at Work Policy supports dignity at work, prevention of harassment and discrimination and provides guidance for resolution. The Group’s Equal Opportunities Policy provides guidelines on employment decisions such as recruitment, promotion and training whereas the Group’s Recruitment and Selection Policy includes principles of equality of opportunity for all applicants and potential applicants throughout the recruitment process.

In June 2020 the Group was awarded the Bronze Diversity Charter Mark from Diversity Mark NI in recognition of the Group’s commitment to diversity and inclusion. As part of the Bronze Diversity Charter Mark, we undertook a gender balance review and identified an action plan which included launching our Emerging Leaders Assessment to address the split of male/female within senior management positions.

In April 2021, the Group launched a new e-learn course to all employees on Equality and Diversity.

At 31 March	2021		2020	
	Male	Female	Male	Female
Energia Group Limited Board <sup>1</sup>	1	-	1	-
Energia Group NI Holdings Limited Board <sup>2</sup>	10	1	10	1
Senior Management <sup>3</sup>	8	4	8	3
Other Employees	507	397	455	387

<sup>1</sup> Directors appointed to the Board of the Company are not employed by the Group and are not included in the employee numbers shown in note 9 to the financial statements

<sup>2</sup> The Board of Energia Group NI Holdings Limited (EGNIHL) is the main operational Board for the Group. Non-Executive directors appointed to the Board of EGNIHL are not employed by the Group and are not included in the employee numbers shown in note 9 to the financial statements. Three Executive directors of EGNIHL (two males and one female) are also members of the Energia Group Management Board (EGMB) and also included in the numbers for Senior Management

<sup>3</sup> Senior Management comprises members of the EGMB and includes those senior managers who regularly attend EGMB meetings

**International Women’s Day 2021**

In March 2021 the Group hosted a number of events to recognise International Women’s Day. Senior leaders across Energia Group shared stories of women who have inspired them throughout their lives. Siobhan Bailey, Chief Financial Officer and Gillian McCaughtry, Head of Service Operations shared their career highlights and reflections on how they have achieved career success. Three female graduates also shared their journeys and experiences, and gave an insight into the Energia Group Graduate Development Programme.

A further outcome of the events was the establishment of an internal Women’s Network. The network creates a safe space to share struggles, give and get advice, and celebrate each other’s wins.

We also had many employees celebrating the theme of #ChoosetoChallenge, by raising a hand and encouraging an inclusive world.



COMMUNITY - KEY FIGURES

92

WINDFARM COMMUNITY BENEFIT FUND SUPPORTS 92 COMMUNITY GROUPS

33

BRIGHTER COMMUNITIES & HELPING HANDS IN THE COMMUNITY SUPPORT 33 COMMUNITY PROJECTS IN NI

NEW

MEENADREEN STUDENT BURSARY LAUNCHED IN CO. DONEGAL

OVER 10,000

CHRISTMAS FOODBANK DONATIONS, EQUIVALENT OF OVER 10,000 MEALS

Energia Group is commitment to communities

'Community focussed' is one of Energia Group's four core values. We recognise the important role our businesses play in providing the energy to power the day-to-day requirements of homes and businesses across the island. We are committed to playing our part in improving the lives of people and communities. Despite the challenges presented by COVID-19 and in some ways refocussed by them, we have maintained our focus on delivering on this commitment.

New schemes alongside existing, established schemes continued to be delivered for communities across the island, with a wide range of schemes all focused on making a positive impact.

On our renewable energy projects, we pride ourselves on our reputation for being responsible developers and good neighbours in the communities where we operate. We want to ensure existing and future projects provide positive local, regional and national benefits. That is why we prioritise community engagement at the design and development stage of our projects, through construction and into operation.

We follow industry best practice guidelines and are working with Wind Energy Ireland, RenewableNI and Governments on the development of updated codes of practice for community engagement. Building positive working relationships and, above all, trust with local communities is key to the success of all our current and future projects.

