

Supporting Global Goals

Helping to create a better future



we are
the **network**

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A better future

2020 marks the start of what is, without doubt, the most exciting and important decade for the energy sector in living memory. Tackling the very real threat posed by climate change requires an ambitious programme of change, yet we still need to protect those individuals and communities we serve that are the most vulnerable.

There are many parallels between our ambitions and the aims of the United Nations Sustainable Development Goals. These 17 goals to tackle poverty, inequality, and climate change cannot be achieved in isolation, and their interconnectedness highlights the importance of joined-up thinking in every aspect of planning and investment.

The importance of these goals has led us to integrate a consideration for them throughout our business, our processes, and our thinking. They provide a common framework for achieving a better future - one which allows the entire energy sector to generate positive local impact while also understanding their contribution towards global goals.

Achieving the goals requires a focus on delivering affordable and clean energy, tackling inequalities, providing reliable infrastructure, and reducing environmental impact. These aims echo the priorities of more than 189,000 people across the region who provided input into our 2021-2026 business plan. It is therefore clear to us that there is no distinction between supporting our customers and supporting the UN Sustainable Development Goals.

Energy is crucial to achieving almost all of the Sustainable Development Goals, and we are in a period of significant change for energy in the UK. As we all progress towards our shared ambition of decarbonising the UK's energy system, changes will be needed at all levels to achieve the target of net-zero carbon emissions by 2050.

By the end of 2020 we'll have around 700 of our customers being supplied with natural gas blended with up to 20% hydrogen. As of January 2020 we have 17 live biomethane sites which provide enough energy to heat 100,000 homes. Projects such as these will provide evidence to support government policy and plans to achieve net-zero.

Against the backdrop of this change in the industry, some things also stay the same. The need to meaningfully engage with our customers and wider stakeholders is now more important than ever. Our aim has been to ensure that whilst we have one eye on the future, we do not lose sight of the role we play today and during the intervening period.

I am proud that Northern Gas Networks is playing a part to help achieve the Sustainable Development Goals in the UK, and I'm proud that 92% of our customers support the business plans that they have helped to shape. By working together towards these global goals, I'm confident that we can create a better future.



Mark Horsley
Chief Executive Officer

It is clear to us that there is no distinction between supporting our customers and supporting the UN Sustainable Development Goals.

The United Nations Sustainable Development Goals

In 2015, 193 world leaders agreed to 17 Sustainable Development Goals. Also known as the Global Goals or the SDGs, these goals aim to tackle extreme poverty, inequality, and climate change by 2030. Every business needs to contribute to these Global Goals if they are to be achieved.

The UN's 17 SDGs underpin our ambition to embed sustainability into our placemaking activities. We are committed to the principles of the SDGs and have assessed how we can play our part in contributing to them.



We have prioritised the 6 goals to the right, that are most relevant to our business activities and recognise that none could be achieved without working in partnership with our stakeholders.

Although these 6 goals are our priorities, we also aim to contribute to the remaining 11 goals.



Our Priority Goals



We are proud to have been awarded a maximum four star rating on supportthegoals.org for sharing our plans, commitments, actions, and progress towards the UN Sustainable Development Goals.

Affordable and Clean Energy

Ensure access to affordable, reliable, sustainable and modern energy for all

Our commitment

We will ensure low cost energy bills and enable clean energy.

Our targets

- **We will deliver a minimum 8% reduction in the average customer bill by 2026 (compared to 2021)**
- **We will deliver 1,000 fuel poor connections each year**
- **We will purchase 100% green energy for all our offices and depots**
- **We will deliver a 10% reduction in our total electricity consumption by 2026 by installing renewable energy generation at all of our offices and depots**

Reducing fuel poverty

At NGN, we're committed to helping our more vulnerable customers stay warm, budget effectively, and look after their health. With fuel poverty still a pressing issue in our region, we have exceeded our targets for providing free gas connections to some of our poorest customers. In 2019 we connected more than 2,700 households to the gas network.

One such scheme, which connected 648 properties, has achieved its aim of reducing the risk of fuel poverty by increasing the energy performance of the properties and reducing household running costs by around £631 per year per household. The environmental performance of the buildings has also been improved with a reduction in CO2 emissions of over 2 tonnes per household as a result.

