



Digitalisation Strategy Action Plan

June 2026

Our GD3 framework

Our digital framework shows how the elements of our Digitalisation Strategy fit together and form a coherent whole.

For GD3, we have made two structural updates to the framework. First, Digital, Data & AI Governance is introduced as a cross-cutting discipline spanning the entire framework, reflecting that governance must operate at every level from data quality through to AI model assurance. Second, we have added a horizontal principle that ensures we use the agentic AI capability of our chosen technology platforms.

Against each initiative, we have indicated where they align this framework themes.

3.

Our business outcomes

Stakeholder and societal value

Our digital and data products and services are inclusive, secure, sustainable and reliable. They deliver recognisable value to our customers and stakeholders.

Regulatory obligations

SGN sustainably meets Ofgem's expectations on Data Best Practice, Interoperability, AI and Digital Twin solutions, and aligns to legal mandates.

Business transformation

Modernisation programme achieves performance gains by rebuilding legacy business processes as modern digital and data enabled processes.

Business excellence

Data, analytics and AI allows us to drive performance gains in a broad range of business activity and address our most difficult problems.

Future of Energy and innovation

We pilot and implement new technologies to bring about future performance gains and influence regulators and legislators.

2.

Our platforms and capabilities

Data sharing platform

Allows automated access to our data sets, internally and externally, under open data or published under licence.

Analytics and reporting platform

Allows people at SGN to analyse our data sets to derive insight and used to produce business performance reports.

Innovation platforms

Platforms to support AI, Digital Twin and IoT which enable testing and adoption of these technologies.

AI-enabled platforms and capabilities

We use agentic AI capabilities built into core platforms to improve business and regulatory outcomes.

Data lake and integration layer

Data storage and plumbing that allows data sets to be accessed by other platforms

1.

Getting the basics right

High-quality data

Data owners take accountability for the quality and completeness of data. We apply Q-FAIR principles (Quality, Findability, Accessibility, Interoperability and Reusability) to our data.

People with digital and data skills

Our people understand the value of data and how to utilise digital solutions. They have the requisite technical and data skills to deliver the outcomes for our stakeholders and organisation.

Digital and AI governance

We govern our digital solutions and strategic data assets to ensure they are fit for purpose and deliver value. We develop and embed comprehensive digital and data governance framework.

Secure by design

Our digital solutions and platforms are designed with cybersecurity built in.

Getting the Basics Right

Enterprise Data Management Programme

Start date: April 2022

End date: March 2026

SGN has been on a journey to maturing its overarching data governance & management capability which focusses on our people, processes, technology and data.

A key part of this has been the investment in Talend data management platform which is enabling us to identify, describe and monitor our critical data assets as well as implement specific requirements from the Data Best Practice Guidelines (DBPG) such as implementing the Dublin Core metadata standard and embedding Quality, Findability, Interoperability & Reusability (Q-FAIR) principles.

We have established our Enterprise Data Management team who are continuing to develop their expertise, embed our data governance framework and catalogue our critical data assets.

We are continuing to establish and deliver key foundational data governance and management capabilities to enable both our external and internal data consumers getting the value and insights from our strategic data assets.

June 2026 update

- Although our Enterprise Data Management programme for GD2 has now completed, SGN will continue to mature this capability throughout GD3 under the Data Programme we have established.
- A new section has been created in this document which will provide updates.

December 2025 update

- Continued collaboration with GDN peers, leading to the development and finalisation of the GAS Network Data Interoperability Technical Standard v1.0.
- Successful launch of the new SGN Open Data Sharing Portal, enabling wider access to trusted open data assets and supporting transparency and innovation.
- Publication of 104 pipeline datasets in downloadable shapefile format, covering low, medium, and intermediate pressure networks as open data using the new interoperable data standard.
- Developing Artificial Intelligence use cases to drive business and regulatory outcomes.
- Working toward developing AI Governance inline with Ofgem guidelines and best practice.

Benefits and measures

Critical data assets identified & catalogued in line with DBPG

We have brought three enterprise level data domains into governance and are working with our data owners to identify critical data assets and apply our governance framework to these assets.

