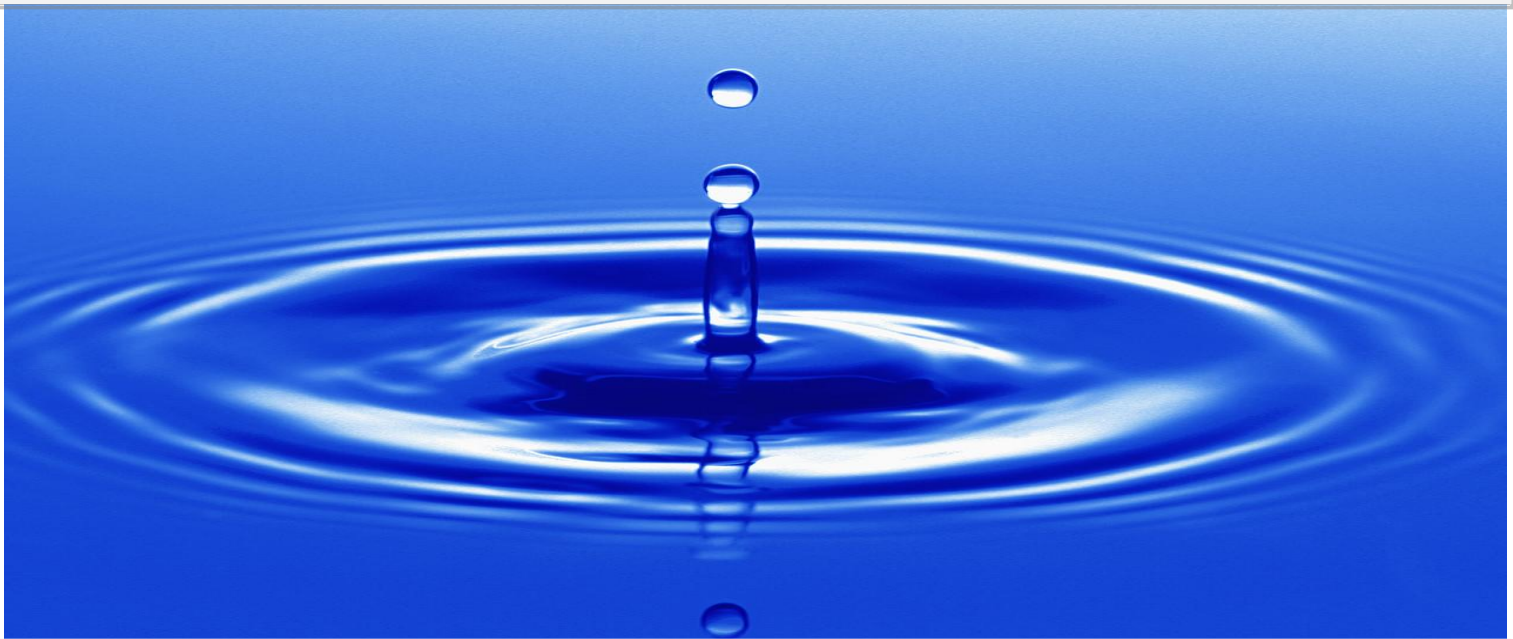
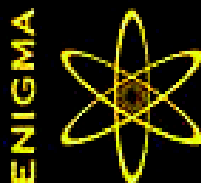


**ENIGMA UN GLOBAL COMPACT  
COMMUNICATION ON PROGRESS 2012**

**STATEMENT OF CONTINUING SUPPORT**



**ENIGMA SECURITY SOLUTIONS LTD CONTINUES TO SUPPORT  
AND PROMOTE IMPORTANT RESPONSIBLE INITIATIVES SUCH AS  
THE UN GLOBAL COMPACT**



**GROUP OF COMPANIES**

# **Enigma UN Global Compact Communication on Progress 2012**

## **Statement of Continuing Support**

**Enigma Security Solutions Ltd continues to support and promote important responsible initiatives such as the UN Global Compact**

**Glen Webley**  
Chief Executive Officer

# THE UN GLOBAL IMPACT and SUSTAINABILITY

Issued July 2012

## Chief Executive's statement

*"For Enigma, becoming a more sustainable business goes hand in hand with the ten principles of the United Nation's Global Compact".*

### Our past performances- 2010 and 2011

Through the enthusiasm of our people and the strength of our leadership teams Enigma was able to establish itself as a force in the drive for sustainability and compliance with the UN Global Compact principles. In respect to Enigma's sustainability programme we continued to progress and integrate with ISO 9001:2008, OHSAS 18001:2007 ISO 14001:2004 and Achilles; all of which enhanced our reputation and significantly contributed to our business success.

As part of our community engagement, we made arrangements with a Registered Social Landlord and Regenerations Charity which enabled many disadvantaged people to gain valuable employment training and certification via our training partner.

In both 2010 and 2011 we sustained our excellent record in the area of Health and Safety for staff, clients and others affected by our operations

Moving into 2011 we focused our attention on carbon reduction strategy which resulted in two particular outcomes: the introduction of teleconferencing for our inter-branch meetings; and the fleet purchase of green award vehicles for our management and supervisory staff. Both of these measures secured significant reductions in fuel costs and in our overall carbon footprint. Our other environmental programmes such as recycling/transport and waste along with service efficiency were refined and improved. Enigma also established a long-term sustainability strategy with positive outcomes to be achieved by 2020.

### In 2012

Enigma will continue to engage our employees, clients and our business associates in our strategic aim to include all in the responsibility and satisfaction of creating sustainable social and environmental improvements through the development of more principled and successful businesses. With this aim in mind Enigma issued a new Sustainable Supplier Chart for 2012 and now, in July 2012, Enigma are engaged in the development of a more comprehensive carbon footprint measurement system; and we are also piloting a new Achievement Monitoring System to help gauge the relevant target results set for senior management.

Glen Webley  
Chief Executive Officer

# OUR MISSION

*Is to achieve profitable growth while making the world a better place.*

To succeed in our mission Enigma believe that we must plan our business growth based on a comprehensive sustainability strategy which integrates the United Nation's ten principles relating to human rights, labour governance, the environment and anti-corruption.

## On Human Rights

**Principle 1** Business should support and respect the protection of internationally proclaimed human rights.

**Principle 2** Business must ensure that they are not complicit in human rights abuses.

The aim of Enigma Security Solutions is to communicate to all our employees, business connections and communities in which we operate, our commitment to respect and uphold human rights. We endeavour to observe and promote the Universal Declaration of Human Rights as a common standard of achievement for all people and all nations. The guidelines and conventions of the United Nations and International Labour Organisation on the Rights of the Child are also fundamental to instructing our policy provisions.