Over the next 15 years this will save 21,000 tonnes of CO2, and those householders will save around £6 million.



Hydeploy

Around one third of UK Greenhouse gas emissions come from heating homes, and 83% of UK homes use natural gas for heating and cooking. While great strides have been made to decarbonise the power sector, we still need a solution to decarbonise heat.

Although the gas network already delivers some green gases, like biomethane, further research is needed to understand the potential of other low carbon gases to meet heat demand if the UK is to deliver on its climate change commitments and reach net zero emissions by 2050.

HyDeploy is one of several research projects investigating the potential of hydrogen to help meet this challenge. Many experts see hydrogen as an adaptable alternative to fossil fuels. This is because when hydrogen is burned it produces water and heat, rather than CO2.

Hydrogen (up to 20%) blended with natural gas has the potential to be delivered and used in the same way as normal gas, reducing carbon emissions. If a 20% hydrogen blend was rolled out across the country it could save around 6 million tonnes of carbon dioxide emissions every year, the equivalent of taking 2.5 million cars off the road.

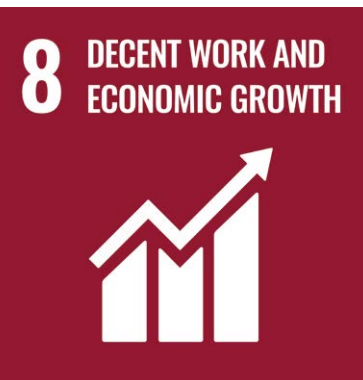
The first phase of HyDeploy is already under way. Customers in 100 homes and buildings on a private network at the Keele University campus will begin receiving blended gas this autumn, in a £7.5 million demonstration which will last 10 months. In November 2018, OFGEM awarded HyDeploy a further £15 million of Network Innovation Competition (NIC) funding for two larger demonstrations on public gas networks in the North East and North West.

Winlaton, a small suburb of Gateshead, will host the first public demonstration on part of the NGN gas network. This is expected to begin in December 2020, following HSE approval to blend gas into the network. The blend will supply 670 homes and businesses for 10 months, and customers will use the gas for heating and cooking in exactly the same way they do today. No behaviour changes or different technology is required.

A second public demonstration will take place on Cadent's network in the North West at the end of 2021. Results from both public demonstrations will lead to the development of a full deployment plan for hydrogen blending across the UK gas networks.



Decent Work and Economic Growth



Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

Our commitment

We will provide and enable quality jobs and support the infrastructure for local and sustainable growth.

Our targets

- › We will significantly reduce our gender pay gap by 2025
- › We will increase spend with local suppliers year on year
- › We will join the Energy and Utility Skills partnership inclusion commitment
- › We will work together to grow collaborative utility groups and make public annual work plans for each

Energy and Utility skills partnership

In 2019, NGN joined the Energy and Utilities skills partnership - an initiative with a priority of recruiting diverse talent into the energy and utilities sector to better reflect local communities.

Currently, our sector is not representative of the UK workforce for gender, BAME, disability, and under 24s. Only 5% of the sector's employees are from black, Asian or minority ethnic groups compared to 15% nationally, and NGN's workforce reflects this same lack of diversity.

CEOs from the leading businesses within the sector, including our CEO, have committed to proactively changing these statistics and promoting the employment opportunities within their businesses to under-represented talent. Leveraging its collective impact, the partnership is committed to working across all sectors to recruit and attract a workforce that mirrors the communities it serves.



Local supply chains

We are committed to maintaining and improving the resilience of our supply chain to ensure we continue to deliver gas safely and uninterrupted to our 2.7m customers, whilst also identifying and managing impacts on the society, environment and economy.

We spend around £200m each year on goods, works and services which we procure from over 700 suppliers. 41% of this is currently placed with local businesses.

Our largest expenditure is on the replacement of old, metallic mains with new plastic leak proof pipes. Over the last 7 years we have implemented our Direct Service Provider (DSP) model which uses local engineering firms to deliver mains replacement, rather than the industry default of using large national companies. We have close, trusted partnerships with these companies, paying them weekly to manage cash flow and supporting them to develop their employees, using our training programmes.

By fully controlling programme management and work processes through the DSP model, we have been able to save close to £100 million across the last 7 years. The unit rate of delivering our Repex activity has reduced by 18% compared to 2010/11, with some types of work showing a 40% reduction in unit costs.