We are investing in applying Q-FAIR principles to our critical data assets

An initial set of critical data assets held in our data lake, under the DataOps programme, are subject to Q-FAIR principles and our revised ways of working mean that we have a sustainable approach to applying Q-FAIR moving forward.

Getting the Basics Right and Our Platforms and Capabilities

Data Operations (DataOps) Capability Establishment Programme

Start date: April 2024

End date: March 2026

SGN has been awarded investment through Ofgem's ReOpener mechanism to establish a DataOps capability.

The primary use case has been informed by our external Data Users and Stakeholders who require an easy-to-use service when requesting, searching and accessing our data.

Our DataOps programme will mature our current service offering via SGN's Open Data Portal to securely deliver a one-stop-shop for a variety of Open and Shared data assets in formats to suit our data stakeholders. By centralising this capability, we will be introducing greater efficiencies in managing these data assets and their compliance with Data Best Practice Guidelines and Q-FAIR (Quality, Findability, Accessibility, Interoperability, Reusability) principles.

The DataOps capability will also provide our internal data consumers with the same service benefits, thus delivering data assets in an efficient, secure and timely fashion.

This initiative has a number of workstreams which we will be mobilising and delivering throughout GD2, and which will establish key foundations as we enter GD3.

June 2026 update

During the latter part of GD2, the DataOps programme established the foundational capabilities needed to deliver the data products and services that are needed by our internal and external customers.

We will continue to develop this capability during GD3 focussing on a broader scope of data, more automation to reduce time to serve and data literacy to support self-service culture with secure and appropriate data assets.

These projects will be reported on via GD3 programme of works.

December 2025 update

Our data capabilities continue to mature:

- More automation of data pipelines into our ADaPT data lake have been developed to remove inefficiencies of manual processes, improve times to deliver and scalability for reporting requirements
- Our report catalogue has been established to provide line of sight of report ownership, data content and classification, data sourcing and distribution. This makes the ongoing management of our reporting suite more robust in terms of access management and is a precursor to the planned implementation of kitemarks to denote that reports are produced under governance and management controls.
- Data governance foundations – metadata catalogue, data quality assessments, ownership assignment etc continue to be applied to critical data being ingested into the data lake.

Benefits and measures

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Getting the Basics Right and Our Platforms and Capabilities

Data Operations (DataOps) Capability Establishment Programme (continued)

Benefits and measures

We are investing in establishing DataOps capability to improve the products and services we offer our data users and in line with DBPG:

- All open data assets are being served via DataOps function using the new ways of working established under the programme.
- We have implemented our next generation Data Sharing Platform which enables data users to access data assets in formats that they required, ie API.

We are engaging with and listening to our stakeholders to ensure we are delivering the products and services they need in the way they need them:

- We have stakeholder events scheduled for Q3 this year and will provide details on the feedback.

We are investing in our people to ensure they have the right digital and data skills to deliver the right outcomes for our stakeholders and organisation:

- Devising communication, awareness and training plans this year.

Getting the Basics Right and Our Platforms and Capabilities

GD3 Data & Digitalisation Programme

Start date: April 2026

End date: March 2031

Our digital framework shows how the elements of our Digitalisation Strategy fit together and form a coherent whole. It is organised as a supporting hierarchy or stack, in which the most foundational elements, 'Getting the basics right', are at the bottom. These enable and underpin every other aspect of the strategy and is where, because of their foundational nature, our investment in this Digitalisation Strategy is primarily focused.

Building on top of 'Getting the basics right' is the 'Our platforms and capabilities' layer which provides the technical platforms we need to deliver 'Our business outcomes'.

For GD3, we have made two structural updates to the framework. First, Digital, Data & AI Governance is introduced as a cross-cutting discipline spanning the entire framework, reflecting that governance must operate at every level from data quality through to AI model assurance. Second, we have added a horizontal principle that ensures we use the agentic AI capability of our chosen technology platforms.

Our Digitalisation Strategy has been developed with our stakeholders' input but also aligns with SGN's corporate strategy and priorities.

June 2026 update

Our GD3 programme will be delivered via the following themes and initiatives will be defined, aligned to these themes, throughout GD3 to deliver our commitments.

