

We are Cadent. Keeping people warm, while protecting the planet.

We provide the energy our customers need to stay safe, warm and connected.




Our responsibility is to look after the gas pipes so they can continue to deliver safe, reliable, low carbon energy for years to come.

We are continually finding smarter and more sustainable ways to develop our networks and work closely with local communities to deliver the high-quality service our 11 million customers expect.

Keeping people warm, while protecting the planet.

What to look out for within this report

More information available:

-  Follow the story online
-  In other Cadent published reports
-  Within this document

Our sustainability framework



Delivering our safety commitment



Providing a resilient network



Tackling climate change and improving the environment



Delivering a quality experience for all our customers and stakeholders



Trusted to act for our communities

Our purpose

Keeping people warm, while protecting the planet.

What we do

We maintain, repair and replace gas pipes and associated infrastructure to ensure the safe and reliable flow of gas to homes and businesses.

Mains replaced

1,743km

(2020: 1,809km)

 [Read more on page 14](#)



We are leading the way for industry on the future potential of hydrogen, and tackling climate change as demonstrated in our Environmental Action Plan ('EAP').

Highly commended for the

Net Zero Award

at the Utility Week Awards 2021

 [Read more on page 24](#)

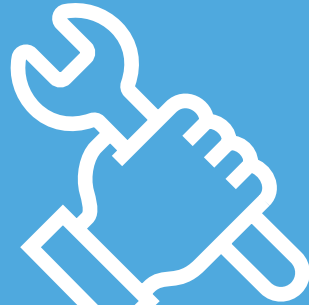


We connect homes, businesses and renewable gas suppliers to our network.

Network extensions and connections to support those in fuel poverty

4,291

 Read more on page 18



We manage the National Gas Emergency Service for all gas customers in the UK. If something goes wrong, we are the first point of call to make sure it's dealt with calmly, quickly and safely.

Emergencies responded to within the hour

99.1%
(2020: 98.0%)

 Read more on page 48



We provide extra care for those who might need it in a gas emergency.

Small grants to charities and groups delivering to the most vulnerable

£125,000

 Read more on page 40



What we don't do

We don't produce gas.

We don't own or sell the gas that flows through our pipes.

We don't repair gas appliances.

We don't send out gas bills. The cost of our services is included in the customer's gas bill.



Looking to the future

Chair of Sustainability Committee

"As a Board we want customers and stakeholders to see us as a force for good and our safety performance and sustainability agenda are key to achieving this."

Perry



Our priorities for 2021/22

Firstly, I would like to thank my colleagues at Cadent for their outstanding commitment and dedication during the past year. Everyone truly stepped up to the challenge of continuing to safely deliver energy to our customers during unprecedented times through hard work and determination. I am very proud of what has been achieved over the last 12 months and excited by what the future will bring.

At Cadent, we are constantly striving to demonstrate to our customers and broader stakeholders that we are a force for good; an organisation committed to *easier warmth*, *fairer opportunities* and a *greener society*. Underpinning this commitment is a relentless focus on customer service and safety, of our employees and the public.

As a monopoly license holder we have responsibility and opportunity to continue to deliver sustainable services for the long term public good. We'll continue to operate efficiently and drive innovation to benefit society and our customers.

We are committed to keeping all of our customers on gas, without interruption, throughout the year. To continue to do so will require the upgrade of over 1,640km of our pipeline network each year for the next five years. This will not only improve the safety and reliability of the network, but also reduces the level of gas leakage from aged iron pipes, cutting CO₂ emissions and future-proofing the network so that it can safely transport the low-carbon gases of the future, such as hydrogen.

Our safety performance this year has been outstanding. One example is that we will arrive at the scene of a potential gas escape in an average of 35 minutes from the reported time, against our regulated target of one hour. And we continue to be committed to responding as quickly as possible within the hour to keep our customers safe.

I spoke above about enabling *easier warmth* as an essential element of being a force for good in the eyes of our customers and broader stakeholders that includes our colleagues at Cadent. It is estimated that over 2-million households within our network live in

fuel poverty and we serve many customers who find themselves in vulnerable situations. We will continue to offer support and numerous additional services, that go considerably beyond our regulatory obligations, designed to address fuel poverty and protect vulnerable customers in need.