More Powerful Together

As the COVID-19 pandemic and community pressures continued into 2021 and as a marker of 10 years of the Power NI brand name (as well as 90 years of electricity supply in NI), the More Powerful Together campaign was launched in February 2021. Two key activities have launched under this campaign so far; Power NI supported the Business in the Community NI 'Digital Donations Appeal' with a €22,400 donation.

The Appeal called on local businesses to help plug the digital gap where children and young people across NI have no access to computers, data or internet connection which makes home learning a struggle. Power NI joined the campaign with other large businesses in NI such as Belfast Harbour, Danske Bank and Allstate.

Power NI mirrored the external support with a staff fund to help local schools with their technology resources. Staff could apply for €585 for their local school and overall provided 50 grants to local schools for new iPads, printers, computers and laptops.

In addition to the financial support for local schools, Power NI launched the Power NI Teaching Hero Award in association with the local news platform, Belfast Live. Over 400 applications were received to nominate local teachers who had worked hard to keep their classes connected and still learning during the COVID-19 pandemic.

Power NI continued to be active corporate members of Women in Business and Arts & Business as well as Business in the Community NI.



**Seachtain na Gaeilge**

Energia proudly supported Seachtain na Gaeilge le Energia for our 5th year running in 2021.

The Irish Language festival which runs from 1st-17th March, until St Patrick's Day, went fully online this year with some great ambassadors expressing their #GráDonGhaeilge. The move online allowed for substantially higher participation rates for our customers and people with a bit of Grá for Gaeilge. We contributed funding to 113 community groups across Ireland to enable a wide variety of virtual events. The 2021 ambassadors for the festival included Imelda May, Irish singer and songwriter, Bláthnaid Treacy, TV and radio presenter, and Declan Hannon, Limerick Hurling Star.

Throughout Seachtain na Gaeilge le Energia 2021, we released a beautiful launch video featuring Imelda May, radio ads, a 4-part series Podcast, and a Seachtain na Gaeilge Free-Kend Map of nationwide online events.



**Get Ireland Growing**

Since 2016 Energia and Grow it Yourself (GIY) have partnered together annually to launch Energia Get Ireland Growing, a nationwide campaign to get individuals, groups and communities growing their own food.

Energia Get Ireland Growing aims to make it easy for you to grow your own vegetables at home and to help power a more sustainable future. This year we partnered with GIY to launch the first ever national Energia Get Ireland Growing Day on June 19th. With the pandemic forcing us to stay at home, there has been a surge in interest for growing your own food.

To help encourage people across the nation to get involved, Energia is giving away 1,000 large GROW boxes to people across Ireland worth €45,000.



**Keeping Well this Winter & Age NI**

Power NI engages with a wide range of organisations in the voluntary, public and private sectors focusing on social action and energy saving. During the year Power NI continued to work in partnership with Age NI in order to help improve older peoples' lives. Social media was used to provide practical information to older people, their carers and families and the winter campaign 'Keeping Well This Winter' was very successful with a printed reach of over 10,000 older people.

**Building Belfast Back Better**

Throughout 2020-21 Power NI continued to support local businesses. Delivered in partnership with Belfast Chamber of Trade and Commerce, 'Building Belfast Back Better' is a series of online events showcasing some of the major Belfast-based infrastructure projects that are in the pipeline over the next few years. The series has already hosted speakers from Translink, NI Water, KPMG and University of Ulster. These projects will create jobs, boost economic productivity, and help regenerate the city.

With Power NI's support, NI Chamber of Commerce and Industry's 'Learn Grow Excel' series continued, which encourages export growth in NI.

**Free-Kend Map**

Recognising that for some the barrier to enjoying cheap and free events in communities across Ireland is sometimes just information, Energia has regularly published a Free-Kend Map on social media. The events are sourced through extensive research with a number of agencies in the weeks leading up to the publication of each Map.