### Commitment

- Enigma human rights policy
- Enigma Group ethical code for all our suppliers

### Implementation

- Enigma employs a widely diverse workforce who are guaranteed an “equality for all” policy to prevent discrimination in hiring, promotion and work conditions based on race, caste, colour, national origin, sex, age, religion, disability, marital status, actual or perceived sexual orientation, employment status or political affiliation. We endeavour to ensure that employees of sub-contractors and our suppliers have similar guarantees against discrimination. Enigma also expects that all of our employees and those of associated companies are able to work in an environment free of physical, psychological and verbal abuse and harassment, and in an environment free of the threats of such abuse and harassment.
- Enigma has a published statement on human rights which is implemented through internal management systems and staff training, both introductory and ongoing. In March 2011 Enigma introduced a formal, periodic revision course for employees with more than 12 months company service. This course is now given to each employee at 12 monthly intervals and covers policy statements and job-specific information. It is to now continuously, along with other training and updates, as required. The course aims to ensure awareness of content and of changes to the initial induction training that all employees are traditionally given at the beginning of their employment.

- Enigma's employment handbook and site instruction booklets include all Policy Statements including those based on ethical commitments and legislative requirements. Appropriate procedures for implementation of policy are also comprehensively described. The Policy Statements and procedures are checked and reviewed on an annual basis at a minimum and are upgraded if and when necessary.
- Whereas Enigma has long had a broad mix of employees from varying national and ethnic backgrounds, our gender mix was poor due to the traditional male dominance of our core business. In January 2011 we introduced new recruitment procedures which helped to almost double the number of female employees from 7% to 13% of the total workforce by mid 2011, and to 16% by July 2012.
- Enigma endeavours to provide enhanced working conditions- regarding safety, comfort, and the ability to profit- for its employees. This is a prime consideration when applying for contracts and increasingly this is a strict requirement from clients seeking to contract products and services from providers. It is Enigma's policy to only seek work contracts from clients adhering to UN principles in their own Corporate Social Responsibility/Sustainability Policy.
- Enigma has implemented a proactive information, advice and complaints structure for employees through the provision of:
  - a) 24 hour local management contact- phone and internet
  - b) 24 hour national management contact (through our ARC centre)
- To ensure Global Impact principles are incorporated in Enigma's sustainability strategy and operations, a management committee has been established. This is chaired by our CEO and includes two directors and Enigma's Compliance Manager. This committee is linked to all operational issues regarding aims of improving work and living conditions under the umbrella of sustainability. The development of sustainable communities and workforce, best practice health and safety procedures, natural resource protection and environmental enhancement, are the essential priorities. All key business areas are represented at the committee which is given external specialist advice from SSAIB and Achilles. The committee in turn reports to Enigma directors who set sustainable practices throughout Enigma.
- Enigma's ethical code for suppliers highlights all ten principles of the UN Global Compact to which our suppliers are expected to adhere to throughout their operations. Enigma has linked this to the ISO. 9001.2008 quality assurance manual, and is documented, audited and reviewed. See Enigma's Sustainable Suppliers Charter (below).

**SUSTAINABLE SUPPLIER CHARTER**

Enigma is committed to ensuring that sustainability is paramount in our business and supply chain. We need to deliver ever more sustainable solutions for our people, our customers, the wider community and the environment in which we work and live by promoting best sustainable practice and aiming above guidance levels set by government and regulatory bodies. Enigma applies the principles of the UK's Chartered Institute of Purchasing and Supply's (CIPS) Policy on Purchasing Ethics and operates in line with our Sustainability and Corporate Social Responsibility Policy.

	HEALTH & SAFETY	SUSTAINABILITY	ETHICAL WORKING AND VALUES	CONTINUOUS IMPROVEMENT AND INNOVATION
<b>Enigma Commits To:</b>	i) Provide a safe environment and a safe supply chain.	i) Use sustainability criteria in the award of contracts. ii) Assess the Health, Safety & Environmental Systems of suppliers and to monitor their compliance. iii) Working with their supplier's supply chain to ensure that their sustainability risks are understood and managed	i) Ethical and transparent methods of working ii) Confirm all suppliers are subjected to Enigma's evaluation process (Supplier Evaluation Form QSF 013 Issue2) iii) Check that we and our suppliers comply with the International Labour Organisation's Core Conventions as well as local labour laws and regulations iv) Provide clear and fair procurement methods and to develop long term relationships v) Recognise excellent supplier performance via repeat business vi) Payment in accordance with agreed terms	i) Consult with, listen to, and act on supplier's suggestions for continuous improvement ii) Lead continuous improvement programmes within the Supply iii) Deliver solutions that exceed customer requirements
<b>Enigma Expects Suppliers To:</b>	i) Provide a safe and competent workforce employed in accordance with industry best practice ii) Incorporate safety into design and work to approved method statements and risk assessments.	i) Effectively manage and mitigate their environmental impacts. ii) Work to high ethical standards and to improve their social and environmental impacts. iii) Submit prices and suggestions for alternative more sustainable products and methods of working.	i) Treat people fairly and with respect, so there is a culture of equality and equity. ii) Comply with the International Labour Organisation's Core Conventions as well as local labour laws and regulations. iii) Deliver to the agreed specification, time and cost iv) Submit complete tenders on the agreed dates v) Apply the principles of this charter fairly and consistently to their Supply Chain to ensure Key Risks are understood & managed	i) Commit to and participate in continuous improvement programmes ii) Coordinate their management and information system's with Enigma's iii) Share and promote innovation with Enigma iv) Understand and deliver to our safety, sustainability, quality, time, and cost management requirements & standards
<b>Together we shall:</b>	i) Provide a safe, healthy workplace	i) Deliver leading edge sustainable solutions to our clients and aim to exceed their expectations ii) make tomorrow a better place	i) Work with the values of Collaboration, Mutual Dependency, Professional Delivery, Sustainable Profitable Growth & Innovation. ii) Deliver a "right first time" customer solution through better planning, performance improvement & risk management iii) Deliver to agreed programme, quality and cost in order that our customers' success becomes our success iv) Support the UN Declaration on Human Rights to ensure that all parties working with Enigma are protected and treated fairly v) Take a non-adversarial approach to dispute resolution	i) Reduce cost and eliminate waste through continuous improvement ii) Deliver value for money for our customers iii) Develop and deliver innovative solutions iv) Promote a two way engagement process that encourages continuous improvement of sustainable issues and cost reduction

*Making tomorrow a better place*

Signed David Nash.....

.....Managing Director

# On Labour

**Principle 3** Business should uphold the freedom of association and the effective recognition of the right to collective bargaining.