Easier warmth is not just about today, but also about the future, which is why we are continuing to engage with thousands of customers and key stakeholders to ensure that the UK's energy transition is customer-centric in design reflecting the needs of different customer groups. No two customers are the same.

Becoming a force for good is also about creating *fairer opportunities*. We will do this in a number of ways. We continue to promote a company culture that provides equal opportunities for all, creating a truly diverse and inclusive working environment. But we are aiming to go further, extending our reach beyond Cadent, into our supply chain and the communities we serve. We have a role to play in helping to create the workforce of the future, working with schools and other educational providers, to identify the skills required to pursue a successful career in a hydrogen-powered world.

Our core business activity is to transport natural gas from the national transmission system into millions of homes and businesses. Methane natural gas is a fossil fuel and a greenhouse gas. Both the leakage of methane from our network, and the burning of methane once delivered to our end customers, releases greenhouse gases and contributes to climate change. Being a force for good means endeavouring to create a *greener society*. Our long-term focus is replacing the natural gas with low-carbon alternatives, such as hydrogen, but in the shorter term we have set ourselves some very stretching science-based targets to reduce our carbon footprint, supporting biodiversity and reducing waste.

For the UK to achieve net zero greenhouse gases by 2050, it will be necessary to decarbonise the provision of heat and Cadent will need to adapt to facilitate achieving this. We recognise that we have a significant role to play in ensuring a green, responsible and sustainable future. As a key player in the current and future energy landscape of the UK, we have a responsibility to set an example in the way we operate as a business, and we will seek to minimise our day to day environmental footprint.

Through the Cadent Foundation, we are investing at least 1% of annual post-tax profits into community schemes based on the three Force for Good themes described earlier enabling us to make an even greater difference in these areas.

Finally, I want to touch on COP26. It represents an important opportunity to showcase how innovation can position the UK as a leader in the development of a hydrogen economy on the world stage. We have several key priorities for the next period, focusing on developing the case for hydrogen, undertaking extensive consumer research to inform our thought leadership and demonstrating hydrogen at scale safely. We will be progressing our support for the regulatory framework that will enable hydrogen blending with natural gas to become a reality.

This is important as it will unlock significant demand for hydrogen that will in turn stimulate producers to increase their investment and scale up production. Lastly, we will progress our plans to demonstrate how a town conversion to hydrogen could happen safely, whilst also building on our economic assessments and consumer research, to ensure that heat decarbonisation is fair and just.



Perry Noble
Chair of the Sustainability Committee

Foreword

Welcome to our 2021 Safety & Sustainability Report



Dr Tony Ballance
Chief Strategy & Regulation Officer

"We're passionate about fuelling a thriving world, providing easier warmth, fairer opportunities and a greener society."

Tony



We're committed to putting our colleagues, customers and the environment at the heart of everything we do, to make a positive and lasting difference to the communities that we serve.

We want to do more than simply survive and grow as a business, by fueling a thriving world where we make things easier, fairer and greener. As we work towards fulfilling this ambition, we strive to be known for delivering exceptional performance in terms of safety, customer experience, equality, diversity and inclusion, and the environment.

This past year has exposed just how vulnerable society is to unexpected natural events and made the threat of climate change even more apparent. The good news is that this realisation is spurring on change: sustainability has become a global priority across public and private sectors, and with policymakers and individuals alike. At Cadent, we're working with our stakeholders to ensure sustainability is at the core of our business strategy, and every day we work alongside customers and partners to ensure their decarbonisation journeys are just as ambitious as ours.

The Coronavirus pandemic brought with it a challenge never encountered before, and I thank every one of my colleagues who has worked tirelessly to distribute gas safely to our customers. In continuing our operations, we've supported our colleagues by adopting new ways of flexible working, with no-one placed on the government's furlough scheme. Of course, we are now also realising the environmental benefits of flexible working and we will ensure these practices continue to have a positive effect on the environment in the future.

Perry talked a little about our force for good strategy in his introduction and I'd like to elaborate a little on each of the three themes.

Easier warmth

We want to see a world of *easier warmth*, where everyone has easy access to secure warmth, today and into the future. Our role goes beyond delivering our core services and this can often have the greatest impact on the lives and communities we serve every day.

