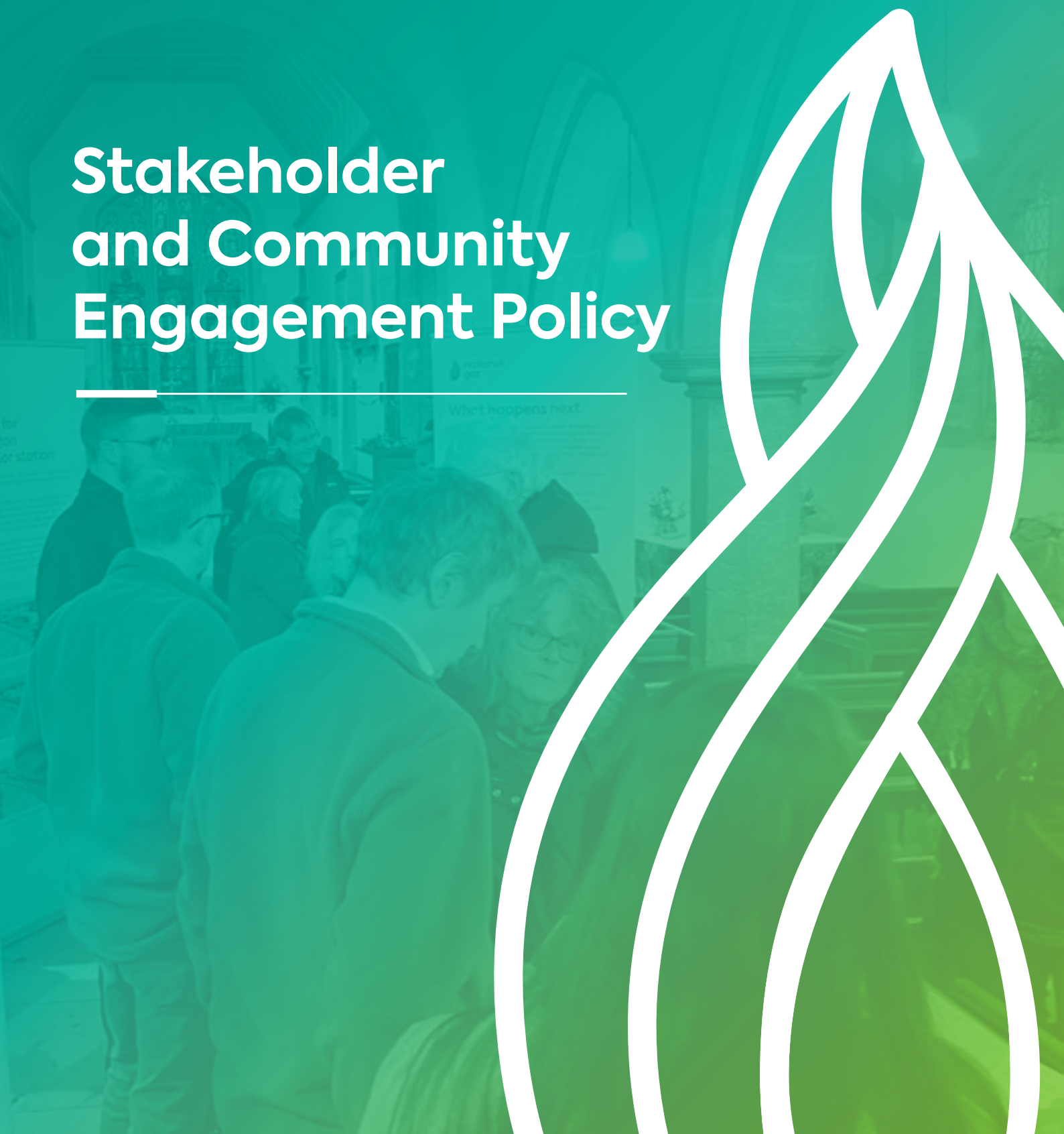




Stakeholder and Community Engagement Policy



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01

Introduction

Introduction

Stakeholder and Community Engagement Policy

This policy explains how National Gas meets its responsibilities under the Gas Act 1986 when planning and delivering gas transmission works. The Act requires us to consider the environment, consult affected parties, and minimise disturbance during our activities.

