

# At National Grid we're committed to being a responsible business in everything we do.

We do this by delivering the electricity and gas that our customers and communities rely on. We will always do this reliably, safely, and in a fair and affordable way for all. At National Grid, we apply responsibility as a principle every day, by doing the right thing, finding a better way and making it happen.

We are committed to shaping a sustainable economy for all, in partnership with others in our industry and beyond.

## Our Customers

Expectations of business and the role business plays in the world are changing. We share the belief that business needs to stand for something more than profitability. Now, more than ever, we have a responsibility to demonstrate our contribution to society more broadly – whether that's by making sure young people today become the problem solvers of tomorrow, or in tackling climate change by reducing our own emissions and helping our customers use energy more efficiently.

## Our Response

Responsibility and transparency have always been important to us at National Grid. In 2019, we looked at where we can create the most positive impact on society. We adapted the way we manage our business responsibly, looking at everything from our strategic investment process to our role in the community and our business processes and policies. We applied this framework to shape our COVID-19 response and showed that it is fit for purpose. To further our ambition, we are joining the B Team, a movement of global business leaders driving better ways of doing business for the wellbeing of people and the planet. The B Team principles of sustainability, equality and accountability will inform our actions and we will share our approach with others.

We support the United Nations Sustainable Development Goals (SDGs), focusing on the areas where we can make a material difference.

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## Our Charter

Our Responsible Business Charter is our articulation of what 'responsibility' means for us at National Grid. We have identified where we can have the most impact on society: the environment, the communities we serve, our people, the economy, and our governance. For each, we have set out commitments and how we will achieve them. We will report on our progress in our new annual Responsible Business Report starting in 2021.



Achieve **net zero** by **2050**.

We will reduce greenhouse gas (GHG) emissions from our own operations **80% by 2030**, **90% by 2040**, and to net zero by 2050 from a 1990 baseline.

Most of the markets in which we operate have announced **net zero carbon reduction targets**, and we **anticipate further legislation**. We embrace the opportunity to play our role in helping achieve these challenging goals.

Reduce GHG emissions for the electricity and gas we sell to our customers by **20% by 2030** from a 2016 baseline and to **net zero by 2050**.



**Reduce SF6 emissions** from our operations **50% by 2030**, from a 2019 baseline.

Move to a **100% electric fleet by 2030 for our light-duty vehicles**, and pursue the replacement of our medium- and heavy-duty vehicles with zero carbon alternatives.

Achieve zero carbon emissions **from business air travel**. From 2020 onwards, we will reduce our annual **air miles travelled by at least 50%** from a 2019 baseline on an enduring basis, and we will offset any remaining emissions responsibly.



Develop skills for the future, **with a focus on lower income communities**, providing access to skills development for **45,000 people by 2030**.

Through upskilling young people with STEM5 skills, **we will positively impact lives and help to grow the future energy workforce** needed to enable the energy transition.

Achieve **500,000 employee volunteering hours by 2030**. Through volunteering, our employees will help equip the next and future generations to participate in the clean energy transition.



We will work **until pay equity is achieved** for our employees.

Achieve **50% diversity** in our **Senior Leadership** group by **2025**.

Achieve **50% diversity** in all our **new talent programs** by **2025**.

Provide **unconscious bias training** to all our managers and colleagues over the next year.

Develop skills for the future, with a **focus on lower income communities**, providing access to skills development for **45,000 people by 2030**.



Maintain **reinvestment in our infrastructure** and demonstrate the social benefits of our capital delivery programs.

Continue to **invest in developing technologies and innovations** that benefit our customers and wider society.



Continually review the company culture to ensure it is inclusive.

Achieve **50% diversity in our Group Executive Committee**.