**Principle 4** Business should uphold the elimination of all forms of forced and compulsory labour.

**Principle 5** Business should uphold the effective abolition of child labour.

**Principle 6** Business should uphold the elimination of discrimination in respect of employment and occupation.

## Commitment

- Managing equality and diversity policy
- Enigma code of conduct
- Enigma ethical code of conduct

## Implementation

- Enigma's written Code of Conduct and Policy Statements provide a clear outline to all employees, of policies, procedures, and boundaries of various aspects of employment relating to terms, conditions and conduct that must be adhered to. Together they inform that Enigma supports all legislative and applicable common law and regulations concerning an individual's right to freedom of association and right to Collective Bargaining. They also inform that no employee should be expected to work below national wage and benefit standards, or under forced, unsafe, or unsatisfactory conditions; or that any employee, at any level, should allow anything to compromise their own commitment to Enigma's health & safety, environment, and social policies.
- All employees can access our national ARC centre on a 24 hr basis either to request information and advice, or otherwise to report or raise concerns over possible breaches in policy, conduct and other standards.
- Enigma provides all staff with a risk assessment (including hazard identification) and an environmental impact assessment for their particular place of employment. These assessments are reviewed at regular intervals with a compulsory minimum 12 month re-assessment period and comply with British Standards OHSAS 18001:2007 and ISO 14001:2004.
- In March 2011 a trial introduction of quantitative testing for job candidates began. Two tests were given: one for literacy, and the other for industry-specific knowledge. They were introduced in order to increase objectivity and to help eliminate undesired discrimination in the recruitment process. Within a short period the testing partly contributed to a small but significant improvement in our female to male staff ratio. Enigma aims to continue this development of greater gender equality in the company.

- Enigma through their ISO 9001: 2008 accreditation has asserted minimum expected ethical standards for suppliers through 2010 to July 2012 (See Enigma's Ethical Code and Sustainable Suppliers Charter). This is documented, audited and reviewed based on the ten principles of the UN Global Compact covering the area of human rights, labour rights, environmental protection, bribery and corruption, and sets out the standards that are expected from all suppliers engaged by Enigma.

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**A. Code of Conduct Advisory Service: Reports & Enquiries by category**

	<b>2009</b> (209 calls)	<b>2010</b> ( 302 calls)	<b>2011</b> (498)
Health & Safety Risks	10.0%	7.3%	5.0%
Accidents	1.5%	0.5%	0.5%
Unsuitable workplace behaviour	14.3%	11.5%	11%
Harassment, racial and sexual	1.5%	1.0%	1.0%
Co-worker conflict	5.5%	6.2%	4.0%
Work conditions/ comfort	11.5%	5.5%	4.5%
Personal issues assistance	8.5%	11.1%	17.5%
Policy& Procedural	40.5%	44.5%	47.4%
External Theft/Fraud	5.1%	7.5%	6.6%
Other	1.3%	3.8%	2.5%

**Table A:** shows a significant increase between 2009 and 2011 in the number of calls seeking information/advice while at the same time demonstrating a notable reduction in the need to make enquiries relating to “Work conditions” and “Health & Safety”. Note that almost all enquiries regarding “Unsuitable Workplace Behaviour” and Theft/ Fraud involved either client staff or the public. The increase in “Personal Issues” enquiries may be part explained by the introduction of a computerised employee information and roster management system into the Control Room in January 2012. A dual increase seems to have developed in the overall frequency of calls from employees due to the increased role of Control Room staff in altering rosters and reporting personal issues raised by employees to HR and relevant managers – which was all part of Enigma’s aim to improve access for employees seeking advice and to enable a more comprehensive and rapid response of staff deployment in Contingency/ Continuity and Sustainability Planning

**B. Percentage of employees receiving regular Policy & Performance Reviews**

	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>30 June 2012</b>
Front Line staff	45%	76%	94%	98%
Section Managers	80%	80%	90%	100%

**Table B:** shows the results of our recent efforts to intensify training through monthly and yearly appraisals for all staff. Note that from 2012 the Section Managers are monitored monthly using the Achievement Monitoring System.

# On the Environment

**Principle 7** Business should support a precautionary approach to environmental challenges.

**Principle 8** Business should undertake initiatives to promote greater environmental responsibilities.

**Principle 9** Business should encourage the development and diffusion of environmentally friendly technologies.

## Commitment

- Enigma Environmental Policy: The environmental objective of Enigma is to provide effective environmental awareness and control, seeking to continually improve all aspects of its environmental performance within its sphere of operation as far as is economically viable.

## Implementation

- Enigma will endeavour to care for the environment through continual review and improvement to working practices relating to environmental impacts.
- Enigma will comply with the requirements of relevant legislation and regulations.
- Enigma will encourage the efficient use of energy, materials, products and services together with minimising and eliminating pollution and waste wherever possible.
- Enigma will apply health and safety considerations throughout all activities.
- Enigma will provide employee awareness training in its environmental policy and procedures.
- Enigma has established shared environmental objectives with clients and suppliers.
- Enigma employees, directors and consultants are required to carefully consider environmental issues when making decisions in the planning, controlling and execution of work for the company.
- In July 2011 Enigma approved the purchase of a fleet of new “green award” cars for managers, supervisors, and mobile response drivers. These cars which included electronic/fuel hybrids have significantly reduced fuel costs and Enigma’s carbon footprint. This reduction is expected to continue over the next few years as new improved additions to the fleet are made in late 2012 and early 2013.
- Enigma has operated an intensive office recycling programme for several years. This has led to a now very refined division of all office waste (for example: high grade white paper; mixed white paper; newspaper; coloured paper) and a methodical procedure ensuring an almost 100% recycling score for all recyclable waste materials.
- Through a policy change first initiated in 2010, approximately 95% of Enigma employees were receiving information and rota bulletins by email as opposed to post by July 2011. By June 30, 2012 this figure had crept up to 98% which also includes Employee Pay Slips and Monthly Newsletters.
- As part of its carbon reduction initiatives, Enigma has established teleconferencing as the default format for management meetings and in July 2012 had achieved the 75% target for inter-branch meets.
- Enigma’s environmental policy implementation will be based on BS. ISO 9001: 2008 and ISO 14001: 2004.

- Enigma was first assessed 31<sup>st</sup> March 2009 for accreditation by Achilles UVDB category B2 and certificated, and has been successfully reviewed annually through to 15<sup>th</sup> February 2013. (supplier number 701717).

## On Anti Corruption

**Principle 10** Business should work against corruption in all its forms, including extortion and bribery.

### Commitment

- Enigma Code of Conduct.

Due to its primary involvement in the security industry business Enigma, as both a company organisation and a group of people, has a duty to fulfil strict legal and social obligations relating to all forms of corruption and illegality. This duty is accepted in accordance with the underlying principles and technical requirements of both UK and internationally acclaimed law.