- Data platform and operating model – Define and iterate the enterprise architecture for data/ digital/analytics, modernise the integration layer, consolidate and expand the data lake to cover all critical datasets and evolve the data-sharing platform
- Catalogue and master data management – Scale the enterprise data catalogue into all critical structured and unstructured assets, re-procure and operate the cataloguing toolsets, automate technical-metadata ingestion and make metadata easily searchable. Implement centralised MDM processes.
- Data governance – Formalise Data Owners and Stewards for every critical dataset with published responsibilities and standards, institute continuous data-quality monitoring and remediation and evolve a reference enterprise data architecture
- Recruitment and data literacy – Implement a tiered data-skills framework that mandates core data-literacy modules for all data users, delivers role-based learning pathways for data professionals and expands apprenticeships and university partnerships
- Business analytics and exploration – Operate an agile analytics

Benefits and measures

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Getting the Basics Right and Our Platforms and Capabilities

GD3 Data & Digitalisation Programme

Benefits and measures

Data Best Practice: Enterprise-wide data maturity uplift; trusted critical data assets used across SGN and by stakeholders. Critical data assets catalogued; Q-FAIR kite-marking coverage; API availability; open datasets published.

Open Data and Interoperability: Full participation in the energy sector data sharing infrastructure with interoperable, machine-readable datasets. New shared datasets in machine-readable formats; stakeholder satisfaction; request-to-access timeliness.

Workforce capability and tools: Staff equipped with digital and data skills and modern tooling. Role-specific training completion; competency assessment; data literacy improvement.

Platform modernisation: Consolidated, cloud-native platforms with enterprise integration and open standards. Platform consolidation; uptime; data pipeline reliability; time-to-insight improvement.

Secure by design & AI Safety: Security embedded across platforms and AI systems; resilience against emerging threats. Material security incidents; threat modelling coverage on new services; AI assurance coverage.

AI-enabled Operations: Operational efficiency and safety improved by AI applications across the network. Leakage reduction AI models in production, predictive intervention adoption

Getting the Basics Right and Our Platforms and Capabilities

Transformation Programme

Start date: 2024

End date: GD3

Our Transformation programme is the conduit through which SGN delivers all its business transformation projects to realise organisation-wide benefits as we pivot towards maximising the productivity of our front-line functions and people.

This will lead to a fundamental review of our organisation, processes, technology platforms, data structures, and the technologies that integrate them.

June 2026 update

SGN has made significant progress in delivering its Transformation programme across Field force enablement platform and ERP platform. Key milestones have been achieved, including the successful rollout of core Field force enablement platform capabilities and the initiation of ERP platform project to streamline operations. The programme will be improving data integration, strengthened user adoption, and enabled more efficient, customer-focused processes. Ongoing development and refinement across both platforms are driving measurable benefits, positioning SGN to realise greater operational efficiency and long-term value from its technology investment.

December 2025 update

Our Transformation program is continuing to lay-down the foundational changes required to pivot towards our front-line services with a focus on delivering centralised and data planning-driven organisation.

Detailed reviews and planning are in progress in preparation for GD3 delivery of technology, process and data centric solutions that will assure SGN's position for delivering operational excellence and outstanding customer service.

Benefits and measures

The Transformation Programme will deliver the following outcomes:

- Investing in our people to improve their capabilities, boost productivity, fine-tune our operating model and optimise the use of technology
- Eliminate waste by operating smarter using the right mix of labour, data, technology and innovation
- Develop planning-led organisation to set us up for the future of energy
- Optimised core capabilities, unlocking effectiveness and productivity benefits

Digitalisation and our Customers

Vulnerable Customer Strategy Development & Services

Start date: April 2026

End date: March 2031

Our customers sit at the heart of everything we do, and our strategy is built on delivering outstanding, inclusive, and accessible service for everyone. This requires continual investment in our people, processes, and technology so we can adapt to evolving customer needs.

To support our diverse communities, we offer channels that combine digital solutions, designed to help vulnerable customers access the support they need, with alternative, non-digital routes for those for whom online services may not be appropriate. A key part of this commitment is our adherence to the CCA Global Standard, providing a rigorous, externally validated framework for continuous improvement. Alongside being BSI 18477 Inclusive Service accredited since 2019, in 2023 we achieved the ISO 22458 Kitemark for Inclusive Services (Energy Sector). Our website continues to maintain the Plain English Crystal Mark, demonstrating our commitment to clear, accessible communication. We're proud to be recognised as a cross-sector leader in customer experience, vulnerability support, and inclusivity, reflecting our ongoing investment in delivering service that is fair, accessible, and responsive to changing customer needs. To learn more please visit [our awards](#).