Part of this means never leaving a customer vulnerable without gas. In the rare occurrence when their gas supply is interrupted, we offer an extensive suite of additional welfare options, ranging from portable heaters and showers to meal vouchers and even temporary alternative accommodation. Our new innovative 'welfare decision tool' app allows emergency engineers to tailor welfare products and services for customers who might find themselves in a vulnerable situation, especially those on the Priority Services Register ('PSR').

We recognised the need to make it easier for engineers to get the right support quickly, with customer safeguarding training delivered to all front line colleagues every year. This year we supplemented the training to include content specific to the Coronavirus pandemic, including how front line engineers could go above and beyond, for example in buying groceries for shielding customers.

We're proud to be the only Gas Distribution Network to be noted by our regulator, Ofgem, for going above and beyond expectation in this area, and whilst we're not experts in vulnerability, we have over 80 strategic partnerships in place with Fire and Rescue Services, NHS Trusts, and numerous charities who advise us on our strategy and expand our reach to support customers with various additional requirements.

Carbon-monoxide awareness is another area we're passionate about. This includes spreading the word about the dangers of carbon-monoxide poisoning to school age children in key stage 1 and 2 as we moved both our Safety Seymour and CO Crew programmes to a virtual platform.

Fairer opportunities

We want to see a world where there are *fairer opportunities* for all.

Part of this is about how we communicate with our customers. We recognise that customers expect choice and we have invested into several new communication channels to deliver this. These include digital channels such as WhatsApp and SMS (offering up to the minute updates on the engineering work we're completing) and updating more traditional methods to be more inclusive (e.g. publishing leaflets and our web content in multiple languages and using videos).

We have continued our charitable partnership with Alzheimer's, which has now raised over £400,000 through a combination of employee fundraising, Cadent matched giving and additional charitable contributions. During the pandemic, with the restrictions and lifestyle challenges imposed, the amount raised through fundraising in the first half of the year was significantly lower than in previous years. To support this, we took the decision to quadruple the funds matched by the business to £4 for every £1 raised between October and December 2020. In addition to this, the most innovative fundraising ideas could be matched by up to £10 per £1 raised. The result was a fantastic success with over 82 Matched Giving claims being made during the quarter leading up to Christmas, with colleagues raising over £38,000 and the company donating over £70,000 through our Matched Giving Scheme.

And I'm delighted that the work of The Cadent Foundation continued over the last 12 months. 100 new grants have been awarded to charities and organisations that can support some of the most deprived communities across our networks, that amounts to just over £4.8m.

A greener society

We are fully committed to our role in tackling climate change, seeing ourselves as an enabler for decarbonisation, with the future role of gas being an exciting part of a low-energy emissions system solution.

In November 2020, the government published its ten-point plan for the UK's green recovery which further cemented our crucial role in shaping and decarbonising the energy industry. We are demonstrating the benefits of hydrogen energy to heat homes through the launch of Hydrogen Homes, our HyNet project in the North West region of the country, and work leading the Transport Pathways project for hydrogen-powered vehicles.

Our track record in reducing Greenhouse Gas emissions is evident and our commitment to lead the way to net zero is demonstrated by setting new carbon reduction targets in line with the latest science-based methodology, joining over a thousand companies who are committed to real climate progress through the setting of Science-based targets. Our new Scope 1 and 2 emission targets are incentivised annually in employee reward packages – making it a personal challenge as well as a collective one.

Our polyethylene mains replacement programme continues to contribute to a reduction in leakage as well as future proofing our network ready for low-carbon alternatives such as hydrogen.

We have started to introduce zero-emission vehicles into our operations and company car scheme, and will continue to implement infrastructure to support this transition.

Reducing our environmental impact through streamlined waste segregation is another area of increased focus, and we continue to minimise the amount of waste we send to landfill; last year recycling or diverting over 96% of our general waste (excluding spoil from excavations) and at the same time ensuring our contract partners share the same sustainability ambitions as we do. And we're not only reducing our waste but we're ensuring that the resources we buy are used to their maximum. Part coil PE pipe is now re-issued for use, limiting the amount of new PE pipe we have to buy.

