

Vision

Connecting you to your energy today, trusted to help you meet your energy needs tomorrow

Strategy

To be a recognised leader in the development and operation of safe, reliable and sustainable energy infrastructure to meet the needs of our customers and communities and to generate value for our investors we will:



Deliver operational excellence – Achieve excellent levels of safety, reliability, security and customer service.



Engage externally – Work with external stakeholders to shape UK, EU and US energy policy.



Engage our people – Create an inclusive, high performance culture by developing all our employees.



Embed sustainability – Integrate sustainability into our decision making to create value, preserve natural resources and respect the interests of our communities.



Stimulate innovation – Promote new ideas to work more efficiently and effectively.



Drive growth – Grow our core businesses and develop future new business options.

Annual priorities

ELEVATE 2018 2016/17 US Annual Priorities

- Performance excellence. Continue our safety compliance and performance excellence journey.
- Customer value. Maximize and communicate customer value today.
- Future customer expectations. Anticipate future customer needs and transform our customer experience.

2016/17 UK & EU Annual Priorities Finding a better way

- Create and subsequently sell a majority stake of a stand-alone Gas Distribution Company.
- Influence and prepare for extended competition in Electricity Transmission including an enhanced System Operator role.
- Determine the future of the SO in relation to the UK Energy Market and implications on wider business.
- Prepare for and respond to the mid-term review of the GD, ETO and GTO RIIO price controls.
- Establish a high performance culture across the UK business and that performance excellence is the way we work to serve our customers.
- Improve understanding and demonstrate a step change in our approach to Data and Compliance.

Core values

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- Respect others and value their diversity
- Take ownership for driving performance
- Demonstrate integrity and openness in all relationships
- Work as one team, one National Grid

Doing the right thing

Our standards of ethical conduct

Incorporates:

- Conflicts of interest
- Fraud, corruption and bribery
- Political interactions
- Community support and fundraising activities
- Respect for human dignity
- Environmental protection
- Information integrity & records management
- Information security management
- Fair competition
- Compliance

Performance management

Personal objectives

What we do:

Behaviours

How we do it: