

## Challenges:

Within National Grid the requirements and majority of the commitments of the People Matter Charter are already well embedded and covered in standard business process and policies and the position internally was 'we already do this'. It also fully supports our Responsible Business Charter which demonstrates our positive contribution to society more broadly. It therefore made sense for us to support the Charter and become a signatory.

The challenge was around how we promote and extend these requirements into our supply chain.

For National Grid, supply chain sustainability is a cross cutting agenda focused on the social, economic and environmental aspects. The challenge we had in the past was the fragmented approach we took in engaging our supply chain on the specific 'people/social' aspects, with individual programs in place to address skills, human rights, diversity, pay and working hours and general decent work. This led to duplication of effort and an ad hoc approach to supplier engagement and requests for evidence or data. With the People Matter Charter, the real People issues have been put together in a holistic approach covering topics that are often interlinked.

The future challenge is to ensure the reporting functionality gives us the visibility of what action is being taken with our main suppliers and beyond tier 1.

## Impact:

The People Matter Charter allows us to engage with our supply chain under one aligned program of activity with a common voice alongside other client organisations and peer companies. Many of our main Tier 1 suppliers are already engaged in the program and, if we know our suppliers have made a commitment to the Charter, this provides us with a level of assurance that they will be focusing on the areas that are important to us as a business. The Roadmap in the Charter is key to ensuring the commitments are delivered and tracked going forward.

## Value gained:

We have used the Roadmap to map our current position against the commitments and identify where we can improve as a business. This allowed us to focus on the areas where we should take action - this identified that the main gaps were primarily in extending what we do as a business internally and delivering this through the supply chain.

It's not essential to meet all the areas of the Roadmap on day one. This is key to the approach we are taking - to encourage the development of an action plan against the commitment and have an ambition to improve year on year. This approach has been well accepted in the supply chain and the fact that this is being delivered collaboratively can drive real momentum and change.

We have included 'supply chain sign-up to the Charter' as a KPI in our Modern Slavery Statement which provides transparency and adds weight to the value of the initiative. The Charter also supports our recently published, Responsible Business Charter, which includes a set of commitments and ambitions that align to the People Matter Charter criteria.

## Fact box



**Company:** National Grid

**No of employees:**  
 We employ a diverse workforce consisting of over 23,000 people globally, mainly in the UK and the US

**HQ:** London

**Website:**  
[www.nationalgrid.com](http://www.nationalgrid.com)

**Main contact:**  
 Nathalie Ritchie, Supply Chain Sustainability Manager

### Services

We own the high voltage network in England and Wales and are responsible for transporting electricity from where it is produced and for facilitating the connection of assets to the transmission system.

We own and operate the high-pressure gas transmission network in Great Britain and are responsible for making sure gas is transported from where it is produced.

### About:

National Grid is an international electricity and gas company. Based in the UK and the US, we play a vital role in connecting millions of people to the energy they use safely, reliably and efficiently.