We have successfully continued certification of our Environmental Management System against the ISO14001:2015 standard and are proud to have held this standard for 23 years. We are focusing on improving biodiversity through our new strategy which will enable us to enhance the communities where we work whilst contributing to the net zero agenda.

We are committed at every level of our organisation, and we monitor and measure our commitments through stretching targets together with Board-level oversight through both our Safety and Sustainability Committees. We've also ensured our executive remuneration is aligned to our long term sustainability ambition, a bold move approved by our Board.

I'm personally excited that Cadent has ambition to lead the way in all areas of sustainability and would like to thank all our colleagues for their continued hard work to move us forward to a low-carbon future.



Read more about our commitments online at

<https://cadentgas.com/nggdwsdev/media/Downloads/business-plan/Commitments-2021-2026.pdf>

Our sustainability framework.

Responding to challenges

We are committed to responding to a changing world, the new challenges and trends that may affect our ability to meet our business objectives and to doing business responsibly. Some of the most significant challenges include:

- climate change;
- resource scarcity;
- social inequality in the communities in which we operate; and
- maintaining outstanding safety performance.

Supporting the United Nations Sustainable Development Goals ('UN SDGs')

The 17 UN SDGs show us what a sustainable future looks like. They provide a framework for businesses to work together with governments and other partners to tackle climate change and fight inequality on a global scale.

These goals will not be achieved without genuine collaboration. We have reviewed the Global Goals to understand how they relate to what we do, and identify where we can make the biggest contribution. We believe that nine goals are particularly relevant to our activities, and will work towards them by achieving our own internal targets.



Delivering our safety commitment

Safety is the foundation of our business. We are committed to ensuring the safety of our people, our customers and the general public.

Supporting the Goals



We will maintain our focus on ensuring our colleagues and contractors are safe whilst at work, and that members of the public are safe in the vicinity of our works. We will work hard to address the risk of damaging underground assets, both in terms of our impact on other utilities, but also the impact of third-party encroachment or damage of our assets.



Providing a resilient network

Renewing our network for the future, and delivering a reliable and resilient network to keep the energy flowing safely and reliably to all of our customers.

Supporting the Goals



We will continue in going above and beyond to be more flexible and focused on minimising disruption. We recognise our services need to be as inclusive and accessible as possible, understanding the diversity and geographical differences in our communities. We will continue to deliver and improve our service reliability performance for our customers, reduce service disruptions and renew our network for the future.



Tackling climate change and improving the environment

We are committed to our role in tackling climate change and as a responsible company for the communities we serve.

Supporting the Goals



Our environmental ambition is underpinned by three primary commitments:

- Reduce the impact of climate change by implementing mitigation and adaptation measures.
- Ensure environmental sustainability is considered in our decision-making and inspire our people to consider it in everything they do.
- Improve our environmental management system to protect the environment and reduce the risk of environmental incidents.



Delivering a quality experience for all our customers and stakeholders

We are committed to creating a culture where people feel valued, included, and have equal opportunities to succeed to support the creation of an environment where we can deliver outstanding customer experiences time after time.

Supporting the Goals



We will continue to engage extensively with customers and stakeholders to:

- Provide insights into improving our current service levels.
- Inform our thought leadership relating to the future energy transition.
- Allow us to continually look forward as we prepare for RIIO-3.

We will strive in creating fairer, accessible and inclusive communications for all, aligning our targets and incentives and improving customer experiences through efficient use of technology and focused innovation.

Ensure the resilience of our colleagues through:

- Training & development.
- Attracting new talent through graduate and apprentice schemes.
- Health & wellbeing initiatives.
- Celebrating success.



Trusted to act for our communities

Our Board and leadership at all levels are committed to operating as a responsible and ethical business, from our regulatory commitments and practices to our social actions.

Supporting the Goals



Our social impact ranges across multiple levels, including how we engage ethically with our supply chain, our fundraising, charity partnerships, our EmployAbility programme and employee volunteering opportunities.

It is vital for us to create social value by benefitting the most vulnerable in our societies, contributing to our local communities to reduce the impact of our operations and work together to reach our net zero ambitions.

Key initiatives we will look to deliver include:

- Never leaving a customer vulnerable without gas.
- Developing a universal Priority Services Register.
- Training colleagues to deliver social value.
- Tackling fuel poverty.
- Making a statement for Human Rights and Modern Slavery.