We know that investing in these smaller, local firms keeps employment and spending in our region, which is home to some of the most deprived areas in the UK.



Industry, Innovation and Infrastructure



Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation

Our commitment

We will build and maintain a safe and reliable infrastructure, and foster innovation

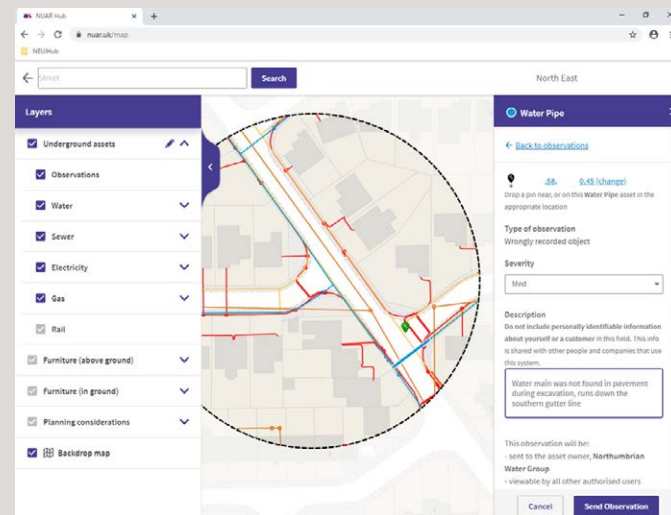
Our targets

- › We will replace 424KM of iron mains with new resilient pipe per year, through to 2026
- › We will attend > 97% uncontrolled gas escapes in 1 hour and >97% of controlled gas escapes in 2 hours
- › We will maintain our industry leading Accident Frequency Rate (AFR)
- › We will increase innovation funding from 3rd parties year on year without passing these costs and risks to customers

A shared underground utility map

Each UK utility network needs to deliver a safe, reliable service at the best price, whilst also preparing for decarbonisation and a net zero future. To better coordinate our efforts around innovation, the five UK gas networks worked together to create and maintain a national innovation strategy. This helps the gas industry to share knowledge, avoid duplication and provide clear direction to the supply chain, decision-makers and the public about the sector's priorities.

In 2019 we completed 17 and started 16 innovative new projects, 5 of them in collaboration with the other gas networks.



Sniffing out new solutions

A thousand times more powerful than the human nose, a dog's sense of smell is unmatched. Possessing 300 million olfactory sensors compared to our own rather paltry 6 million, dogs can detect smells up to 26 feet below ground and in parts per trillion.

In 2015, we initiated a project to understand if the deployment of specially trained gas detection dogs could deliver efficiency and reduce stakeholder impact and safety risks as well as delivering environmental benefit.

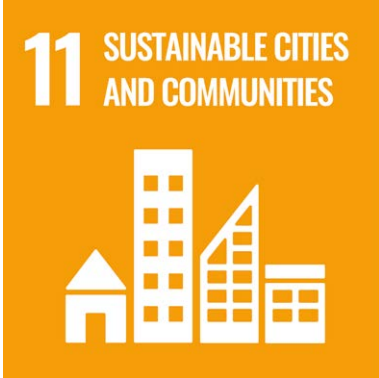
The project, which was fully funded by the Network and Innovation Allowance, proved to be successful and has now been embedded as into our operations with an average deployment of 130 operations per year. The solution delivers a range of benefits including reduced excavations and more rapid identification of risk areas, as well as cost savings of around £500K over 4 years.



A challenge faced by all infrastructure providers is damage to our mains by third parties, which cost a significant amount and cause disruptions each year. We know that better shared understanding of assets is the key to avoiding these incidents. In 2019 we began working with Ordnance Survey, local authorities, water, electricity and telecommunications networks to develop a collaborative infrastructure map of underground assets.

The consortium developed an initial concept for a single digital map showing all underground utility assets. There are immense benefits to be gained from this, with improved safety and the potential for time and money savings from all organisations who dig underground. The concept was promoted as part of a national underground asset register to the Geospatial Commission, who agreed to fully fund the project at a cost of £3.9m.