This is the fifth consecutive year in which we have produced the Free-Kend Map and over this time we have created 136 maps and promoted over 3,000 cheap or free events across Ireland.

During this time we have worked with ten of Ireland's top illustrators and incredibly the Maps have had over 3 million views.



**Brighter Communities**

During the year Power NI continued to operate the Brighter Communities funding programme which gives grassroots organisations the opportunity to receive €1,174 in funding. This is usually rolled out monthly but, given the situation with the pandemic, it was condensed into an autumn round and then a small round in March 2021.

Power NI awarded €15,262 of funding to 13 groups during the year. Groups receiving funding included: St John's Ambulance Antrim Branch, Eastside Partnership, Mount St Catherine's School Armagh and Eco NI's Nappy Library. Brighter Communities has been operating since April 2018 and has now invested around €50,000 in community groups across NI.



**Helping Hands in the Community**

Power NI continued to operate its 'Helping Hands in the Community' Scheme which is available for all employees to obtain support for an organisation/charity that they are involved with. In 2020, 20 projects were given up to €336 from Power NI (circa €6,700) and some of those supported include Antrim Coast Dance Academy, Omagh Hospitals Football Club, Support 2Gether Group and Mid-Ulster Festival of Creative Arts.



Cooley Nursery Unit in Omagh received a donation to support the purchase of a new outdoor storage unit for outdoor playing equipment.

Strathearn Preparatory Department in East Belfast received a donation to support its 'Growing Garden' project to enable it to purchase gardening herbs, vegetables and shrubs. The 'Growing Garden' is closely linked to the curriculum and, will help pupils develop key skills by getting hands on in the planning, developing and maintaining stages of this project.



**Young Farmers' Clubs in NI**

Power NI has been a valued supporter of the Young Farmers' Clubs of Ulster (YFCU) across NI for over 8 years. Their partnership continued in 2020 with Power NI becoming YFCU's COVID-19 Community Partner, supporting the organization with a grant scheme to help the clubs provide support to rural communities right across NI. Since 2013, Power NI has also supported their Club of the Year award.

Power NI is also proud to be a member of the Health and Safety Executive for NI (HSENI) Farm Safety Partnership Affiliate Scheme and is delighted to be a sponsor of the 2021 HSENI Farm Safety calendar.



**Charitable Giving - Christmas 2020 Foodbanks**

As a way of recognizing that Christmas 2020 was going to be difficult for so many people across Ireland, Energia Group supported foodbanks in Antrim, Omagh, Belfast and Dublin. €25 was donated per Energia Group staff member and represented, in some way, the funds which would have been used for staff Christmas celebrations.

Around €24,000 was donated to the foodbanks to provide for the equivalent of meals for 3-days for over 1,200 adults.



Ian Thom, CEO at a food bank in Belfast



Gary Ryan, MD Customer Solutions at food bank in Dublin



**Charitable Giving - Dogs Trust**

In FY21 the Group continued its charity partnership with Dogs Trust, Ireland’s largest dog welfare charity. The charity working toward a day when all dogs can enjoy a happy life, free from the threat of unnecessary destruction.



Credit: Audrey@Pawtrait.ie

To achieve their mission, they rescue, care for and rehome stray and abandoned dogs, as well as educate the public about responsible dog ownership, with the ultimate aim of reducing the number of dogs put to sleep in Ireland.

Despite the challenges of fundraising and volunteering this year, the Charity Committee agreed a donation of €10,295 should be provided to Dogs Trust to support their ongoing work.



Credit: Dogs Trust

**Meenadreen Wind Farm Student Bursary**

Every year Energia’s Meenadreen wind farm in south Donegal invests €90,000 in the local community and in 2020 we’re proud and excited to have launched a student scholarship.

This year the fund is offering a bursary designed to support local students who are undertaking an undergraduate or postgraduate course and will prioritise areas of study which focus on sustainability. Funding will be provided to cover tuition costs up to €3,000.