### Implementation

- Enigma's Code of Conduct addresses issues of bribery and corruption. As detailed in the Enigma Employment Handbook & the Enigma Instruction Manuals, employees are both protected and encouraged to raise concerns about possible or known acts of corruption. Legal protection is assured under the Public Interest Disclosure Act 1998.
- As a provider of both manned and CCTV security services Enigma carries a great deal of responsibility in the management of public behaviour and Data Protection. Enigma staff are expected to act with enhanced sensibility and unquestionable integrity at all times.
- Enigma is often obliged to carry out internal investigations and provide reports for incidents of suspected criminality involving the property and viability of businesses belonging to clients. These incidents generally involve theft and unlawful property damage but may also include forms of corruption including trade in illegal services and also stolen and/or counterfeit goods. See **Table C** for percent of incidents resolved to the satisfaction of both Enigma and Client.

**Table C.**

	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
<b>Reported Incidents of Suspected Criminality</b>	26	21	19	24
<b>% Resolved to Enigma's and Client's Satisfaction</b>	86%	94%	91%	96%

# Looking Ahead: Global Compact and our Sustainable Future

As part of its sustainable and principled growth model, Enigma seeks to embed sustainability into all of its operations. As part of this objective Enigma has aligned its growth model with that prescribed in the UK Government's Sustainability Development Strategy. This strategy focuses on four priority areas:

- Sustainable communities and workforce
- Natural resource protection and environmental enhancement
- Climate change and energy
- Sustainable consumption and production.

It is our intention to deliver more sustainable solutions for our people, our customers and the wider community and environment in which we all work and live.

This strategy reflects our commitment to ensuring sustainability is paramount in all aspects of our business.

## The Four Priority Areas:

### 1. SUSTAINABLE COMMUNITIES:

*"We will be good neighbours who engage with, work with, and support our local communities. We will create an excellent workplace where our people are respected, motivated and competent, and where excellence in Health & Safety is our goal."*

#### 1.1 Health and Safety.

Through the way we work and behave all our people and stakeholders will be protected from the risks of occupational injury and ill health.

#### 1.2 Our People.

We will attract, develop and retain the best people and promote diversity in a way that underpins our values. We will ensure equal opportunities, eradicate discrimination and create a happy and motivated workforce.

#### 1.3 Community.

By engaging, respecting and understanding our community stakeholder we will make a positive contribution to their environment and quality of life.

### 2. NATURAL RESOURCE PROTECTION AND ENVIRONMENTAL ENHANCEMENT:

*"We will our impact on environment through the prudent use responsibly manage of natural resources, minimising waste and by protecting and enhancing the environment in which we work and live."*

#### 2.1 Environmental Impacts

We will not pollute or contaminate land or water and will manage our waste responsibly. We will seek to enhance and improve the environment where possible through good design and management.

## **2.2 Bio Diversity**

We will endeavour to understand and manage our biodiversity impacts and seek opportunities for all forms of wildlife and their habitats.

## **2.3 Supply Chain.**

We will work with our supply chain to deliver mutually sustainable solutions that deliver value for money.

## **2.4 Resource Use.**

We will do “more with less” by maximising resource efficiency in planning, design, waste minimisation and recycling.

# **3. CLIMATE CHANGE AND ENERGY:**

*“We will work to reduce our impact on climate change by minimising all our uses of energy.”*

## **3.1 Atmospheric impacts.**

We will actively reduce our use of energy and emissions of greenhouse in transport use, design, maintenance and operations of our facilities.

## **3.2 Design.**

Sustainability will be a key objective of our designs. We will achieve excellence in life-cycle design and exceed our customer expectations by delivering more cost effective, sustainable solutions.

# **4. SUSTAINABLE CONSUMPTION.**

*“We will work with our customers and suppliers to achieve “more with less” through more efficient use of human and material resources, considering life cycle impacts, and delivering profitable yet sustainable and environmentally beneficial outcomes”.*

## **4.1 Value and Risk**

We will improve our business margins and create shareholder value in a sustainable way. We will be recognised as leader in the way we understand and manage our risk profile.

## **4.2 Customer.**

We will aim to be renowned for understanding and exceeding our customer expectations; and for responding rapidly to their demands for more sustainable solutions.

## **4.3 Governance**

We will be recognised as a company which lives its values in all of its activities and one that demonstrates an ethical approach across all areas of corporate responsibility.

## Our Sustainability Strategy

Enigma first established a Sustainability Management Committee in 2010. It was chaired by the CEO and included the senior management team with advice given by external specialist organisations such as “Kelvin Holmes Associates” who have links to the UK government’s Sustainability Development Commission and “Achilles” who are strongly involved in the UN Global Compact. The SSAIB is also used to gain advice through their Business Leaders Forum in which key players meet regularly to share best practice information and to develop sustainability plans and objectives for Enigma.

The Sustainability Management Committee refined the company’s strategic direction and targets using input from all operational groups within the company. To help clarify the company’s sustainability policy vision a long-term strategy model was developed to illustrate the links between Key Performance Indicators and Enigma’s Corporate Objectives. After several intensive discussions thirteen key performance indicators (KPI’s) were established by the committee to measure progress and an independent audit procedure was set up. This was via external auditors using our BS. 9001:2008, ISO 14001: 2004, and OHSAS 18001:2007 systems. **See the Enigma Chart: Value through Sustainability & Strategic KPI’s.**

Our strategy will be delivered by:

- Generating a culture that actively encourages and communicates best sustainable practices.
- Ensuring the real involvement of all our people, our supply chain and stakeholders.
- Conducting our business in accordance with our core values of openness, collaboration, mutual dependency, professional delivery, innovation, sustainable and profitable growth.