Over the past five years, we have worked closely across our teams and with stakeholders to refine our customer strategy, focusing on outstanding service and enhanced support for vulnerable customers as we help keep communities safe and warm. We've set ambitious goals, including maintaining our sector-leading 10/10 performance and supporting 250,000 households by March 2026. In practice, our impact has been far greater, between April 2021 and March 2026, we supported 1,372,894 households to stay safe, warm and well, almost six times our original target – this was achieved by a coordinated effort between our frontline teams and our Safe & Warm partnership network.

To deepen our understanding of vulnerability and plan for the future, we partnered with Sustainability First and the Centre for Sustainable Energy to map barriers to a fair energy transition, shaping our GD3 vulnerability strategy. We've invested in innovative technology, including Vyn Smart video, to enhance the way we support our customers. Building on this, in 2025 we launched our business transformation programme, designed to modernise our IT systems and drive improvements and efficiencies across the end-to-end customer journey. Our online digital services can be accessed [here](#).

June 2026 update

In March 2026, we closed out our GD2 programmes, exceeding all of our customer commitments, and successfully mobilised our GD3 plans, demonstrating our continued commitment to improving how customers access essential services.

This year we published the SGN Priority Services Register Customer Counts report on our Open Data Sharing Portal, expanding transparency and enabling partners to better understand and support customers who need extra help.

Alongside this, we began the business-wide rollout of Salesforce, a major step in our digital transformation that will streamline

interactions, strengthen data insight, and ensure customers can access the right services quickly and easily.

Together, these developments form a core part of our Digital Strategy Action Plan, reinforcing our commitment to digitalisation that improves accessibility, enhances service quality, and supports customers in the moments that matter most.

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Digitalisation and our Customers

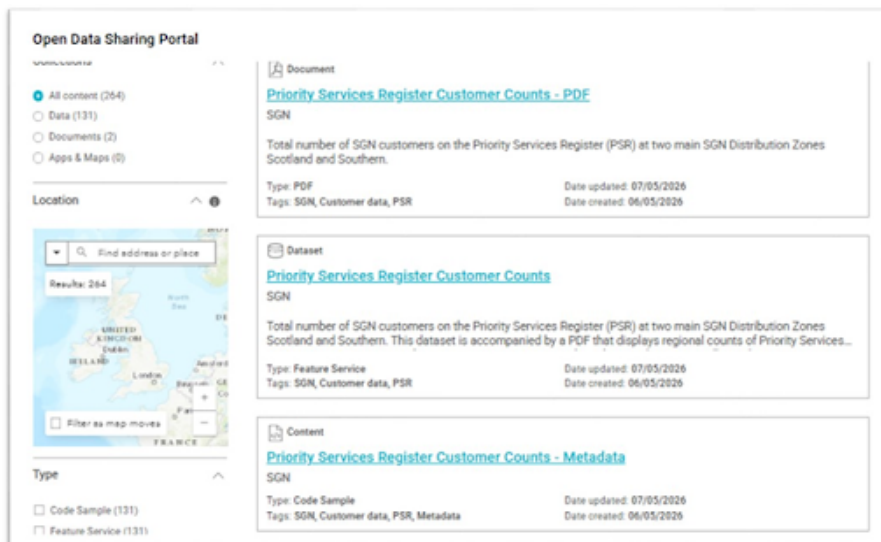
Vulnerable Customer Strategy Development & Services (continued)