It’s hoped the new scholarship will help make a positive and lasting impact on the lives of young people living near the Meenadreen wind farm.



Grants for Selected Local Students

**Global Wind Day June 2020**

In June 2020 the Energia Renewables and Operations team had to rethink its plans to hold a wind farm Open Day to celebrate Global Wind Day.

Due to the COVID-19 pandemic, we couldn’t organise school visits to allow pupils to find out more for themselves about wind, its power and potential to reshape our energy systems. Instead, we invited school children to get creative and draw a wind farm to win a prize for themselves - and their school.

The judges were blown away by the high standard of the entries and had a tough job awarding prizes.

Ruby Dalton from Scoil Naomh Eltin in Kinsale, Maximillian Macias from Ard Rí Community National School in Navan, Lucy McLernon from Scoil Lorcáin in Blackrock, and Wiktorija Cieniawa from St Catherine’s Senior School in Dublin all won a prize for themselves - and a bigger prize for their school.



Emmylou Lenehan (Finalist)



Emma Maguire (Finalist)



Alexander Cebula Marcinek (Finalist)



**Global Wind Day 2020 - Winners & Runners Up**

- (Left to right)
- Wiktoria Cieniawa (St Catherine's Senior School, Dublin) - Runner Up
- Maximillian Macias (Ard Rí Community National School, Navan) - Runner Up
- Lucy McLernon (Scoil Lorcáin, Blackrock) - Winner
- Ruby Dalton (Scoil Naomh Eltín, Kinsale) - Winner

### Wind farm Community Benefit Funds

With 15 operational wind farms across the island of Ireland, Energia is now investing around €600,000 every year in its wind farm community benefit funds and local sponsorships, bringing the company’s overall community investment to date to just over €2m.

Energia believes local communities deserve to benefit from the construction and operation of its wind farms and works with the Community Foundation for Ireland (CFI), Community Foundation NI (CFNI) and Fermanagh Trust to ensure this funding has the maximum positive and lasting impact in the areas where we operate.

Without support from these wind farm benefit funds, many valuable rural initiatives would struggle to find funding and we believe it is crucial that communities see tangible benefits from renewables as part of a just energy transition. Our wind farm Community Benefit Funds support community groups, voluntary organisations and environmental projects situated near our operational wind energy developments.

Where possible, we combine funds to offer strategic infrastructure project grants over a period of two to three years. For instance, by combining the annual community investment in our Altamuskin, Eshmore and Gortfinbar wind farms into one single ‘Tyrone Three’ fund, we are able to offer community groups in the surrounding areas an opportunity to apply for larger grants, whilst still making smaller amounts available for a wide range of activities and projects.

A total of 92 community groups, associations, schools and sporting organisations received grants from Energia Group’s wind farm Community Benefit Funds in FY21. The Group utilises the services of third-parties to administer the funds its behalf to guarantee transparency, fairness and good governance. The breakdown of these investments was as follows:

	Annual Fund Investment	Groups allocated grants
<b>The CFNI administers four community benefit funds on behalf of Energia, supporting communities living beside seven of our wind farms.</b>		
Long Mountain and Glenbuck, Co. Antrim	€62,700	18
Rathsherry, Co. Antrim	€41,400	12
Thornog, Co. Tyrone	€47,000	6
Tyrone Three (Altamuskin, Eshmore & Gortfinbar), Co. Tyrone	€95,200	9
<b>The Fermanagh Trust administers three wind farm community benefit funds on behalf of Energia:</b>		
Teiges, Co. Fermanagh	€63,900	21
Cornavarrow & Slieveglass, Co. Tyrone	€121,000	16
<b>The Community Foundation for Ireland administers our biggest wind farm fund for the Meenadreen Extension in Co. Donegal:</b>		
Meenadreen, Co. Donegal	€90,000	10

Fund priorities promote sustainability goals and the majority of community group projects in receipt of wind farm fund grants help support physical wellbeing and mental health, improved access to local services, initiatives to address rural isolation, and improvements to public spaces and the environment.