### Health & Safety and Sustainability

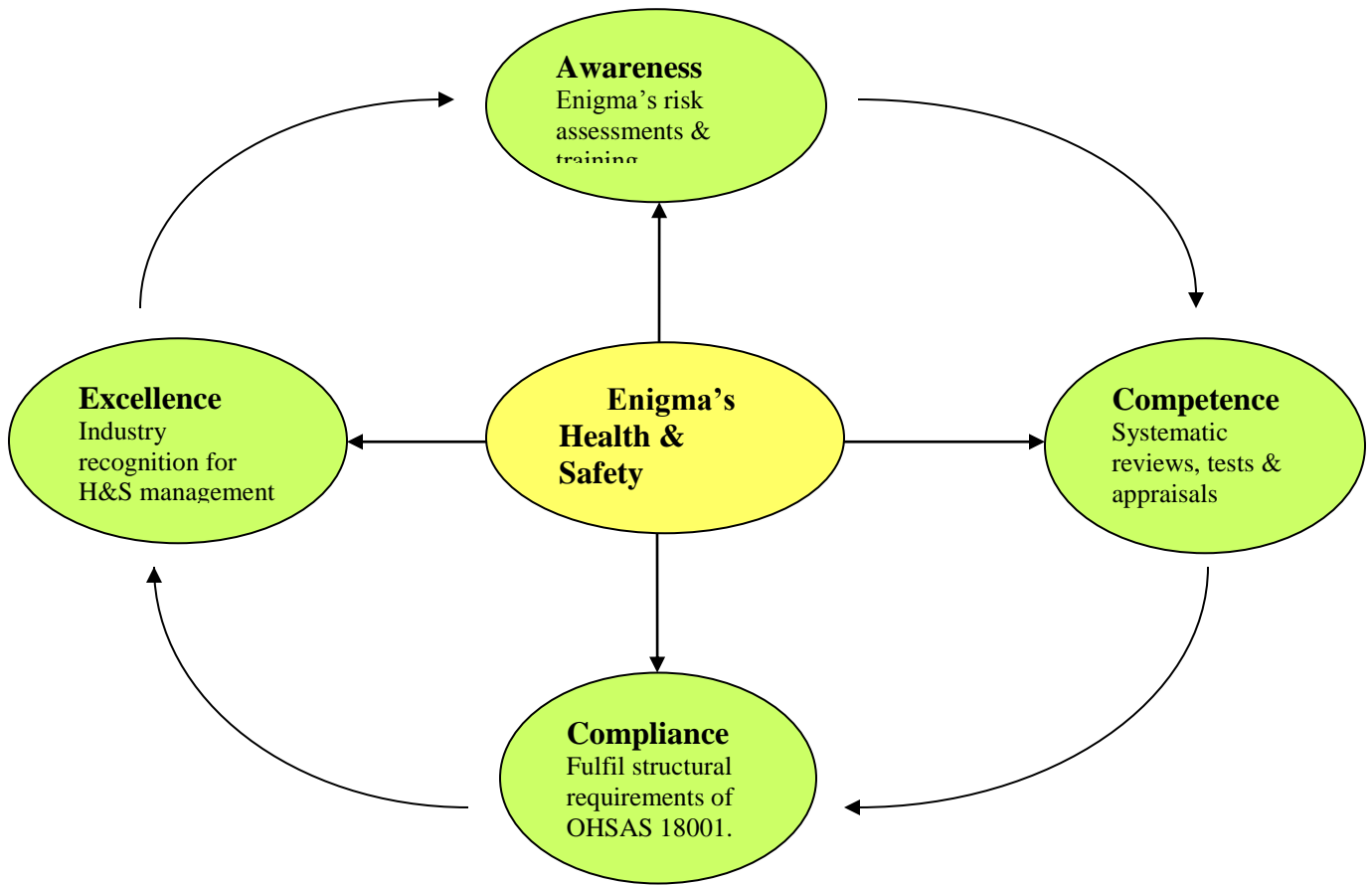
As part of Enigma’s integrated approach to sustainability, a management based Health & Safety cultural assessment was incorporated in its strategy as part of a structured framework with which to assess Health and Safety across Enigma’s business. This assessment continues to form the structure for driving Health and Safety improvements, including those in Enigma’s supply chain. The assessment is based on four key elements:

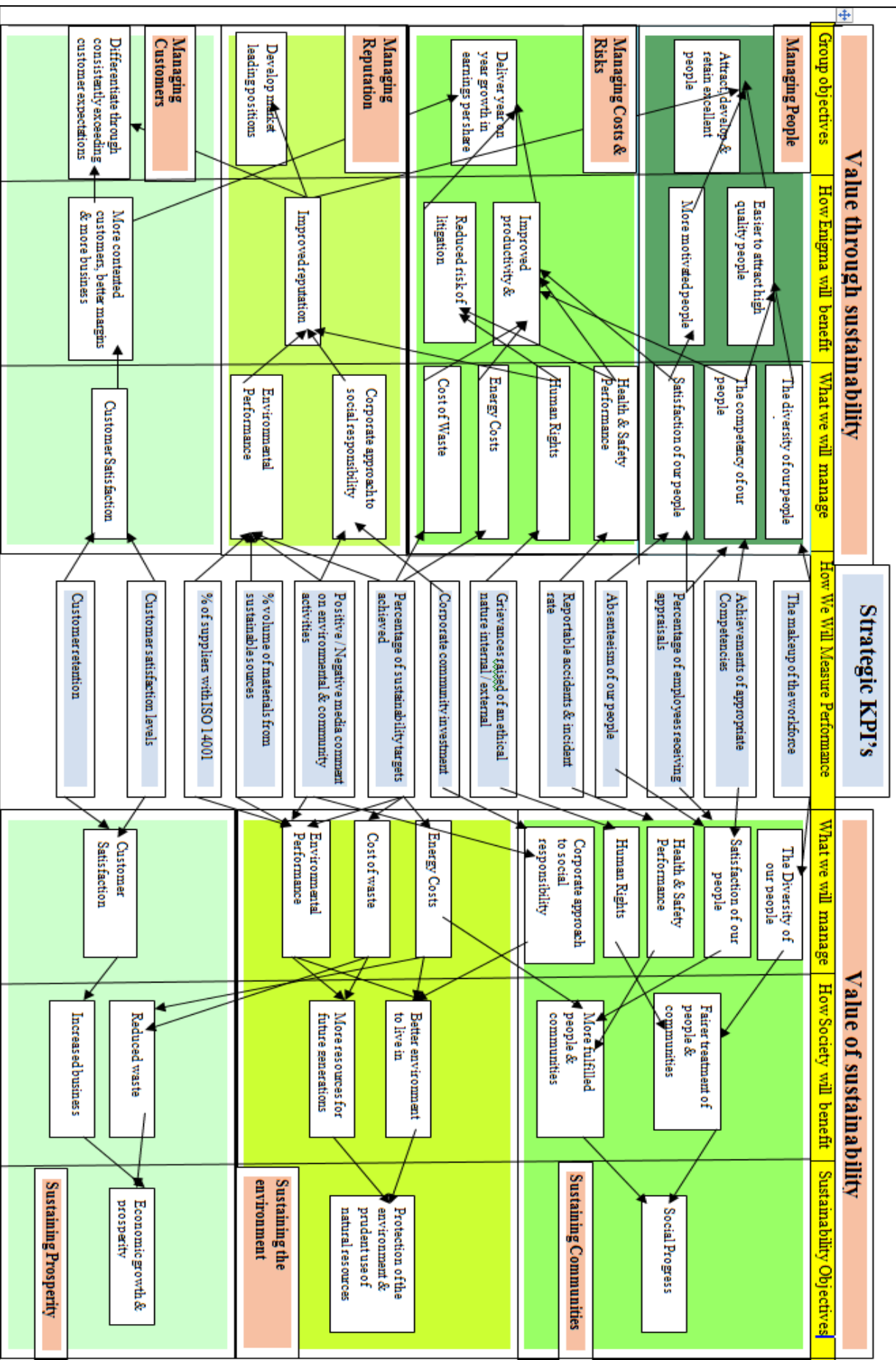
- **Awareness.** “All our people and stakeholders have an awareness and understanding of Health & Safety hazards and risks that affect our people and business”.
- **Competence.** “All our people and stakeholders have the competence to undertake their work with minimum risks to Health and Safety”.
- **Compliance.** “Our work activities achieve compliance with legislation, and our people are empowered to take action to minimise Health and Safety risks”.
- **Excellence.** “Enigma is recognised for excellence in the way it manages Health and Safety”.