December 2025 update

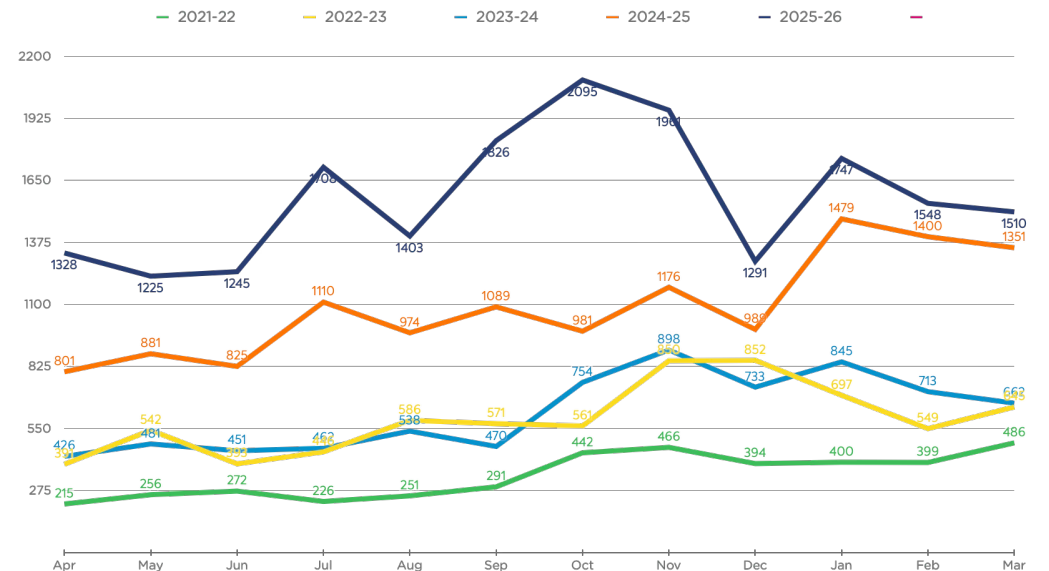
In October 2025, we brought together our Safe and Warm partnership network to host our 'Winter Preparedness' partners hybrid event in Glasgow. The event brought together senior leaders and grassroots advisers from across the third sector to work in a collaborative way to get the most impact into our communities as we head into winter. The event was well attended for both in person and online participants with over 200 people taking part.

Over summer, we introduced 'Partner Spotlight sessions' online stakeholder workshops to build the skills, capacity and strengthen the connections between our Safe and Warm Network partners. On average we have over 80 attendees take part in these sessions with high stakeholder satisfaction.

In September, we launched a new e-learning vulnerability training package which harnessed the input and case studies of our frontline teams and our partners to build greater confidence and awareness of the support we can provide our customers as we go about our works.



Year on year totals for number of households referred by our frontline teams (as opposed to self-referral via our online services)



53,064

Total referrals since April 2021

- Y1 2021-22: 4,098
- Y2 2022-23: 7,038
- Y3 2023-24: 7,433
- Y4 2024-25: 13,056
- Y5 2025-26: 18,887

Innovation and Future of Energy

Our GD3 business plans coalesce around our 'Whole System Approach' that is based on three innovation streams (i) developing new digital data acquisition systems, (ii) addressing whole-system interoperability and decommissioning needs, and (iii) regulatory policy change and framework mapping.

This work is essential to avoid cascade failures in the energy system as usage profiles shift and infrastructure is reconfigured to meet net zero targets. Network Innovation Award (NIA) funding will allow us to innovate in this space, ensuring that energy delivery remains efficient, resilient and aligned with consumer needs – whether domestic, industrial or commercial – and that low carbon gas generation can continue to provide system flexibility and resilience.

Further details in our Digitalisation Strategy update [here](#).

Intelligent Gas Grid (IGG) - beta

Start date: August 2023

End date: August 2026

Strategic Innovation Fund – Data Digitalisation Challenge

The principal innovation underscoring the project is use of data-driven techniques, based on ML and AI technology, acting in combination with remote pressure control and network extremity monitoring equipment deployed to networks in a distributed digitalised architecture.

Benefits identified are around Cost Reduction in operating the networks; these benefits will be delivered progressively from 2026 onwards as the solution is rolled out as business as usual. Further information can be found [here](#).

June 2026 update

- Workstream 1 has now completed its Larger Networks field trial, demonstrating the ability for the <2bar Upredict concept to manage and optimise network pressures on larger, more complex, distribution networks. Request for Product Approval is in process.
- Workstream 2 has completed the data collection aspect of the field trial, and the project team are satisfied the Anomaly Detection tool has been capturing anomalous data effectively. Final UAT testing is expected to get underway shortly, which will

Benefits and measures

We are supporting innovation across the sector by participating in initiatives designed to transform the energy landscape. We are doing this in collaboration with our energy network peers and government stakeholders utilising schemes such as the Strategic Innovation Fund and the Network Innovation Allowance.

enable SGN operatives to interact with the tool via the Utonomy app.

