

# Sustainability in Action 2023



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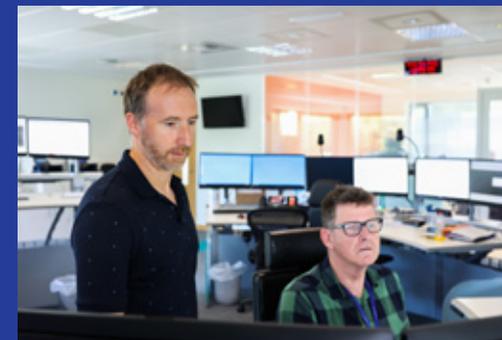
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## Chief Executive Officer's Introduction



**Cathal Marley**  
Chief Executive Officer

Welcome to Gas Networks Ireland's 2023 sustainability report, 'Sustainability in Action'. As the CEO of Gas Networks Ireland, I am proud to lead an organisation where sustainability is at the forefront of our operations.

We recently published our ambitious transformation *Pathway to a Net Zero Carbon Network*, highlighting the essential role the national gas network will play in transitioning Ireland to a carbon-neutral economy by 2050. The transformation pathway details our network's sustainability journey towards a repurposed, resized, and fully decarbonised gas network by 2045, ensuring a secure and reliable energy supply while supporting Ireland's climate and energy goals. By replacing natural gas with renewable gases such as biomethane and green hydrogen, we are working to deliver a net zero gas network and to reduce emissions across key sectors, including those traditionally difficult to decarbonise, such as the high heat industry, power generation, agriculture, and transport.

Ireland's challenge of getting to net zero by 2050 will only be achieved through an integrated energy system, we are collaborating with partners to ensure that we drive the innovation required to play our part. Within our pathway, our focus is on operating a safe and reliable gas network that supports overall energy security and resilience, while ensuring our central sustainability ambition to ready the gas network for a future in which networked gas enables an integrated energy system to achieve net zero, is delivered.

As a sustainable business we are also mindful of the impact of our operations today on the environment and in the communities in which we operate. In 2023 we retained our certification to the ISO26000 Business Working Responsibly (BWR) Mark. We are proud of the fact that we are one of only 39 companies in Ireland to hold the BWR mark for responsible and sustainable business practices. Our sustainability strategy is to ensure that our activities have a positive social and environmental impact, it is framed by the three pillars of Environment, Social and Governance, (ESG) and underpins our business strategy, with each sustainability

priority directly aligned to our strategic ambitions and the United Nations Sustainable Development Goals. We constantly refine our sustainability strategy to ensure we continue to focus our attention in the right areas. For example, we are currently assessing how we can accelerate the reduction of carbon emissions at our compressor stations in Scotland and we have also sought expressions of interest for the supply of 80GWh of biomethane to be used for our own purposes on the network.

Gas Networks Ireland were delighted to be appointed recently as a 2024/2025 UNSDG Champion by Minister for the Environment, Climate, Communications and Transport, Eamon Ryan. We actively promote sustainability awareness among our employees and our stakeholders through community engagement, business practices, workshops, external communications, conferences and webinars. Our focus for 2024 will be to enhance our sustainability culture to enable our employees to deliver on our net zero ambition.

We attach great importance to ensuring that our investment policies align to the national strategic outcomes outlined in the Climate Action Plan 2024, the National Development Plan 2021-2030 and the Government's wider energy policy. I am personally very conscious of the triple bottom line – people, planet, and prosperity – and the importance of balancing economic objectives such as profitability and shareholder value creation, alongside socio-economic and sustainability objectives, to promote consistent, credible long-term value growth.

Finally, and most importantly, I would like to express my sincere gratitude to all our employees and delivery partners for their hard work and commitment to sustainability. Together, we will continue to drive progress and to shape a sustainable future for Ireland.

## Report Structure

Our sustainability report is structured under the three headings of, Environment, Social, and Governance in alignment with the Corporate Sustainability Reporting Directive (CSRD). For ease of navigation, the colour scheme shown on the right is applied throughout the report.



# Who we are

## The gas network, serving Ireland today

Gas Networks Ireland owns, operates and maintains the natural gas network in Ireland. The gas network, while serving Ireland’s energy needs today, is also focused on transforming into a fully decarbonised network that transports renewable gases. Our gas network is one of the most modern in Europe and provides a safe secure and reliable energy supply and this c. €3billion network comprises 14,725 km of gas pipelines including two sub-sea interconnectors. In total, there are over 720,000 gas customers connected to our network across the country, including over 27,000 businesses.

The gas network is a vital national asset and plays a critical role in Ireland’s economy, delivering one third of the country’s primary energy needs each year. 47% of Ireland’s annual electricity (up to 89% at peak times) was produced using natural gas in 2023. Gas is also the ideal partner for renewable energies such as wind and solar. The large energy storage capability and flexibility of the network mean it can ramp up to meet high heat demand during extreme cold periods, or it can fuel power generation when renewables aren’t available. The gas network’s ability to respond to changing profiles is a critically important feature to facilitate the deployment of renewables in the electricity grid. Gas Networks Ireland while serving Ireland’s energy needs today, is also focused on transforming into a fully decarbonised network that transports renewable gases.

## Ireland’s national gas network



## Our accolades and certifications



# Our strategic framework

Our Strategic Framework comprises our Purpose, Vision, Values and Strategic Ambitions. Together, these guide our decision making, provide a sense of direction to our people and clarify our role and contribution for our key stakeholders.

## Strategic ambitions

Our strategy is that of a business focused on performing while transforming to deliver on Ireland's decarbonisation ambitions. Our strategy sets out how we will continue to operate, maintain and invest in our gas network to ensure safe, reliable and secure supplies while preparing for a future in which networked gas enables an integrated energy system to achieve net zero carbon. Our six strategic ambitions will set the foundation for our future success and provide a clear roadmap to deliver on our purpose and vision. Our strategic framework is aligned with the United Nations' Sustainable Development Goals. While we endeavour to support all 17 UN SDGs, we focus primarily on the six goals which align most closely with our strategic framework.



## Our strategic framework

### Our purpose, vision and story

#### Our purpose

Moving Ireland's energy

#### Our vision

To be at the heart of Ireland's energy future

### Our Values

Building on experience

Doing what's right

Energised for change

Our purpose and vision underscore who we are as a company, where we have come from, our central role in Ireland's energy system and where we are going. We know we need to continue to perform today for our customers and stakeholders while also transforming our network for a decarbonised future. Our simple but powerful company narrative tells the story of our dedicated proud people, our proven legacy and our ambition for the future.

#### Our role

As we look to the future, it's appropriate to define our role, we will use our experience, expertise and culture of collaboration and change to work towards a sustainable tomorrow. The plans we put in place now will ensure we continue to have an integral role at the heart of Ireland's energy system.

#### Our people

We have a dedicated, loyal, talented and proud team. Our gas network is kept strong by individual acts of care and professionalism with a focus on serving our customers and playing our part in meeting Ireland's energy needs. We take pride in our ambition to help energise Ireland towards a sustainable future.

#### Our legacy

We have a proven legacy of knowing how to evolve, always towards a cleaner environment. Our consistency and reliability have spanned decades – we transformed from town gas to natural gas, and our experience and expertise will enable us to do so again, from natural gas to renewable gases. We manage a modern, world-class infrastructure and provide vital services 365 days a year, while also providing vital support to intermittent renewable electricity generation.

#### Our ambition

We understand that industry-wide leadership, partnership and change are required to address climate change. Our network must be repurposed to transport renewable gases, biomethane and hydrogen, at scale. This will require collaboration with other energy partners to collectively ensure net zero carbon. Our organisation and its extensive network are uniquely placed to deliver the necessary change, and we're already working hard towards these goals.

We are guided by three core values that define the character of our organisation. They guide our actions and decisions and provide a framework for how we communicate with each other, our customers and our stakeholders.

At Gas Networks Ireland, we are:

#### Building on experience

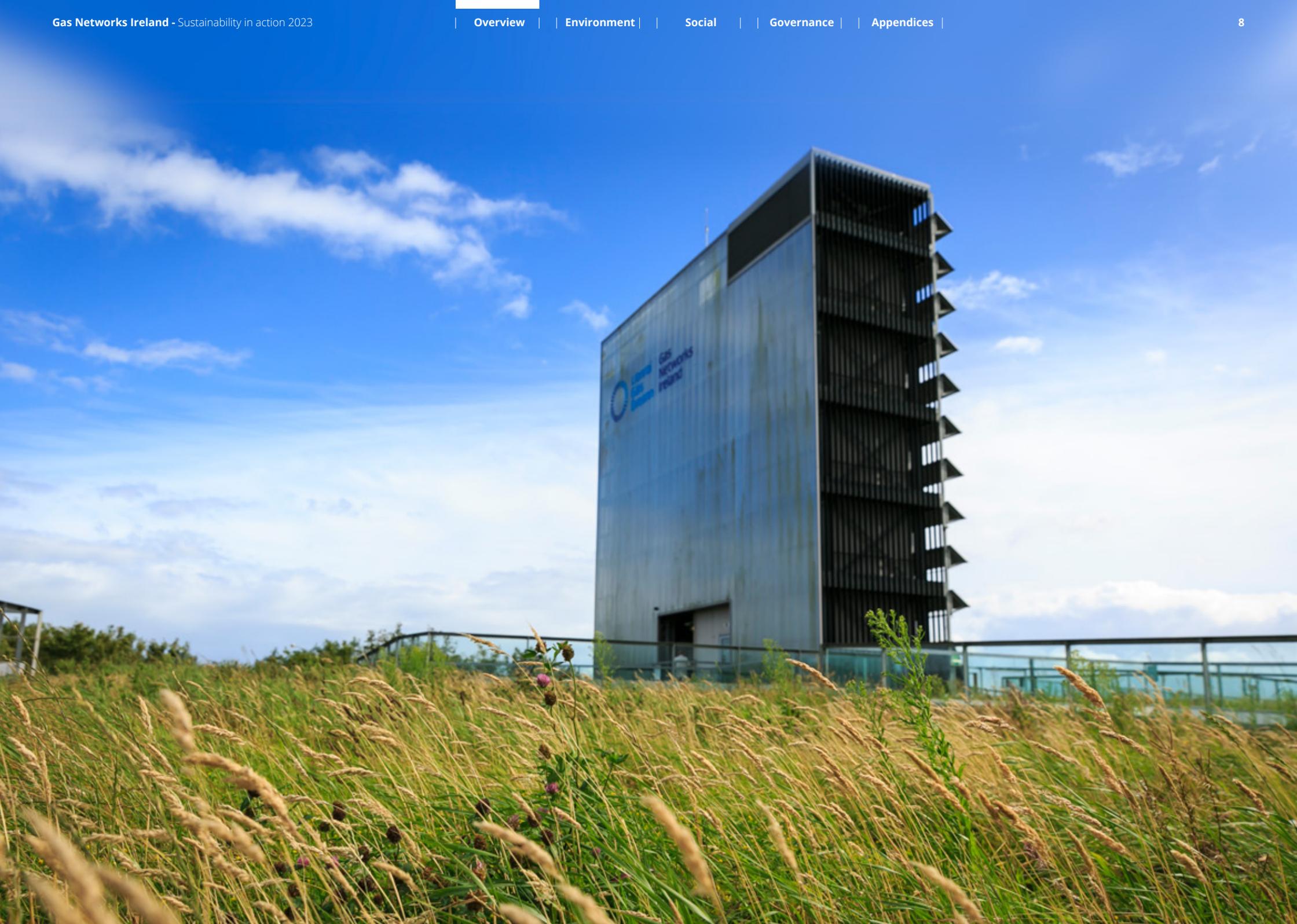
We're proud of everything we have achieved so far. It's our platform for continued success. Years of reliable expertise and constant evolution not only guide us but give us the confidence to move towards a more sustainable future.

#### Doing what's right

Care and compassion guides everything we do. That means delivering services as safely as they are dependable. And treating both our people and our customers with the utmost respect as we do it.

#### Energised for change

Today's innovations lead to tomorrow's evolution. We know that transitioning to a cleaner energy future will only come from a willingness to learn, adapt, innovate and collaborate widely.



# Sustainability in Gas Networks Ireland

Sustainability is at the heart of our business. We are transforming the gas network to transport renewable gases enabled by innovative technologies.

As a leading utility company, sustainability is defined by our role in delivering an affordable and clean energy future for the people of Ireland through the decarbonisation of our network and the reduction of emissions across all sectors of Irish society. We continued to embed sustainability across our business.

**These six of the 17 United Nations' Sustainable Development Goals are at the core of our Strategy**

## Strategic ambitions



**Sustainable energy services**



**Integrated energy system**



**Excellence in operations**



**Energised people**



**Resilient energy network**



**Strong financials**

## UN Sustainable Development Goals



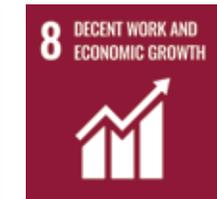
**Environment**



**Social**



**Governance**

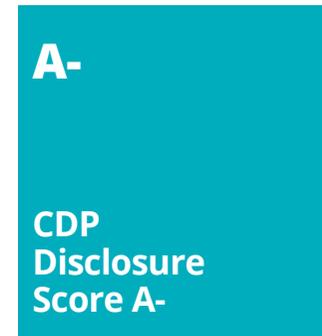
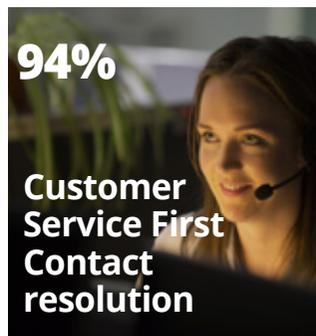
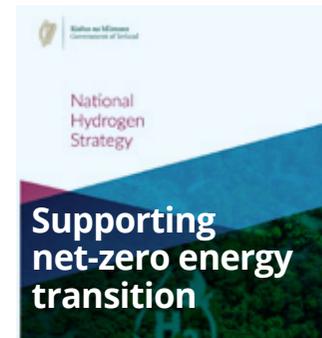
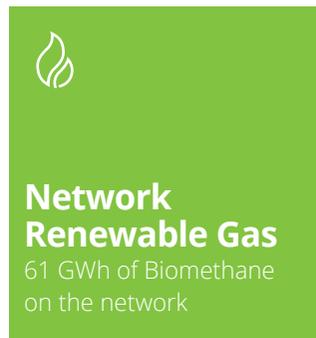
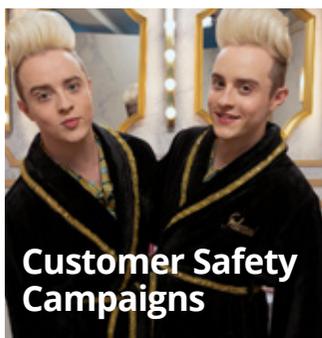


# Our sustainability achievements

## Resilient Energy Network

## Sustainable Energy Services

## Integrated Energy System



## Our sustainability achievements

### Excellence In Operations

### Energised People

### Strong Financials

**12** RESPONSIBLE CONSUMPTION AND PRODUCTION



**3** GOOD HEALTH AND WELL-BEING



**8** DECENT WORK AND ECONOMIC GROWTH





**Published our new Supplier Charter**  
that places Sustainability at its core



**Digital Workplace Programme Delivered**



**DEI Programme**  
ongoing growth of our Employee Resource Groups



**Strong Employee Engagement**

**93**

**Community projects supported in 2023**



**Change to Price Control 5 decision published**



**Cork office upgrade for Energy Efficiency**

**Greenhouse Gas (GHG) reduction Glidepath**  
approved by the Board to demonstrate a clear path to meet our decarbonisation commitments



**Female development**  
34 graduates from our female development programme 2023



**Graduate Programme**



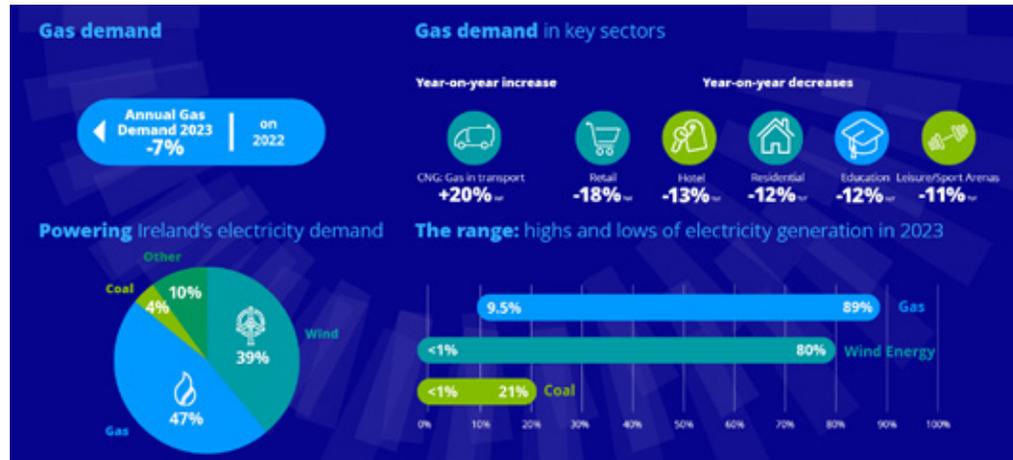
**Corporate Sustainability Reporting Directive**

**39**

**Moody's ESG score**



## 2023 business highlights



### Gas continues the rollout of renewables

In 2023, gas generated 47% of Ireland's electricity, a 1% decrease from 2022. Wind's share of electricity generation increased from 34% in 2022 to 39% in 2023, and coal's generation fell from 9% in 2022 to 4% in 2023. At their peak, gas and wind powered up to 89% and 80% of Ireland's electricity needs respectively. The intermittent nature of wind saw it drop lower than 1% at times. As the level of renewables increases on the electricity network, the gas network will provide resilience and security of supply in an integrated energy system.

### National Hydrogen Strategy

The Government's National Hydrogen Strategy, published in July, acknowledged the crucial role that Ireland's €2.8bn gas network will play in Ireland's future renewable hydrogen evolution. This includes how the gas network will be leveraged to accommodate hydrogen produced from wind energy, as well as recognising that in the interim, natural gas will continue to be needed to ensure continued security and resilience of Ireland's energy supply.

### Industry prepared for hydrogen

At our Network Innovation Centre in Citywest, our research into understanding the full potential of hydrogen continued. In November, our HyEnd report was published. This latest research found that 90% of equipment powered across industries and large businesses in Ireland is already capable of using up to 20% of hydrogen, when blended with natural gas.

### Biomethane industry ready to go

In September, we published the Biomethane Energy Report, a comprehensive report detailing the key findings from a national Request for Information process targeting current and prospective biomethane producers. The responses have been used to assess the future infrastructure requirements for biomethane integration into Ireland's gas network and help facilitate the most efficient delivery of biomethane to our customers and the most economic connections to the gas network for producers.

### Ireland's eighth CNG refuelling station

Together with Virginia Internal Logistics we took another step forward in reducing emissions from Ireland's transport industry – with the opening of Ireland's eighth Compressed Natural Gas (CNG) refuelling station by Minister for Social Protection and Minister for Rural and Community Development, Heather Humphreys TD.

The report's findings confirmed a strong appetite amongst prospective biomethane producers in Ireland, with aggregate production totalling 26% of current gas consumption, which could enter the gas network by 2030. In terms of production volumes, the response received of 14.8 TWh is more than two and a half times that of Ireland's stated 2030 biomethane ambition of 5.7 TWh.



## 2023 business highlights

### Aurora Telecom

Aurora Telecom specialises in dark fibre and colocation services for telecommunications carriers, corporate organisations, and government services. In 2023, in addition to extending its national network footprint, Aurora Telecom enhanced its international standing by strengthening its secure, resilient, dual-feed connectivity to additional subsea cable networks, specifically the international subsea backhaul connection for the IRIS subsea cable. Aurora Telecom is the only provider to interconnect with this new high-speed undersea cable system, which spans approximately 1,700 km in length and connects Iceland to Ballyloughane Strand in Galway.

### New connections

A total of 19 large industrial meters, 352 small-to-medium-enterprises, 6 apartment blocks and 1,989 homes contracted to be connected to the gas network in 2023. The associated offtake for this customer base is shown below:

- 2,262.3 GWh - 19 large industrial meters
- 38.1 GWh - 352 commercial businesses
- 21.8 GWh – 1,820 mature homes
- 1.7 GWh – 169 new homes
- 5.7 GWh – 6 new apartment blocks

### Responding within the hour, every hour

We responded to 14,856 suspected gas escapes, carbon monoxide issues, and incidents within an average of 27 minutes.

### Two million hours accident free

In October, we reached the safety milestone of 2,000,000 hours worked without a lost time incident. This accomplishment is a testament to the dedication, diligence, and vigilance of our team and a reflection of our safety-first culture.

### €148m Capital Investment in Ireland's gas network as the volume of renewable gas increases

Efficiently incurred capital investment of €148m in critical gas infrastructure was delivered in 2023. In line with our counterparts across Europe, our focus is on transitioning our gas supply to renewable technologies such as biomethane and hydrogen.



### Overall Operational Excellence Award

In June we were announced as winners of the Overall Operational Excellence Award which acknowledges individuals, teams and organisations dedicated to achieving operational excellence and driving business transformation.



### Recognition for our excellence in customer care

Our excellence in customer care and in our customer service programme continued to be recognised, as we were awarded Best Customer Experience in Public, Voluntary & Non-Profit Sector CCMA award, Best Customer Experience for Utilities/Telecom CE Award and Best Customer Experience Impact in Government and Public Sector at the CXIA awards. Our Customer Care Manager Bernard Mooney was also awarded the Customer Experience Leader 2023. We continued to maintain and enhance our customer journeys which saw our overall Customer Satisfaction Score remain at an excellent 93%.

### Employee volunteering

Last year, more than 160 of our employees volunteered to facilitate and deliver over 70 local community initiatives including STEAM education programmes - 'Energize', which encourages sixth class pupils to continue science subjects in second level education, 'Time to Count' – a numeracy support primary school programme, and the 'World of Work' education and career support secondary school programme; as well as gardening for the elderly with our charity partner Age Action Ireland, biodiversity projects and fundraising initiatives. We delivered 54,008 social impact hours and were accepted as applicants for the "Investing in Volunteers Certification" - the national quality standard for best practice in volunteer management.



Gas Networks Ireland employees volunteering for Age Action

# Our history and sustainability journey

## 1970s

number of staff: 32

Pre 1970s, "town gas" was produced from coal at local gasworks sites and was used primarily for streetlamps



First gas street lamp

## 1971

The Glomar North Sea exploration ship finds gas off the south coast of Ireland

## 1976

The Gas Act establishes Bord Gáis Éireann as the State Gas Development Agency. The new semi-state replaces private sector small town-based gas companies

## 1978

Natural gas first brought ashore through a sub-sea pipeline at Inch in Co Cork

## 1980s

number of staff: 99



The Clayton Gas Holder, c1980s

## 1983

Gas pipeline from Cork to Dublin completed

Dublin Gas Company receives its first natural gas supplies and begins converting 120,000 customers to natural gas from town gas

Cork and Dublin Gas Companies fully acquired by Bord Gáis Éireann

## 1990s

number of staff: 905

## 1990

Sale of natural gas appliances increases by 50% and gas sales to the industrial/commercial sector increases by 15%



Dublin Gas Construction 1990s

## 1992

Work begins on the first subsea interconnector and a major compressor station in south-west Scotland to increase supply of gas to Ireland by 50%

Natural gas within reach of 550,000 homes in Ireland

## 2000s

number of staff: >905

## 2000

Aurora Telecom enters dark fibre market

## 2001

Second subsea interconnector approved by government

## 2002

Commission for Energy Regulation established, and projects are undertaken to bring gas to the west of Ireland for the first time

## 2009

Our charitable fund and commitment to youth education first established



## Our history and sustainability journey

### 2010s

number of staff: 1000

#### 2014

Following the sale of Bord Gáis Energy, Bord Gáis Éireann is rebranded to Ervia – Ireland’s first multi-utility company

#### 2015

Bord Gáis Networks rebranded to Gas Networks Ireland and becomes a separate subsidiary



#### 2016

BWR Mark first achieved

### 2020s

number of staff: 800



Additional CNG stations opened

#### 2020

First CDP rating of B- achieved

#### 2021

Two additional public CNG stations opened bringing the number of publicly accessible, fast-fill CNG stations in the country to four

#### Today

Transforming the gas network as part of Ireland’s transition to a net-zero carbon economy while continuing to deliver a safe, efficient and reliable gas network by focusing on security of supply and safe operations

### Future

#### 2030

- 50% reduction in GHG emissions intensity
- Achieve 2030 science-based targets
- Deliver renewable gas targets on the network
- Continue to work towards delivering the Government target of 5.7TWh of biomethane on our network



## 2045 Net-zero national gas network realised for Ireland



#### 2018

Our first Sustainability Report is published

#### 2019

Ireland begins its journey to a net zero carbon gas network, with the introduction of domestically produced renewable biomethane onto the national network

Sustainability strategy developed and sustainability team established



## Key Performance Indicators

		2023	2022
<b>Environment</b>	CDP Climate Change Rating	A-	B
	GHG Emissions Scope 1 TCO <sub>2</sub> e <sup>1</sup>	190,490	191,892
	GHG Emissions Scope 2 TCO <sub>2</sub> e <sup>2</sup>	2,656	3,067
	GHG Emissions Scope 3 TCO <sub>2</sub> e <sup>3</sup>	25,830	3,157
	Biomethane transported by Gas Networks Ireland (GWh)	61	41
	Native Irish Trees Planted	15,290	1,180
	Baseline Score Measurement on our AGIs	15	10
<b>Social</b>	Employee Fundraising	€53,108	€18,091
	Employees Volunteering on Programmes	1 in 5	1 in 8
	Total Hours Worked without Incident	2,301,133	872,111
	Sustainable Engagement Score (from employee engagement surveys)	89%	85%
	Gender Pay Gap	5.5%	5.7%
<b>Governance</b>	Moody's ESG Rating	39	31
	Female Representation on Board	45%	40%
	CDP Supplier Engagement Rating	A-	A-

### Notes:

- 1 The carbon equivalent intensity of methane emissions has been increased from 28tCO<sub>2</sub>e to 29.8tCO<sub>2</sub>e (IPCC). This has caused a change in the calculation of Scope 1 emissions.
- 2 The reductions in electricity use are partly due to improved energy efficiency measures across our operations and offices.
- 3 Our scope 3 emissions have increased due to increased data gathering.