These four elements of Awareness, Competence, Compliance and Excellence form the framework for Enigma to:

- Facilitate the management of Health and Safety excellence.
- Communicate the Health and Safety policy, objectives, procedures, guidance, plans and performance.
- Realise and maintain continuous improvement in Health and Safety performance.

- Ensure compliance with all relevant Health and safety legislation.
- Fulfil the structural requirements of OHSAS 18001: Occupational Health and Safety Management Systems Specifications.





Enigma Sustainability Strategy Chart

## Sustainability: Strategic KPIs - Results and Targets

PRIORITY AREAS	IMPACTS	Measures	2010 results	2011 results	2012 targets
<b>Sustainable Communities &amp; Workforce</b>	Health & Safety	Complete monthly & yearly training/ assessments (ACCE)	78%	92%	100%
		Reportable accidents and incidents (520,000 manhours)	0.04	0.04	0.02
	Our People	Employee turnover based on voluntary leavers	8%	6%	5%
		Employee satisfaction ratings : High & Above	83%	88%	95%
		Grievances raised of an ethical nature: internal/external	7 cases	5cases	0
		Equality & Diversity Policy implemented	yes	yes	yes
	Community	Donations made to local communities	£1000	£1450	+20%
		Engagement: support training for disadvantaged people	30 placements	36 placements	+20%
		Participation British Heart Foundation Charity Ride	£400	£480	+20%
<b>Natural Resource Protection and Environmental Enhancement</b>	Environmental Impacts	Percentage of sustainability targets achieved	76%	85%	95%
	Biodiversity	Percentage of contracts/clients with Environmental Biodiversity Policies	81%	89%	100%
	Supply	Percentage of suppliers with ISO 14001	90%	95%	100%
	Resource Use	Follow our resource plans	74%	85%	100%
<b>Climate Change and Energy</b>	Atmospheric Impacts	CO2 reduction by revenue (fuel, energy)	10%	14%	20%
<b>Sustainable Consumption and Production</b>	Customer Satisfaction Levels	Satisfaction Score	92%	94%	100%
	Customer Retention	Percentage renewed	95%	92%	100%
	Governance	Adoption of UN, European & UK Industry Standards	85%	95%	100%

## APPENDIX: ENIGMA TOOL BOX TALK

### SUSTAINABLE DEVELOPMENT AND CORPORATE SOCIAL RESPONSIBILITY

#### Introduction

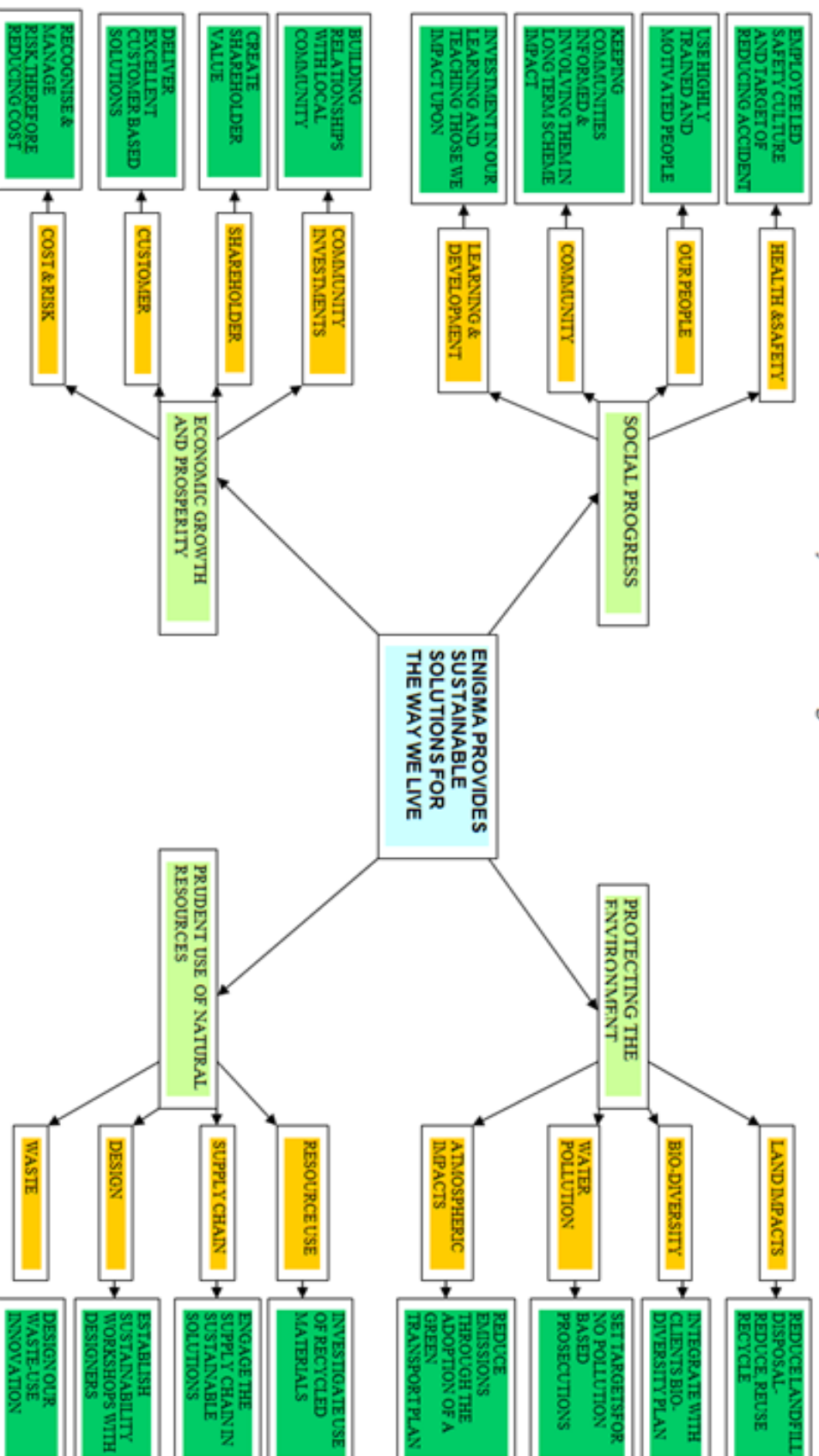
When getting involved with ideas about environmental and social best practice it doesn't take long to realize there are many different ways of looking at the subject. This easily leads to confusion even when people are heading in the same direction.