This document sets out how National Gas approaches its responsibilities when planning and delivering gas transmission works across the UK. It explains our commitment to responsible project development, effective engagement with stakeholders and communities, and the careful consideration of environmental and social impacts associated with our activities.

About National Gas

National Gas owns and operates the gas transmission system in the UK. Our network includes approximately 5,000 miles of high-pressure pipeline and 21 compressor stations, transporting natural gas to distribution networks, industrial users and power stations.

National Gas plays a critical role at the heart of Britain's energy system securing the country's energy needs today, and in the decades to come.

National Gas is at the forefront of the energy transition with its three-molecule strategy, which includes the development of hydrogen (H₂) as a blended replacement to natural gas, the transitional role of natural gas and opportunity to capture CO₂ emissions. We're investing in new Carbon Capture and Storage (CCS) infrastructure that will help industries to decarbonise, while also creating new jobs and industries for the future. This strategy aims to reduce greenhouse gas emissions and support the UK's clean power goals. The company is investing in infrastructure and innovation to make hydrogen a viable part of the energy mix, positioning Britain as a world leader in hydrogen and carbon capture.

Scope of this policy

This policy applies to all National Gas Transmission works, including construction of new above-ground installations, installation or replacement of high-pressure pipelines, compressor stations, pressure reduction facilities, major refurbishment, repurposing, and decommissioning of assets.

Definitions

Works: Any construction, refurbishment, replacement, repurposing or removal of high-pressure gas infrastructure, such as pipelines—including the repurposing of existing assets from methane to hydrogen as part of Project Union—compressor stations, above-ground installations and pressure-reduction facilities.

Stakeholders: Communities, landowners, organisations and individuals who may be affected by or interested in our work.

02

Our responsibilities under the Gas Act 1986



Our responsibilities under the Gas Act 1986

As a licensed gas transporter, National Gas must:

- Maintain an efficient and economical gas transmission system that meets the needs of our customers and the wider energy system
- Protect the public from risks during construction and operation
- Consider environmental impacts when designing and delivering works
- Consult local authorities, statutory bodies, landowners and affected communities when appropriate

Where this policy applies

This policy applies to all National Gas transmission works, including construction, maintenance, refurbishment, repurposing and decommissioning of assets operating above 7 bar. However, engagement activity will not be undertaken for every project. The level of engagement depends on the location, scale and potential impacts of the works. For many routine refurbishment, maintenance or replacement activities carried out within existing sites, where impacts are minimal, no external engagement will be required.

03

Engaging stakeholders and communities



Engaging stakeholders and communities

Gas transmission activities can affect local communities in different ways. Our approach to engagement is proportionate and based on the scale, location and potential impacts of the works. For projects with the potential to affect communities, we will engage early, openly and constructively. For routine activities within existing sites that are low impact and cause no visible external effects, no external engagement will normally be required. We will:



Listen to local views



Provide clear, timely information



Create opportunities for people to influence our plans where possible



Explain what can and cannot change



Provide feedback on how engagement has shaped decisions



Engagement will be transparent, proportionate, and accessible

04 Our commitments

Our commitments

Overview

We are committed to building positive relationships, listening to local views, and providing clear and timely information. Engagement will be transparent, proportionate and accessible.

Core commitments

1. Establishing need

We only develop new gas transmission infrastructure when:

- Existing systems cannot be upgraded to meet operational or safety requirements
 - Forecast demand cannot be met without new works
 - New customer connections are required
 - Existing assets must be replaced for safety or reliability reasons
 - Infrastructure is required to support decarbonisation or new molecule projects, including the repurposing of assets for hydrogen or other low-carbon gases
-

2. Involving stakeholders and communities

We will:

- Identify and understand views of all affected parties
 - Engage early, before key decisions are made
 - Support open discussion and two way communication
 - Tailor our engagement to the scale of the work
 - Clearly explain how feedback influenced the project
 - Make our communications clear, accessible and free from jargon to support meaningful participation
-

3. Routeing and site selection

When choosing routes or locations for new infrastructure, we aim to avoid areas with national or international environmental or cultural importance, such as:

- National Parks
- Areas of Outstanding Natural Beauty (AONB)
- National Scenic Areas
- Heritage Coasts
- World Heritage Sites
- Sites of Special Scientific Interest (SSSI)
- Special Protection Areas / Special Areas of Conservation
- Ramsar sites
- Scheduled Monuments
- Registered Parks, Gardens, and Battlefields

Where avoidance is not possible, we work with stakeholders to reduce impacts.