# Environment

We are committed to the highest standards of environmental management and to proactively addressing the challenges of climate change.



Pond at Baldrumman AGI

## Introduction

Climate change is the single most pressing challenge facing Ireland and global societies today. To address climate change, the Irish Government has ambitious climate and energy targets to successfully transition to a carbon-neutral economy by 2050. The gas network, while serving Ireland's energy needs today, is also focused on transforming into a fully decarbonised network that transports renewable gases. These ambitions are very much aligned to supporting Ireland's progress towards UNSDG 7: Affordable and Clean Energy and UNSDG 13: Climate Action.

Gas Networks Ireland continuously revise our approach to reducing the environmental impact of business activities, and our investment in leading asset management systems and processes contributes to enhanced network asset performance and energy efficiency.

We have developed objectives in several areas including climate action, greenhouse gas (GHG) emissions reduction, energy use, water use, and waste generation all of which are verifiable within our certified Environmental Management System ISO14001 and Energy Management System ISO50001. Our Greenhouse Gas Inventory was independently verified according to ISO14064-3:2019 specifications with guidance for the validation and verification of greenhouse gas statements.

The sustainability team promotes an integrated and strategic approach to environmental and energy management across the business and our asset base. Bespoke in-house design toolkits and environmental guidance assist our designers, planners and operations colleagues to apply a standardised approach to environmental management.

## Climate action

### Securing our future - Working collaboratively to develop a sustainable energy system that facilitates and supports Ireland's net zero target.

The gas network is crucial to Ireland's energy mix and imperative to achieving climate action targets. Our vision is for a net zero carbon gas network by 2045, by replacing natural gas with renewable gases, such as carbon neutral biomethane made from agricultural and food waste and carbon free green hydrogen. Decarbonising the gas network will complement the development of renewable electricity, reduce emissions across all sectors of the economy including those that are traditionally difficult to decarbonise such as industry, agriculture and heavy transport, and further enhance the security and diversity of Ireland's energy supply.

We will continue to work towards delivering the Government target of up to 5.7TWh of biomethane on our network by 2030. We firmly believe that the 2030 target of 5.7TWh can be achieved with the requisite Government support. We will engage all stakeholders to facilitate achievement of this important objective and in the delivery of a National Biomethane Strategy.

### Renewable gases Biomethane

Biomethane is largely identical to natural gas; it can seamlessly replace gas in heating systems, transport, power generation, and appliances. A renewable gas industry in Ireland would support the decarbonisation of the agricultural sector, provide significant opportunities to rural communities, facilitate sustainable circular economies, and significantly enhance security of supply.

The Government has set a target of up to 5.7TWh of biomethane on the national gas network by 2030. We are actively working with all stakeholders to support and facilitate the achievement of this objective. Biomethane has formed part of the regular gas supply in Ireland's gas network since mid-2020. Our network and down-stream

applications are fully compatible with biomethane, as are our CNG (compressed natural gas) refuelling stations which we continue to build with the intention of operating as renewable bio-CNG (compressed biomethane gas) refuelling stations as the volume of biomethane on the network increases. In 2023, 95% of the CNG dispensed was bio-CNG.

In September 2023, we published the Biomethane Energy Report, a comprehensive report detailing the key findings from the biomethane request for information we issued in late 2022. The Report's findings confirmed a strong appetite amongst prospective biomethane producers in Ireland, which would see renewable gas replace more than 25% of natural gas on the network, creating significant new agri-income streams and reducing the country's total carbon emissions by almost 4 million tonnes per year i.e., 6.5% of Ireland's total emissions.



## Climate action

### Hydrogen

Hydrogen is a carbon free gas that can be produced from renewable electricity and stored indefinitely, making it an attractive option to decarbonise energy systems and a strong example of how greater integration between our gas and electricity systems can drive a cleaner energy future for Ireland.

Ireland's gas network is one of the safest and most modern gas networks in Europe. Blends of up to 20% hydrogen by volume could be transported on the existing gas network and used in existing appliances, technology and vehicles, with minimal disruption and upfront cost to customers.

Ireland's gas distribution network is compatible with hydrogen blends of up to 20% and even 100% hydrogen with only some modifications required. Ireland's gas transmission network is also compatible with hydrogen blends, however materials testing is required for around 50% of pipelines on the network to allow current maximum operating pressures to be maintained with hydrogen concentrations of greater than 10%. Some targeted research on certain equipment

contained within transmission AGIs and compressor stations will also be required. Across the UK and EU, there are multiple studies already underway testing the compatibility of transmission network equipment (e.g., National Grid HyNTS (FutureGrid), Gasunie programmes, Hydrogen in Gas Grids (HIGGS), GERG and EPRG hydrogen programmes) which will support Gas Networks Ireland in this research.

We have built a distribution test network in our facility in Citywest, Dublin to allow us to test how blends of natural gas and hydrogen perform in the network and also with downstream appliances.

Gas Networks Ireland alongside other partners in the Cork harbour region have been working on developing the Celtic Hydrogen Cluster, (CHC). The CHC is looking to benefit from the existing nexus of energy producers and consumers which are currently connected by or in close proximity to an existing natural gas network which could be repurposed to transport and store 100% hydrogen to stimulate a hydrogen cluster in this area to take advantage of the offshore wind energy

which will be produced from the Celtic sea in the future. Gas Networks Ireland is looking to support all emerging hydrogen clusters which may develop in line with the Irish National Hydrogen Strategy.

### CNG

Heavy goods vehicles and buses account for a disproportionate amount of Ireland's transport emissions. Emitting significantly less carbon dioxide than diesel and petrol, compressed natural gas (CNG) is a cleaner and affordable alternative fuel that is helping to decarbonise the Irish transport sector. Furthermore, CNG vehicles are entirely compatible with biomethane, meaning that as Ireland gradually increases the volume of biomethane on the national network, vehicles refuelling from the gas network will further reduce their carbon footprint without changing a thing.

Ireland's four publicly accessible, fast-fill CNG stations, form part of the developing national network of CNG stations aimed at providing clean fuel to the Heavy Good Vehicles (HGV) sector. Strategically located to support prominent haulier routes, the state-of-the-art stations have the capacity to fill 70 HGVs a day, with each fill taking no more than five minutes. These stations allow hauliers and fleet operators in the region to begin the journey to sustainable transport by switching their fuel from diesel to CNG / renewable CNG today and ultimately transition to 100% networked renewable gases, including biomethane and hydrogen, in the future.

In 2023, 94% of the CNG used in transport was ISCC certified biomethane. Renewable CNG is a zero-emissions fuel under EU law and counted by NORA towards Irish renewable transport fuel targets.



Anaerobic digestion facility

## Climate action

### Case Study: Irish Industry ready to take up to 20% blends of hydrogen

The 'Renewable Hydrogen and End-users Considerations for the Transition to a Renewable Gas Network (HyEnd)' report was launched by Gas Networks Ireland at the annual Hydrogen Ireland Conference in Belfast in November. The report's main finding is that more than 90% of equipment powered across industries and large businesses in Ireland is already capable of using up to 20% of hydrogen, when blended with natural gas.

The HyEnd report focuses on investigating the limits for Large Daily Metered (LDM) and Daily Metered (DM) gas customers in using hydrogen blends and aims to address two key questions:

- What are the large and industrial customers' equipment limits for hydrogen blends up to 20%?
- How will Ireland's gas network need to adapt to transport the renewable hydrogen to serve these customers?

The research included 42 'Large Daily Metered' (LDM) customers and 270 'Daily Metered' (DM) customers. The LDM category of gas customers, accounts for approximately 72% of all gas used in the country and comprises power plants and those that need high heat for their processing - such as agri-food plants, chemicals and pharmaceutical industries. The DM category includes customers from the hospitality and education sectors, as well as hospitals, apartment blocks and shopping centres.

The report shows that a 20% hydrogen blend is a compatible mid-term plan to introduce 100% renewable gas in the gas network as a long-term plan by 2050. Analysis of customer surveys shows that 90% of LDMs will be able to operate with up to 20% hydrogen blends, but it is noted that 10% of LDM end users are currently restricted to 5% blends of hydrogen due to current equipment limitations.

The project highlights how it will be important to collaborate with end-users who deploy equipment and manufacturers to support the development of equipment that can operate efficiently with increased hydrogen blends.

The report is the latest to be published from ongoing research into hydrogen on Ireland's gas network, which is being carried out by the University College Dublin's Energy Institute (UCDEI) and the team at Gas Networks Ireland's Network Innovation Centre in Citywest, Dublin. Funding was provided by Science Foundation Ireland (SFI) under the SFI Industry RDI Fellowship Programme and by Gas Networks Ireland's Innovation Fund.



## Climate action

### Environmental management systems

Investment in leading edge asset management systems and processes will contribute to enhanced network asset performance and energy efficiency. In 2023, Gas Networks Ireland maintained certification to ISO14001 and ISO50001 along with ISO systems, ISO45001, ISO55001 and ISO9001.

Gas Networks Ireland has adopted an iterative multi-year approach to reducing the environmental impact of its business activities. Significant milestones on this journey have been the implementation of an Environmental Management System (certified to ISO14001) successfully since 2012, achieving the Energy Management System certification (ISO50001) in 2014 and being one of the first companies in the country to achieve the Asset Management System Standard ISO55001 in 2015.

The company continued to publish the annual Sustainability Report in alignment with the United Nations Sustainability Development Goals in 2023, outlining progress in implementing the principles of sustainable development across all aspects of our operations.

In 2023 we continued to focus on areas including biodiversity, Greenhouse Gas (GHG) emissions/carbon management, waste, energy and procurement. We also delivered a study on embodied carbon in civils design as well as stepping up our climate change scenario modelling and risk assessment for the organisation.

Our GHG inventory was independently verified to ISO14064-3:2019 specifications with guidance for the Validation and Verification of Greenhouse Gas Statements.

The sustainability team continues to promote an integrated and strategic approach to environmental and energy management across the business and asset base. Bespoke in-house design toolkits and environmental guidance assist our designers, planners and operations colleagues to apply a standardised approach to environmental management

### Environmental performance

Any significant fines and non-monetary sanctions for non-compliance with environmental laws and/or regulations are demonstrated in the table below.

	2023
(i) Total monetary value of significant fines	0
(ii) Total number of non-monetary sanctions	0
(iii) Cases brought through dispute resolution mechanisms	0

### Access to information on the environment

The Access to Information on the Environment (AIE) Directive was transposed into Irish law by the European Communities (Access to Information on the Environment) Regulations 2007 to 2014 (the "AIE Regulations"). Under the AIE Regulations, members of the public can request access to environmental information from public authorities. GNI have appointed an AIE Officer to oversee the formal process and to assist GNI in meeting its transparency obligations set out in the Directive.

Requests for environmental information should be made via the AIE Officer by email to [foi@gasnetworks.ie](mailto:foi@gasnetworks.ie) or via post at: AIE Officer, Gas Networks Ireland, Networks Services Centre, St. Margaret's Road, Finglas, Dublin 11.

	2023
Access to Information on the environment requests made to Gas Networks Ireland	4

In addition, the Freedom of Information Act 2014 ("the FOI Act") also gives members of the public the right to seek access to records held by public bodies, and, to seek reasons for decisions of FOI bodies. Requests can also be made by email to [foi@gasnetworks.ie](mailto:foi@gasnetworks.ie) or via post at: FOI Officer, Gas Networks Ireland, Networks Services Centre, St. Margaret's Road, Finglas, Dublin 11.

## GHG emissions management

### Our Energy Management System (EMS) supports us to meet energy efficiency and Greenhouse Gas (GHG) emission reduction targets.

#### GHG emissions

Sustainability and decarbonisation principles are at the core of our business and strategic decisions.

We established our carbon footprint in 2019, aligned with global best practice. We selected 2010 as our baseline carbon year, a time before the Corrib gas field commenced supplies of natural gas to Ireland. We utilised verified emission equivalency conversion factors from SEAI where possible, DEFRA and empirical data from staff activities such as commuting.

Our 2023 GHG inventory was independently verified according to the ISO 14064-3:2019 Specifications with Guidance for the Validation and Verification of Greenhouse Gas Statements. Gases included are CO<sub>2</sub>, CH<sub>4</sub> etc. Final figures are reported in tonnes of CO<sub>2</sub> equivalent (tCO<sub>2</sub>e).

#### Low carbon pledge

We are signatories of the Low Carbon Pledge, a Business in the Community Ireland (BITCI) initiative for Irish businesses to invest time and resources into creating a more sustainable operation, by being more energy efficient and reducing carbon usage.

To help ensure consistency and comparability of efforts across various companies the internationally recognised Greenhouse Gas Protocol Corporate Standard is used as the underlying framework for the Low Carbon Pledge. Signatory companies commit to the following:

- Record their entire Carbon Footprint, both direct (Scope 1 & 2) and indirect (Scope 3) carbon emissions.
- Reduce carbon emissions that they are directly responsible for (Scope 1 & 2), as well as play their part in reducing emissions across their supply chain (Scope 3).
- Report publicly their individual progress, as well as collectively through the annual BITCI Low Carbon Report.
- Regularly review their carbon reduction targets (SBTs) to align to the latest Climate Science.
- Pledge to reduce carbon emission intensity by 50% by 2030

#### Increasing the ambition of the Low Carbon Pledge and setting Science Based Targets

Business in The Community Ireland has furthered the ambition of the Low Carbon Pledge by supporting signatory companies to progress towards setting Science-Based Targets (SBT) by 2024, (i.e. what science says is necessary to limit global warming to 1.5°C).

Our CEO is co-chair of the low carbon pledge working group and in 2021 committed to developing Science-Based Targets.

The Science-Based Targets Initiative (SBTI) are currently developing an SBT methodology for the oil and gas sector with a plan to publish the methodology in 2024.

#### Carbon disclosure via CDP

In 2020, we disclosed our carbon emissions and equivalents through the Carbon Disclosure Project (CDP) for the first time. CDP's annual disclosure and scoring process is respected as the world's leading framework of corporate environmental transparency, ranking companies on a scale of A to D-, based on their comprehensiveness of disclosure, level of transparency, awareness and management of both environmental risks and opportunities, their demonstration of best practices, and their setting of ambitious and meaningful targets.

Gas Networks Ireland received an A- which is in the Leadership band. This is higher than the Europe regional average of B, and higher than the Energy utility networks sector average of B. We also received an A- in our Supplier Engagement Rating.



## GHG emissions management

### Breakdown of emission sources by activity:

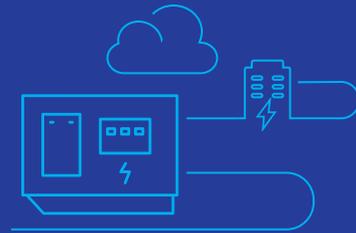
#### Scope 1



This covers the Green House Gas (GHG) emissions that Gas Networks Ireland makes directly — for example while running its boilers, compressors and vehicles along with methane emissions.

- Unintentional Emissions of Natural Gas from Equipment
- Metered Process Gas
- Compressor Vented Fuel Gas
- Offices - Gas
- Gas Networks Ireland fleet
- Refrigerant F-gas top ups

#### Scope 2



These are the emissions it makes indirectly – like when the electricity for heating buildings and electricity on site, is being produced on its behalf.

- Offices – Electricity
- Process Sites Electricity Use

#### Scope 3



In this category are all the indirect emissions that the organisation is responsible for, up and down its value chain. For example, from buying products from its suppliers.

- Main Period Contractor
- Grey Fleet
- Helicopter surveys
- Water
- Waste
- Suppliers
- Staff Commuting
- Remote Working
- Taxis
- Distribution Pipeline Construction
- Transmission Pipeline Construction
- Airline Travel including RF forces
- Rail Travel
- Well-to-tank emissions for energy consumed
- Printed Paper
- Transmission & Distribution electricity losses

## GHG emissions management

### GHG emissions performance

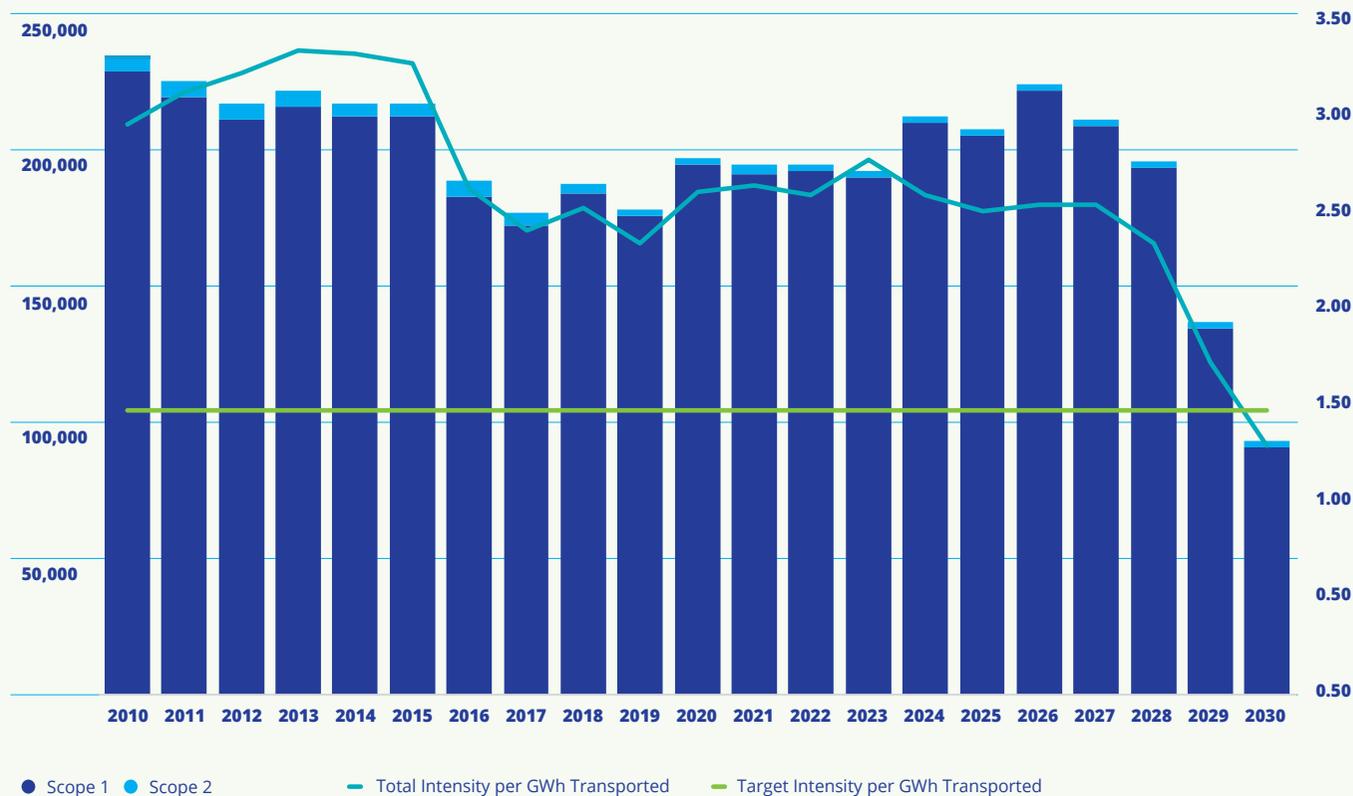
**Absolute GHG Emissions Reduction since 2010 (Scope 1&2) -17%**

**Emission Intensity Reduction since 2010 (Scope 1&2) -6%**

### GHG Glidepath to meet 50% reduction target (Scope 1&2)

We have established working groups (e.g. Climate Action Steering Committee and Reduce Your Use Working Group) to help achieve our carbon reduction ambitions. A thorough examination was conducted on all our major strategies aimed at reducing our greenhouse gas (GHG) emissions. It was determined that these strategies were adequate to achieve our low carbon pledge target (50% reduction in emission intensity by 2030 compared to 2010). A glidepath was developed and underwent Board review in 2023. Below, you'll find a depiction of this glidepath.

#### GHG 2030 Glidepath



## GHG emissions management

### GHG emissions intensity performance

Gases included are Carbon dioxide (CO<sub>2</sub>), Methane (CH<sub>4</sub>) etc. Final figures are reported in tonnes of CO<sub>2</sub> equivalent (tCO<sub>2</sub>e).

The following sections provide more detail of the Scope 1, 2 and 3 trends since 2010.

Our carbon intensity (TCO<sub>2</sub>/GWh) is based on the volume of natural gas transported through the gas network annually.

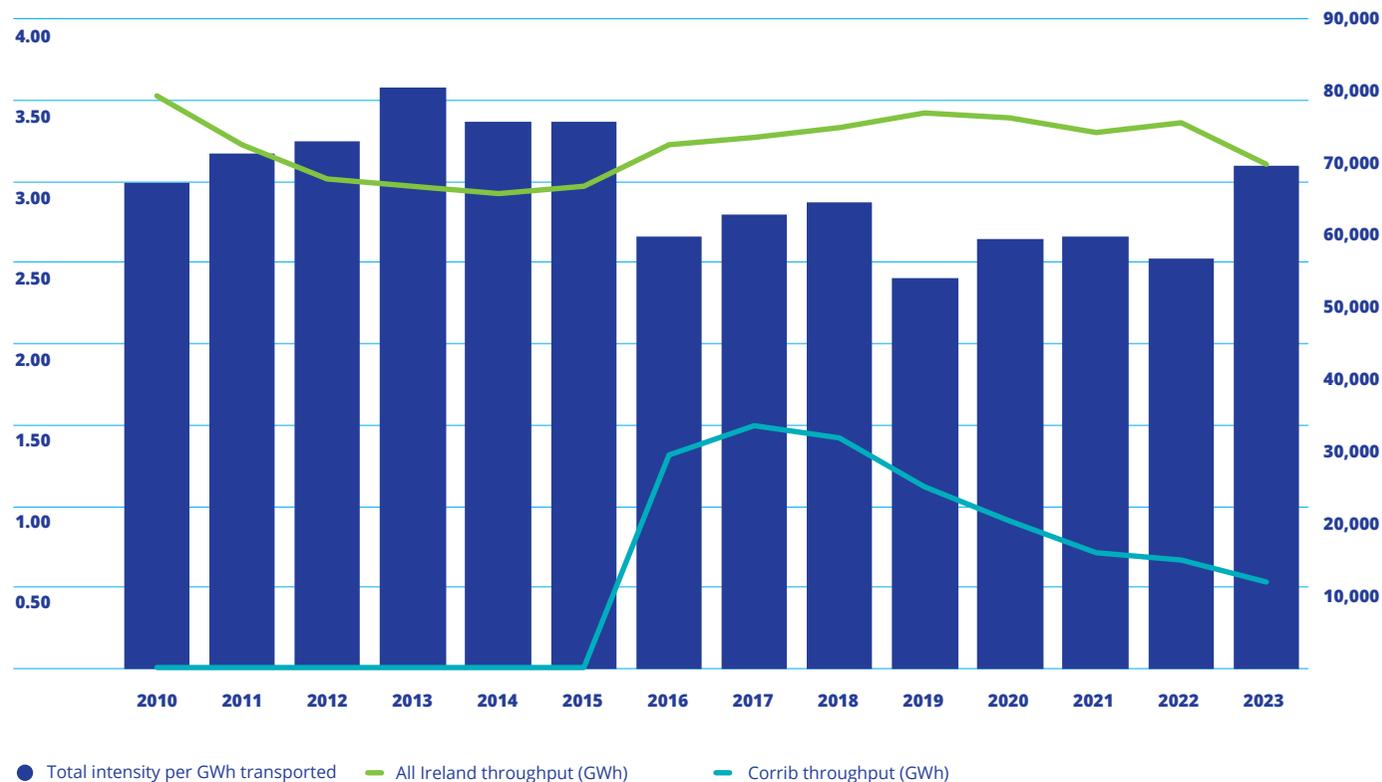
Most of our carbon footprint is under the financial and operational control of the business. Our compressor stations in Scotland are owned by the business and operated by a contracting partner, but under our financial control. The elements of our scope 1 emissions under financial control are compressor vented fuel gas a portion of metered process gas.

NOTE 1: A reduction in emissions intensity is evident from 2016 when Corrib gas field became an indigenous supply point of natural gas. In 2015 our total CO<sub>2</sub>e emissions were 226,312 TCO<sub>2</sub>e compared to 194,388 in 2016.

NOTE 2: Our scope 3 emissions have increased in 2023 due to the addition of more suppliers and materials to our calculations. We also added GHG Protocol Scope 3 Category 3 (Other fuel related activities) to account for the upstream emissions associated with the energy we consume. This accounted for an additional 18k TCO<sub>2</sub>e in 2023.

The following sections provide more detail of the Scope 1, 2 and 3 trends since 2010.

### Emission Intensity (TCO<sub>2</sub>e/GWh)



## GHG emissions management

### Scope 1

The location base for our scope 1 emissions is on the island of Ireland and in the Southwest of Scotland. Our Scope 1 emissions are primarily accounted for by

- fuel gas combusted by compressor stations
- fuel gas combusted to heat gas at our Above Ground Installations (AGIs)
- Fugitive emissions - accidental leaks or undesirable emissions of natural gas from the transportation system.
- Vented gas – natural gas emissions also occur as a result of gas which is vented for safety purposes during essential operation and maintenance.