Enigma uses the ideas and practices of sustainable development throughout the Company but increasingly the term Corporate Social Responsibility is being used in the business world. What does this actually mean for us?

Corporate Social Responsibility (CSR)		How does CSR relate to sustainable development?
<p>Has been defined as...</p> <p>“achieving commercial success in ways that honour ethical values and respect people, communities and the natural environment”</p> <p>There are laws and regulations that set minimum requirements for everyone.</p> <p>CSR encourages behaviour that goes beyond basic legal obligations- bringing real business benefits by reducing risk, enhancing brand values and improving staff efficiency and morale.</p>		<p>Sustainable development is...</p> <p>“Development which meets the needs of the present without compromising the ability of future generations to meet their own needs”.</p> <p>The UK government addresses this definition of sustainability with 4 key objectives:</p> <ol style="list-style-type: none"> <li>1) Social progress which recognizes the needs of all people.</li> <li>2) Effective protection of the environment.</li> <li>3) Prudent use of natural resources</li> <li>4) Maintenance of high and stable levels of economic growth.</li> </ol> <p>These definitions echo the call from CSR to think about more than the economic bottom line, an issue particularly relevant to business.</p>
With CSR business can contribute to the overall goal of sustainable development...		
CSR ISSUES	SUSTAINABLE DEVELOPMENT	ENIGMA'S IMPACTS
Community Ethics Human Rights Workforce	Social Progress which recognises the needs of all people	Health & Safety Our people Community Learning & Development
Environment	Effective protection of the environment	Land Impacts Biodiversity Water Atmosphere
	Prudent use of natural resources	Resource Use Supply chain Design Waste
Marketplace Vision & Values	Maintenance of high and stable levels of economic growth	Cost & Risk Customer Shareholder Community Investment

## ENIGMA TOOL BOX TALK SUSTAINABLE DEVELOPMENT AND CORPORATE SOCIAL RESPONSIBILITY

The below diagram shows Enigma's Sustainability Policy and impacts. From these Enigma can develop suitable actions that deliver positive impacts on society. To realize this overall goal of sustainable development it is important to embrace change and innovation – it may be small or large but it can make a difference



UK POWER NETWORKS (PREVIOUSLY EDF ENERGY NETWORKS)				
	DATE RECEIVED	RELEVANT TO ENIGMA	COMMUNICATION UNDERSTOOD	DATE COMMUNICATED TO STAFF
ENGINEERING DESIGN STANDARD EDS 08-1029 UNDERGROUND SERVICES UP TO 100A	04.01.2012	NO	YES	N/A
OPERATIONAL RESTRICTION HSS-406 ORE 25 VERSION 5 ACCESS TRESTRICITION AROUND ALSTON	05.01.2012	NO	YES	N/A
OPERATIONAL RESTRICTION HSS-406 ORE 33 ACCESS RESTRICTION AROUND ALSTOM	05.01.2012	NO	YES	N/A
ECP 11-0534 LUCY GEMINI 2.5 CONTROL UNIT AND RTU COMMISSIONING PROCEDURE + ECP 11.0534C	12.01.2012	NO	YES	N/A
RE-SENDING ECP 11.0533 SCHNEIDER T200 SERIES 3 CONTROL UNIT AND RTU COMMISSIONING PROCEDURE	19.01.2012	NO	YES	N/A
OPERATIONAL BULLETIN HSS 406 OB 85 NUMBERS OF CONTROL AND DISPLAY AT FORE HAMLET	20.01.2012	NOTE	YES	20.01.2012
OPERATIONAL BULLETIN HSS 406 OB 86 NEW TELEPHONE NUMBERS FOR CONTROL AND DESPATCH AT FORE HAMLET	25.01.2012	NOTED	YES	25.01.2012
REVISED ENGINEERING DOCUMENT COMMISSIONING PROCEDURE ECP 11 0515 METERING UNIT COMMISSIONING AND TEST FORM	25.01.2012	NO	YES	N/A
ENGINEERING BULLETIN PROCEDURE EBP 03-0006 AIR METERING UNIT DESIGN MODIFICATION	25.01.2012	NO	YES	N/A
OPERATIONAL BULLETIN HSS 406 OB 87 REPORTING AND RECORDING OF ASSET REGISTRATION INFORMATION	26.01.2012	NO	YES	N/A
REVISED ENGINEERING DESIGN STANDARD EDS 06 0015 POLE MOUNTED EQP EARTHING DESIGN	26.01.2012	NO	YES	N/A
HSS BULLETIN NB 128 PLANNING AND CONTROL LIFTING/ WINCHING OPERATIONS	02.02.12	NO	YES	N/A
E0S 03-0001 GEC SF6 SWITCHGEAR TYPES FG1,GMT1 AND GMT2 SLOW OPENING ON LOSS NITROGEN PRESSURE IS ON CDL	07.02.12	NO	YES	N/A
A NEW ENGINEERING MAINTENANCE PROCEDURE EMP 01-0001 OVERHEAD LINE INSPECTOE AUDIT IS ON CDL	13.02.12	NO	YES	N/A
OPERATIONAL RESTRICTION HSS 406 ORE 25 VERSION AROUND ALSTOM FMJL CT'S APPLICABLE TO ALL STAFF CONTRATORS WHO ENTER GRID AND PRIMARY SITES IN ALL NETWORKS	14.02.12	NOTED	YES	N/A
OPERATIONAL RESTRICTION HSS 406 ORE 33 VERSION OF ABOVE	14.02.12	NOTED	YES	N/A
OPERATIONAL ALERT HSS 406 - OA-06 VERSION OF SCHNEIDER RNZc, REZc and RN6c RING MAINS UNITS CONTROL	15.02.12	NO	YES	N/A
A REVISED ENGINEER DESIGN STANDARD EDS 08-0100 ADVISE ON RESPONSE TO REQUESTS AND CHANGING FOR DIVISION OR REMOVAL OF ELECTRICAL LINES AND OR PLANT ON PRIVATE LAND	16.02.12	NO	YES	N/A
HSS BULLETIN NB 129 CLIMBING AND WORKING ON POLES (WOOD)	24.02.12	NO	YES	N/A
NEW ENGINEERING BULLETIN PROCEDURE EBP 05-0024 MMLG XX TEST BLOCKS	27.02.12	NO	YES	N/A
HSS BULLETIN NB130 TRANFORMER OIL REFILL INCIDENT LEARNING POINTS	29.02.12	NO	YES	N/A
HSS ALERT NA 41 NEUTRAL EARTH BONDS ON TRANSFORMER MOUNTED A & B's FEEDING LV CUSTOMERS	01.03.12	NO	YES	N/A
HSS BULLETIN NB.131 ADVICE ON ENTERING PREMISES WITH LIVESTOCK AFFECTED BY THE SCHMALLENBURG VIRUS	02.03.12	NOTED	YES	N/A
OPERATIONAL RESTRICTION: HSS 406.ORE LUCY AX AIR BREAK DISCONNECTOR (ABSD) STORES CODE 08809J	15.03.12	NO	YES	N/A
HSS ALERT: NA42 USE OF LV HEATSINK POT ENDS AND HEATSINK TEMPORARY JOINTS ON PILC TRIPLE CONCENTRIC CABLES	22.03.12	NO	YES	N/A
OPERATIONAL BULLETIN: HSS 406.08.89 EHV SYSTEM ALTERATION NOTICE (SAN) ADDITIONAL INFORMATION REQ.	22.03.12	NO	YES	N/A
ENGINEERING BULLETIN PROCEDURE EBP01-0028 ASSESSMENT OF TREES ADJACENT TO OVERHEAD LINES	29.03.12	NO	YES	N/A
DOCUMENT ISSUE AND REVISION REPORT MARCH 12	02.04.12	NOTED	YES	N/A
EDS 01-0111 REVISED ENGINEERINF DESIGN. SWITCH ROOM OVERPRESSURE	10.05.12	NO	YES	N/A
REVISED ENGINEERING DESIGN STANDARD EDS 08.0146 LOW VOLTAGE SUPPLY CHARACTERISTICS EDS 08-0146P	14.05.12	NO	YES	N/A
EDS 07 -0107 VIBRATION AND SETTLEMENT MONITORING AT SUBSTATIONS	14.05.12	NO	YES	N/A
REVISED ENGINEERING OPERATIONAL PROCEDURE EOP 00-0201 ASSET CONDITION REPORT PROCEDURE	23.05.12	NO	YES	N/A
REVISED ENGINEERING DESIGN STANDARD EDS 08-0129 UNDERGROUND SERVICES UP TO 100A. SINGLE PHASE EDS 08-0129P UNDERGROUND SERVICES UP TO 100A (PUBLIC VERSION)	23.05.12	NO	YES	N/A
HSS BULLETIN NB-134 BASIC REQUIREMENT FOR LIVE WORKING ON LV APPARATUS	24.05.12	NO	YES	N/A