Sustainable Cities and Communities



Make cities and human settlements inclusive, safe, resilient and sustainable

Our commitment

We will support our communities to be safe, sustainable, and resilient

Our targets

- › We will identify and fund £50,000 of scalable, replicable community projects each year
- › We will plant 40,000 trees by 2026
- › We will complete 10,000 carbon monoxide awareness surveys per year
- › We will make 5,000 Priority Service Register referrals a year



The Green Doctors then visit the most vulnerable in our region to provide advice and support to help tackle fuel poverty, improve health and well being, and reduce the incidence of cold homes within our region.

So far, our partnership has delivered wide ranging lifetime benefits of over £550K.

Helping those who need it most

To help identify our customers and communities most in need, we work with a number of strategic partners. One of these partners is The Green Doctors, and we provide them with expert training on energy efficiency, carbon monoxide safety, and fuel poverty.

	Properties	People Benefiting	Cost Savings per Year	Estimated Lifetime Savings
Home Energy Visits	932	2343	£25,537	£262,704
Fuel Switching	134	321	£36,341	£181,705
Warm Home Discount	143	343	£20,020	£100,100
Water Support	52	124	£1,231	£6,155

Community partnering fund

The Community Partnering Fund is open to grassroots projects and third-sector organisations across the North of England that demonstrate an innovative approach to sustainability, encourage interest in STEM subjects, career opportunities, assist with hardship associated with fuel poverty, promotion of the Priority Services Register and those that raise awareness knowledge of efficiency measures and home safety.

Applicants have the potential to receive grants of between £1,000 and £10,000 from a £100,000 fund pot funded by NGN and NPG (£50,000 each).

In the funding cycle of 2018/19, our community organisations reached over 60,000 people through social media campaigns, there were 3,271 direct beneficiaries, 24 new volunteers trained, 3 new jobs were created. 89% of grants were awarded in areas of multiple deprivation.

One such grant was awarded to Radio Asian Fever CIC, who have over 90,000 listeners and broadcast programmes in English, Urdu, Hindi, Punjabi and Mirpuri. They used the funding to deliver radio shows focused on the subject of fuel poverty. The show ran for 2 hours, the first hour dedicated to an in depth discussion of some aspect of Fuel Poverty, whether this be an interview or deep diving on the health consequences of cold / damp homes, how to access the Green Doctors and what to expect from them, and how to utilise switching platforms to best effect, for example.

The second hour was more light-hearted, repeating the message from the earlier hour in between songs and giving listeners further opportunity to engage and digest the information. The station received feedback from listeners that had set up a visit from the green doctors following the show and heard that they were now living in warmer homes and utilising switching platforms effectively to save money.



Supporting sustainable transport solutions

Sustainable transport solutions play a role in helping us to meet our net zero emission targets, and we have a strategic objective to work with our stakeholders to improve the uptake of these solutions across our network area.

We will enable the uptake of CNG, hydrogen and electric vehicles by supporting the roll-out of refuelling infrastructure. By working collaboratively with electricity networks and other transport-related stakeholders, we will ensure that the cost of transitioning to sustainable transport is managed as low as possible for end customers.

We work with strategic industry partners to achieve this objective. Key initiatives we have progressed so far include:

- › Collaborating with the Gas Vehicle Network to set out the role that gas vehicles have to play now and towards 2050.
- › Developing a Memorandum of Understanding with a key infrastructure developer to identify opportunities to establish CNG and low carbon refuelling stations on vacant sites across the network, notably including our site in Lamesley, Gateshead.
- › Working with a local city council to develop options for low carbon fuelling infrastructure which support the achievement of clean air zone targets.

Responsible Consumption and Production



Ensure sustainable consumption and production patterns

Our commitment

We will reduce waste and support sustainable consumption in our business and in our supply chain

Our targets

- › We will eradicate single use plastics from all offices and depots by 2026
- › We will reduce office and depot waste by 20% vs 2017/18 (by 2026)
- › We will use <2.5% virgin aggregate and send <0.1% spoil to landfill
- › We will sign 80% of suppliers up to our sustainable procurement code by 2026

Reducing worksite waste

In the last few years, we have dramatically reduced the amount of wasted spoil from our worksites, with just 0.4% of all spoil now going to landfill. Similarly, our use of virgin aggregate has been cut by approximately 78%. These major improvements are the result of a far-reaching programme which saw us campaign for more local recycling facilities, and educate and incentivise our supply chain to work in a more sustainable manner

2019 was the second year that we've met our regulatory targets, building confidence in our methodology and allowing us to focus on setting ambitious long term targets.