Our scope 1 emissions have trended down from the baseline year of 2010 to 2019, in part, due to Corrib gas field becoming an indigenous supply point of natural gas. This reduced the volume of natural gas required through the compressor stations in Scotland, resulting in lower fuel gas required to compress natural gas before it reaches our pipeline in Ireland. As production of gas at the Corrib gas field is now declining, we are increasingly reliant on our compressor stations in Scotland, which impacts our scope 1 emissions. Our 2023 scope 1 absolute emission footprint has reduced by 17% from our 2010 baseline.

### Greenhouse gas emissions performance at Gas Networks Ireland’s Compressor Stations

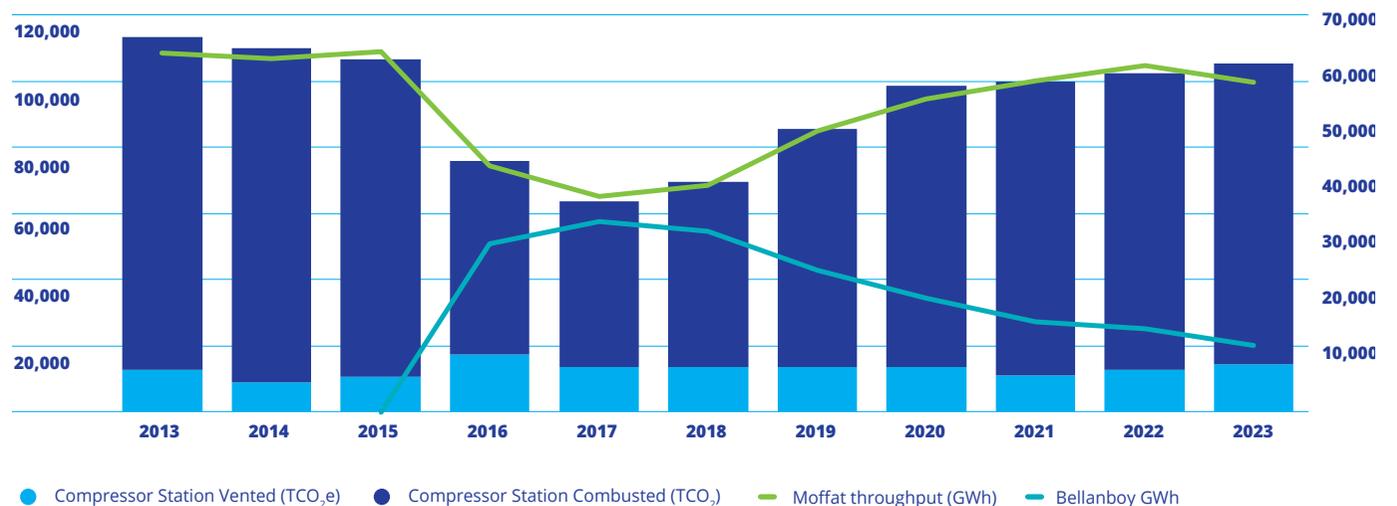
Ireland’s natural gas is a combination of domestic production and imports. Currently, approximately 80% of our natural gas is supplied from Scotland and the remaining 20% comes from Corrib, Co. Mayo. Vermilion Energy manage and produce the natural gas from the Corrib gas fields; Gas Networks Ireland facilitate the transportation of this gas but are not responsible for its production.

Natural gas transported via the Moffat Entry Point in Scotland, requires the use of compression facilities at Beattock and Brighthouse Bay Compressor Stations to raise the pressure of the gas for onward transportation to Northern Ireland, Isle of Man and Republic of Ireland and to maintain pressures throughout the system. Gas is transported via the two subsea interconnectors, into the ROI network at Loughshinny and Gormanston. The pressure on the interconnectors is approx. 110 bar, with pressure reduction prior to entry into the 65barg onshore network.

Fuel gas consumed at our compressor stations in Scotland accounts for ~55% of our Scope 1 emissions. Gas is combusted at our compressor station turbines to transport the gas at required pressures. Compressor Stations also require an amount of gas to be vented in order to operate safely at times, such as starting and stopping of compressor units. The fuel gas combusted, and vented emissions are the main contributors to our carbon footprint for our compressors. Changes in the operation of Beattock compressor station in Scotland have been made to improve the reliability of the units and reduce the Nox and CO being emitted. However, this has resulted in increased fuel consumption in 2023 compared to previous years.

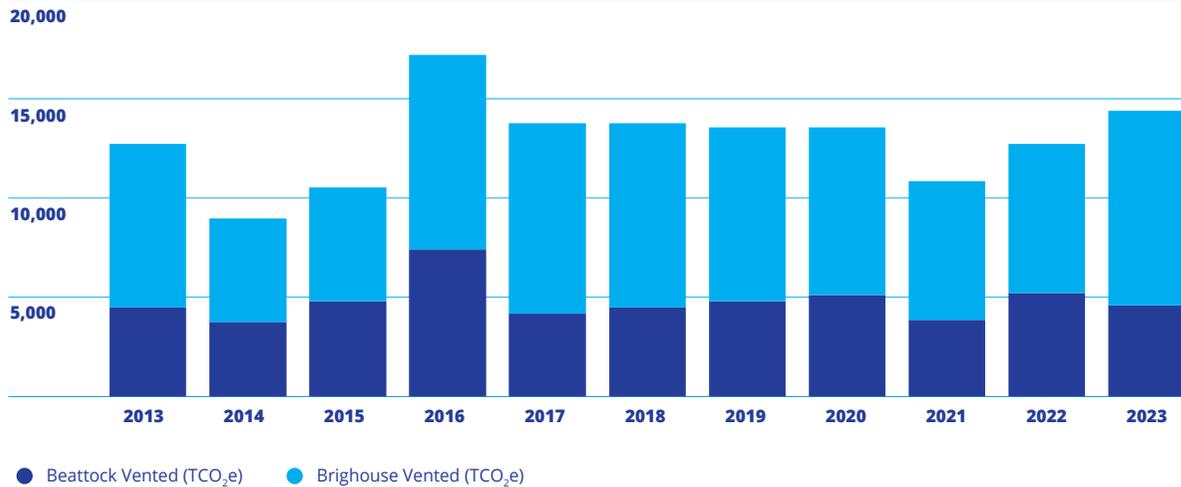
The fuel gas consumption, and therefore carbon footprint (TCO<sub>2</sub>e) at our compressor stations for combustion and venting purposes is related to the throughput at the compressor stations (which in turn is directly related to the increase / decrease of Corrib supply) as is evident in the following charts.

Gas Network Ireland compressor station combusted and vented gas emissions (TCO<sub>2</sub>e)



## GHG emissions management

### Beattock and Brighouse Bay Compressor Stations



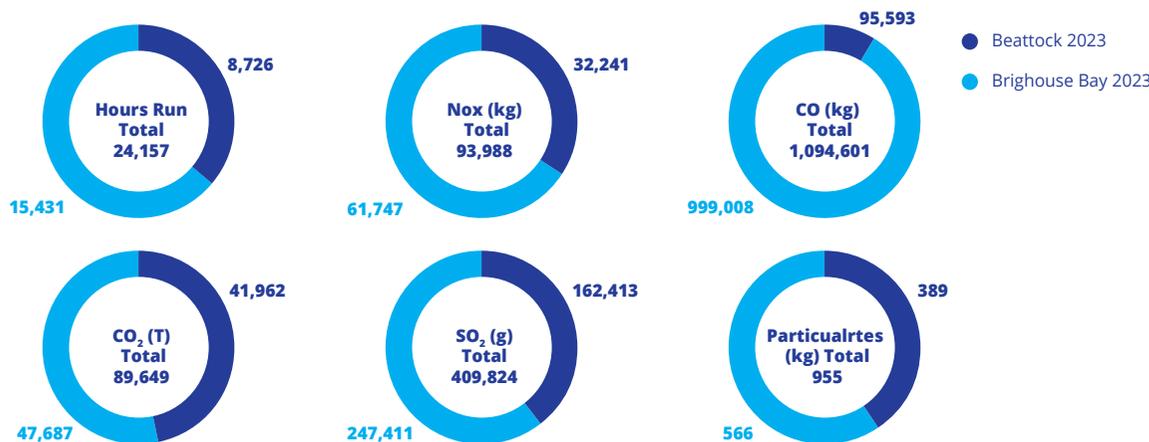
As Corrib declines and more gas is required to flow through Moffat, it is anticipated that the Onshore Scotland Compressor Station own use gas requirement (and Total Emissions TCO<sub>2</sub>e) will continue to increase.

Compressor station combustion intensity also depends on operating the compressors within their most efficient range. Variation occurs where compressors are forced to operate outside of this range (e.g., intra-day throughput peaks).

Gas Networks Ireland has been working in conjunction with Premier Transmission Limited (PTL) and National Gas (NG) to minimise the within day flow volatility as a result of the timings of nominations received for the Moffat Interconnection Point. Late in the gas day nominations make it increasingly difficult for the Transporter to flow efficiently at its Scottish compressor stations. The Commission for Regulation of Utilities (CRU), Office of Gas and Electricity Markets in the UK (Ofgem) and the Utility Regulator (UR) Northern Ireland have all granted approval to an amendment to agreements, which will allow the Transporter to utilise exit information to create a more accurate estimation of the end of day quantity, earlier in the gas day. This in turn, will allow for a more efficient hourly flow profile at the Scottish Compressor Stations throughout the gas day.

Gas Networks Ireland has also taken steps to address the volatility of the pressures received from National Gas, by installing control valves at Beattock Compressor Station, which will reduce suction pressures at Beattock to a level that will enable optimal turbo-compressor operation (i.e., the turbines will operate in Dry Low Emissions mode). This project is currently underway. It should be noted that this upgrade will stabilise higher pressures, only; it will not address lower pressure range (i.e., less than 60 bar) volatility.

Several options are being appraised for decarbonisation across our operations, including our two compressor stations in Scotland. Our efforts to reduce our compressor station operational greenhouse gas emissions will be further progressed in 2024.



## GHG emissions management

### Methane emissions performance

Methane emissions are a significant contributor to our Scope 1 GHG emissions. We recognise that methane emissions have an even stronger ability to trap heat in the atmosphere than carbon dioxide. We have established a Methane Emissions Reduction working group to further align our quantification methodologies and identify methane emission reduction opportunities across the business and to prepare to meet the requirements of the emerging regulation to reduce methane emissions in the energy sector.

We are committed to accurately calculating our methane emissions from our network, and we are an active member of MARCOGAZ, the technical association of the European natural gas industry which has 25 members in 20 different countries across Europe. MARCOGAZ is a supporting organisation to the Methane Guiding Principles along with Gas Infrastructure Europe (GIE).

Fugitive emissions result from unintentional emissions of natural gas from equipment or components such as pipelines, regulators, valves, flanges, connectors, etc. on the gas transportation network. These can be the most difficult to quantify and so are estimated in line with industry developed methodologies. We utilise the "MARCOGAZ model" which allows for quantification of emissions from each source, and then aggregates same.

Our GHG inventory was independently verified according to ISO 14064-3:2019 Specifications in 2021 with Guidance for the Validation and Verification of Greenhouse Gas Statements. Conversion factors for carbon equivalents used are from verified sources.



## GHG emissions management

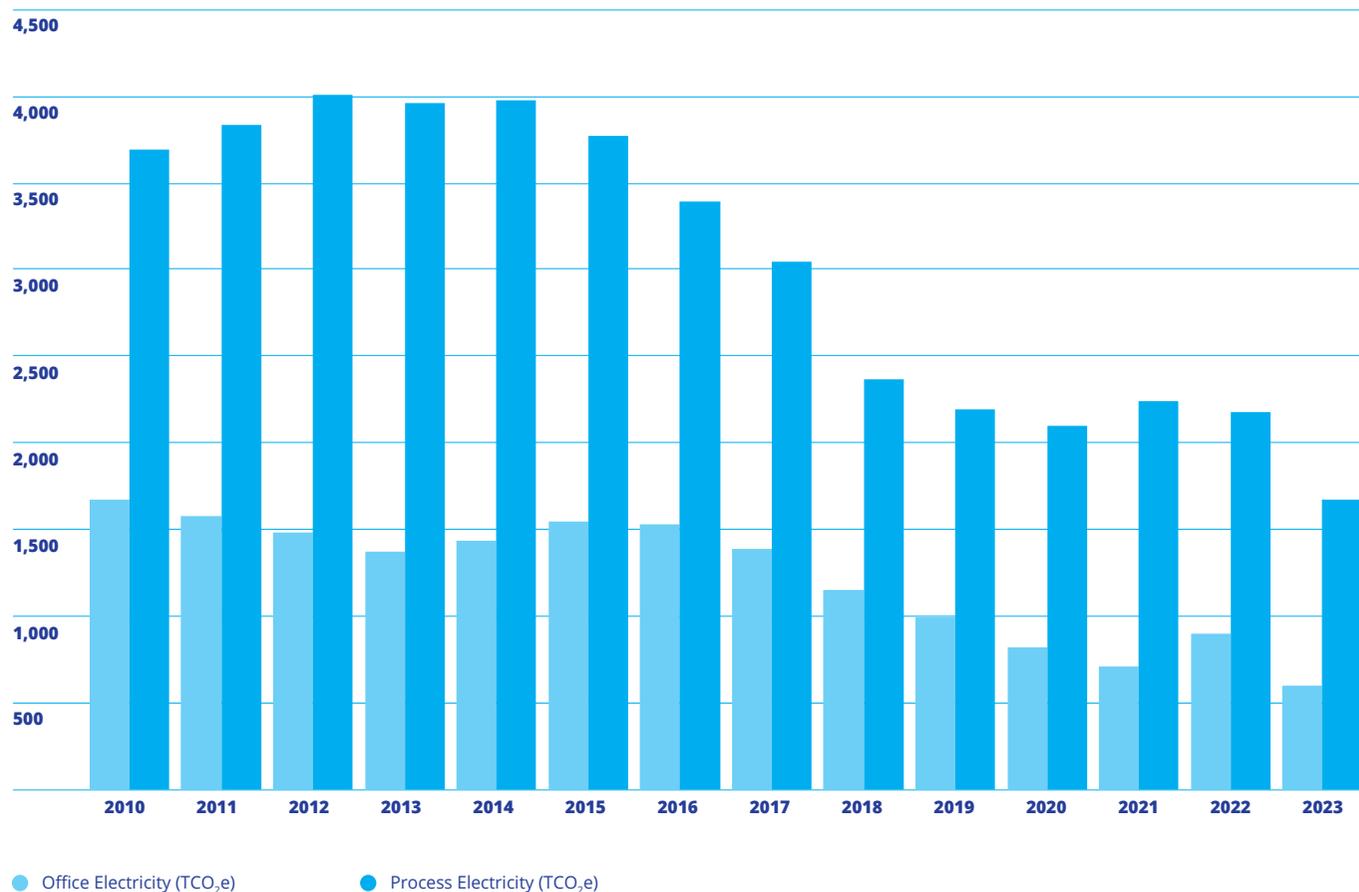
### Scope 2

Our scope 2 emissions have seen reduction in carbon emissions from our 2010 baseline of 58%. Electricity used in our pressure reduction and compressor stations and electricity used in our offices is also included.

Electricity purchased to facilitate the operational requirements of Scope 2 are under our financial and operational control.

We recently completed a refurbishment of our headquarters in Cork and sustainability considerations (energy efficiency and resource management) were central to the upgraded design. We have also progressed with energy efficiency initiatives in our other offices such as automated lighting and heating systems.

#### Scope 2 emissions (TCO<sub>2</sub>e)



## GHG emissions management

### Scope 3

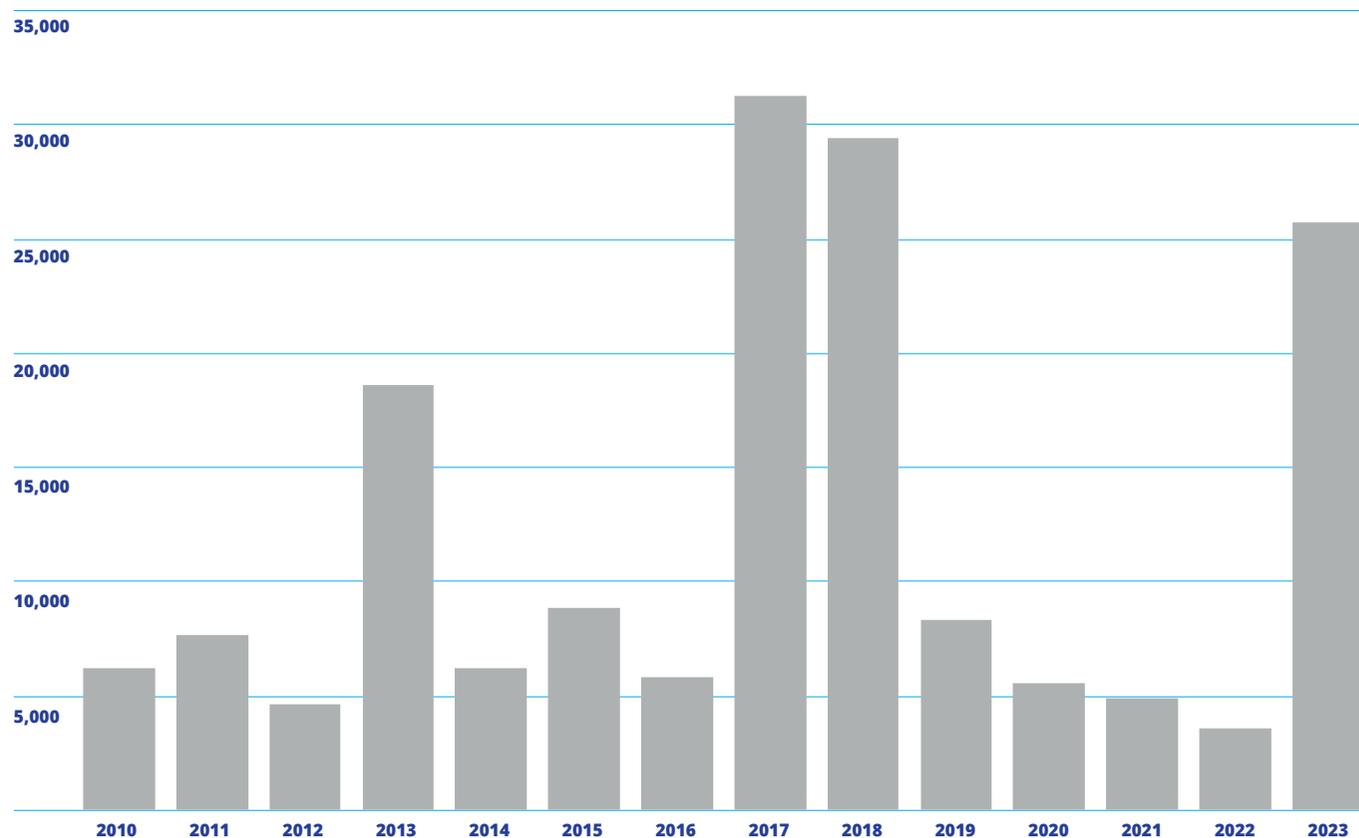
We are committed to consistently increasing the scope of our carbon emissions reporting. Our Scope 3 emissions have varied due to a number of factors including the amount of pipeline laid in a year and the emissions reported by our main period contractors.

The location base for our scope 3 emissions is nationally in Ireland due to our contractor operating in all regions of Ireland on the national gas infrastructure. Our contractor's main hub is in Dublin with satellite sites around the country. Our staff "grey fleet" also travels nationwide to provide day to day support for our team. We use helicopter services to perform aerial surveillance of our pipelines to help ensure that no construction work is commencing near our network.

A 50km gas pipeline between Cluden and Brighthouse Bay in Scotland was completed in December 2018. This pipeline fully twinned the pipelines between Ireland and the UK and reinforces security of supply in Ireland. This accounts for the significant Scope 3 emissions in 2017 and 2018. Our scope 3 emissions have increased in 2023 due to the addition of more suppliers and materials to our calculations. We also added GHG Protocol Scope 3 Category 3 (other fuel related activities) to account for the upstream emissions associated with the energy we consume – these fuel related activities accounted for an additional 18k TCO<sub>2</sub>e in 2023. Capital goods and additional information from our suppliers accounted for approx. another 2.4k TCO<sub>2</sub>e.

All elements of Scope 3 are under the financial and operational control of our business.

Scope 3 emissions (TCO<sub>2</sub>e)



# Energy management

## Fuel Gas

Natural gas in Ireland is supplied by a combination of domestic production and imports via pipeline from Scotland. Currently, approximately 80% of Ireland’s natural gas is supplied from Scotland and the remaining 20% comes from Ireland’s indigenous source at Corrib, Co. Mayo. Vermilion Energy manage and produce the natural gas from the Corrib gas fields and Gas Networks Ireland facilitate the transportation of this gas but are not responsible for production of the gas.

Natural gas transported via the Moffat Entry Point in Scotland, requires the use of compression facilities at Beattock and Brighthouse Bay Compressor Stations in order to raise the pressure of the gas supplied from Moffat for onward transportation to Northern Ireland, Isle of Man and Republic of Ireland and to maintain pressures throughout the system. Gas is transported via the two subsea interconnectors, into the Gas Networks Ireland onshore ROI network at Loughshinny and Gormanston. The pressure on the

interconnectors is approx. 110 bar, with pressure reduction prior to entry into the 65 barg onshore network. Fuel gas and electricity used to operate the compressor stations and pressure reduction stations account for 98% of the energy consumed by Gas Networks Ireland.



## In 2023 the total metered energy consumption was 567,000MWh:

Onshore Ireland Water Baths	61,281,995
Brighthouse Bay Vented Gas	2,079,000
Brighthouse Bay Combusted Gas	256,799,026
Beattock Vented Gas	2,024,458
Beattock Combusted Gas	230,422,891
Operating Electricity	7,608,000
Facilities & Fleet	6,467,000

## Energy management

We are certified to the Energy Management System (EMS) ISO50001:2015. The scope includes all energy consumption and emissions for which GNI are responsible.

### Public Sector Monitoring and Reporting Targets (PSMR)

We are an active participant in the Government’s Public Sector Monitoring and Reporting (PSMR) initiative. The scope of the PMSR applies to our office and fleet energy which amounts to less than 1% of our overall emissions.

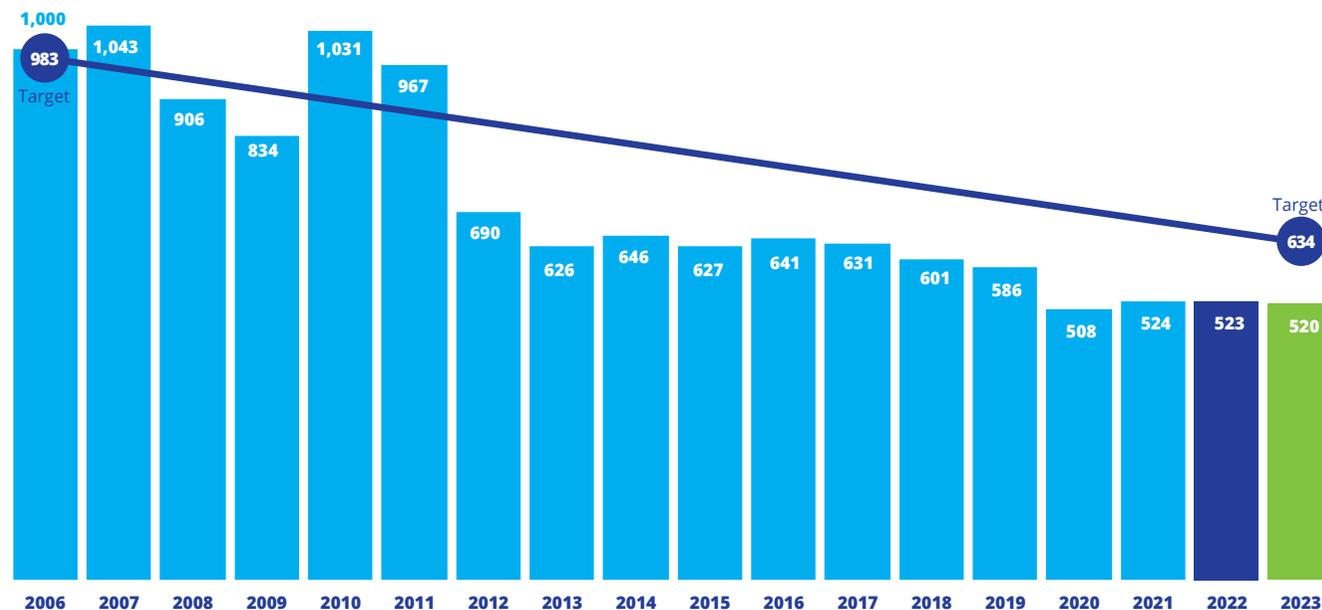
The 2021 Climate Action Plan set out 2030 targets for the Public Sector to reduce Greenhouse Gas (GHG) emissions from the sector by 51% and improve energy efficiency by 50%. SEAI is working with stakeholders to track progress towards these targets.

Our fleet and office energy performance are tracked by the Sustainable Energy Authority of Ireland (SEAI). We have a number of targets to meet by 2030 including a reduction of 50% in GHG emissions (compared to a base year of 2016-2018). In 2023, we achieved a 30% reduction in our total GHG emissions for facilities and fleet. We also achieved a 47% reduction in our Energy Performance Indicator (compared to a base year of 2006-2008) and a 0.5% reduction in fossil fuel (diesel, petrol, and natural gas) CO<sub>2</sub> emissions (compared to a base year of 2016-2018).

Our energy savings are realised by metering and energy efficiency drives across all office locations, along with the replacement of inefficient lighting and heating solutions. We have replaced our older vehicle fleet with new, more efficient vehicles and managed this fleet more efficiently through enhanced inspection procedures and programmes to increase employee awareness of fuel consumption.