NEW ENGINEERING DESIGN PROCEDURE EDP 03-001 MANAGEMENT OF SECONDARY SWITCHGEAR REPLACEMENT GENERIC WORK PROGRAMME	24.05.12	NO	YES	N/A
NEW ENGINEERING DESIGN STANDARD EDS 08-0139 NET WORKS ENGINEERING ASSURANCE STANDARD EDS 08-0139A VISIO FLOW DIAGRAM EDS 08-0139B VISIO FLOW DIAGRAM	28.05.12	NO	YES	N/A
OPERATIONAL BULLETIN HSS 406 OB 47 APPLICATION AND REMOVAL OF 132KV OVERHEAD LINE EARTH VERSION	31.05.12	NO	YES	N/A
OPERATIONAL BULLETIN HSS 406 OB 57 CONTROL OF PERSONS REQUIRED TO WORK IN LOCATIONS CONTROLLED BY UK POWER NETWORKS	31.05.12	NOTED	YES	31.05.12
NEW ENGINEERING PROCEDURE ECP 11-0534f LUCY GEMINI 2.5 SW1-SW2 PROCESS	12.06.12	NO	YES	N/A
HSS ALERT REFRESH FALL FROM HEIGHTS	13.06.12	NOTED	YES	13.06.12
REVISED ENG DESIGN PROCEDURE EDP 08-0781 ENG. AUDIT PROCEDURE EDP 08.0701 AUDIT TEMPLATE	14.06.12	NO	YES	NO
ENG. DESIGN STANDARD EDS 4.7005 PRIMARY TRANSFORMER SPECIFICATION	14.06.12	NO	YES	NO
HSS 406 OB 90 TRIAL USE IF THE I PAD FOR FAULT RESTORATION PROJECTS	21.06.12	NO	YES	NO
NB 135 AN MSA SAVOX OXYGEN SELF RESCUER CAUGHT FIRE AFTER USE	21.06.12	NO	YES	NO
EDP 00-0010 ASSET LIFECYCLE STRATEGY OVER HEAD TOWER LINES	25.06.12	NO	YES	NO
EDP 00-0011 ASSET LIFECYCLES STRATEGY OVER HEAD LINES ON WOOD POLES	25.06.12	NO	YES	NO
EDP 00-0012 ASSET LIFECYCLE STRATEGY - MAJOR SUB-STATIONS	25.06.12	NO	YES	NO
DOCUMENT ISSUE AND REVISION REPORT JUNE 2012	02.07.12	NOTED	YES	NO
EDP.00-0013 ASSET LIFECYCLE STRATEGY - DISTRIBUTION SUB-STATIONS	03.07.12	NO	YES	N/A
EAS-06-0011 EARTHING MATERIALS	03.07.12	NO	YES	N/A
EBP 04-0007 MERLIN GERIN DUAL RATIO TRANSFORMER	11.07.12	NO	YES	N/A
EBP 06-0005 COPPER CLAD EARTH RODS	13.07.12	NO	YES	N/A
HSS ALERT NA 44 LUCY GEMINI 2.5 CONTROL UNIT FUSE HOLDER	16.07.12	NO	YES	N/A
EO5 09.0007 KENNETT PRIMARY CAPACITOR BANK	17.07.12	NO	YES	N/A
HSS 406-OB-91 LOW VOLTAGE EQUIPMENT	17.07.12	NO	YES	N/A
NB 136 LV INSULATED GLOVES	18.07.12	NO	YES	N/A
EPB.01.0028 ASSESSMENT OF TREES ADJACENT TO OVERHEAD CABLES	24.07.12	NO	YES	N/A
EOS.03.0070 STORAGE INSPECTION AND TESTING OF TEST PLUGS	24.07.12	NO	YES	N/A
EBP 01.0014 TEMPORARY SHROUDING FOR THIRD PARTIES WORKING WITHIN THE VICINITY OF LV OVERHEAD LINES	25.07.12	NO	YES	N/A