Refuse single use

In 2019 one of our operational colleagues questioned why we were buying so many single use plastic water bottles for our staff on site. This prompted us to look at how many we order year on year, and we found that in an average year we used around 45,000 bottles, at huge cost to the business, and potentially the environment in light of growing evidence and concern around the plight of plastic filled oceans.

We trialled providing on-site colleagues with a reusable bottle and the Refill app. The refill app enables the user to locate their nearest refilling point- whether that be the local sandwich shop, or a nearby petrol station.

Colleagues who took part in the trial told us that they would like to reduce their plastic use by continuing to use a refillable bottle, and our customers echoed that it was great to see us taking action to reduce waste from our sites. In 2020 we'll be rolling this out across all of our on-site colleagues, as well as reducing the number of single use bottles that we order by 80%.

This forms part of our bigger picture to eradicate single use plastics from our depots and offices by 2026. To achieve this, we're establishing our baseline by analysing our resource consumption and waste production and working with Yorkshire Water and Northern Powergrid to identify where we share suppliers and can use our joint purchasing power to reduce and eliminate unnecessary packaging waste on shared products.



Climate Action



Take urgent action to combat climate change and its impacts

Our commitment

Meet ambitious carbon targets and increase resilience to climate related impacts

Our targets

- › We will have net-zero scope 1 and scope 2 emissions by 2031
- › We will reduce gas leakage from our pipes by 24% by 2026, which along with other efforts will reduce our direct carbon emissions by over 287,000tCO₂e over the period.
- › We will complete the repair of > 98% gas escapes within 28 days, by 2026
- › We will make 50% of our vehicles low emission or hybrid by 2026 and provide EV charging

Science-Based Targets

In 2019, we became the first UK gas network to establish science based carbon reduction targets as part of our long-term environment strategy.

These ambitious decarbonisation targets, created with support from the Carbon Trust, aim to achieve net-zero non-shrinkage Scope 1 and 2 business carbon emissions by the end of our 2030/31 financial year. They directly support the achievement of net-zero emissions in our network regions and the UK.

In our 2018/19 financial year we provided improved technology to our colleagues, such as teleconferencing facilities, to reduce the need for travel. As a result we reduced car travel for business by 860,000 miles compared to the previous year - a 15.9% reduction in carbon emissions.

Low carbon transport

We operate a fleet of around 600 commercial vehicles which allows our engineers to attend gas escapes, undertake repairs, carry out maintenance tasks, and connect new properties to our network. This fleet covers over 10,000,000 miles each year and is comprised of a mixture of vans and heavy goods vehicles, including water extraction tankers, grab wagons, and 'Core and Vac' wagons.

In 2019 we used our telematic systems to undertake a detailed assessment of vehicle usage in order to identify opportunities for Ultra Low Emissions Vehicles (ULEVs). We have subsequently ordered 12 electric vehicles (EVs) for trial across a range of operational roles. In the longer term, we have committed that 50% of our total vehicle fleet will be ULEVs or hybrid vehicles by 2026. The net impact will be to remove 250 diesel vehicles from our fleet.



Supporting other goals

Warm hubs



NGN and long term partner, Community Action Northumberland, launched the award-winning Warm Hubs programme in 2015, funded by Northern Gas Networks. The programme, which is now self-sustaining, gives residents in rural, off-grid locations access to friendly, warm places, run by local volunteers, where they can go to socialise, enjoy refreshments and have access to services including energy efficiency advice.

Together, they have launched the new Pop-Up Hubs Project, a series of one-off Warm Hub events in the more isolated areas of Northumberland where very often there is a lack of existing services for communities who may not be connected to the gas network. More than 8,000 residents use the Warm Hubs throughout the year, with the Pop-Up Hubs reaching 500 people across the county so far.



The Pop-Ups focus on the benefits of slow cookers as a low-cost, easy to use way of cooking hot, healthy meals. Savings of up to 63p per hour can be made by using a slow cooker instead of a traditional cooker which can make a huge difference to many householders. The Hubs also offer information on tariffs, the Priority Services Register and Warm Homes discount which are some of the ways NGN support those in need of help across the region.