- Workstream 3 encountered an unexpected delay due to the length of time needed to complete due diligence processes involved with installing Utonomy equipment on to the second PRI (aka PRS) involved with the field trial. This has a HP inlet and runs at 38–2bar. Ofgem have approved a six-month extension to the project to enable this work to be completed.

December 2025 update

- Workstream 1 is the <2bar Upredict (Utonomy's autonomous network control concept) is under trial on SGN's live Southern network where we are assessing the concepts performance to ensure it is fit for purpose for use across our network.
- Workstream 2 sees the continued expansion of Utonomy Comms sites across SGN's Southern network. Anomaly Detection requires a minimum 58 x District Governor sites to be live with Utonomy Comms and there are now 60+ sites involved.
- Workstream 3 has now seen installation of Utonomy's High Force Actuator design on a 7-2bar City Gate Station in SGN's Southern network. This site will shortly see Utonomy Comms installed on a PRS site, also in the Southern network, in the coming weeks.

Innovation and Future of Energy

Real-time Settlement Methodology (RTSM) Programme

Start date: 2024

End date: 2030

Currently, consumers are billed based on the volume of natural gas they use. However, low-carbon gases like hydrogen and biomethane have a lower calorific value (CV) than natural gas. This means that consumers will need to use more of these gases to achieve the same energy output. To ensure fair and accurate billing in the future, we need a new approach that takes these differences into account.

The Real-Time Settlement Methodology (RTSM) programme will establish a fair, practical, and flexible billing system of the future. It will support the decarbonisation of the gas network by helping ensure we can get as much low carbon gases into the gas grid as possible.

RTSM will define the calorific values of low carbon gases, sharing these with energy suppliers so they can accurately and fairly bill customers.

Further information can be found [here](#).

June 2026 update

Phase 1a – Methodology Development 2024/26 Assessment and analysis for a practical solution for a fair and efficient settlement and billing system by working closely with industry stakeholders and regulators to make sure the needs of the gas sector are considered.

Phase 1b – Pilot Options Appraisal 2026 Structured, evidence-based assessment to compare nine potential pilot options to identify the most suitable approach for testing the RTSM solution.

Phase 2 – Pilot Front-End Engineering Design 2026/27 Will focus on the Front-End Engineering Design, setting the foundation to test the methodology from Phase 1a, including key elements like design specifications, cost estimates, risk assessments, customer impacts, and safety and environmental factors. All of these will be combined to create a detailed plan to enable Pilot implementation.

Phase 3 – Pilot Roll-Out 2028/30 Will test the solution through a 12-month demonstration to validate performance and ensure it works effectively, identifying any necessary adjustments that will be implemented prior to Phase 4. Following Pilot's conclusion, evidence will be submitted to Ofgem for review and approval.

Phase 4 – Live Trial 2030/31 Test the fully developed RTSM solution in a controlled environment, integrating upstream and downstream systems to validate seamless end-to-end performance and support full implementation.

Phase 5 – Implementation 2031/32 Full-scale adoption of the RTSM solution across the gas network value chain.

During GD3, a portfolio of supporting projects will target key aspects of the RTSM solution, such as metering, market readiness, and system integration with CDSP and other platforms, to ensure it is robust and ready for implementation.

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Innovation and Future of Energy

Real-time Settlement Methodology (RTSM) Programme (continued)

December 2025 update

A series of engagement sessions were initially hosted by SGN and Xoserve to introduce the programme to key industry stakeholders to gain valuable insights.

The programme is now being delivered over four phases:

Phase 1 – Methodology Development 2024/25 Assessment and analysis for a practical solution for a fair and efficient settlement and billing system by working closely with industry stakeholders and regulators to make sure the needs of the gas sector are considered.

Phase 2 – Front-end Engineering Design 2025/26 Will focus on the Front-End Engineering Design, setting the foundation to test the methodology from the previous phase, including key elements like design specifications, cost estimates, risk assessments, and safety and environmental factors. All of these will be combined to create a detailed plan for execution and implementation.