We recently completed a refurbishment of our headquarters in Cork and sustainability considerations (energy efficiency and resource management) are central to the upgraded design. Our Network Services Centre in Finglas, Dublin was the first office in Ireland to be awarded the coveted ‘Excellent’ rating under BREEAM assessment procedures. BREEAM is the world’s leading design and assessment method for sustainable buildings.

### Fleet and office energy performance (kWh/m<sup>2</sup>)



## Energy management

### Case Study: Energy Efficiency in Transmission (Tx) Design

Throughout 2023, the Design Team considered energy efficiency initiatives wherever possible.

*"Sustainability is at the forefront of what we do, designers are key enablers in driving energy and carbon reductions, embedding a culture of sustainability within the design department."*

Declan Burke, Design Delivery Manager.

Grange Back Up Power are constructing a new 96 MW power plant in Grange Castle Business Park in Dublin. Our Design department assessed the above ground installation (AGI) which would facilitate a new high-pressure transmission connection to meet the power plant's energy requirements. An area of focus for the Design team was a reduction in energy consumption as part of the sustainable operation of the AGI.

A study was completed to assess best available technology for reduced energy consumption of the AGI, assessing Micro CHP (Combined Heat & Power), Solar PV (Photovoltaic materials) system and gas absorption heat pumps. After careful consideration between the various options, Solar PV was deemed the most optimal solution in terms of energy performance for the AGI due to a good balance between the payback period in years and annual carbon emission savings (Kg). A total of ten mounted roof solar PV panels were installed as part of the project providing a peak output of 340 W, panel efficiency of 20.21% and an annual CO<sub>2</sub> reduction of 857 kg.



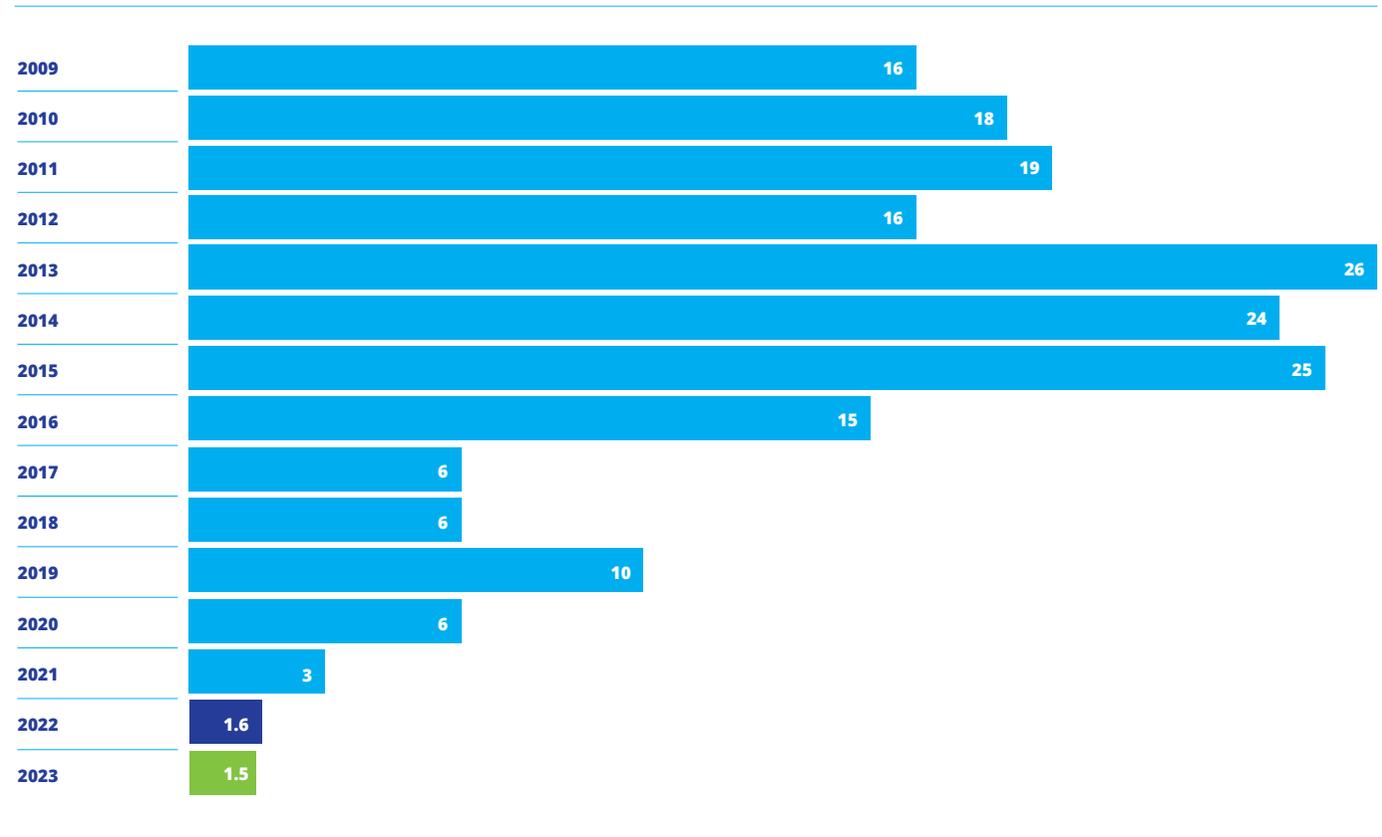
## Water reduction and management

While water use is not a material issue for us as we are not a significant user of water, we do monitor and track usage. We have substantially reduced our water usage since 2013, as a result of improved performance and upgrading of our offices.

We monitor and report water consumption based on utility meters and reconcile this, where possible, with sub metering data. We report water consumption by supply and treatment of both volume and carbon equivalent using Department of Environment, Food and Rural Affairs (DEFRA) conversion factors. We utilise internally sourced emission factors for both supply and treatment of water. We do not consume water from areas of water stress.

In 2023 we used 3,892,000 litres of water, resulting in our water consumption falling to 1.5 TCO<sub>2</sub>e in 2023.

### Our annual water consumption in TCO<sub>2</sub>e



## Waste reduction and management

We are committed to reducing our waste to landfill and the company's long-term target is to send zero waste to landfill by 2025. Monthly key performance indicators (KPIs) are recorded and reported.

All our waste suppliers are audited to assess operational best practice and to ensure adherence to Gas Networks Ireland's standards. Our two main contractors who carry out work on our behalf also report monthly on their waste KPIs and are also striving to meet Gas Networks Ireland's target of zero waste to landfill by 2025.

In 2023, the overall figure for recycling and recovery in our offices was 100%.

### Recycled waste vs recovered waste

We monitor and report on waste from office locations. As well as site waste generated from our operations across the entire gas network in Ireland, we have regional office locations – headquarters in Cork, the Network Services Centre (NSC) in Dublin and smaller regional offices in Waterford, Limerick, Galway, Midleton and Brownsbarn Innovation Centre at Citywest.

Our main office waste includes recycled paper, mixed packaging, compost, cardboard, glass, wood, metal, waste electrical goods, printer cartridges and plastic. Our operational waste includes plastic, metal, timber and waste electrical goods. We have management systems in place to

dispose of hazardous and biological waste. Our waste data, including recycling rates, are calculated from waste collection documentation provided by our waste collection service provider.

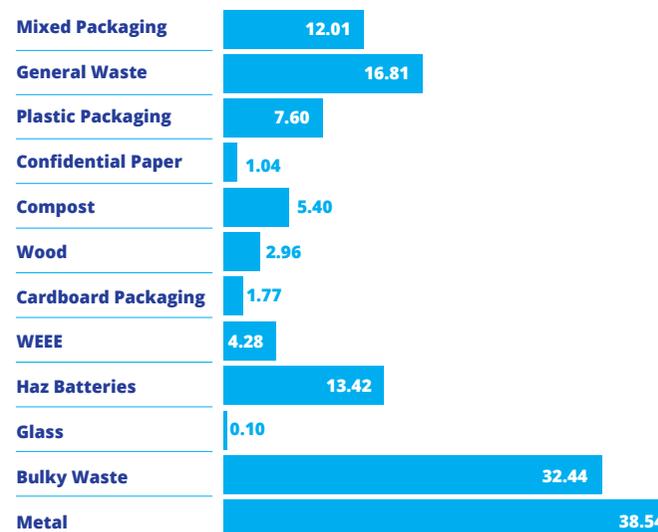
Of the 136.3 tonnes of waste produced in 2023, all of this waste was recycled or recovered. Our total carbon footprint associated with waste is 11.83 TCO<sub>2</sub>e in 2023, a 78% increase on 2023. Increases in waste are related to higher volumes of operational waste returned to our facilities.

In Q3 2023, the NSC upgrade project commenced resulting in an increase in waste for that location in the latter part of the year.

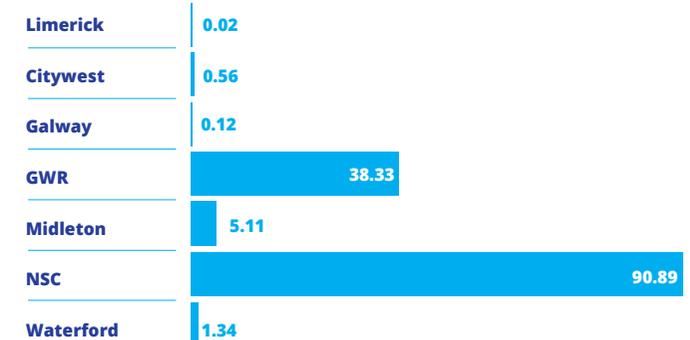
### Annual waste managed (Tonnes)



### Waste Managed per Stream 2023 (Tonnes)



### Office waste by location 2023 (Tonnes)





# Social

We focus our social sustainability activities around the communities we serve, our workplace and marketplace, and the environment we work hard to protect.



## Introduction

Gas Networks Ireland continue to focus on the wellbeing of our people, our communities, and our customers. Our employees are central to the success of our business. They are the driving force, the creative intelligence, and the passionate energy behind our achievements. Investing in our people allows us to attract and retain the best. Our social programmes focus on improving Diversity, Equity and Inclusion (DE&I) through Employee Resource Groups (ERGs) and engagement, education initiatives, environmental stewardship, and social inclusion.

We remain committed to building a workplace that embraces diversity, where everyone is treated fairly, and where everyone has a real sense of belonging. We strive for a positive impact on Biodiversity and DE&I through our day to day operations – protecting biodiversity and allowing it to thrive is fundamental to the wellbeing of our employees and the communities where we operate.

In 2023, Gas Networks Ireland retained certification to the Business Working Responsibly Mark standard, in line with ISO26000, from Business in the Community Ireland (BITCI). The Mark is the only independently audited standard for Corporate Responsibility and Sustainability practices in Ireland. As holders of the Mark, we are a member of the Leaders Group on Sustainability and the Social Inclusion group, and signatories of the Elevate Pledge and Low Carbon Pledge. Our responsible operation of the gas network and our focus on supports for our people and our communities supports Ireland's progress towards UNSDG 12: Responsible Consumption and Production and UNSDG 3: Good Health and Wellbeing.

Employee volunteering is part of our corporate responsibility strategy. We are honoured to have been accepted as applicants for the “Investing in Volunteers” certification – the national quality standard for best practice in volunteer management – and hope to achieve this in 2024.

## Workplace

Our overarching ambition is that the people who work in our organisation feel this is a great place to work, and that their experience at work is enriching and rewarding. We give employees an opportunity to provide insight and opinions on their organisational experience through our annual engagement survey and pulse survey mid-year, employee forum, and our employee resource groups. By listening and addressing areas that are important for our people we can take positive steps to shape our culture, improve how we do things, and better support our people. We have seen an increase in overall sustainable engagement in our company through our annual survey.

### Our people

During 2023, we delivered training programmes in person and virtually across a range of key personal and professional development topics, we supported our employees through our Digital Workplace Technology Project, and provided opportunities for teams to connect through All Hands and Quarterly updates.

One of our ongoing areas of focus is the wellbeing of our people. Time to Talk is our organisational mental health programme which aims to provide a structured approach to mental health initiatives in our workplace. This programme continued to gain momentum in 2023, with further support for our mental health first aiders, a specific communication programme for our Field Force colleagues and numerous events organised to raise awareness and allow space for conversations and focus on mental wellbeing and health.

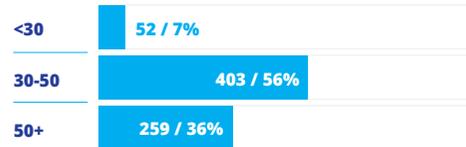


## Workplace

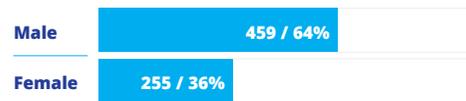
### Employee statistics (permanent employees)

#### Profile of Employees Total Employees - 714

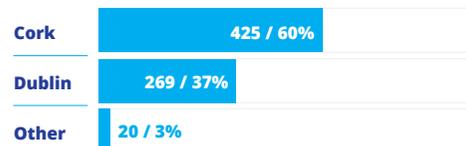
##### Age



##### Gender

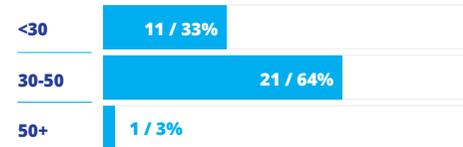


##### Region

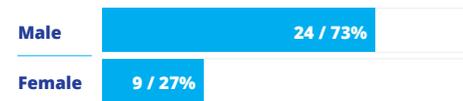


#### New Hires Total Joiners - 33 / 4.6%

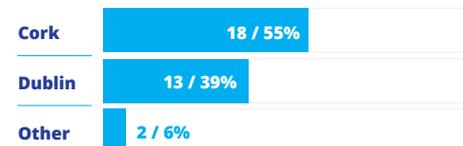
##### Age



##### Gender

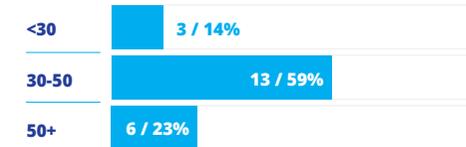


##### Region



#### Turnover Total Leavers - 22 / 3%

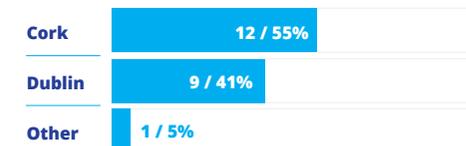
##### Age



##### Gender



##### Region



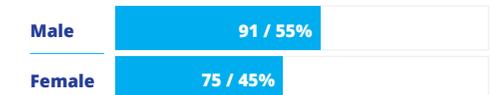
#### Employees Using Parental Leave Total - 80

##### Gender



#### Volunteering Total - 166

##### Gender



## Workplace



We published our second Gender Pay Gap Report ([www.gasnetworks.ie/corporate/freedom-of-information/gender-pay-gap/](http://www.gasnetworks.ie/corporate/freedom-of-information/gender-pay-gap/)), and we are heartened to see the modest reduction that was reported. We continue to support women in our organisation through our Female Development Programme which launched in 2023 and have seen very positive feedback. We will continue to work towards pay equity and increase diverse representation within our business – action plans are in place which are informed by the existing ibelong areas of focus including talent acquisition, development, and representation.

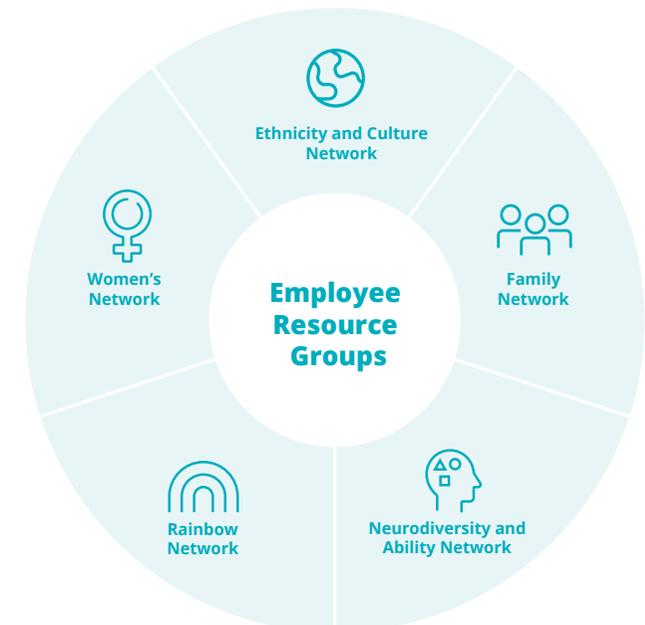
In 2024, we will refresh our DE&I roadmap, provide additional training and development resources, and will continue to support our ERGs.

### Diversity, equity and inclusion

Gas Networks Ireland remains committed to building a workplace that embraces diversity, where everyone is treated fairly, and where everyone has a real sense of belonging. Our ibelong Diversity, Equity and Inclusion programme grew further in 2023, including the establishment of a new Employee Resource Group (ERG) the Neurodiversity & Ability Group which is now the 5th ERG across the business. The group had a very successful launch in May 2023 which saw our highest number of attendees to date at an ibelong event.

The DE&I council and ERGs have facilitated a number of awareness raising employee events in the past year including the celebration of PRIDE, Holi, Eid, International Women’s Day, Autism Awareness, Kids Cyber Safety and Global Diversity Awareness month which engaged and informed the wider organisation. We will continue in 2024 to provide similar events so that we can ensure that DE&I is viewed as an integral part of who we are.

In addition, the ERGs launched our ‘Hear My Name’ programme, which allows employees to hear the pronunciation of another employee’s name, and also made significant progress in the Cultural Holiday Swap proposal and our Menopause policy which we will see launched early in 2024. We are also currently developing a Domestic Violence policy. We saw progress in our Gender Pay Gap which is being influenced by our ibelong programme, our female development programme, our early education STEAM programmes, our own early career programmes and this will continue across the coming years. The growth of these programmes and the ongoing diversity, equity and inclusion strategy is a key area of priority across the organisation. These initiatives foster an inclusive environment by celebrating the diversity of our team, promoting cultural understanding and person-centred values, and ensuring everyone feels respected and appreciated.



## Workplace

### Case Study: Diversity, Equity and Inclusion (DE&I) – the importance of our Employee Resource Groups (ERGs)

Since its establishment, our ibelong programme has gone from strength to strength. The ambition for Gas Networks Ireland is that we will embrace diversity, treat everyone fairly and provide a real sense of belonging.

We have established our ibelong Council and have supported the establishment of a vibrant and committed ERG network in our business. Our ERGs operate across a range of characteristic groups including Gender, LGBTQ+, Ethnicity and Culture, Family, and Neurodiversity and Ability. These networks have become an important and valued part of our approach to DE&I and have provided a real opportunity to understand both the challenges and opportunities that we face as an employer, through the diverse lens of their membership and allies.

Some key initiatives and impacts of the ERGs include:

#### For our people

Our ERGs engage with the wider organisation and have designed and delivered an imaginative, inclusive and thought-provoking series of internal events. These have included on-line, in person and hybrid events covering diverse topics such as Autism Awareness, Hidden Disabilities, HIV, PRIDE Celebrations, Hormones Discussion, and the celebration of cultural festivals and days of observance.

#### For our company

The ERGs provide unique perspectives and insight to the Executive Sponsors, Council and other parts of the organisation. These insights have led to some real and visible change in our policy provisions including the forthcoming introduction of our Menopause Policy and Cultural Holiday Swap in 2024. The listening will continue to develop and strengthen over the coming years, as we continue to consider how best to support our DE&I ambitions through tangible action.

#### For members and allies

We encourage membership of our ERGs through internal communication channels, including digital and in person. For members and allies of our ERGs they provide a safe and supportive space, where topics of common interest can be discussed and individuals can learn about themselves and each other. Our ERGs meet regularly and provide communication opportunities that help cultivate a sense of belonging.

#### For our community

Our ERGs have given back to the communities where we operate through charitable donations and participation in collective programmes such as Business in the Community's Elevate Pledge. We have also commenced building relationships across a range of other educational and social groups by sharing experiences and expertise so that we can contribute to a more equitable and inclusive society.



## Workplace

### Performance reviews

All our employees participate in our annual performance management process which involves monthly performance discussions and three significant checkpoints including objective setting at the beginning of the year, a formal mid-year and end of year review. Managers have an objective included in their own performance reviews to ensure focus in this area.

### Collective bargaining agreements and labour management relations

We support the right of all employees to join a trade union and recognise those trade unions. We operate under collective bargaining negotiations and agreements and work effectively with the Group of Unions.

Under GDPR, data that relates to membership of a Trade Union is classified as being a 'special category of personal data' and 'sensitive personal data', therefore the data of union members is subject to a high level of protection, and we do not monitor total membership numbers.

We engage with our Group of Unions across a range of key employment matters, including policy development, pay determination and change initiatives and from the onset of any change programme, and continue to work together until the implementation of any change. We do not have set numbers of weeks' notice for business change processes but our collective agreement 'Response 2000' outlines our consultation and partnership approach. For all major change initiatives, a working group with both company and trade union representatives is set up to examine the issue and develop mutually agreeable solutions.

Gas Networks Ireland is committed to ensuring that we engage both individually and collectively with our teams in compliance with the applicable labour legislation, and that we inform, consult and cooperate with our collective partners in a positive and constructive manner. Our approach to both employee and industrial relations is underpinned by the values of integrity, trust and collaboration, and is supported by a range of policies and processes.

### Hybrid working

In 2023 we completed our hybrid working trial. Hybrid working allows a significant portion of the organisation to avail of more flexible working. An individual may, subject to operational requirements, request to work from home up to three days a week, which has provided many with the opportunity to balance professional and personal responsibilities more effectively. This has been very well received across the organisation.

### Employee engagement

We truly appreciate the contribution that every employee makes to ensure the success of the organisation. We survey our employees' regularly, listen to their feedback, ensure they are engaged and that they know their work matters.

In 2023 we supported:

- Our fortnightly news and events e-zine "Staying Connected"
- Our intranet website "The Zone" was replatformed, launched and made available on MS Teams
- Executive Round Tables
- Learn from the Experts sessions
- Quarterly all company business performance/highlights sessions – one in person
- Employee forum meetings
- Long Service Awards held in October/November
- Our Annual People Awards event held in October 2023
- Extensive employee engagement survey launched at year end, with a pulse/check in survey at mid year
- Our Leadership Group to enhance the culture between this cross functional group through facilitation of offsites and a leadership development programme
- Informal recognition campaign which ran in the summer of 2023



## Workplace

### Long service awards (LSA) total recipients

	Combined Years
Cork Service (includes Waterford and Midleton)	1210
Dublin Service (includes Galway)	1000
<b>Grand Total</b>	<b>2210</b>

	# Employees	Combined Years
10 Years	47	470
15 Years	13	195
20 Years	35	700
25 Years	11	275
30 Years	2	60
35 Years	7	245
40 Years	1	40
45 Years	5	225

### Safety, Sustainability and People Committee

The Safety, Sustainability and People Committee's responsibilities are set out in the Terms of Reference which is available at [www.gasnetworks.ie](http://www.gasnetworks.ie). The Safety, Sustainability and People Committee held three meetings during the year.

Key activities undertaken by the Safety, Sustainability and People Committee in 2023 include:

- Reviewing and challenging sustainability strategy and performance
- Monitoring safety and sustainability culture, employee engagement, DE&I, and talent development
- Reviewing and challenging people strategies and organisational development plans
- Reviewing and challenging safety strategy, performance, actions plans, policies, and initiatives including health and wellbeing
- Monitoring customer and communications strategies
- Monitoring stakeholder strategy

### Pensions

We operate a defined benefit scheme and a defined contribution pension scheme.

#### Defined benefit scheme

The Group operates one funded defined benefit pension scheme in Ireland. The level of benefits provided depends on members' length of service and their pensionable salary when they leave the scheme, i.e., a 'final salary' scheme. Increases are generally provided to pensions in payment on a discretionary basis with a long-term target of price inflation. A Board of Trustees is responsible for the management and governance of the defined benefit pension scheme including compliance with all relevant laws and regulations. The Trustee Board comprises an independent corporate trustee as well as union, member and employer representatives. The assets of the scheme are held separately from those of the Group in trustee administered funds. The scheme is subject to independent actuarial valuations at least every three years with the latest valuation carried out as at 1 September 2022 by the scheme actuary. Further information regarding our pension schemes can be found in the Ervia annual report.

## Workplace

### Employee benefits

All benefits below are available to all employees – there is a 1-year qualification period for sick leave.



