

National Grid: internal engagement case study

What were your aims / objectives:

Our aim was to engage a broad range of our colleagues on the Supply Chain Sustainability School, ensuring they were aware of it, were signed up, and were making use of the offering.

We wanted to extend the awareness across both our UK and US colleagues.

What did you do / what were your techniques?:

The first step we took was to include a School registration guidance document in our new starter pack for our Procurement Team. This ensured that our new team members were immediately aware of the benefits of the School, and encouraged to create an account.

Another action we are working on, with the support of our Partner Manager, is to create a series of learning pathways for our colleagues, that aligns with National Grid's Responsible Business Charter, to help us upskill our teams and ensure collaboration in our objectives across various business functions.

Lastly, we will be using our workshops to train some of our teams on key sustainability topics. This has proved effective in the past, to upskill colleagues in a more in-depth way.

What results have you seen?:

So far, we have seen an increase in both registrations and engagement of our colleagues in comparison to our 2022/2023 year. In addition, the learning pathways and workshops will support on this target.

How has this helped to achieve your goals?:

Reaching our responsible business goals is a collaborative effort, and National Grid relies on our people to support its goals – the Supply Chain Sustainability School is a huge help in making sure everyone has the knowledge and skills they need to contribute.