Phase 3 – Demonstration 2026/27 We will test the solution through a 12-month demonstration to ensure it works effectively, identifying any necessary adjustments prior to Phase 4.

Phase 4 – Implementation 2030

Innovation and Future of Energy

H100 Fife

Start date: April 2020

End date: March 2027

Network Innovation Competition – Net zero and energy system transition

The H100 Fife project aims to pioneer a 'first of its kind' demonstration of a 100% hydrogen network, intending to serve 300 customers in Fife. The project is designed to provide critical evidence supporting the future role of the gas distribution network in achieving net zero, aligning with the UK government's ten-point plan and the Scottish government's Hydrogen Policy. The project will comprise of an end-to-end system, including power generation, hydrogen production, storage, pressure reduction, odorisation, distribution and customer connections to serve domestic hydrogen meters and appliances.

It will make the most of our existing natural gas infrastructure, making the transition to net zero faster and more affordable than other low-carbon solutions. Further information can be found [here](#).

June 2026 update

Commissioning and completions in relation to the production and storage site at Energy Park Fife has experienced some delay as we take the time to assure readiness and obtain all approvals required prior to entering into the live operational phase of the trial.

A detailed schedule review has been undertaken to assess the final works. Overall construction progress is now at 99%. Delays to the commissioning phase are primarily attributable to outstanding works within the electrolyser building.

Remaining on-site activities are focused on assurance activities, installation completion of numerous subsystem and final close-out to support critical commissioning milestones in support of site start up.

In terms of operational readiness, 67% of acceptance criteria have been submitted as complete, with 40% fully evidenced and assured.

December 2025 update

Commissioning has begun at the Fife Energy Park site, with the electrolyser will soon begin green hydrogen production for demonstration facilities.

Major infrastructure completed, including a new hydrogen network, a 5MW electrolyser, six storage tanks, and the upskilling of 70+ Gas Safe engineers.

Next phase preparations underway, with customer home connections scheduled to begin on a rolling basis in the new year to minimise winter disruption.

Safety milestone achieved, with the H100 Fife project receiving a Letter of Assistance from the HSE following assessment of its Safety Dossier.

Our success criteria for GD3

As part of our Digitalisation Strategy published in March 2026, we included details on the success measures we'd be adopting and reporting on as part of this DSAP publication.

Theme	Success looks like	Measure
Data best practice and DataOps	Enterprise-wide data maturity uplift; trusted critical data assets used across SGN and by stakeholders.	Critical data assets catalogued; Q-FAIR kite-marking coverage; API availability; open datasets published.
Open data and interoperability	Full participation in the energy sector data sharing infrastructure with interoperable, machine-readable datasets.	New shared datasets in machine-readable formats; stakeholder satisfaction; request-to-access timeliness
Secure by design and AI safety	Security embedded across platforms and AI systems; resilience against emerging threats.	Material security incidents; threat modelling coverage on new services; AI assurance coverage.
AI-enabled operations	Operational efficiency and safety improved by AI applications across the network.	Leakage reduction; AI models in production; predictive intervention adoption.
Workforce capability and tools	Staff equipped with digital and data skills and modern tooling.	Role-specific training completion; competency assessment; data literacy improvement.
Vulnerable customers and digital inclusion	Targeted support scaled with inclusive digital and non-digital channels.	Vulnerable customers supported; PSR satisfaction; digital toolkit usage; non-digital response timeliness.
Stakeholder co-creation	Structured co-creation with Ofgem and stakeholder groups; transparent decision-making.	Co-creation sessions held; stakeholder feedback addressed; publication cadence met.
Hydrogen and biomethane	Demonstrate safe, efficient operations supporting renewable gas feed-in.	H100 milestones; renewable feed-in capacity; safety performance; telemetry coverage.
Platform Modernisation	Consolidated, cloud-native platforms with enterprise integration and open standards.	Platform consolidation; uptime; data pipeline reliability; time-to-insight improvement
DSAP transparency and benefits	Clear six-monthly reporting of progress, benefits, and corrective actions.	DSAP publications on schedule; benefits realisation to plan; corrective actions closed.



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