According to the CFNI, CFI and Fermanagh Trust, the estimated reach of these projects is around 57,000.

### Benefit fund case studies and quotes

Last year the Dojo Juniors in Ballymena received €2,800 from the Rathsherry wind farm Community Benefit Fund to pay for ju-jitsu training and equipment costs. The Dojo Juniors is a junior amateur ju-jitsu and mixed martial arts charity based in Ballymena and serving the surrounding area. David Toney, who manages The Dojo Martial Arts Centre in Ballymena, said:

“The Dojo Juniors are unbelievably grateful to Rathsherry Community Benefit Fund for supporting our project. The Dojo Juniors have always prided ourselves in the work that we have done with children in the Ballymena area. Much of our work has been restricted over the last year and this funding is a lifeline to the charity in supporting our outreach work in local schools.”

The nearby Broughshane & District Community Association was awarded a €2,240 grant towards the upkeep of the village.

In North Antrim, the Long Mountain Community Benefit Fund was able to pay for the cost of a new ceiling in the hall used by the Duneany Accordion Band.



The Dojo Juniors, Ballymena, Co. Antrim

Meanwhile, the Tyrone Three Community Benefit Fund, which supports communities living beside the Altamuskin, Eshmore and Gortfinbar wind farms, provided a €5,600 grant to the Termon Community Responders for the purchase of additional defibrillators. This team of volunteer emergency first-aiders has now expanded its reach to Altamuskin, Sixmilecross and Beragh. Their aim is to arrive on the scene of a potentially life-threatening emergency in the first vital minutes before the ambulance crew arrives.

Team coordinator, Paul Tallen, says the new equipment will help save lives:

“When the NI Ambulance Service receives an emergency 999 call, we are alerted by text message and we can be on the scene in minutes. Our role is to assist until the ambulance arrives. It’s a vital service. Early intervention is especially important for people with cardiac problems where rapid use of a defibrillator and CPR can increase their chance of survival.”



Termon Community Responders

A €1,450 grant from the Teiges wind farm fund in County Fermanagh will help the Colebrooke Scout group to purchase outdoor activity equipment, including large troop tents.

**COVID-19: changes to the way we engage with communities**

Energia is committed to keeping communities safe. While our Renewables team would much prefer to meet local residents face-to-face, we had to put door-to-door visits and open-door public information exhibitions temporarily on hold in 2020 - in line with public health advice.



Teiges Fund Colebrooke Scouts

Throughout the past year, we have been providing information and answering questions using mail drops, freepost comment cards, freephone, call back, email and online services.

We have placed notices in local papers and recorded announcements for local radio. When able to do so, we organised clinics, following social distancing guidelines. We asked individual households to make an appointment to sit down and talk to us through a screen to facilitate face-to-face engagement. Additional clinics were organised to facilitate meeting requests.

**Covid-19 update: Changing the way we consult communities**

- **Freephone 1800140232** – Ring to request a call back from the team
- **Email - [sevenhillswindfarm@galetechenergy.com](mailto:sevenhillswindfarm@galetechenergy.com) or [clo@energias.ie](mailto:clo@energias.ie)**
- **Freepost** – We've sent letters to households within 2km of the proposed site with a pre-paid envelope and comment card and we're following up with mailed updates
- **Consultation clinics** – We organised face-to-face meetings with the team in July by appointment following public health guidance and plan to follow up with a **Virtual Community Consultation Exhibition**

**All Ireland League (AIL) Awards**

The 2019/20 Energias All Ireland League season regrettably ended in March 2020 as Ireland entered lockdown. The first virtual Energias AIL Awards, hosted by Irish actor and comedian Mario Rosenstock, was broadcast on 8th May 2020 across Energias's YouTube and Facebook channels.

The awards celebrated the action both on and off the pitch and highlighted some of the real skill, talent and incredible rugby seen from the players, as well as recognising all the hard work that goes on behind the scenes from clubs, volunteers and coaches who went above and beyond for the League.