4. Reducing impacts of new infrastructure

We aim to reduce impacts by:

- Working collaboratively with our infrastructure partners to reduce environmental impact through sustainable design
 - Managing noise, traffic and construction disturbance
 - Protecting sensitive environmental and heritage sites
 - Working closely with planning authorities, landowners, local stakeholders and specialist bodies
 - Addressing unexpected impacts during and after project completion and apply further mitigation as appropriate.
-

5. Mitigating environmental effects

We will:

- Carry out appropriate environmental surveys
 - Use best available and innovative techniques
 - Consult relevant stakeholders
 - Identify and implement effective mitigation measures
-

6. Offsetting where mitigation is not enough

If impacts cannot be fully avoided or reduced, we will provide offsetting measures in a practical and sustainable way, such as:

- Planting and landscaping
 - Biodiversity improvements (please see Commitment 7)
 - Support for heritage or community projects
-

7. Improving the local environment

We will look for opportunities to improve the environment around our works, benefitting both local communities and nature.

Please see an excerpt below from National Gas' Major Programmes Strategy (Issue 6.0 Version, February 2026):

Biodiversity Net Gain (BNG) is an approach to development that aims to leave the natural environment in a better state than it was before the project began. It involves enhancing habitats around a development site so that biodiversity value is measurably improved compared to pre-development conditions. This is achieved through careful planning, design, and long-term management, ensuring that a development contributes positively to nature rather than simply minimising harm. While the Environment Act 2021 made BNG a legal requirement for most developments in England, National Gas has committed to Ofgem to deliver BNG on all construction projects above £25 million. This means the scope

of this strategy applies across the whole of the UK, and the implementation of BNG is restricted only to construction projects where BNG is required through the planning regulations

8. Monitoring and continuous improvement

We will:

- Monitor our environmental and engagement performance
 - Seek feedback from communities and stakeholders
 - Review and improve our processes
 - Assess long term outcomes of our work
-

9. Reviewing this policy

We will review this policy at least every five years, or sooner if legislation or best practice changes. We will share examples of how we deliver these commitments.

10. Working with others

All organisations working on our behalf must follow these commitments. We will support consistent high standards and shared best practice.

04

Supporting communities through social commitment

Supporting communities through social commitment

National Gas is committed to delivering positive and lasting benefits for the communities we work within. As part of our Social strategy under our ESG (Environment, Social, Governance) commitments, we invest in initiatives that strengthen local resilience, support wellbeing, and create opportunities for people and places to thrive.

We do this by:

Providing community investment through our Community Grant Fund (CFG):

We support projects that deliver meaningful social, economic or environmental benefits for local communities. More information on eligibility and how to apply is available on our website: www.nationalgas.com/responsibility/social

Encouraging employee volunteering:

Our teams are supported to volunteer their time and skills to local organisations, schools and charities. This helps build strong local relationships and ensures our people contribute directly to the communities affected by our work.

Championing social value in our projects:

Where possible, we work with local partners to create training, employment and education opportunities, ensuring that our investments leave a positive legacy that extends beyond the lifecycle of our infrastructure works.

These activities complement our approach to stakeholder and community engagement by ensuring that the benefits of our work are shared widely and support stronger, more resilient communities.



We are committed to building positive relationships, listening to local views, and providing clear and timely information



We actively support community action, contribute hands-on help, and strengthen the places where people live and work

What you can expect from us

When we engage with stakeholders and communities, we will act openly, respectfully and consistently.

- ✓ **Acknowledge enquiries within 48 working hours**, confirming receipt and next steps.
- ✓ **Aim to resolve issues or provide a substantive response within 21 working days**, keeping you informed where more time is needed.
- ✓ **Provide at least 10 days' advance notice of planned works**, except where emergency works are required.
- ✓ **Share feedback from engagement activities**, clearly explaining key issues raised and how they have been considered, where appropriate.
- ✓ **Review our engagement performance regularly**, using feedback and lessons learned to improve how we work with communities in the future.

These standards reflect our commitment to clear communication, meaningful engagement and supporting the communities affected by our work.



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