#### Core Benefits

- Pension scheme
- 2.5 company days, 24 days annual leave
- Sick pay scheme, income protection, death in service
- Educational assistance
- Paid marriage/civil partnership leave
- Paid paternity leave
- Enhanced maternity leave pay
- Compassionate leave
- Other statutory leaves including parental, parents, carer's & force majeure



#### Financial Wellbeing

- Taxsaver ticket
- Employees Credit Union
- Microsoft home programme scheme
- Christmas saving facility
- Long service awards
- Payment of professional subscriptions



#### Physical Wellbeing

- Cycle to work scheme
- Onsite fitness room
- Subsidised Employees restaurant
- Flu vaccinations
- Group health scheme - Laya, VHI, HSF
- Eyecare provision
- Digital doctor service
- Occupational health initiatives



#### Emotional Wellbeing

- People awards
- Flexible working
- Time to Talk mental health programme including:
  - Trained mental health first aiders
  - Manager and employee mental health awareness training.
- Employee assistance programme including
  - EAP online support website
  - Legal / financial information
  - Telephone counselling
  - Face-to-face counselling
- Wellbeing week / initiatives

### Fair wage

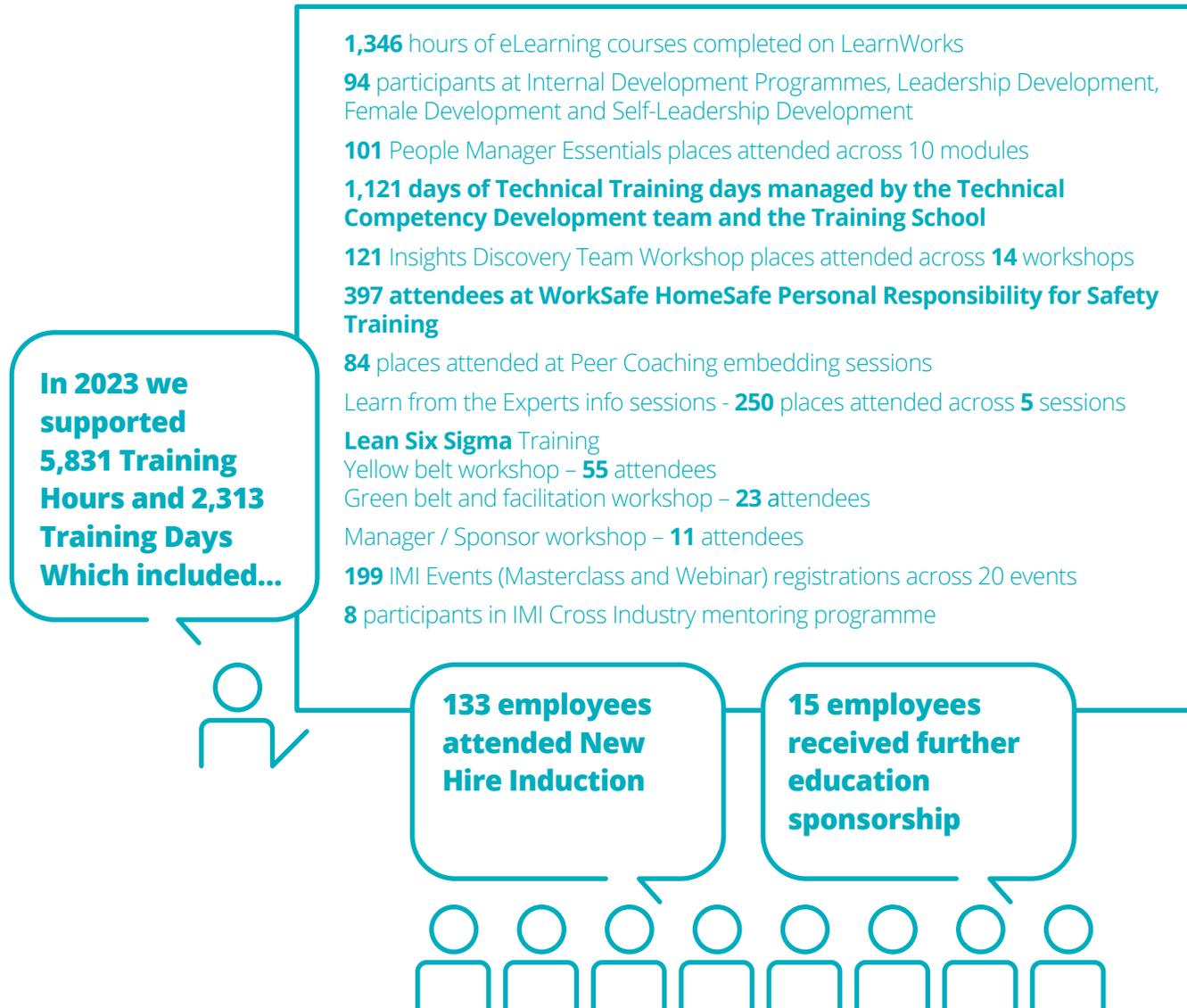
A culture that engages, excites and empowers our people and workforce is essential to achieving our ambitions and delivering on our strategy. Fair compensation is a principal factor in achieving this. All our employees are paid beyond the Living Wage. We also comply with any other statutory compensation levels which may be applicable to our employees.

### Apprenticeship programme

Apprenticeship programmes are an integral part of our workforce plans. These programmes help to ensure that we have a strong technical talent pipeline developing throughout the organisation now and into the future. Our most recent intake includes apprentices across three different craft areas, Mechanical Fitting, Electrical Instrumentation, and Pipefitting. Recruitment of new apprentices will take place in 2024.

## Workplace

### Learning and development



### Focusing on female talent

Our Female Development Pilot Programme was launched in April 2023, the aim of which is to support and motivate identified female employees to focus on their individual growth and career progression through networking, assertiveness skills, authentic self-promotion, interview training and other skills. Feedback on the programme to date has been excellent. The programme will continue as an annual programme for the foreseeable future.

### Occupational health and safety

Our Work Safe Home Safe programme is in place since 2015 and applicable to all our workforce, continued to grow in scope and ambition. The programme includes a suite of initiatives across safety, health and well-being initiatives focused on Mind, Body and Life. During 2023 we continued our quarterly meeting with Mental Health First Aiders, celebrated World Mental Health Day with a talk from Dr Sabina Brennan and a panel discussion with our own employees about mental wellbeing, and celebrated the Mental Health Ireland campaign “Hello, how are you”.

## Workplace



### Safety management system

We put safety at the heart of everything we do. It is our goal that our activities and assets shall not cause harm to anyone.

Our Safety Management System is certified by the National Standards Authority of Ireland (NSAI) to the ISO 45001:2018 standard for Occupational Health and Safety Management Systems, and applies to all employees and all workplaces controlled by the business, and aspects of it also apply to service delivery partners where they are working in our workplaces or on our assets. The system was successfully recertified for another three year period in 2023, alongside our ISO 14001 Environmental Management System, ISO 9001 Quality Management System, ISO 50001 Energy Management System and ISO 55001 Asset Management Systems. The certification covers the development, design, construction, maintenance and operation of our gas transportation networks in the Republic of Ireland, Northern Ireland, Scotland and the Isle of Man and the management of leak detection for the natural gas distribution network in the Republic of Ireland.

Additionally, we require that service delivery partners operate safety management systems that align with ours and we seek details of key service delivery partner safety management systems and safety performance as part of our procurement processes. We also undertake audits, inspections and other activities appropriate to the nature and level of risk of the goods and services during the contract.

### Hazard identification, risk assessment and incident investigation

Gas Networks Ireland has a written process for undertaking hazard identification and risk assessment. All our workplaces and tasks have written risk assessments completed. These are reviewed on a regular basis and when changes are made to existing sites, for example, after the completion of capital works projects. New risk assessments are completed for new tasks, locations and situations as required. An annual plan for reviewing and updating risk assessments is prepared and monitored.

Risk assessments are completed and reviewed by competent safety professionals in conjunction with subject matter experts from the business, including, as required, operational field employees.

All personnel are encouraged to report workplace hazards or abnormal or unsafe situations or behaviours (HAZCONs), via a Sharepoint site or app on corporate mobile phones and tablets, so that potential accidents are prevented. The HAZCON app enables our people to report safety risks and dangers from field, site or office locations by uploading photos, as well as GPS locations, so that hazards can be addressed as soon as possible. Key service delivery partners are required, via the terms of their contracts, to operate similar hazard reporting systems. In 2023, Gas Networks Ireland Employees reported 486 HAZCONs and service delivery partners reported a further 3,603 hazard reports. Examples of good HAZCONs are published on internal noticeboards and the individuals who reported them are credited.

We have a comprehensive Accident / Incident Manual in place which covers the arrangements for reporting and investigating accidents and incidents (unplanned events, which whilst not actually resulting in injury, had the potential to do so).

Findings from accidents and incidents are reviewed at the Networks Safety Management Committee – a steering committee, chaired by our Chief Executive Officer, which meets six-eight times per year to consider safety performance and improvement initiatives.

## Workplace

Service delivery partners undertaking field work on our assets, are required to report accidents and incidents under the terms of their contracts and are also required to provide details of any investigations undertaken into these accidents/incidents.

### Worker participation, consultation and communication

We encourage and facilitate the appointment of safety representatives selected by employees to represent them on safety and health matters (and if required, the election of same), appropriate to the number and geographic spread of personnel and the nature of the activities undertaken in the business. We provide safety representatives with training, time and resources to enable them to perform their roles.

A formal Safety Committee normally meets at least once per year. Informal consultation with safety representatives takes place regularly. Consultation also takes place via a number of fora including our Employee Forum and dedicated meetings with employee representatives.

In addition, we are committed to informing, communicating and consulting with our colleagues and partners through various methods including:

- Safety presentations and briefings to Employees and contractors
- Formal and informal meetings between line managers and Employees
- Safety Leadership Conversations at buildings, sites and workplaces. Managers and leaders undertook 368 Safety Leadership Conversations in 2023
- Senior management round table sessions and roadshows
- Intranet site and other company publications
- Safety posters and performance information on noticeboards
- Hazard and accident/ incident reporting systems
- Employee participation in the review and selection of personal protective equipment (PPE), in working groups focused on safety issues (e.g., safe driving), in the development and review of new and revised procedures, and in risk assessments

- Development and circulation of safety bulletins and alerts by email and hardcopy, as appropriate
- Communication of accident / incident investigation findings

### Worker training on occupational health and safety

All personnel, regardless of their position, receive basic safety training, which includes:

- Information on legislation, our Safety Statement / Safety Management System and safety related roles and responsibilities, and on workplace hazards and controls.
- Occupational health and welfare issues.
- Basic manual handling skills, basic first aid awareness, and basic fire safety, including the use of fire extinguishers.

This mandatory training is provided and managed by our Technical Training Centre. The content, effectiveness and frequency of this training are continuously reviewed. Additionally, we operate a technical competency management system, (which applies both to selected employee and service delivery partner roles), whereby minimum levels of safety and technical competency are identified for safety-critical roles in the business. Workers in these roles are assessed against these competencies and any gaps are identified for closure. The process involves training, mentoring, on the job learning and formal assessment.



## Workplace

### Safety performance metrics

We actively monitor our safety performance, measuring key safety performance indicators. Several of these form part of the overall corporate balanced scorecard of which safety comprises 10%. Of the 10%, lagging indicators form 4% and leading indicators form 6%.

Level 1 Metrics	2023 Actual
Serious Injuries/Fatalities (monthly) => 2% weighting	Zero
<b>Safety Composite 12% weighting<sup>1</sup></b>	
=> 2% Incident Rate	110%
=> 6% Leading Metrics (see Level 2)	105%
Level 2 Metrics - composite breakdown	2023 Actual
<b>Incident Rates</b>	
a. Total LTIFR – Employees	0.00
b. Total LTIFR – Contractors	0.24

Level 2 Metrics - composite breakdown	2023 Actual
<b>Leading KPIs</b>	
a. Integrated HSQ Inspections	919
b. Integrated HSQ Audits	32
c. CAR Closure Rate	98%
d. HAZCONs raised by Employees	486
e. Safety Leadership Conversations (total number)	368
f. Safety Leadership Conversations (1 per “Key Influencer per quarter)	93%
g. HiPo – completion of HiPo investigations within 1 calendar month	100%
h. Completion of the Work Safe Home Safe programme (Continuous Improvement Initiatives)	94%

### Total LTIFR – No. of employee injuries (>1 day absence)/100k hours

We use the Lost Time Incident Frequency Rate (LTIFR) to track the number of employee workplace accidents per 100,000 hours worked that result in a employee member needing to take >1 day off work.

There were no employee Lost Time Injuries (LTIs) in 2023 resulting in an employee LTIFR 0.00. During 2023, we surpassed the milestone of 2 million hours worked by employees without a lost time injury.

We also measure the safety performance of service delivery partners (contractors) that work in the field on our assets (these are the workers who are most directly affected by our activities and assets). These service delivery partners worked a total of over 1.24 million hours in 2023 and recorded a total LTIFR of 0.24. Our combined LTIFR (for Employees and key service providers) stood at 0.11.

Of the three LTIs that occurred amongst service delivery partners in 2023, one was a hand injury, one was a finger injury and one was an ankle injury. None of the injuries were serious. All incidents are investigated, and recommendations are tracked and monitored via a Corrective Action Report (CAR) system to help reduce future incidents.

We are proud of this excellent performance; however, we continue to strive to achieve zero injuries in line with our stated Safety Policy goal that “our activities and assets shall not cause harm to anyone”.

1. Each metric in the BSC includes a “target”, “stretch” and “threshold”. If the “target” is reached, the percentage assigned to that metric is awarded. If the target is exceeded, then up to 110% of the percentage assigned to that metric can be scored (pro-rata’d between the target value and stretch value). Below the target is the “threshold” value. Below the threshold, zero score is achieved, but between the target and threshold, a lower percentage is assigned. When it all comes together some metrics score their target, some more than their target (up to the stretch figure) and some below their target (down to the threshold figure). In the case of last year, when added up these metrics amounted to more than 100%.

## Workplace

A full breakdown of accident and incident data is provided below.

### Staff Fatalities

2019	0
2020	0
2021	0
2022	0
2023	0

### Contractor Fatalities

2019	0
2020	0
2021	0
2022	0
2023	0

### Staff Lost Time Injuries (LTIs)

2019	0
2020	1
2021	0
2022	3
2023	0

### Staff LTI Frequency Rate (per 100,000 hours)

2019	0
2020	0.11
2021	0
2022	0.23
2023	0

### Staff Accident Severity Rate (Average Days Lost per LTI)

2019	0
2020	2
2021	0
2022	19.3
2023	0

### Contractor Lost Time Injuries (LTIs)

2019	8
2020	5
2021	3
2022	5
2023	3

### Contractor LTI Frequency Rate (per 100,000 hours)

2019	0.59
2020	0.32
2021	0.24
2022	0.38
2023	0.24

### Contractor Accident Severity Rate (Average Days Lost per LTI)<sup>1</sup>

2019	17.8
2020	12
2021	4.7
2022	22.4
2023	14.7

### Combined Lost Time Incident Frequency (Staff and Contractors)

2019	0.37
2020	0.28
2021	0.13
2022	0.31
2023	0.11

### Reportable Gas Safety Incidents (Network Side of the Meter)<sup>2</sup>

2019	0
2020	2
2021	0
2022	2
2023	1

### Reportable Gas Safety Incidents (Customer Side of the Meter)<sup>2</sup>

2019	1
2020	1
2021	5
2022	3
2023	4

- 1 In instances where exact number of days lost due to a contractor injury are not known an estimate is used based on the available information and nature of the injury.
- 2 Reportable Gas Safety Incidents are those incidents that are reportable to the CRU under Article 17(1) of the Gas (Amendment) Act 1987 Distribution Orders

# Community

Acting responsibly and building strong relationships in the communities where we operate is fundamental to carrying out our business effectively. We endeavour to have a positive impact on DE&I and Biodiversity in our communities.

By undertaking social responsibility activities which positively impact communities, Gas Networks Ireland demonstrates our commitment to promoting the importance of social inclusion, diversity and equity, education, and biodiversity awareness, not only amongst our stakeholders, but with our colleagues and the communities where we work.

### Supporting local communities

In 2023 we supported 93 community initiatives, provided over €250,000 of financial support to local communities, and delivered 1,262 volunteering hours. We are proud to have supported the below organisations in 2023.

### Operations with significant actual and potential negative impacts on local communities

We are committed to responsible and sustainable business practices and as holders of the Business Working Responsibly Mark and five ISO certifications, we ensure that the highest standards are maintained across all levels of our business. Based on the successful execution of these processes and ongoing monitoring of our community projects, we do not have operations with significant potential or actual negative impacts on local communities.



## Community

### Promoting social inclusion

We are committed to supporting social inclusion, valuing all individuals, and recognising their diverse contributions to communities and workplaces. In Gas Networks Ireland we promote diversity, equity, inclusion and accessibility in both our internal and external social initiatives. We are striving to ensure our volunteering opportunities and community initiatives are diverse and inclusive.

On Global Accessibility Awareness Day in May, volunteers from our Employee Resource Groups worked with Wheelmap.org to update wheelchair access information for over 150 public places and businesses in Cork and Dublin. This activity helped raised awareness among our employees of mobility challenges, and improved accessibility access information in our local communities.

Gas Networks Ireland provided sponsorship for the AsIAm Run4Autism Fun Run in Corkagh Park. Our sponsorship funded the entertainment village which included facepainting, magicians, a mini-zoo, and most importantly, ice-cream!



A school tour in Gasworks Road

## Community

### Supporting our charity partners

We work with our charity partners – Age Action Ireland, Merchants Quay, and Pieta House – to address challenges faced by society's most marginalised and vulnerable through funding and volunteer supports.

In September, employees spent a day working in the gardens of elderly Age Action clients in Cork and Dublin. The volunteer teams tackled DIY challenges that some of the more overgrown gardens presented and carried out light gardening and outdoor tidy-ups to get the gardens winter ready.

We also participated in the innocent Big Knit which benefits Age Action. Employees and their friends and family were invited to participate by knitting over 500 little hats to adorn innocent smoothie bottles, with innocent donating 30c to Age Action for every smoothie sold wearing a hat. Our knitting group met up once a month to knit and crochet, and we were joined by the Age Action knitters in our Dublin office for one of our meet ups.



Innocent Big Knit

### Supporting culture initiatives

Chromebooks and devices decommissioned as part of our Digital Workplace Technology Project were donated to Igbo Union, a community non-profit with a focus on empowering indigent teenagers. The chromebooks were distributed to teenagers throughout Co Cork, enabling them to participate in online culture and language classes. Additionally, employees were offered the opportunity to keep their chromebooks in exchange for a donation. These donations, totalling €28,800, were passed on to our charity partners.

### Our Education Initiatives

Gas Networks Ireland sponsor and deliver impactful education initiatives across Ireland promoting Science, Technology, Engineering, Arts, Maths, employment and the development of life skills. Our multi-award winning school engagement programme comprises:

- Energize with Junior Achievement Ireland
- Time to Count and World of Work with Business in the Community
- Participation at STEAM initiatives including I Wish and BT Young Scientist
- Facilitating and sponsoring events during STEPS Engineers Week, Science Week, and Biodiversity Week
- Our own free online sustainability content

We recently launched our new downloadable content for all educators including teachers, home schoolers, after school groups, parents, grandparents, guardians and anyone involved in youth education. Two downloadables were prepared in 2023 in collaboration with O'Donnell Environmental and Jiminy Eco Toys.



Age Action Gardening Blitz



AsiAm Charity Run

## Community

### Energize

2023 marked the 13<sup>th</sup> year of our partnership with Junior Achievement Ireland with over 400 Gas Networks Ireland employees volunteering on Junior Achievement programmes to date, working with over 30,000 students nationwide. Not only did students enjoy the Energize programme, there were more positive attitudinal associations with education, the world of work and science following participation.

### Carbon monoxide poster competition

Each module of Energize features a creative element allowing students to engage with STEAM subjects in a creative way; in the "Safety First" module, students design a poster promoting carbon monoxide awareness. Through this activation method students learn the important message of carbon monoxide safety and in turn convey that message in their own homes.

We received many artistic entries to our carbon monoxide poster competition. The term winners were from St Peter's NS, Castlefarm, Dunboyne, St Paul's Senior NS, Drogheda, and Scoil Mhuire, Broadford. Each winning submission won an iPad for their class donated by Gas Networks Ireland.

*"My class thoroughly enjoyed the Energize programme which brought science to life through fun and interactive sessions. The programme enables pupils to understand career possibilities in STEAM areas and encourages them to continue with science in second-level education. Our pupils engaged in the poster competition and grasped the important safety messages related to carbon monoxide with wonderful creativity."*

Teacher, St Paul's Senior National School, Drogheda

### Time to Count

The Business in the Community Time to Count programme fosters children's confidence around numeracy and maths problem solving skills which play a vital role in their development. Third class pupils at our partner schools – Scoil Aiséirí Chríost in Cork and Mother of Divine Grace in Dublin – were visited by Gas Networks Ireland employees for a programme of specially designed numeracy activities aimed at building confidence and enjoyment of maths, supporting problem solving skills, and reinforcing number concepts. The students are treated to a tour of our office local to their school at the end of the programme.

*"The students engage better when learning is made fun and the site visit is a highlight of the Time to Count programme for the students, it is a great day out for all and a wonderful way to end off the programme."*

Teacher, Mother of Divine Grace, Dublin



Energize



Carbon Monoxide poster competition



Time to Count

## Community

### World of Work

Gas Networks Ireland continued to support the World of Work programme, which offers secondary school students an opportunity to meet employees from a local company to learn about the workplace and consider future careers, and includes a sustainability module sponsored by Gas Networks Ireland. We work directly with two partner schools on the programme, celebrating our 16<sup>th</sup> year working with Nagle Community College in Cork and our 13<sup>th</sup> year partnering with Beneavin College in Finglas. Both partner schools visit our offices for a tour during the programme.

*“Gas Networks Ireland has been an invaluable partner in shaping our students’ futures. Their support through workshops, site visits and mentorship has made a lasting impact on their educational journey.”*

Teacher, Nagle Community College



World of Work school tour

### I Wish

I Wish is an award-winning initiative to inspire, encourage and motivate secondary school female students to consider careers in Science, Technology, Engineering and Maths through direct high impact, fun and inspirational engagement. Gas Networks Ireland participated in a panel event focused on careers in STEM, and facilitated a stand in the event exhibition hall to engage with students on sustainability and careers in gas.

### Science Week

Gas Networks Ireland joined forces with Junior Achievement to deliver three STEAM workshops in primary schools to celebrate Science Week in November. Students in St Patrick's Boys and Girls schools in Cork learned about the science behind light and reflection, while students in Our Lady Immaculate Darndale in Dublin learned all about sustainability.



I Wish

### National Spring Clean and Litter Picking

During An Taisce's National Spring Clean in April, employees from our Portfolio Office volunteered as litter pickers in Cork's Marina Park and Atlantic Pond area. 45kg of litter was collected and disposed of responsibly in just one afternoon. Among the more unusual rubbish the team came across were a bag full of shoes and a bicycle.

Further litter picking and data logging events were undertaken by employees in the Lough area of Cork city to remove micro litter such as cigarette butts and bottle caps, and in partnership with Leave No Trace in Blackrock village to remove litter which would otherwise end up in local waterways.



Litter picking at The Lough, Cork

## Biodiversity action plan

We have embraced our important role in promoting biodiversity awareness, not only among our colleagues but also in the communities where we work. With a significant national underground infrastructure network, plus over 200 AGIs and office locations, our Action Plan recognises our role and responsibility to respond and act to protect and restore Ireland's biodiversity. We also recognise the potential to create a network of pollinator friendly habitats across the country and to share our knowledge with other businesses.

Gas Networks Ireland are signatories of the government's biodiversity 'Seeds for Nature' Charter, pledging to manage all of our infrastructure, asset base and office locations (on the island of Ireland and in Scotland) in line with Biodiversity Best Practice and to strive to have a net gain impact on biodiversity across its operations by 2025 to support, scale up and fast-track the implementation of the National Biodiversity Action Plan. Gas Networks Ireland is a Partner of the All-Ireland Pollinator Plan which is a leading biodiversity initiative in Europe.

Our Biodiversity Action Plan, which is a key part of our Sustainability Strategy, outlines action to be taken by the business to help achieve its Biodiversity Commitments.

In 2023 we focused on delivering our Biodiversity Action Plan with specific goals and measurements to be achieved

by the organisation, incorporating guidance for changing the way we design, build and operate our sites and assets including environmental criteria for assessing work by our contractors and increasing the delivery of biodiversity enhancements at our sites. We surveyed fifteen more of our AGIs using our own Biodiversity Scoring Metric to establish the current biodiversity score and potential for improvement.

### Managing for Biodiversity

Managing work that has the potential to impact on biodiversity is a key aspect of our approach to environmental management.

We have a duty to protect habitats and species, not just those in designated areas, but in the course of our day-to-day operations. We have a robust management process to enforce this as part of our Environmental Management System. We delivered training to approximately 50 staff and contractors on dealing with Invasive Alien Species and also on how to implement Gas Networks Ireland's Landscaping for Biodiversity guidelines on our sites during design and construction project stages.

Our bespoke EnviroKit and EnviroPlan environmental planning and design toolkits assist our designers and planners in applying a standardised approach to Environmental Management including Biodiversity Management. EnviroOps, our in-house environmental guidance document was developed to assist our operations personnel in applying best practice while working for the organisation.

### Biodiversity Action Plan



A bespoke Tree Felling and / or Hedge Cutting Permit has been implemented, to further protect biodiversity and wildlife on Gas Networks Ireland sites while allowing for essential activities. The new permit provides guidance to Gas Networks Ireland operational teams when they encounter scenarios where tree or hedge cutting is unavoidable. A mitigation hierarchy enables a development project to work towards "No Net Loss" of biodiversity and preferably, a "Net Gain".

## Biodiversity action plan

In 2023, we developed the Carbon TreeSearch tool for use when tree felling is unavoidable for safety or operational reasons. The purpose of this tool is to calculate the expected carbon sequestration of a tree over a period of 20 – 60 years and how many trees should be planted to replace the tree should it be cut down. When the predicted carbon sequestration of the tree to be removed is calculated, the tool will calculate the number of replacement native Irish trees to be planted. This aids in replacing Ireland's native tree cover and enhancing biodiversity.

### Biodiversity Research

Research is underway by the Irish Research Council, Dublin City Council and University College Dublin to examine the relative biodiversity and hydrological merits of different types of green roofs all around Dublin to inform sustainable planning and development. Lead Researcher Elena Spinelli (UCD) and Sean Rogers (DCC) visited every month setting traps and 'borrowing' soil cores to capture arthropods from above and below the soil. Already there have been very promising signs of biodiversity on the National Services Centre roof, which is of particular interest for the study because it has several types of green roofs (extensive, intensive) and is managed thinking of biodiversity while others are either not managed at all or managed only considering aesthetics. Furthermore, it has nearby ground sites that can be used as control which are also managed for biodiversity.