The Energias AIL virtual awards proved to be a huge success with around 20,000 views on Facebook and around 2,000 views on YouTube.

**Community Series**

In October 2020, the Irish Rugby Football Union (IRFU) confirmed that the Energias Community Series had been suspended with immediate effect. The Community Series was organised as an alternative for the Energias AIL, allowing clubs to compete without travelling across provincial lines.

The action was scheduled to get underway with the start of the Energias Men's Community Series - a standalone competition that would pit AIL teams from within the same province against each other in league format.

However, following the suspension of the Community Series, the IRFU later confirmed a shortened Energias AIL, that would run from January to May 2021.

Energias continued their switching offer, where if someone signed up to become an Energias customer, Energias would donate €50 to their designated club.



**Energia 7's Tournament and Festival**

In May 2020, Energia Park in Dublin was due to play host to a three-day rugby 7's and Social TAG tournament. Due to the COVID-19 pandemic and in adherence with Government guidelines, the annual Festivals in 2020 and 2021 were postponed.

The rescheduled Festival is expected to take place on 3rd - 5th June 2022. As well as the rugby tournament, the weekend Festival also includes live music performances and big screens, star player appearances, live entertainment, a food village and a family zone.



**Mario Rosenstock - Return to Rugby Anthem**

To celebrate the return of the Guinness Six Nations, Energia, with the help of comedian Mario Rosenstock, were determined to lift fan's spirits from the safety of their home, with the ultimate rugby anthem.

With no access to stadiums, Energia endeavoured to engage fans across the nation and encapsulate the excitement that would usually centre around this period. The Energia Return to Rugby Anthem had great viewership on all social platforms, and was pushed out on TodayFM.



**The Power Behind Jordan Larmour  
A Rollercoaster Season**

Energia partnered with Leinster and Ireland highflyer, Jordan Larmour, as an ambassador to demonstrate the #PositiveEnergy within our young rising stars.

As one of the youngest professional rugby players in Ireland, we looked back on Jordan's 2019/20 season of rugby and provided insight into how he has dealt with some big losses and managed to stay positive and focused on his goals throughout lockdown.

Jordan Larmour provided us an insight into a rollercoaster 2019/20 season of rugby in a new two-part series following his documentary series in 2019.

**Wexford Youths Women's Football Club**

During the year Energia confirmed a new three-year sponsorship deal with Wexford Youths Women's Football Club. The sponsorship will cover the €500 annual membership fees of each player on the Women's senior squad, over a three-year period, with a key focus on supporting meaningful change within women's sport.

The Energia and Wexford Youths WFC partnership will make a huge difference in enabling the club to compete at an elite level.



# GOVERNANCE

## Governance Structure

The Board of Energia Group NI Holdings Limited is the main operational Board for the Group. The EGNIHL Board comprises of three Executive Directors (Chief Executive Officer, Chief Financial Officer and Chief Operating Officer) and eight Non-Executive Directors. The EGNIHL Board of Directors meet formally six times a year plus other ad-hoc meetings as required to discharge their duties. Formal committees of the EGNIHL Board include an Audit Committee, Remuneration Committee, Risk Management Committee and the Energia Group Management Board.

The management of day-to-day operations of the Group is delegated to the EGMB. The EGMB meets monthly and comprises of 12 senior managers including the Chief Executive Officer, Chief Financial Officer, Chief Operating Officer, business unit Managing Directors and function heads. At each meeting the EGMB review Health & Safety, financial and business performance, strategic development initiatives, HR and IT. Progress on Environmental, Social and Governance (ESG) strategy and policies is reviewed bi-monthly. Each business unit has its own business management board which meets monthly with a business performance and operational focus.

Further information on the Group's structured and disciplined approach to the management of risk is set out in the "Risk Management and Principal Risks and Uncertainties" section of the Annual Report.