Promoting good mental health

In October 2018 we signed the Time to Change Employer Pledge here at NGN, a commitment to our colleagues to change how we think and act about mental health at every level of the organisation.

The Employer Pledge supports us to put in place best-practice interventions and policy to help colleagues work in ways that promote a positive mental wellbeing.

One in four of us will experience a mental health problem with 9 in 10 employees in UK workforces saying they have faced negative treatment from others as a result.

By choosing to be open about mental health, we are all part of a movement that's changing the conversation around mental health and ensuring that no one is made to feel isolated or alone for having a mental health problem.



Over the past 2 years we've rolled out Stress Management and Mental Health Awareness sessions for all Line Managers and shorter general mental health awareness sessions for all colleagues across the network with further work ongoing to build the Wellbeing Strategy to embed these further into the business.



Supporting policy makers

The UK energy sector is entering a time of enormous change and huge potential, requiring new approaches to tackle the different energy challenges we face. Climate change is a key focus area with 25 Local Authorities declaring a climate emergency, putting carbon reduction strategies in place, and setting measurable targets. Councils have urged us to play our full role in supporting local places to meet their carbon reduction ambitions, recognising that this can only be done through a partnership approach with ongoing dialogue and aligned investment.

Through a program of engagement with LEPS, Local Authorities and Combined Authorities across the network we are working collaboratively to support infrastructure needs including strategies for future natural gas generation, transport infrastructure support and decarbonisation, discussing future energy plans and how we can support these by aligning insight and planning.

We've worked collaboratively with policy makers across our network to share insight and understanding to support their local energy and industrial strategies setting out how each local area will achieve a secure affordable energy supply that also reduces carbon emissions.



North East LEP

We've supported their 'Energy for Growth' strategy helping to establish the region as an energy catalyst and deliver on national energy objectives through the creation of

their Energy Catalyst. As a founding member we helped recruit 12 partners including industry, local authorities, universities, institutions and government bodies. Together we are working to share knowledge around energy decarbonisation and support the LEP to develop delivery strategies for a future carbon free environment. Our innovation programme and regional assets (such as InTEGReL) are fully connected into the region-wide energy initiatives from cross-sector partners, driving local growth while solving nationally and internationally relevant energy challenges. We've also helped inform their Local Industrial Strategy by sharing insight and research and promoting the concept of whole systems and collaborative working.



Sustainable land remediation

Throughout 2018 and 19 we won numerous awards for our innovative approach to land remediation including:

'Best in situ treatment' category at the 2018 Brownfield Briefing Awards and 'Sustainability Award' at the 2019 Ground Engineering Awards, with the judges commenting that this project was "a good example of permanent, sustainable environmental betterment".



One such project, as part of Redheugh Holder Station demolition, used solar powered pumps to remove more than 6000 litres of toxic coal tar from an underground tank which had been built during Victorian times. Through the use of only solar power, we saved approximately 66 tonnes of CO2 and £28,000 compared to the use of traditional generators.

Our land remediation programme ensures we identify where historical ground contaminants beneath our land are negatively impacting the environment, enabling us to complete works to return the land to a safe condition.

Progress against our targets

Our 6 commitments are underpinned by 24 targets, focussed on the sustainability issues that are most relevant to our business activities and associated stakeholders.

The United Nations (UN) have defined 169 targets that support the Sustainable Development Goals. We have aligned the targets for our business with those set by the UN, as well as with disclosures defined by the Global Reporting Initiative (GRI).

7 AFFORDABLE AND CLEAN ENERGY	SDG 7: Ensure low cost energy bills and enable clean energy				
	Our target	SDG target	GRI disclosure	Comment on progress	Status
	We will deliver an 8% reduction in the average customer bill by 2026 (compared to 2021)	7.1	203-1	2013-21 year on year saving of X%	On track
	We will purchase 100% green energy for all our offices and depots	7.2	302-1	100% renewable purchased in 2019	On track
	We will deliver 1,000 fuel poor connections per year	7.1	203-1	In financial year 2018/19 we made 664 fuel poor connections to our network. In 2021 we begin to work towards our new stretch target.	On track
	deliver a 10% reduction in total electricity consumption by 2026 through installing renewable energy generation at all of our offices and depots.	7.2	302-4	We've undertaken a feasibility study to understand our opportunities for on site generation and have a robust plan in place to install this throughout 2021-26.	On track

