

# Kitemark™ Certificate

This is to certify that:

Northern Gas Networks Limited  
1100 Century Way  
Thorpe Park Business Park  
Colton  
Leeds  
LS15 8TU  
United Kingdom

Holds Certificate Number:

KM 775125

In respect of:

**Inclusive Service - Energy Provision**  
**BS ISO 22458 Consumer vulnerability - Requirements and guidelines for the design and delivery of inclusive service**

This issues the right and licence to use the Kitemark in accordance with the Kitemark Terms and Conditions governing the use of the Kitemark, as may be updated from time to time by BSI Assurance UK Ltd (the "Conditions"). All defined terms in this Certificate shall have the same meaning as in the Conditions.

The use of the Kitemark is authorized in respect of the Product(s) detailed on this Certificate provided at or from the above address.

For and on behalf of BSI:

Shahm Barhom, Group Product Certification Director

First Issued: 2023-01-24

Effective Date: 2026-01-24

Latest Issue: 2026-01-12

Expiry Date: 2029-01-23



# Kitemark™ Certificate

No. KM 775125

## **Inclusive Service – Energy Provision**

**BS ISO 22458:2022 Consumer vulnerability – Requirements and guidelines for the design and delivery of inclusive service in identifying and responding to consumer vulnerability including advice and support, for the distribution of gas, gas connections, gas mains replacement and gas emergencies.**



First Issued: 2023-01-24

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Page: 2 of 3

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BSI Assurance UK Limited, registered in England under number 7805321 at Seventh and Eighth Floors, The Acre, 90 Long Acre, London, WC2E 9RA, UK.  
A member of BSI Group of Companies.

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No. KM 775125

## Location

Northern Gas Networks Limited  
1100 Century Way  
Thorpe Park Business Park  
Colton  
Leeds  
LS15 8TU  
United Kingdom

## Certified Activities

Consumer Vulnerability requirements and guidelines for the design and delivery of inclusive service in identifying and responding to consumer vulnerability including advice and support, for the distribution of gas, gas connections, gas mains replacement and gas emergencies.

Northern Gas Networks Limited  
Akeler House  
1 Emperor Way, Doxford Business Park  
Sunderland  
SR3 3XR  
United Kingdom

Consumer Vulnerability requirements and guidelines for the design and delivery of inclusive service in identifying and responding to consumer vulnerability including advice and support, for the distribution of gas, gas connections, gas mains replacement and gas emergencies.



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