### Enhancing Biodiversity

Our Landscaping for Biodiversity Guidelines for Gas Networks Ireland sites have been deployed in all new project designs where it is practical to do so, and also during operational works, for example, replanting hedgerows or trees appropriately to maximise biodiversity. The guidelines were implemented at several biodiversity-focussed projects at specific AGIs adding Biodiversity Net Gain, in line with



Rainbow over our Baldrumman AGI

Gas Networks Ireland Biodiversity Action Plan. In 2023, the biodiversity enhancement project at the Baldrumman AGI in North County Dublin was completed. This project comprised of planting 15,290 native Irish trees including goat willow, hazel, alder, birch, oak and more, and the creation of three large ponds, and a wildflower meadow.

Gas Networks Ireland began changing how grass was managed on our large grassed AGIs through our Civil and Landscaping contractors, to provide more food and shelter for vital pollinators. Our efforts were rewarded with the appearance of the rare bee orchid at our Dublin office. In certain operations, for example on construction sites, rehabilitation planning forms part of our environmental management programme.

In 2024 Gas Networks Ireland plan to continue the grass-cutting regime nationwide for pollinators, to upgrade more Republic of Ireland sites for biodiversity, to improve biodiversity measures on the Northern Ireland and Isle of Man assets and deliver on the Scottish Biodiversity Action Plan.

In 2023, we continued our support of Wildlife Management Services' birdlife conservation by sponsoring their Kestrel Project, and also established support for Swift Conservation Ireland. Our funding will provide nest sites, promote public awareness, and facilitate fieldwork to ensure breeding success.



Midlands Science nature walk

## Biodiversity action plan

### Promoting Biodiversity Awareness

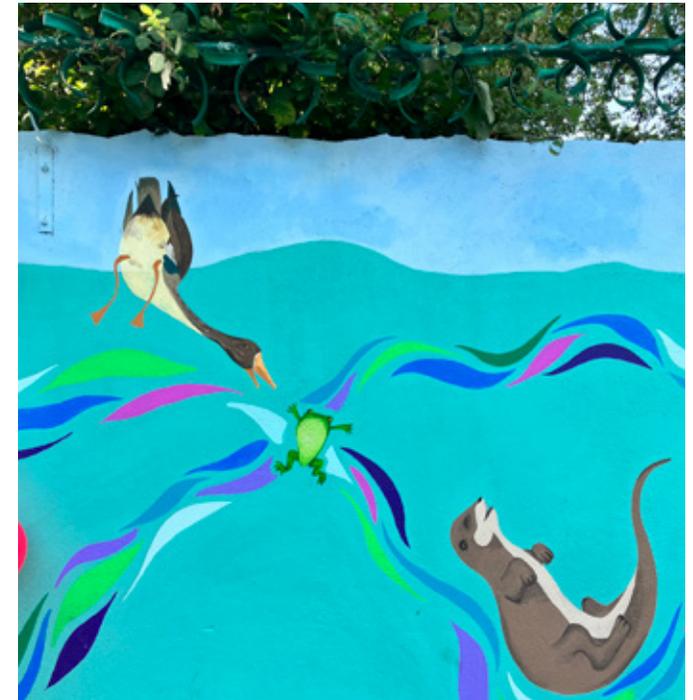
We actively seek to promote biodiversity awareness in the community through education initiatives and publication sponsorship and engaged Midlands Science to undertake nature walks with Scoil Chróí Naofa and Raharney National School in Westmeath during Biodiversity week in May – the student’s activities on the walk included noting the local trees, plants, animals, and insects they come across, collecting samples for later analysis, and learning about some species of flora and fauna along the walk to

encourage discussion and discovery. Gas Networks Ireland’s sponsorship of this initiative fosters an interest in STEAM and biodiversity in young people.

We also launched the first of four sponsored biodiversity murals and continued our annual sponsorship of the National Biodiversity Data Centre’s sustainability supplement in the Irish Examiner. The subject for 2023, “Biodiversity in Action”, focused on driving awareness of Ireland’s biodiversity and habitats, and the importance of conservation and species recording.



Thermal image from our bat walk



Scoil Aiséirí Chríost mural

During Heritage Week, our environment team hosted Bat Walk events at our premises at Brownsbarn and Midleton. Staff and their friends and families were welcomed to a bat education event, made possible with the support of O’Donnell Environmental. Armed with thermal imaging cameras and echolocation detectors, attendees learned about our native bats, and attempted to spot the Leisler’s Bat, Common Pipistrelle, Soprano Pipistrelle, and Brown Long-eared Bat.

## Biodiversity action plan

### Managing for biodiversity

**enviroplan**

Number of above ground installations

**200 approximately**

Number of offices with biodiversity opportunities

**6 in ROI**

**envirokit**

Number of compressor stations

**2 in Scotland**

Km of pipeline

**14,725**

### Landscaping for Biodiversity Guidelines

### Natural Capital Accounting

### Hedge and Tree-cutting Permit

## Case Study: Pond Remediation

In 2023, the pond at the Beattock Compressor Station in Scotland was remediated. The pond had become overgrown with vegetation, comprising of around 10% open water habitat with the remainder covered in both floating and emergent vegetation.

The pond at Beattock serves as a filtration system to capture run-off from the site before being discharged, while also being an aquatic habitat for amphibians, insects and other organisms. This filtration function of the pond was being compromised by the amount of vegetation present in the pond. If left unchecked, the pond would potentially transform into wet woodland scrub. An intervention was therefore required to desilt the pond and remove the majority of the vegetation present.

The remediation works were carried out in March to avoid disturbing amphibians which usually hibernate away from the pond from late October to March. Most of the trees surrounding the pond were cut to ground level to allow for amphibians to hibernate, while keeping the trees at the north side of the pond.

The felled trees were used to create log piles which will serve as a habitat for mammals such as hedgehogs, insects, amphibians, etc. The pond was dredged to remove the silt and to allow for the reinstatement of an open water habitat and for filtration to once again occur. Approximately 80% of the reed coverage was removed from the pond, with the remainder at the southern edge of the pond being left in place. The dredged silt material was deposited close to the pond on the northern section to allow any remaining larvae to find their way back to the pond to continue their lifecycle.



## Biodiversity action plan

*“By fostering creativity through art and connecting children with nature, these biodiversity themed murals serve as both a visual representation of our commitment to preserving biodiversity and as a catalyst for inspiring future generations to appreciate and protect our natural world.”*

Gas Networks Ireland comment

### Case Study: Biodiversity Wellness Murals

In 2023 we provided sponsorship for murals at the four schools we partner with through our BITC Time to Count and World of Work programmes (two primary schools and two secondary schools). Gas Networks Ireland provided funds to each of the schools we work with on these programmes in Cork and Dublin to install murals which:

- are biodiversity themed
- promote environmental awareness and/or personal wellness
- are in an outdoor space

On Culture Night, the first of the murals was unveiled at Scoil Aiséirí Chríost in Cork. An outdoor area at the school features a playground, outdoor classroom, and sensory garden and a vibrant biodiversity mural in the playground. The space is used by all age groups in the school from

pre-school through to sixth class. Our support went into bringing a vibrant biodiversity mural to life, a masterpiece designed by the talented school children themselves.

To develop the design, Scoil Aiséirí Chríost's Green Schools committee ran a competition among pupils to design images for the mural. They focused on a local campaign called 'Save the River Bride Otters' and had a visitor from that campaign present to the committee, the student council, and the student newspaper. Students' shortlisted drawings were provided to local artist Laura Hedderman to develop the overall design, and the children themselves had the opportunity to further contribute during the painting stages. The finished masterpiece beautifully depicts the River Bride Otters, a symbol of local wildlife preservation. This initiative contributes to the school's commitment to education and environmental awareness and supports our own Biodiversity Action Plan.



## Marketplace

Natural gas plays a critical role in providing a cleaner, competitive, and secure energy supply for Ireland. Our challenge is to drive the evolution of Ireland's energy system and respond to the challenge of climate change while providing a safe and secure energy supply.

### Customer

Customers' needs, wants, and perceptions change as the context around them and the world shifts. In this changing environment, we continue to listen to our customers. We consider customer understanding to be a guiding focus whether related to a specific interaction or a project or as part of broad scale strategy.

## 70,443

customer appointments made with 99% compliance rate

## 69,809

customer appointments kept with 99% compliance rate

## 1,742,826

meters read

## 552,066

customer contacts handled by our Contact Centre



### Supporting our customers during the energy crisis

We supported the Commission for Regulation of Utilities (CRU) initiative to implement a general system wide moratorium on debt-related gas meter locks and disconnections during the winter months and up until March 2023 (managed by gas suppliers and facilitated by Gas Networks Ireland), ensuring customers had access to the gas they needed to help heat their homes and cook food. We also engage with MABS and SVP, where quarterly meetings allow both parties to share information in relation to the challenges faced by customers relating to energy costs.

We helped customers manage their energy costs by enabling supplier switching and by installing Pay as You Go (PAYG) meters. PAYG meters now constitute 16.5% of the total residential meter population. These meters can be used as an important tool in the fight against energy poverty. We have also exchanged more than 23,723 meters under our domestic meter replacement programme (both credit and PAYG).

### Putting our customers first

Our excellence in customer care and in our customer service programme continued to be recognised in 2023, and our services to support vulnerable customers were benchmarked against our peers as best in class, evidenced through the accolade of Best Customer Experience in Public, Voluntary, and Non-Profit Sector at the CCMA awards. The judges noted "the work being done to enhance digital options for their different types of customers. In addition, Gas Networks Ireland clearly demonstrated a commitment to developing accessible service options and supports for vulnerable customers". We also achieved Best Customer Experience Utilities/Telecom at the CE Awards and the Best Customer Experience Impact in Government and Public Sector category at the CXIA awards, where our Customer Care Manager Bernard Mooney was also awarded the Customer Experience Leader. We continued to maintain and enhance our customer journeys which saw our overall Customer Satisfaction Score remain at an excellent 93%.

## Marketplace

We are responsible for the process of switching customers from one supplier to another. During 2023, over 98,000 gas customers changed supplier. Following the exit of two suppliers, there were six competing retail suppliers active in the Irish gas market in 2023.

### Enabling accessibility

Ensuring equality and accessibility for all is an important part of how we operate.

In 2023 we introduced a dedicated phone service for customers over the age of 65 years who feel they require additional care and technical support. Experienced customer service representatives operate this direct service which removes Interactive Voice Response (IVR). Agents are alerted ahead of answering the call that they may need to provide additional time to handle the query, and extra care is given to ensure customer understands the information offered.

In the event that a customer will have difficulty reading our Field Staff identification, or to allay concerns of scam visits, we offer a Secure Password service. If a customer requests this service, we will agree a password with the customer in advance which will be given by the Field Engineer to the customer upon visiting their home.

All key Gas Networks Ireland communications are translated into the most frequently spoken languages in Ireland – English, Irish, French, Polish, Mandarin Chinese, Russian – and HTML plain text. In addition, alongside standard mystery shopping activities to assess customers' experiences, we conduct monthly mystery shopping engaging an older

customer, a customer for whom English is not their first language, and a person with a disability to ensure that our communications are tailored specifically and understood by everyone.

ReachDeck, our website accessibility tool on [www.gasnetworks.ie](http://www.gasnetworks.ie), continued to see strong engagement in 2023 following a refresh of the design the previous year. Available to both mobile and desktop users, it provides our web visitors with instant access to assistive features and helps to reduce barriers between our digital content and our diverse online audiences.

Ever conscious of the financial pressures people are dealing with, we continued our critical engagement with MABS and Depaul quarterly meetings. In support of the financially vulnerable we listened to current challenges faced and strived to demonstrate empathy as we offered information and advice. We continued to work with our customers and stakeholders to explore opportunities to support those with disabilities. We collaborated with industry groups such as CCMA Ireland, CCA Global and CXPA Ireland to gain insights on best practice in this area.

### Insights into action

Customer Experience is the sum of all interactions a customer will have with a business – from marketing, to sales, to design and installation, and continued with customer care. Regular customer feedback tells us the story of how well we are delivering a service and where we can identify opportunities to improve.



Our Insights into Action programme helps us drive initiatives to enhance customer experience by supporting efficiencies and promoting continuous improvement across the organisation. Throughout the year and right across the business, many impactful projects, process improvements, and changes are quietly implemented. Much of this work will directly and/or indirectly impact and benefit our customers' experience.

To capture this and share these developments across the business, we created a "Customer Initiative Register" which offers a collaborative platform for cross-departmental cooperation. In 2023 65 new customer focused initiatives were identified and added to our Initiative Register. 30 initiatives were completed in 2023, surpassing our target of 26, with the remaining pieces of work ongoing into 2024.

### Customer centricity

In 2023 we continued to ensure that our customers are at the heart of everything we do. To measure the success of this strategy we have developed several customer centricity metrics.

Following a customer interaction, we randomly select customers to ask a series of questions using three key metrics to understand how they rate their experience in dealing with us.

## Marketplace

- Customer Satisfaction – how satisfied they were with the work carried out, from first contact right through until the work on the ground is fully completed.
- Net Promoter Score – asking customers if they would recommend us to their friends/family is a measure of how we made them feel through the experience.
- Net Easy – we ask customers how easy it was to interact with us and what would have made it easier for them.

Our Customer Centric score combines each of these metrics. Our score is reported and measured in our Balanced Scorecard and departmental goals and targets. In 2023 we achieved another strong score of 78. No matter where people work within Gas Networks Ireland, they play a part in delivering for our customers and empowering us to achieve an excellent Customer Centric Score.

### Standards of service

We publish our “standards of service” guides on our website to help ensure that all customers experience open and transparent service standards.

Our published service standards include:

- Customer Charter
- Vulnerable Customers Guide
- Complaints Handling Code of Procedure

### Vulnerable customers

We are committed to providing the best customer service possible to all our customers. Making specific provisions for those who require special services, we strive to support our vulnerable customers.

The Irish Statute Book defines a ‘vulnerable customer’ as a household customer who is particularly vulnerable to disconnection during winter months for reasons of advanced age or physical, sensory, intellectual or mental health.<sup>1</sup>

Our commitments and provisions are detailed in our Vulnerable Customer Guide, which can be found at [www.gasnetworks.ie/docs/home/customer-care/vulnerable-customer-guide.pdf](http://www.gasnetworks.ie/docs/home/customer-care/vulnerable-customer-guide.pdf) and include:

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**All customers classified as vulnerable on the Special Services Register will be dealt with as a priority for reconnection**

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**In the event of a gas network outage or planned gas supply interruptions, we will provide alternative heating and cooking facilities comprising of a two-ringed electric cooker and electric heater**

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**Gas Networks Ireland will not lock or disconnect your gas supply from 1st December 2022 to 31st March 2023, unless it is necessary for safety reasons.**

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Committed to maintaining the highest possible standard of service to our vulnerable customers, continued feedback collected from our monthly “Mystery Shopping” scenarios provide up to date validation of the effectiveness of our processes or identifies opportunities for improvement. We engage an older customer, a customer for whom English is not their first language, and a person with an intellectual disability to ensure that our communications are tailored specifically and understood by everyone.

1. (S.I. No. 463 2011 - European Communities (Internal Market in Electricity and Gas) (Consumer Protection) Regulations of 2011

### Customer Service Recognition Programme

Our Above and Beyond Recognition Programme recognises and rewards Employees and contractors who have received positive feedback from a customer via our survey programme. The goal of the programme is to:

- **Encourage** our employees and business partners to surpass expectations in their delivery of excellent customer service
- **Recognise** those individuals and teams who have contributed more than their role calls for, as they rise to meet challenges and provide a customer experience above and beyond that expected
- **Celebrate** and share our customer experience success stories across the business
- **Promote** and embed the principal that each individual and team can affect a demonstrated impact on the customer, all playing a part in Gas Networks Ireland's delivery of industry leading customer experience, further promoting our customer centricity mindset

Quarterly celebrations of going above and beyond for our customers were held in 2023, with each of the 153 nominees receiving a token reward and entered into a prize draw. In addition, we celebrated 54 contact centre representatives rewarded through our “Voice of the Customer” programme, which recognises great customer service delivered by our contact centre business partners.



## Marketplace

### Customer health and safety

Natural gas is a flammable fuel. When transported and used correctly it is safe, however leakage and misuse, whether deliberate or inadvertent, can pose risks. The primary risks associated with natural gas are fire or explosion arising from uncontrolled leakage and carbon monoxide poisoning arising from incomplete combustion. We work closely with the CRU, Register of Gas Installers of Ireland, the National Standards Authority of Ireland and Liquid Gas Ireland, amongst others, to ensure that safety standards are continuously improved, not only for the natural gas network, but also for consumers of natural gas.

We are committed to the highest possible safety standards and operate a best-in-class emergency response service to respond to suspected gas escapes, carbon monoxide incidents or other gas related emergencies. Our independently certified Safety, Environmental, Quality, Energy and Asset Management Systems help to ensure that our activities are managed in accordance with international best practice. Our average number of minutes to respond to public reports of escapes agreed with the CRU is 97% response within 1 hour. In 2023, we responded to 14,856 publicly reported escapes of gas with an average response time of 27 minutes, and 99.9% of these reports were responded to within one hour.

### Safety advertising

We are committed to promoting public safety awareness of natural gas via a range of multi-media advertising campaigns, including the Gas Emergency Service, Dial-Before-You-Dig, Meter Tampering, Always Use a Registered Gas Installer and Carbon Monoxide campaigns. Each campaign has its own unique call to action but feeds into the ultimate objective of promoting gas and energy safety awareness. We undertake



consumer research annually on our main campaigns to establish awareness of key safety messages and the successful performance of the campaigns.

The Gas Escapes campaign raises public awareness of what to do and who to call if you suspect a gas leakage. In 2023, 78% of adults were able to recall the gas escapes campaign, with 88% (unprompted) knowing at least one correct action to take in the event of suspecting a gas escape.

The Carbon Monoxide campaign raises awareness of the causes, signs, symptoms and preventative measures for carbon monoxide poisoning. 2023 research shows almost universal awareness (93%) of the dangers of Carbon Monoxide. 61% of homes now have at least one carbon monoxide alarm, compared to only 25% in 2014 prior to the launch of the Tommy McAnairey ads.

The Dial Before You Dig campaign encourages anyone planning or undertaking excavation or similar ground works to contact Gas Networks Ireland in advance to obtain gas network drawings and to follow safe digging practices to reduce the risk of damaging a gas pipeline. The Dial Before You Dig online portal has seen over 7,000 users registered for the service with nearly 26,000 plots generated in 2023.

We also promote the Register of Gas Installers of Ireland (on their behalf) via a multi-media campaign. During 2023, a new campaign was launched featuring musical twins Jedward. Results from 2023 show 78% of people are aware of the Register of Gas Installers, up from 67% in 2019.

## Marketplace

### Downstream gas incidents and non-compliances

Under the Gas (Amendment) Act 1987 we are obliged to disclose “Reportable Incidents” (fatalities, injuries requiring hospitalisation, and property damage of a value greater than €6,349) to the CRU where natural gas is involved, and are obliged to report any other incidents involving natural gas where we believe it is beneficial to do so. We are committed to transparent and open disclosure and have agreed additional categories of “Reportable Under Guidelines” (RUG) incidents with the CRU. Such incidents are reportable whether they occur on our network or on consumer installations downstream of the gas meter (which are the responsibility of the consumer).

In 2023 we reported four Reportable Incidents and seven RUG incidents on downstream (consumer) installations. None involved fatality or serious injury.

When working on customer installations, we have obligations in relation to the identification of unsafe or non-compliant gas appliances, installation pipework and ventilation that are downstream of the meter (and are thus the responsibility of the consumer). If safety issues or non-compliances are identified, we issue a Notice of Hazard to the consumer and may shut off either the gas supply to the whole property or the gas supply to an individual appliance depending on the nature of the issue identified. The consumer is then required to contact a Registered Gas Installer to rectify the issue(s). In 2023 we issued 14,397 Notices of Hazard.

### Business delivery

Operating and maintaining our network 24/7 continuously across the year in an efficient and economic manner is a key element of our strategy. In 2023, we dispatched over 44,642 planned maintenance work orders on the transmission and distribution networks and a capital expenditure programme of €148 million. 98% of all planned maintenance was completed, including significant repairs in our compressor stations in southwest Scotland.

### Aurora Telecom

Aurora Telecom is committed to helping our customers to achieve their sustainability goals by demonstrating that we embed, deliver and monitor sustainability across all our operations and those of our suppliers. As an organisation, Aurora Telecom strives to manage our operations sustainably to reduce environmental impact and minimise disruption to local communities.

Since 2022, as part of our strategy to expand our national network, link all major cities and key urban centres and support regional development, we have constructed and commissioned over 100 kms of fibre backhaul network, in addition to extending the footprint of our co-locations sites. A significant proportion of these civils works have been completed in the West of Ireland and when delivering these projects, we have proactively engaged with ecologists and local organisations to mitigate our impact on the surrounding environment and communities.



## Marketplace

### Stakeholder engagement

#### Gas Networks Ireland stakeholder engagements initiatives by year



Gas Networks Ireland understands and values the critical role stakeholders play in its business. We have a comprehensive stakeholder engagement plan that takes a holistic, pragmatic approach to stakeholder engagement based on the internationally recognised Stakeholder Engagement Standard (AA1000SES).

#### Community Stakeholder Engagement

The importance of holding stakeholder sessions and supporting the community in towns where the gas network is expanding is recognised. We work with communities to ensure that construction projects in the locality cause minimum disruption providing regular updates in local newspapers and on local radio.

#### National Policy and European Affairs

Gas Networks Ireland's Policy and European Affairs teams articulate our standpoints at a European (EU) and national level, advocating on behalf of gas and the gas network and the increasing role the gas network can play in enabling Ireland to achieve net-zero by 2050.

Engaging with a wide range of EU stakeholders including the European Commission, European Parliament, key European gas associations (ENTSO, Eurogas, GIE and GD4S) and key European institutions, the team leverages strong EU working relationships and actively participates in Working Groups and initiatives to extend the company's influence as an energy leader in Europe.

Europe's plans for climate neutrality by 2050, as outlined in the European Commission's European Green Deal, places importance on how all gas system operators manage infrastructure and deliver services for the future. Our European Affairs team ensures our position is reflected in key emerging strategies from the EU, including the Hydrogen and Decarbonised Gas Market Package, the Methane Emissions Reduction Regulation in the Energy Sector Regulation and the Energy Performance of Buildings Directive (EPBD).

Europe's decarbonisation ambition brings with it the significant challenge for Transmission (TSO) and Distribution System Operators (DSO) of delivering work practices and services in a sustainable manner. Our team's ongoing collaborations ensure collective focus on this challenge and a stated commitment to delivering best practice. Our European Affairs team and Sustainability Team helped develop a 'Sustainability Charter' for Gas Distributors for Sustainability (GD4S), of which Gas Networks Ireland is a member.

Ireland's gas network can play a central role in helping Ireland achieve its commitment to net-zero by 2050 and our Policy Team are focused on ensuring we deliver on the relevant actions assigned to us in the Government's Climate Action Plan (CAP) 2023 and actively developed key policies and measures and advocated for their inclusion in CAP 2023 and beyond.

Driven by climate change mitigation policy and geo-political considerations, Ireland's energy landscape is rapidly changing. National energy policy at present is primarily concentrated on Ireland's decarbonisation targets and security of energy supply, with the Government's CAP 2023 and Energy Security Review expected to dictate the shape of Irish energy policy for many years to come. As we move to a low carbon society, the role of the gas network has come increasingly under the spotlight.

The Policy Team actively engages with Government departments and key stakeholders, such as Hydrogen Ireland, Ibec and Wind Energy Ireland, advocating for the increasing role of renewable gas in the context of the gas network playing its part in Ireland's decarbonisation journey.



# Governance

Within Gas Networks Ireland good corporate governance is at the core of our business decisions and key to the achievement of our business strategy. We believe that good corporate governance serves as the cornerstone of ethical organisational practices, encompassing principles and structures that guide decision-making, transparency, and accountability within our organisation.

## Introduction

At Gas Networks Ireland, upholding ethics involves not only complying with legal standards but also fostering a culture of integrity, fairness, and social responsibility. We believe trust is essential for sustainable business relationships, and is cultivated through consistent adherence to ethical principles, transparent communication, and responsible actions. Additionally, prioritising human rights and combating modern slavery throughout our supply chain are integral components of our ethical business conduct, demonstrating a commitment to respecting the dignity and well-being of individuals both within and beyond the company's operations. Championing these values strengthens our reputation and contributes to a more just and sustainable society.

We welcome the introduction of the Corporate Sustainability Reporting Directive (CSRD) as it presents a valuable opportunity for us to reexamine our sustainability practices. This directive not only encourages us to reflect on our current strategies but also to introduce enhanced governance standards and to further embed sustainability culture in our business.

Gas Networks Ireland are due to publish our first CSRD report for 2025 in 2026; by aligning with CSRD, we are committed to fostering transparency, accountability, and continuous improvement in our sustainability efforts.

Our Board is responsible for overseeing our business strategy, and in 2023 Gas Networks Ireland established a Safety, Sustainability & People committee to oversee our sustainability practices.

# Sustainability governance structure and resources

Sustainability is at the heart of our business and is overseen by our Board and our Steering Committees. In 2023 we identified the requirement for a new board sub structure in line with best practice and subsequently the Safety, Sustainability & People committee was established. The role of the committee, steering groups (shown right), and the sustainability team is to drive sustainability action and change across the business and to embed a sustainability culture.

## Our governance structure



## Our sustainability team structure



## Ethics and Integrity

Our reputation and the trust and confidence that our customers, stakeholders, and the public place in us is fundamental to our success. Integrity is key to building that trust. Our “Doing the Right Thing” programme helps all employees understand and recognise the importance of ethics and integrity.

Employees are trained to ensure that any business decision made is:

1. Legal
2. In line with company values
3. In line with company policy
4. The right thing to do

As part of the initiative, guidance booklets are issued to employees on key ethics related policies with annual training updates and quarterly team integrity conversations.

### Transparency

As a commercial state body, we are an open organisation which strives to be accountable and transparent to the public. We are committed to improving the public’s understanding of how the organisation operates and our role in delivering important national infrastructure and services to support the social and economic development of Ireland.

### Evaluation of our approach

Controls are in place to ensure our obligations are met, including detailed financial procedures, budgets, finance system automated workflows, external audit process, internal audit process and Audit and Risk Committee oversight of the financial statements.

### Data Protection and customer privacy

We are committed to meeting and exceeding our data protection obligations. All customer data is stored on encrypted systems that have appropriate segregation of duties. We have TLS (Transfer Layer Security) in place with customer facing vendors which encrypts all emails. We also have strong internal security controls around firewalls, patching, anti-virus protection, and align ourselves to the NIST Framework. All employees and contractors have undertaken general, and as necessary specific role based, GDPR training.

The Gas Networks Ireland Data Protection Officer has not raised any areas of significant concern regarding non-compliance with regards to legislative requirements under GDPR during 2023.

### Protected Disclosures and raising concerns

The mechanism whereby Ervia and Gas Networks Ireland employees and management may raise concerns, or make disclosures in the public interest, in accordance with the Protected Disclosures Act 2014 (as amended), is outlined in the Ervia / Gas Networks Ireland Protected Disclosures Policy. Section 22 of the Protected Disclosures Act 2014 (as amended) requires Ervia and Gas Networks Ireland to publish an Annual Protected Disclosures Report providing details of protected disclosures made during the preceding calendar year. Per this requirement, Ervia and Gas Networks Ireland confirmed that, in the year ending 31 December 2023, no protected disclosure was made to either Ervia or Gas Networks Ireland.

### Regulation of lobbying

Ervia and Gas Networks Ireland are registered on the lobbying register maintained by the Standards in Public Office Commission and have made the required submissions for the return periods in 2023 in accordance with the requirements of the Regulation of Lobbying Act 2015.

### Official Language Acts (2003 & 2021)

Gas Networks Ireland is committed to meeting all its obligations under the Official Language Acts (2003 & 2021). The Head of Customer Care and Communications has been appointed to oversee performance and report on Gas Networks Ireland obligations under the Official Languages Acts (2003 & 2021). During 2023, the new obligations under section 10A (Advertising by Public Bodies) requiring a minimum of 20% (10A. (1)(b)) of all advertising undertaken to be in the Irish language was met. Gas Networks Ireland also met the obligation of 5% of annual advertising spend on Irish language media as also prescribed under section 10A (1)(b)

### Human rights and modern slavery

We have a zero-tolerance approach to modern slavery. We are committed to acting ethically and with integrity in all our business dealings and relationships and to implementing and enforcing effective systems and controls to ensure modern slavery is not taking place anywhere in our own business or in any of our supply chains. We are committed to ensuring that there is transparency in our approach to tackling modern slavery throughout our supply chain and we expect the same high standards from all our contractors, suppliers, and other business partners. Both Gas Networks Ireland and GNI (UK) Limited are subject to the UK Modern Slavery Act 2015 and each year publish a statement on our website on slavery and human trafficking.

## Ethics and Integrity

Steps taken to prevent acts of slavery and human trafficking from occurring within our business and supply chains include:

- Always seeking to comply with employment law applicable to the jurisdictions in which it operates and putting in place contractual arrangements with providers of agency employees requiring that they achieve the same level of compliance.
- Enshrining the principles of the UK Modern Slavery Act 2015 in the Code of Business Conduct. This is highlighted and supported by our “Doing the Right Thing” programme which aims to ensure that everyone carrying out business on behalf of Ervia and Gas Networks Ireland does so with integrity and in an ethical manner.
- The development of anti-slavery and human trafficking requirements for incorporation into procurement processes and contractual arrangements with contractors, suppliers and other third parties.
- training to relevant employees, particularly those involved in procurement processes, on the risks of slavery and human trafficking occurring.
- providing reporting channels for employees, and others, to report suspected incidents of unlawful behaviour, including slavery and human trafficking.

### Anti-fraud, bribery, and corruption

We actively promote a culture where acts of bribery and corruption are never acceptable. This culture is led by the Ervia and Gas Networks Ireland Boards, executive and extended senior leadership team. Nobody within Ervia or Gas Networks Ireland or acting on behalf of either company, may give or accept, directly or indirectly, a bribe or inducement in any form or solicit a bribe, directly or indirectly. An example of behaviours prohibited in this context is the giving or receiving of excessive gifts or hospitality or receiving gifts or hospitality in exchange for information.

The Gas Networks Ireland Chief Legal Officer is responsible within Ervia and Gas Networks Ireland for overseeing adherence to the anti-bribery and corruption policy and the Gas Networks Ireland Director of People is responsible for communicating our anti-bribery and corruption policy to new employees during induction. Quarterly and annual refresher training on relevant anti-bribery and corruption topics for existing employees is also provided in accordance with our “Doing the Right Thing” policy.

Ervia and Gas Networks Ireland’s policies encourage employees to report any concerns relating to activities that may constitute an act of bribery or corruption to their line manager without delay – or if that is inappropriate in the circumstances to Gas Networks Ireland’s Chief Legal Officer, or anonymously to a confidential email address or voicemail. Employees are routinely reminded and encouraged to discuss concerns relating to bribery or corruption without fear of victimisation, knowing that the strictest confidence will be maintained – this process is also outlined in Ervia / Gas Networks Ireland’s Protected Disclosures Policy.

‘Doing the Right Thing’ training is also incorporated into the Learning & Development training programme for new joiners and new managers. Anti-Fraud Bribery, Corruption and Protected Disclosures training was rolled out to all employees in 2023. A number of integrity conversations were rolled out by managers to their teams across the business. In addition, fraud risk assessment workshops were held with relevant Executives, their direct reports and risk leads.

### Prompt Payments

Appropriate internal financial controls are in place within Ervia and Gas Networks Ireland to ensure compliance with the provisions of the European Communities (Late Payments in Commercial Transactions) Regulations 2012-2016. Ervia is a signatory to the Prompt Payment Code as launched by the Government in 2015 and, pursuant to its provisions, undertakes to pay suppliers on time, to give clear guidance to suppliers on payment procedures and to encourage the adoption of the code by suppliers within their own supply chains.

## Supply chain

Gas Networks Ireland ensures environmental and sustainability requirements are embedded in the procurement processes right through to delivery stage of the contract. For example, our main/larger contractors and suppliers are required to provide us with regular reports and updates on their sustainability performance against a range of sustainability KPIs and requirements which include, waste management, biodiversity management, carbon management and energy use.

We procure significant volumes of services and materials to support the construction, maintenance, and delivery of the gas transportation network. We are committed to sustainability, by embedding sustainability as a cornerstone of our procurement processes; we are also driving better sustainability practices throughout the entire supply chain.

Our main third-party contracts have been designed to deliver sustainability and environmental best practice throughout the project lifecycle. Where contractors and suppliers outperform set KPIs, the financial terms of the contract contain provisions to allow for additional performance awards to be made. Similarly, KPI underperformance can result in the imposition of financial performance adjustments. As part of the tendering process in 2023, when procuring works, services, and materials, we ensured our Sustainability Strategy

objectives were key to the tender and contract requirements. In addition to waste, data management, energy and carbon performance KPIs we have now also included new more challenging requirements around waste reduction targets, Biodiversity Enhancement Planning, Sustainable Procurement Planning, Sustainability Planning, Community Programmes, Modern Slavery and Carbon Emissions Management as part of our new contracts.

### The three pillars of our supply chain activities



**Secure  
value-for  
-money**



**Ensure  
compliance  
with all legal  
and governance  
requirements**



**Build a resilient  
and sustainable  
Supply Chain**

## Supply chain

### The key elements of our supply chain process

#### Procurement Strategy Setting

- Category Strategic Planning
- Performance Management
- Risk and Resilience Management
- Sustainable Procurement

#### Sourcing and category management

- Strategic sourcing
- Category policy and management
- Compliance monitoring implementation

#### Supplier management

- Supplier relationship management
- Contract performance management
- Supplier Risk Management

#### Requisition to pay

- Transaction processing
- Category buying
- Master data management
- Fulfilment

### Our supply chain in numbers

2023	Gas Networks Ireland Suppliers
Republic of Ireland	645
Northern Ireland	51
Great Britain	31

### Key Sustainable Supply Chain Activities in 2023

Our supply chain team are working to deliver a comprehensive sustainable procurement strategy. The team has developed a sustainable procurement implementation framework, and our objective is to be recognised as a leader in the sustainable procurement arena. Key Sustainable Supply Chain Activities in 2023 under our sustainable procurement framework include:

- Gas Networks Ireland published our new Supplier Charter which outlines the sustainability principles and values that we expect our suppliers to align with in the delivery of works, services, and products. This was communicated to all key suppliers and is published on the Gas Networks Ireland website.
- Gas Networks Ireland approved a new Sustainable Procurement policy that sets out the process and targets for ensuring sustainability is assessed as part of each tender and supplier performance criteria. This process is benchmarked and aligned with ISO 20400 Sustainable Procurement Guidance Standard.
- As part of our continuing supplier engagement programme, a number of events were held to increase awareness of topical sustainability issues including seminars training workshops and focus meetings.

- Gas Networks Ireland completed a supplier sustainability engagement survey with >90% response rate. The survey included twelve sustainability focus areas including climate, carbon, biodiversity, human rights, energy, and nature. Supplier feedback included identifying opportunities for collaboration on sustainability projects and improvements.
- Gas Networks Ireland is a co-founding member of the Irish Supply Chain Sustainability School which will support Irish industry in their transition to a sustainable and decarbonised economy.
- To further enhance understanding and transparency of our supply chain, we completed a supply chain mapping project of our critical material categories. The project included a detail analysis of the supply chain in these material lines, identification of each tier supplier, identification of supply constraints and challenges, risk profile in terms of meeting our future requirement, identification of key sustainability risks including modern slavery.
- Implementation of a critical supplier risk framework that identifies the risk profile, including sustainability risks, of our key suppliers and extended supply chain, implementation of risk mitigating measures and actions, and continuous monitoring of our supply chain risk landscape.

## Incorporation of sustainability criteria into procurement contracts

The incorporation of sustainability green procurement award criteria in strategic contracts is a key enabler to ensure that Gas Networks Ireland meets our supply chain sustainability objectives. A key challenge is the transposition of our strategic sustainability objectives into tangible requirements within contracts. To achieve this, Gas Networks Ireland completed a Sustainability Risk and Opportunities (heatmapping) process of future tender and contract plans.

A sustainable procurement tender plan heatmap is a visual representation of future contract and green procurement requirements. The heatmap reveals areas of sustainability risks, impacts and opportunities enabling management to make informed decisions as to the appropriate criteria to include in the evaluation of potential contract awards.

The heatmapping process collects data from various sources including market analysis intelligence, internal specification requirements and business subject matter experts in the areas of sustainability, supply chain, engineering and operations and supplier sources such as supplier capability and performance metrics.

By visually representing green procurement data in this way, we gain valuable insights into where resources should be focused. With the heatmap, we can pinpoint high impact sustainability areas which allows us to better leverage contracts with suppliers resulting in improved efficiencies and sustainable improvements.

One major advantage of using a heat map is its ability to identify sustainability and green procurement patterns and

trends across categories of spend. By colour coding data points based on their score values, high impact contracts can be identified allowing us to focus attention where it is needed most.

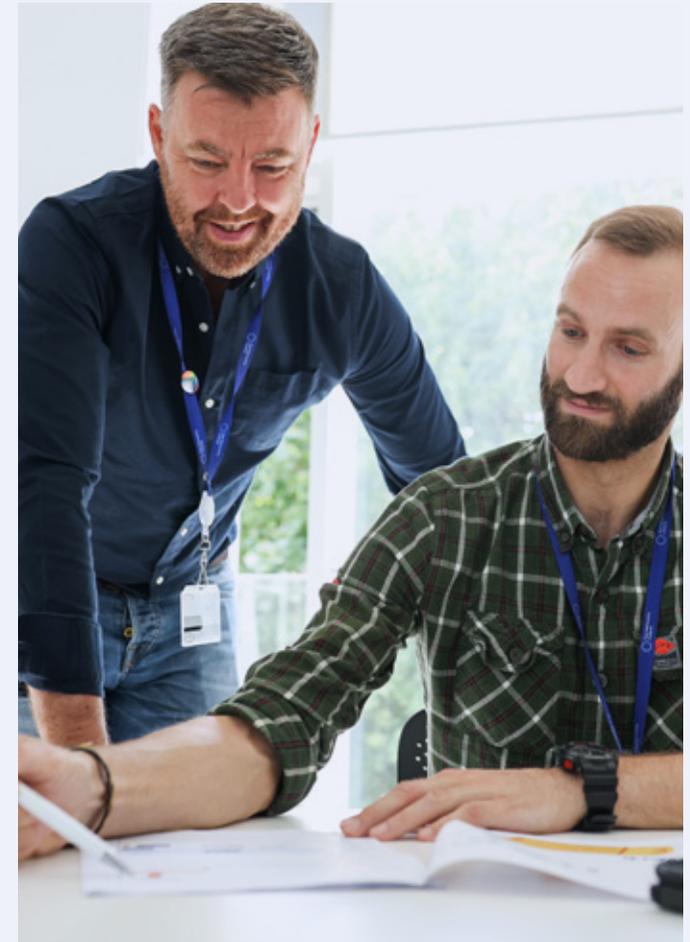
A significant advantage is that heatmaps make it easier to communicate complex information effectively. The visual nature of these maps allows business stakeholders at all levels to understand the sustainable data at a glance without needing extensive analysis or technical expertise. This enhances collaboration between different departments within Gas Networks Ireland and ensures everyone has access to critical information for decision-making purposes.

The heatmapping process covers a 12-month yearly plan of forthcoming contract tenders and also includes a number of category specific workshops focused on identifying the highest sustainability impacts and opportunities in our key strategic tenders and contracts.

Outputs from this process include:

- Identification of High Sustainability Impact Tenders.
- Green Procurement Assessment for each High Value contract,
- Sustainability Questions and Criteria for each contract.

Gas Networks Ireland has used the visual heat maps to gain valuable insights into their green procurement process. By identifying areas for sustainability improvement and green procurement opportunities through data visualization techniques like heat mapping, has enabled us to optimize green procurement opportunities in our contracts and supply chain.



## Innovation

The decarbonisation of Ireland's gas network is essential if the country is to transition to a net-zero energy system by 2050, as laid out in the National Hydrogen Strategy and the Government's Climate Action Plan. As we transform, driving innovation across our business is critical if we are to thrive.

### Network Innovation Centre



#### Research and testing



#### Hydrogen compatibility, functionality and operational procedures



#### Partnerships, collaborations and academic input



#### On-network related innovation



#### Evidence base for hydrogen safety case



#### Training, skills and knowledge

The Network Innovation Centre located in Citywest, Dublin continues to play a key role in supporting our research and innovation activities. Hydrogen research and development initiatives are focused on enabling the introduction of green hydrogen on to the gas network and testing end user capacity to utilise hydrogen. In 2023 an off-grid underground gas network facility was completed to facilitate planned research and testing of hydrogen blends. Innovation related to the existing gas network is also a core activity at the Network Innovation Centre, supporting initiatives that will improve how we operate and manage the gas infrastructure both now and into the future.

Our innovation team and subject matter experts have been participating in projects with external research partners to understand the full potential of hydrogen and ensure that the gas network is capable of safely transporting and storing both blended and up to 100% hydrogen into the future. These projects in addition to others across our organisation will provide the data needed to understand how green hydrogen will impact the gas network and help ensure a smooth transition with minimal cost and disruption to Ireland's energy system and our customers.

Gas Networks Ireland has established a number of strategic research partnerships with academia including Ulster University, University College Dublin (UCD) Energy

Institute and AMBER an SFI Centre for Advanced Materials and Bioengineering Research. We are an industry co-funding partner of NexSys (Next Generation Energy Systems), an all-island multidisciplinary energy research programme and is a member of GERG, the European Gas Research Group.

We strive to improve our network and we actively promote and utilise our Innovation Fund which provides funding to promote and encourage innovative projects in the gas industry with potential to:

**deliver**  
significant carbon savings

**increase**  
throughput in the gas system

**assist**  
in the transition to a low carbon economy

**provide**  
measurable value to all gas customers

In 2023 Gas Networks Ireland established a new Gas Innovation Steering Group including representation from all the business pillars within the organisation. The steering group will act as the governance board for the allocation of gas innovation funding provided by the CRU under the current price control period. The CRU has made a provision of €5.3m for the period and this innovation funding encompasses a Network Based Innovation Fund (NBIF) and a Strategic Innovation Fund (SIF).

# Risk management

Risk management supports Gas Networks Ireland to navigate challenges and seize opportunities in order to develop and implement our strategy. Proactive risk management allows us to create added value for our shareholders, customers and the wider community. The risk management landscape for the organisation is ever evolving. Risk management including the effective identification, management and mitigation of risks is an integral part of all our activities.

The nature of our business operations is long term, resulting in many of our risks being enduring in nature. These risks can develop and evolve over time, as their potential impact and/or likelihood changes in response to internal and external developments. At the same time new risks continue to emerge so a speak up culture is encouraged. Managing safety risk continues to be a priority for Gas Networks Ireland with proactive identification and mitigation occurring.

For more information, please see Risk & sustainability in our Annual Report.

## Our risk management activities



### Day to Day

#### Operational areas

Identify, manage, challenge and report risks.



### Integrating with strategy & process

#### Operational areas

Risk assessment is integral to strategic planning, investment prioritisation and project appraisal.



### Governance

#### Operational areas

Functional and Executive Risk Committees support the Audit and Risk Committee.



# Stakeholder engagement

At Gas Networks Ireland, we take the nature and quality of our stakeholder relationships very seriously. We work closely with our stakeholders to understand their views and emerging needs, determine priorities, deliver initiatives in partnership.

	Representative bodies include	Priorities	Response	Surveys	Face to Face	Information events	Working groups	Website	Social media	Multi-stakeholder meetings
 <p><b>General public and communities</b></p>	Individuals, communities, environmental groups, consumer groups, business interest groups, farming bodies etc.	<ul style="list-style-type: none"> <li>• Ensure safe, secure and reliable supplies of natural and renewable gas</li> <li>• Maintain competitiveness</li> <li>• Support social and economic growth</li> <li>• Support decarbonisation</li> </ul>	<ul style="list-style-type: none"> <li>• Focus on engagement at local and community level for both existing natural gas supplies and emerging renewable gas supplies.</li> <li>• Maintain our excellent performance in responding promptly to reports of escaped gas.</li> <li>• Enhance public engagement on safety through safety messaging and advertising.</li> <li>• Engagement in industry safety construction safety week and contractor safety events.</li> <li>• Responsible road opening operation with minimum public disruption.</li> <li>• Provide infrastructure to facilitate economic growth.</li> <li>• Enhance public engagement on pathways to Network Decarbonisation.</li> </ul>					✓	✓	✓
 <p><b>Partners</b></p>	Partners, shippers, suppliers and third-party service providers.	<ul style="list-style-type: none"> <li>• Work effectively together to deliver quality services</li> <li>• Encourage innovation</li> <li>• Decarbonise the network</li> </ul>	<ul style="list-style-type: none"> <li>• Close collaboration with shippers and suppliers in addressing the evolving needs of gas users.</li> <li>• Work in partnership with key industry parties to increase the percentage of renewable gases on our network.</li> <li>• Hold frequent performance reviews and forward-looking planning discussions with our service partners to ensure alignment on delivery of integrated energy strategy.</li> </ul>	✓	✓	✓	✓	✓	✓	✓
 <p><b>Regulators</b></p>	Commission for Regulation of Utilities (Republic of Ireland), Utility Regulator (Northern Ireland), Office of Gas and Electricity Markets.	<ul style="list-style-type: none"> <li>• Deliver initiatives to implement energy and climate policies</li> <li>• Operate efficiently</li> <li>• Deliver on our regulatory commitments</li> </ul>	<ul style="list-style-type: none"> <li>• Deliver on Gas Networks Ireland’s Climate Action Plan commitments in cooperation with key industry participants.</li> <li>• Invest in biomethane, hydrogen and compressed natural gas projects.</li> <li>• Work with all relevant bodies on gas security of supply and emergency planning.</li> <li>• Operate effectively and efficiently to deliver on our regulatory commitments.</li> </ul>		✓		✓			
 <p><b>Shareholders</b></p>	Department of Housing, Local Government and Heritage, Department of Environment, Climate and Communications, Department of Public Expenditure, NDP Delivery, and Reform.	<ul style="list-style-type: none"> <li>• Implement Government policy</li> <li>• Aid the achievement of Government decarbonisation targets by increasing the percentage of renewable gases on the network</li> <li>• Communicate accurately and transparently and demonstrate progress against plans</li> </ul>	<ul style="list-style-type: none"> <li>• Operate, maintain, develop and decarbonise a safe, reliable and efficient network.</li> <li>• Develop and deliver business plans that are aligned with Government decarbonisation targets.</li> <li>• Work with our Shareholder and other key industry participants on security of energy supply to further enhance reliability of the gas network.</li> <li>• Issue regular performance reports and updates to monitoring and oversight bodies.</li> </ul>	✓	✓	✓	✓	✓	✓	✓

## Looking forward

### Leverage our past and energise our people to deliver the future of our network

#### Sustainability culture

While 2022 and 2023 was focused on the establishment of a new strategy, purpose and vision, in 2024 Gas Networks Ireland will focus on refining and improving the new ways of working and further embedding a sustainability culture across the organisation.

#### CSRD

The Corporate Sustainability Reporting Directive (CSRD) is a new EU regulation that strengthens disclosures on a wide range of ESG topics. In 2024 Gas Networks Ireland will complete a readiness work programme and comply with new CSRD reporting requirements by year end. In simple terms, CSRD is all about empowering sustainability through transparency. For Gas Networks Ireland CSRD is more than compliance - CSRD will help support our transformation and embed and enhance our sustainability culture.

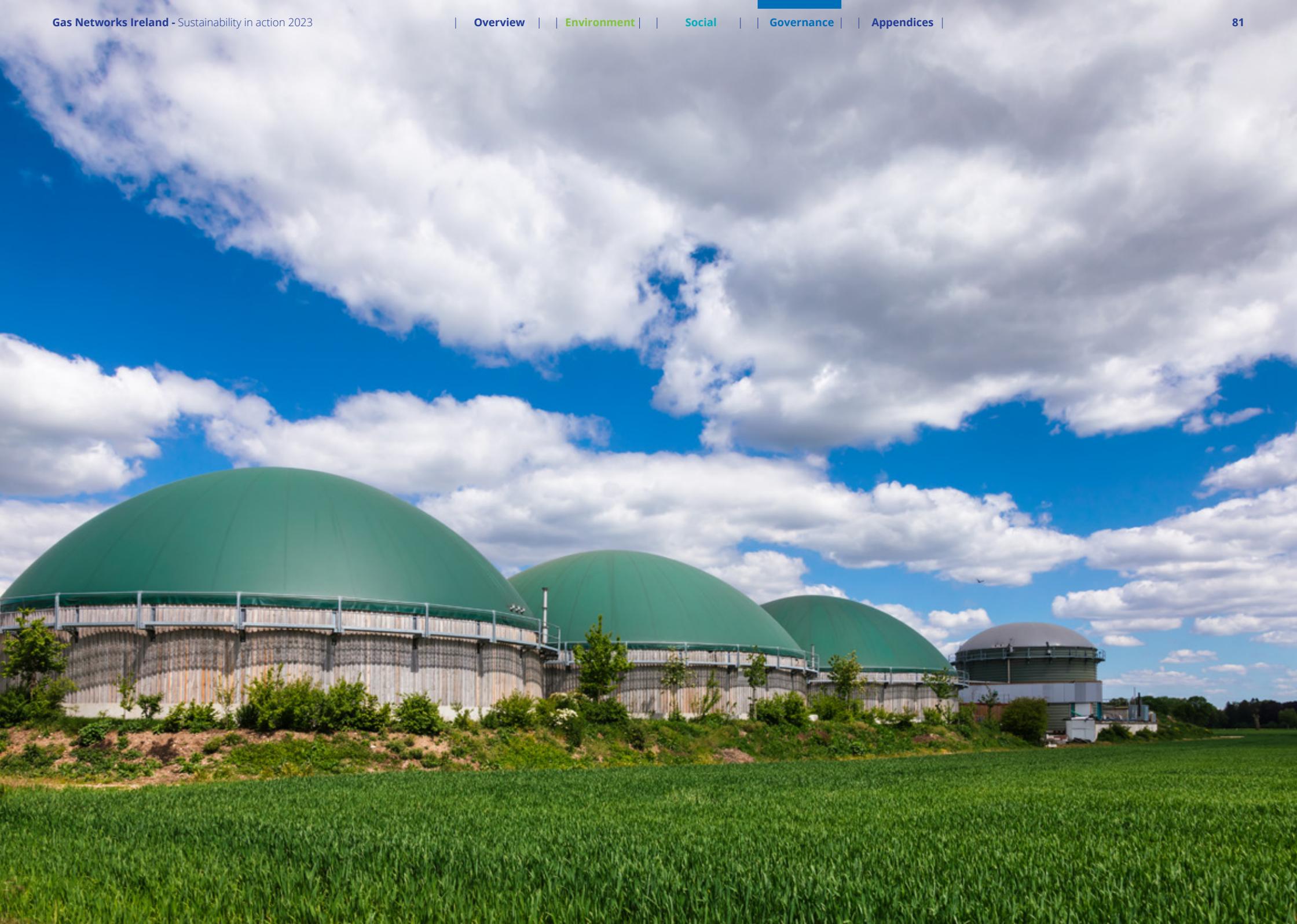
#### Investment

With safety as a priority for our assets and operations, we invested €148m in our gas and telecoms network infrastructure with a strong focus on driving growth and on transitioning our network to renewable technologies such as biomethane and hydrogen and delivering programmes to improve the safety and reliability of the network.