8 DECENT WORK AND ECONOMIC GROWTH	SDG 8: Provide and enable quality jobs and support the infrastructure for growth				
	Our target	SDG target	GRI disclosure	Comment on progress	Status
	We will significantly reduce our gender pay gap by 2025	8.5	405-2	Altered our recruitment practices to encourage more female applications.	Not yet on track
	Year on year increase in spend with local suppliers	8.3	204-1	In 2019 we had 41% of our spend with local suppliers.	On track
	We will join the Energy and Utility Skills partnership inclusion commitment	8.5	405-1	Commitment signed Nov 2019.	On track
	We will grow collaborative utility groups and make public annual work plans for each	8.5	203-1	We have grown our collaborative network- forming Infrastructure North West. We've undertalken cross utility projects such as driveways and pothole partnerships.	On track

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	SDG 9: Build and maintain a safe and reliable infrastructure, and foster innovation				
	Our target	SDG target	GRI disclosure	Comment on progress	Status
	We will replace 424KM of iron mains with new resilient pipe per year, through to 2026	9.1	203-1	In 2018/19 financial year we replaced 491KM of tier one pipe.	On track
	We will attend >97% uncontrolled gas escapes in 1 hour and >97% of controlled gas escapes in 2 hours	9.1	416-2	We have consistently met this target each year since 2013.	On track
	We will have Zero lost time injuries each year, and no injuries to members of the public	9.1	403-9, 416-2	AFR in 2019 was 0.06.	On track
	We will increase innovation funding from 3rd parties year on year without passing these costs and risks to customers	9.5	203-1	Our shared underground utility map project (page 10-11) was funded through thirs parties.	On track

11 SUSTAINABLE CITIES AND COMMUNITIES	SDG 11: Support our communities to be safe, sustainable, and resilient				
	Our target	SDG target	GRI disclosure	Comment on progress	Status
	We will identify and fund £50,000 of scalable, replicable community projects each year	11.3	413-1	There were 3,271 direct beneficiaries, 24 new volunteers were trained and 3 new jobs were created in the 2018/19 funding cycle.	On Track
	We will plant 40,000 trees by 2026	11.6	304-3	Informal agreement in place with White Rose Forest and Community Forests Trusts to enable this project across 5 years.	On Track
	We will complete 10,000 carbon monoxide awareness surveys per year	11.1	413-1	Due to start in April 2021, but building on previous targets and with a robust plan in place for 2021-26.	On Track
	We will make 5,000 Priority Service Register referrals a year	11.1	413-1	Due to start in April 2021, but building on previous targets and with a robust plan in place for 2021-26.	On Track

12 RESPONSIBLE CONSUMPTION AND PRODUCTION	SDG 12: Reduce waste and support sustainable consumption in our business and in our supply				
	Our target	SDG target	GRI disclosure	Comment on progress	Status
	We will eradicate single use plastics from all offices and depots by 2026	12.5	306-2	We've undertaken a waste and materials assessment to identify opportunities to reduce single use plastics in our operations.	On track
	We will reduce office and depot waste by 20% vs 2017/18 (by 2026)	12.5	306-2	We've undertaken a waste and materials assessment to identify opportunities to reduce and reuse.	On track
	We will use <2.5% virgin aggregate and send <0.1% spoil to landfill	12.5	301-2, 306-2	We've established these important KPIs in our supplier contracts.	On track
	We will sign 80% of suppliers up to our sustainable procurement code by 2026	12.7	308-1	Due to start April 2021.	On track



SDG 13: Meet ambitious carbon targets and increase resilience to climate related impact

Our target	SDG target	GRI disclosure	Comment on progress	Status
We will have net-zero scope 1 and scope 2 emissions by 2031	13.3	305-1, 305-2	Our scope 1 and 2 emissions reduced by 9% from the previous year.	On track
We will reduce gas leakage from our pipes by 24% by 2026	13.3	305-5	Building on previous good performance, we have a robust plan in place.	On track
We will complete repair of >98% gas escapes within 28 days	13.3	305-5	Due to start April 2021.	On track
We will make 50% of our vehicles low emission or hybrid by 2026 and provide EV charging	13.3	305-5	We're trialling 12 electric vehicles in the coming year.	On track