## Policies

A key priority is to maintain a highly ethical approach to regulatory responsibilities, obligations under licences, public positioning and marketing of products and services. The Group aims to be transparent and ethical in all its dealings with third parties and has a number of policies in place to underpin this objective. Policies include Anti-Corruption and Bribery, Anti-Slavery and Human Trafficking, Code of Conduct and Whistleblowing Procedures, as well as the Group's corporate governance arrangements. During the year the Anti-Slavery and Human Trafficking policy was updated in line with recent UK Government guidelines.

As a major purchaser, the Group recognises that it has an opportunity to encourage suppliers of materials and services to deliver good environmental and safety performance and to maintain responsible practices towards their employees and the communities in which they operate. The Group's Procurement Policy is to source equipment, goods and services from a wide range of suppliers throughout the EU and beyond in accordance with commercial practices based on fairness and transparency. The Group's UK businesses are committed to ensuring transparency in their approach to tackling modern slavery consistent with the Modern Slavery Act 2015.

Where applicable, the Group adheres to the required tender procedures of the EU Procurement Directive as it relates to Utilities.

The Group recognises the important role that suppliers play in its business and works to ensure that payments are made to them in accordance with agreed contractual terms. The Group's NI operations for Energia and Power NI report on payment practices and performance in line with the requirements of the UK Government's Small Business, Enterprise and Employment Act 2015.

## ISO Standards

The Group is certified ISO 45001:2018 Occupational Health and Safety Management Standard and ISO 14001:2015 Environmental Management Standard by the National Standards Authority of Ireland (NSAI).

During the year the Group's Renewables Business achieved certification to ISO 55001:2014 Asset Management in respect of its asset management system for renewable generation assets.

ISO 55001:2014 is the international standard for asset management and associated life cycle engineering.

During the year Energia Group achieved the Business Working Responsibly Mark. The Mark, developed by Business in the Community Ireland and audited by the NSAI, is based on ISO 26000

## Information Security

Information Security forms an integral part of Energia Group and is a key element of this is our Governance, Risk and Compliance (GRC) activities, which are captured within our Information Security Management System (ISMS). As part of this ISMS, Energia Group have a number of key policies ranging from End User Agreements, Mobile Device Management to Cloud Security. The governance of these policies are conducted through a number of forums including the Information Security Forum (ISF), the Risk Management Committee (RMC) and are reviewed, and where relevant updated, at regular intervals.

## Endnotes

- i <https://unfccc.int/process-and-meetings/the-paris-agreement/the-paris-agreement>
- ii [https://ec.europa.eu/info/strategy/priorities-2019-2024/european-green-deal\\_en](https://ec.europa.eu/info/strategy/priorities-2019-2024/european-green-deal_en)
- iii <https://www.gov.ie/en/publication/ccb2e0-the-climate-action-plan-2019/>
- iv <https://www.economy-ni.gov.uk/articles/northern-ireland-energy-strategy-2050>
- v <https://eaireland.com/wp-content/uploads/2020/11/Our-Zero-e-Mission-Future-Report.pdf>
- vi <https://windenergyireland.com/images/files/our-climate-neutral-future-0by50-final-report.pdf>
- vii <https://windenergyireland.com/events/3190-iwea-2020-conference>
- viii <https://www.britishirishchamber.com/event/energy-security-building-a-pathway-to-net-zero/>
- ix Excludes the generation of the Ballylumford power station in Northern Ireland which is administered by PPB
- x This calculation takes account of the average carbon intensity of markets from which Renewable Electricity Guarantees of Origin are purchased, pursuant to the applicable EU rules including the Renewable Energy Directive.
- xi [https://www.cru.ie/document\\_group/fuel-mix-and-co2-emissions-disclosure-2/](https://www.cru.ie/document_group/fuel-mix-and-co2-emissions-disclosure-2/)
- xii Calculation based on an electricity unit rate of 10c/kWh and gas unit rate of 4.5c/kWh



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