The Government has set a target of 5.7TWh/yr of biomethane on the national gas network by 2030. During 2023 there has been growth in renewable gas injected into our network, with 61 GWh biomethane on our network.

With an increased focus on the need for renewable gases, such as biomethane and hydrogen, to replace natural gas in Ireland's energy mix and enhance Ireland's security and diversity of supply in light of recent climate reports and the invasion of Ukraine, the establishment of a national Renewable Gas Registry is both timely and critical to the industry's success.

Gas Networks Ireland has been appointed as the body responsible for issuing Guarantees of Origin for renewable gases in line with European Union (Renewable Energy) Regulations 2022, which has passed into Irish law. We will issue Guarantees of Origin in accordance with a supervisory framework to be established by the CRU, meaning that producers of renewable gas will be issued with a Guarantee of Origin for every megawatt hour of renewable gas injected into Ireland's national gas network.



# Appendices

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## Governance structure

The logo for Ervia, featuring the word "ervia" in a bold, lowercase, blue sans-serif font.

Ervia is a commercial semi-state company, established under the Gas Act 1976, (as amended) providing strategic national gas and broadband infrastructure and services that underpin the growth of the Irish economy.

During 2023, the Ervia Group was in the final stages of a reorganisation which saw the separation of Uisce Éireann from the Group on 1<sup>st</sup> January 2023. The reorganisation was completed when the Ervia statutory corporation was integrated into Gas Networks Ireland, such that Gas Networks Ireland became the principal entity in the Group. Gas Networks Ireland was a wholly owned subsidiary of Ervia until 1<sup>st</sup> June 2024. On that date, pursuant to the Gas (Amendment) and Miscellaneous Provisions Act 2024, Ervia was dissolved, and all functions, assets, liabilities, records and staff transferred to Gas Networks Ireland. Gas Networks Ireland is now the parent company of operating subsidiaries Gas Networks Ireland (IOM) and GNI (UK) and non-operating subsidiary Networks Services Transition DAC.



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**Gas Networks** Ireland owns and operates Ireland's gas network, delivering the gas flows upon which our customers depend and providing resilience and diversity for Ireland's energy system. We have a pivotal role to play in enhancing the environment, leading the transition to a low carbon energy system, and increasing network security, capacity, and flexibility.

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**Aurora Telecom** owns and operates an extensive national backhaul dark fibre network providing secure, high-speed connectivity solutions for carriers and enterprise.

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Information relating to Gas Networks Ireland's performance in 2023 can be found in our Annual Report and Financial Statements available at [www.gasnetworks.ie](http://www.gasnetworks.ie).

## Taxation policies

We are committed to complying fully with all applicable laws, rules, and regulations in meeting our tax compliance and reporting responsibilities. We fulfil our corporate obligations by paying appropriate taxes in compliance with both the letter and the spirit of the laws and regulations in both Ireland and the UK. Ireland and the UK are the primary locations where we operate and further detail on our subsidiaries, primary activities and the taxes paid by our business are included in the Gas Networks Ireland financial statements available on our website.

### Tax governance and control framework

Our Board has overall responsibility for risk management and the systems of internal control. Gas Networks Ireland's Chief Financial Officer is the executive responsible for ensuring that we comply with all applicable laws, rules and regulations associated with tax compliance.

We have a quarterly risk governance process in place which identifies the nature, extent and financial implication of risks we face including tax risks and also assessing our ability to manage and mitigate risks that may occur through putting appropriate controls and actions in place and also reports the risk profile to the Risk Management Committee and onwards to our Board and the Audit and Risk Committee.

Across the Group, fraud, bribery, and corruption are not tolerated, and it is each employee's responsibility to report any suspected acts of fraud, bribery or corruption or suspicious behaviour they encounter, this would include any tax concerns that are identified.

The internal control environment includes internal policies requiring all employees to act with integrity and maintain the highest ethical standards. These policies include the Code of Business Conduct, Anti-Fraud, Anti-Bribery and Anti-Corruption, Lobbying and Protected Disclosures policies. It also includes a comprehensive anti-fraud programme including anti-fraud policy, training and communication and a fraud response plan.

### Management of tax compliance

The following principles are applied to maintain and improve tax compliance:

- Hiring of tax and accounting qualified personnel to manage the tax obligations of the company.
- Paying the right amount of tax and filing all necessary tax returns based on the tax laws, rules, and regulations. These returns and payments will be made in full and on time.
- Maintaining segregation of duties to ensure the preparation and review steps in filing all tax returns are completed independently.
- Training and support provided to all non-tax qualified personnel with responsibilities for tax required information to ensure that they have the skills, technical expertise, and knowledge to effectively and accurately fulfil tax responsibilities and perform to the best of their abilities.

- Ensuring key risk areas are monitored and material risks minimised by adhering to strict controls to ensure material compliance with all applicable tax laws, rules, and regulations.
- Engaging with the tax authorities and / or procuring the support of tax accounting firms where legislation is unclear or is subject to interpretation.

### Assurance process

Following the review of the Group's annual corporation and deferred tax workings the auditor issues a letter of compliance confirming the tax charges are materially correct and that statutory obligations of timely filing of corporation tax returns have been fulfilled.

Financial notes detailing our tax expense can be found in pages 135 and 157 of our Annual Report. [www.gasnetworks.ie/corporate/freedom-of-information/foi-publication-scheme/financial-information/](http://www.gasnetworks.ie/corporate/freedom-of-information/foi-publication-scheme/financial-information/)

### Relationships with Tax Authorities

We have an open and transparent relationship with all tax authorities, working to maintain and improve good tax corporate governance. We have signed up to the Co-operative Compliance Framework (CCF) with Irish Revenue.

The CCF is designed to promote open communication between Irish Revenue and larger taxpayers, reflecting the mutual interest in being accurate about tax liabilities. This provides for a relationship based on trust and cooperation between Irish Revenue and large businesses where both parties work together to achieve the highest possible level of tax compliance.

## Financial performance

We delivered a satisfactory financial performance in 2023, generating earnings before interest and tax (EBITDA) of €273m (2022: €226m), a profit before tax of €115m and operating cashflows of €214m enabling the delivery of €148m of capital investments during the year.

Lower wholesale gas pricing in 2023, coupled with higher transportation tariffs drove the positive year on year profitability outcome. This follows two years of lower profitability outcomes principally driven by a volatile market for wholesale gas prices.

We maintained our credit rating investment grade of A2 with Moody's and improved our investment grade with S&P from A to A+ in 2023. These strong credit ratings enable Gas Networks Ireland to access a diverse range of competitively priced funding sources.

The financial outcome for the year and Gas Networks Ireland's strong financial metrics will enable continued investment in critical infrastructure on our gas network to support energy security while transforming to deliver on Ireland's decarbonisation ambitions.

### Return to the Shareholder:

**In 2023, we paid €24m in dividends to Ervia, which indirectly boosted Ireland's economy via subsequent payments to the Exchequer**

### State support:

**We paid €25m to the Irish & UK governments in tax**

### Investors:

**We paid out €11m to investors in interest payments**

### Employees:

**We paid €68m in wages, salaries and other employee benefits in 2023**

# Materiality assessment

We conducted a Materiality Assessment in 2021 to assist in the development of our Sustainability Strategy. Materiality helps identify and prioritise the sustainability issues that matter most to our business and stakeholders and is repeated every two years.

Our materiality analysis largely confirmed results from previous years, with our employees rating Network Safety, Security of Supply and Decarbonisation of the Gas Network as the top priorities, while external stakeholders rated Network Safety, Decarbonisation of the gas network and Occupational health, safety and well-being as the top priorities. In 2024 we will complete a Double Materiality Assessment in preparation for CSRD.

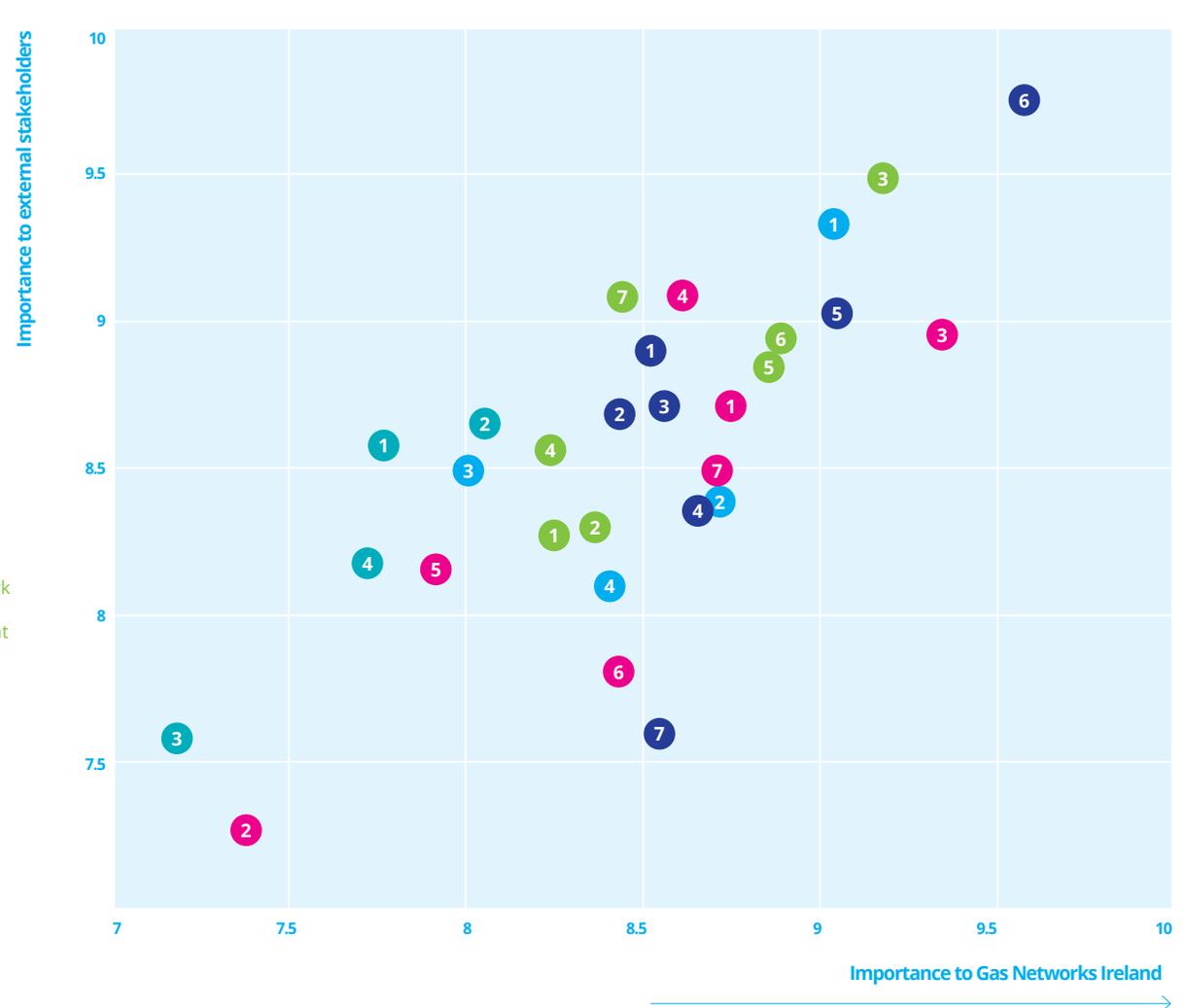
- Social – Marketplace**
  1. Anti-bribery and ethical business
  2. Accessibility
  3. Stakeholder Engagement
  4. Affordable and Clean Energy Advocacy
  5. Cyber Security
  6. Network Safety
  7. Public Awareness

- Environment**
  1. Waste Management
  2. Protecting Biodiversity
  3. Decarbonisation of Gas Network
  4. Energy Management
  5. Methane Emission Management
  6. Pollution Prevention
  7. Carbon Footprint Management

- Social – Workplace**
  1. Occupational Health, Safety and Well Being
  2. Talent attraction and retention
  3. Diversity and inclusion
  4. Organisational change management

- Economic**
  1. Renewable Gas
  2. CNG Fast Fill Stations
  3. Security of Supply
  4. Risk Management
  5. Supply Chain Management
  6. Other Innovation
  7. Hydrogen

- Social – Community**
  1. Environmental Awareness
  2. Community Engagement
  3. Charitable Partnership
  4. Social Inclusion



## Sustainability context

The context in which we operate as a national semi-state utility was considered when determining the list of relevant topics. We used the ISO26000 Business Working Responsibly Mark standard as the framework for considering material areas, including topics under workplace, marketplace, governance, community and environment.

## Materiality completeness

The report considers all significant impacts across our value chain and ensures that all data included incorporates our most material topics.

Stakeholder inclusiveness was ensured by considering feedback from our stakeholder engagement matrix. 37 external stakeholders and 134 employees responded to our materiality survey. The external stakeholder list was created in conjunction with our stakeholder manager and approved by our Sustainability Steering Committee.

# Global Reporting Initiative (GRI) content list

GRI standard	Disclosure required of GRI	Disclosure or section where disclosure is provided
<b>GRI 101: Foundation 2016 – General Disclosures</b>		
<b>1. Reporting principles</b>	Organisational profile	
	1.1: Stakeholder inclusiveness - The reporting organization shall identify its stakeholders and explain how it has responded to their reasonable expectations and interests.	Our Sustainability strategy, Stakeholder engagement, Materiality assessment
	1.2: Sustainability context - The report shall present the reporting organization's performance in the wider context of sustainability.	CEO's Introduction, Our Sustainability strategy, Materiality assessment
	1.3: Materiality - The report shall cover topics that: - reflect the reporting organization's significant economic, environmental, and social impacts; or - substantively influence the assessments and decisions of stakeholders	Our Sustainability strategy, Stakeholder Engagement, Materiality assessment
	1.4: Completeness - The report shall include coverage of material topics and their boundaries, sufficient to reflect significant economic, environmental, and social impacts, and to enable stakeholders to assess the reporting organization's performance in the reporting period.	Business Highlights, Materiality Assessment, Environment, Social, Governance
	1.5: Accuracy - The reported information shall be sufficiently accurate and detailed for stakeholders to assess the reporting organization's performance	Our Sustainability Achievements, Key Performance Indicators
	1.6: Balance - The reported information shall reflect positive and negative aspects of the reporting organization's performance to enable a reasoned assessment of overall performance.	Our History, Environment, Social, Governance, Risk Management
	1.7: Clarity - The reporting organization shall make information available in a manner that is understandable and accessible to stakeholders using that information.	Table of contents, Navigation elements, Report Structure
	1.8: Comparability - The reporting organization shall select, compile, and report information consistently. The reported information shall be presented in a manner that enables stakeholders to analyse changes in the organization's performance over time, and that could support analysis relative to other organizations.	Table of contents, Navigation elements, Environment, Social, Governance
	1.9: Reliability - The reporting organization shall gather, record, compile, analyse, and report information and processes used in the preparation of the report in a way that they can be subject to examination, and that establishes the quality and materiality of the information.	Our Sustainability Strategy, Our Sustainability Achievements, Key Performance Indicators, Materiality Assessment
1.10: Timeliness - The reporting organization shall report on a regular schedule so that information is available in time for stakeholders to make informed decisions.	Our sustainability report is published annually	

## Global Reporting Initiative (GRI) content list

GRI standard	Disclosure required of GRI	Disclosure or section where disclosure is provided
<b>GRI 102: General disclosures 2016</b>	102-1 Name of the organization	Gas Networks Ireland
	102-2 Activities, brands, products, and services	Who we are
	102-3 Location of headquarters	Our headquarters are based in Gasworks Road, Cork, T12 RX96
	102-4 Location of operations	Who we are
	102-5 Ownership and legal form	Our Governance Structure
	102-6 Markets served	Who we are
	102-7 Scale of the organization	Who we are, Employee Statistics, Customer
	102-8 Information on employees and other workers	Who we are, Employee Statistics
	102-9 Supply chain	Supply chain, Ethics and Integrity
	102-10 Significant changes to the organization and its supply chain	Who we are, Supply chain
	102-11 Precautionary principle or approach	Risk Management, Supply chain
	102-12 External initiatives	Energy Management
	102-13 Membership of associations	GHG Emissions Management, Social, National policy and European affairs, Innovation
<b>Strategy</b>	102-14 Statement from senior decision-maker	CEO's Introduction
	102-15 Key impacts, risks, and opportunities	Our Strategic Framework, Risk Management
<b>Ethics and integrity</b>	102-16 Values, principles, standards, and norms of behaviour	Our Strategic Framework, Ethics and Integrity
	102-17 Mechanisms for advice and concerns about ethics	Ethics and Integrity
<b>Governance</b>	102-18 Our Governance Structure	Our Governance Structure,
	102-19 Delegating authority	Our Governance Structure,
	102-20 Executive-level responsibility for economic, environmental, and social topics	Our Governance Structure,
	102-21 Consulting stakeholders on economic, environmental, and social topics	Materiality assessment, Stakeholder engagement
<b>Stakeholder Engagement</b>	102-40 List of stakeholder groups	Stakeholder Engagement
	102-41 Collective bargaining agreements	Collective bargaining agreements and labour management relations
	102-42 Identifying and selecting stakeholders	Stakeholder Engagement
	102-43 Approach to stakeholder engagement	Stakeholder Engagement
	102-44 Key topics and concerns raised	Stakeholder Engagement
<b>Reporting practice</b>	102-45 Entities included in the consolidated financial statements	Refer to Annual Report, Financial Performance
	102-46 Defining report content and topic Boundaries	Materiality assessment

## Global Reporting Initiative (GRI) content list

GRI standard	Disclosure required of GRI	Disclosure or section where disclosure is provided
	102-47 List of material topics	Materiality assessment
	102-48 Restatements of information	No restatement of the 2022 report was made.
	102-49 Changes in reporting	There are no significant changes in the list of material topics and topic boundaries compared to previous reporting periods.
	102-50 Reporting period	The reporting period covered in this report is January 2023 to December 2023.
	102-51 Date of most recent report	Our most recent sustainability report covered the 2022 period. This report covers our 2023 performance.
	102-52 Reporting cycle	Our sustainability report is published annually.
	102-53 Contact point for questions regarding the report	Any queries related to this report can be sent to sustainability@gasnetworks.ie
	102-54 Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with GRI Standards: Core option.
	102-55 GRI content index	Appendices
	102-56 External assurance	Our 2023 Sustainability Report has not been externally assured.
<b>Material topics</b>		
<b>200 series (Economic topics)</b>		
<b>Economic performance</b>		
<b>GRI 103: Management approach 2016</b>	103-1 Explanation of the material topic and its Boundary	CEO's Introduction, Our Sustainability Achievements, Governance
	103-2 The management approach and its components	Governance, Ethics and Integrity
	103-3 Evaluation of the management approach	Governance, Ethics and Integrity, Key performance indicators
<b>GRI 201: Economic performance 2016</b>	201-1 Direct economic value generated and distributed	Governance, Local communities, Refer to Annual Report, Financial Performance

## Global Reporting Initiative (GRI) content list

GRI standard	Disclosure required of GRI	Disclosure or section where disclosure is provided
<b>Indirect economic impacts</b>		
<b>GRI 103: Management approach 2016</b>	103-1 Explanation of the material topic and its Boundary	CEO's Introduction, Our Sustainability Achievements, Governance
	103-2 The management approach and its components	Governance, Ethics and Integrity
	103-3 Evaluation of the management approach	Governance, Ethics and Integrity, Key performance indicators
<b>GRI 203: Indirect economic impacts 2016</b>	203-1 Infrastructure investments and services supported	CEO's Introduction, Highlights, Innovation
	203-2 Significant indirect economic impacts	CEO's Introduction
<b>Tax</b>		
<b>GRI 103: Management approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Taxation policies
	103-2 The management approach and its components	Taxation policies
	103-3 Evaluation of the management approach	Taxation policies
<b>GRI 207: Tax 2019</b>	207-1 Approach to tax	Taxation policies
	207-2 Tax governance, control, and risk management	Taxation policies
	207-3 Stakeholder engagement and management of concerns related to tax	Relationships with Tax Authorities
<b>300 series (Environmental topics)</b>		
<b>Energy</b>		
<b>GRI 103: Management approach 2016</b>	103-1 Explanation of the material topic and its Boundary	Climate Action, Energy management
	103-2 The management approach and its components	Energy management
	103-3 Evaluation of the management approach	Energy management, Key performance indicators
<b>GRI 302: Energy 2016</b>	302-3 Energy intensity	Energy management
	302-4 Reduction of energy consumption	Energy management
<b>Water</b>		
<b>GRI 103: Management approach 2016</b>	103-1 Explanation of the material topic and its boundary	Water Reduction and Management
	103-2 The management approach and its components	Water Reduction and Management
	103-3 Evaluation of the management approach	Water Reduction and Management
<b>GRI 303: Water and effluents 2018</b>	303-5 Water consumption	Water Reduction and Management

## Global Reporting Initiative (GRI) content list

GRI standard	Disclosure required of GRI	Disclosure or section where disclosure is provided
<b>Biodiversity</b>		
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Biodiversity Action Plan
	103-2 The management approach and its components	Biodiversity Action Plan
	103-3 Evaluation of the management approach	Biodiversity Action Plan, Key performance indicators
GRI 304: Biodiversity 2016	304-3 Habitats protected or restored	Biodiversity Action Plan
<b>Emissions</b>		
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	GHG Emissions Management
	103-2 The management approach and its components	Low carbon pledge
	103-3 Evaluation of the management approach	GHG Emissions Management, Key performance indicators
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	GHG Emissions Management
	305-2 Energy indirect (Scope 2) GHG emissions	GHG Emissions Management
	305-3 Other indirect (Scope 3) GHG emissions	GHG Emissions Management
	305-4 GHG emissions intensity	GHG Emissions Management
<b>Effluents and waste</b>		
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Waste Reduction and Management
	103-2 The management approach and its components	Waste Reduction and Management
	103-3 Evaluation of the management approach	Waste Reduction and Management
GRI 306: Waste and effluents 2016	306-2 Management of significant waste-related impacts	Waste Reduction and Management
<b>Environmental Compliance</b>		
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Environmental management systems
	103-2 The management approach and its components	Environmental management systems, Key performance indicators
	103-3 Evaluation of the management approach	Environmental management systems
GRI 307: Environmental compliance 2016	307-1 Non-compliance with environmental laws and regulations	Environmental performance

## Global Reporting Initiative (GRI) content list

GRI standard	Disclosure required of GRI	Disclosure or section where disclosure is provided
<b>400 series (social topics)</b>		
<b>Employment</b>		
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Workplace
	103-2 The management approach and its components	Workplace
	103-3 Evaluation of the management approach	Workplace
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Employee statistics
	401-3 Parental leave	Employee benefits, Employee statistics
<b>Labour/ management relations</b>		
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Workplace
	103-2 The management approach and its components	Workplace
	103-3 Evaluation of the management approach	Workplace
GRI 402: Labour/ management relations 2016	402-1 Minimum notice periods regarding operational changes	Collective bargaining agreements and labour management relations
<b>Occupational health and safety</b>		
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Occupational Health and Safety
	103-2 The management approach and its components	Occupational Health and Safety
	103-3 Evaluation of the management approach	Occupational Health and Safety, Key performance indicators
GRI 403: Occupational health and safety 2018	403-1 Occupational health and safety management system	Safety management system
	403-2 Hazard identification, risk assessment, and incident investigation	Hazard Identification, Risk Assessment and Incident Investigation
	403-3 Occupational health services	Occupational Health and Safety
	403-4 Worker participation, consultation, and communication on occupational health and safety	Worker Participation, Consultation and Communication
	403-5 Worker training on occupational health and safety	Worker Training on Occupational Health and Safety
	403-6 Promotion of worker health	Occupational Health and Safety
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Risk management, Occupational Health and Safety
	403-8 Workers covered by an occupational health and safety management system	Safety Management System
	403-9 Work-related injuries	Safety Performance Metrics

## Global Reporting Initiative (GRI) content list

GRI standard	Disclosure required of GRI	Disclosure or section where disclosure is provided
<b>Training and education</b>		
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Workplace
	103-2 The management approach and its components	Workplace
	103-3 Evaluation of the management approach	Workplace
GRI 404: Training and education 2016	404-1 Average hours of training per year per employee	Learning and Development, Key performance indicators
	404-3 Percentage of employees receiving regular performance and career development reviews	Performance reviews
<b>Diversity and equal opportunity</b>		
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Diversity, equity and inclusion
	103-2 The management approach and its components	Diversity, equity and inclusion
	103-3 Evaluation of the management approach	Diversity, equity and inclusion, Key performance indicators
GRI 405: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	Diversity, equity and inclusion
<b>Local communities</b>		
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Community
	103-2 The management approach and its components	Community
	103-3 Evaluation of the management approach	Community, Key performance indicators
GRI 413: Local communities 2016	413-2 Operations with significant actual and potential negative impacts on local communities	Supporting local communities
<b>Customer health and safety</b>		
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Customer Health and Safety
	103-2 The management approach and its components	Customer Health and Safety
	103-3 Evaluation of the management approach	Customer Health and Safety
GRI 416: Customer health and safety 2016	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Downstream Gas Incidents and Non-Compliances
<b>Customer privacy</b>		
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Data Protection and customer privacy
	103-2 The management approach and its components	Data Protection and customer privacy
	103-3 Evaluation of the management approach	Data Protection and customer privacy
GRI 418: Customer privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Data Protection and customer privacy



The main contact details for  
Gas Networks Ireland are:

.....  
**General enquiries**

**1800 464 464**

Lines open Monday to Friday 8am – 8pm  
and Saturday 9am – 5.30pm

.....  
**24 Hour emergency service**

**1800 20 50 50**

.....  
**networksinfo@gasnetworks.ie**

.....  
**@GasNetIRL**  
**gasnetworks.ie**