

# CNG | POWER UP

Environmental, Social and Governance Policy

CNG is a purpose driven business that empowers customers, communities and colleagues to flourish in order to build a sustainable future for all. Our ESG commitments are founded on three guiding principles:

- Fair and sustainable access to energy.
- Empowerment, inclusion and equality for all stakeholders.
- A cleaner sustainable future.

CNG aims to drive positive change through commitments to customers and communities. Founded in 1994, CNG's primary business is the shipping and supply of natural gas. Although this is the cleanest of fossil fuels, we recognise that all of our futures depend on the creation of a carbon free future for energy. Our transition to renewable energy began in 2017 with the supply of green gas from 100% renewable UK sources, as an alternative option to customers. Our renewable strategy aligns with the UN's Sustainability Development Goals (SDGs):

- Climate Action.
- Affordable and clean energy.
- Responsible consumption and production.

We are committed to:

- Improving CNG's environmental performance through the development and achievement of environmental objectives.
- Reducing waste and water consumption and improving recycling.
- Integrating environmental management into business systems and processes.
- Complying with all relevant environmental legislation.
- Promoting environmental awareness to CNG employees and our wider community to support and encourage individuals to take personal responsibility for climate change.

CNG takes an active role in educating the local community and supporting initiatives that result in better energy management and reduced greenhouse gas emissions. Working with the Harrogate Climate Coalition, CNG is supporting regional targets for renewable energy and consumption reporting. Through our Bright Sparks energy education programme in primary schools, we are educating the next generation of energy users on the importance of environmentally sensitive energy generation and usage. Beyond our local community, CNG's not-for-profit renewable energy project provided a school in Kenya with new shower facilities powered by solar energy, enabling its 600 pupils to have hot showers before they start school each day.

We provide our customers with choices that support the journey to a more sustainable future.

We are committed to:

- Providing customers with the opportunity to offset their carbon emissions.
- Sourcing 100% renewable electricity as standard.
- Providing paperless statements as default.
- Supporting customers with data analytics and reporting to help them manage their energy consumption.
- Introducing more renewable energy options for customers to support their carbon reduction goals.
- Partnering with industry leaders in solar power and EV charging.

CNG values a fair, inclusive and positive work environment that supports the welfare of colleagues in the workplace and beyond. Our journey to create an inclusive and bias free workplace is ongoing and we welcome diversity as a strategic strength in our business. CNG invests in its people to support their ambitions and aspirations through a safe, nurturing, learning culture. CNG continually reviews its training needs, delivering Learning and Development benefits packages that ensure all colleagues have access to opportunities that will help them build a rewarding career. CNG encourages a performance based workplace and promotes a 'win-learn' not 'win-lose' culture. Training requirements are tailored to individuals to meet their personal development needs and aspirations. We believe that the careers of our people should also be renewable and sustainable through a culture of life-long learning.

Giving back to our local community has been a tradition at CNG for more than a quarter of a century. Through local school support, charities and fundraising events, many causes and vulnerable people have benefited from the activity, donations, awareness and participation of volunteers from CNG. We promote volunteering in the community and offer all employees one day per year to support a cause that matters most to them.

CNG is a customer-centric business that lives by its values: Open, Honest, Fun, Fair, Care and Wow. We strive to deliver value to customers in a socially responsible manner and earn trust through expertise and service delivery.



We are committed to:

- Reducing inequality and promoting decent work for all, with fair transparent wages.
- Ensuring the health, welfare and safety of employees.
- Supporting and encouraging a fair, diverse and inclusive culture.
- Serving as a responsible destination employer for the region.
- Empowering employees, customers and partners to give back to community projects and charities.

CNG's Board of Directors meets at least five times a year to review business performance. Board members represent shareholders and the management committee and are a diverse and experienced group that try to consider the impact of CNG on all stakeholders and measure success by more than just financial performance. CNG's senior Leadership Team also represents a diverse mix of gender, age and ethnicity. This team directs the core functions of the business and meets every month.

CNG has many partnerships across the energy industry and we constantly review these relationships to ensure that they share our standards of ethical conduct. CNG invests in risk analysis to improve the assessment of new partners and we endeavour to support good ESG practice with existing stakeholders.

We are committed to:

- Maintaining zero-tolerance of bribery and corruption, modern slavery, and discrimination.
- Conducting ethical business practices across the whole organisation and leading by example with third parties.
- Reviewing ESG as a specific agenda item at every board meeting and leadership team meeting.
- Encouraging managers to identify and raise ESG matters and improvement initiatives.
- Monitoring and reporting informally and formally on progress and delivery of commitments.
- Reviewing, updating and informing employees of changes to policies through mandatory reads and providing additional training where required.
- Briefing and sharing policies as part of the on-boarding process for third parties.
- Honouring our values in every decision made and action taken.

The commitments in this policy will be reviewed annually or when significant changes in legislation occur.



Paul R Stansby

10 July 2020

Further policies supporting CNG's ESG Policy: Modern-slavery Statement, Equal Opportunities Policy, Risk Policy, Data Protection and Privacy Notice