Reporting against our ambition

Commitment from the top and at every level.

Executive remuneration

Maintaining a focused and driven senior management team is a critical element to delivering our safety and sustainability performance. We have structured our reward mechanisms to ensure remuneration is based on performance and is linked to clear and measurable outputs.

Sustainability outcomes accounted for 30% of the maximum potential reward for the company performance measures from the Short-Term Incentive Plan ('STIP') set for 2020/21:

- 10% related to mains replacement programme;
- 10% to safety 'Lost Time Injury Frequency Rate; and
- 10% to sustainability (Reduction in business carbon footprint and a reduction in waste to landfill).

For 2021/22 STIP, this will increase again to make up 35%:

- 15% Tier 1 replacement;
- 10% safety 'Lost Time Injury Frequency Rate; and
- 10% sustainability (reduction of waste).

These targets are set each year by the Remuneration Committee of the Board, following recommendations made by the Safety and Sustainability Committees. The outcomes are measured at the end of the year and reported in the annual report and accounts. These same measures are used to underpin bonus awards to managers to support alignment throughout the business.

The Long-Term Incentive Plan ('LTIP'), a three year scheme, for senior leaders also includes elements for environmental outcomes, with targets linked to fuel poverty, long-term asset management and mains replacement. Together these elements account for over 20% of the LTIP. The proportion relating to sustainability is increasing for the 3-year period of the LTIP we are setting in 2021. It will amount to 50% in total, 20% is based on mains replacement expenditure and carbon reduction with a further 30% on energy system transition.

New measures for RIIO-2

As we move into a new price control period, we will begin to set ourselves new targets and reporting goals as set out in our Environmental Action Plan, annual regulatory reporting performance and Ofgem's new Annual Environmental Reporting.

Sustainability Committee

In 2021, we separated our Safety & Sustainability Committee into two committees. Our Sustainability Committee meets four times a year and provides focused oversight and assurance of the management of sustainability issues on behalf of the Board. The Committee is supporting us in developing a forward-looking, goal-oriented strategy to deliver more sustainable outcomes for our customers, the environment and communities that we serve.

In April 2021, we committed and published our greenhouse gas target aligned to the latest science-based methodology and following a well-below 2°C global temperature rise pathway. We continue to align our activities to deliver against the UN Sustainable Goals and have recently become a corporate member of Support the Goals achieving a five-star rating.

Our Sustainability Committee membership and attendees reflect our commitment to the importance of this area of our business. The Committee consists of the following leaders:

Sustainability Committee (Board Members)

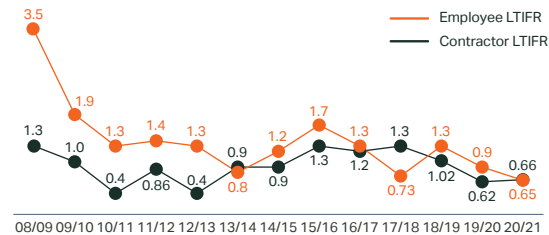
Perry Noble Chair	Catherine Bell	Ed Fidler
Howard Higgins	Simon Fennell	Paul Smith
Steve Hurrell	Howard Forster	

Sustainability Committee (Attendees)

Tony Ballance Chief Strategy & Regulation Officer	Steve Fraser Chief Executive Officer	Diane Bennett General Counsel & Company Secretary
Howard Forster Chief Operating Officer		

Goal for 2020/21**Occupational Safety**

Our ambition is to prevent all injuries associated with our activities. Our goal for 2020/21 was to achieve a Lost Time Injury Frequency Rate, ('LTIFR'), per million hours worked – below 0.7 for employees and contractors.

Progress in 2020/21**Employee and contractor LTIFR**

Our measure of Serious Injury to Members of the Public includes all injuries arising from our network or our work activities which require medical treatment. This includes injuries from contact with our street works as well as any injuries received through gas escape or explosion arising from a fault on our network. A small number of reported injuries are removed from this measure where it is established that an injury was not related to our activities or assets.

Goal for 2021/22

Our target for 2021/22 is for no more than 0.65 lost time injuries per million hours worked. This metric improved in 2020/21 and we aspire to improve further.

Continuing priorities for 2021/22:

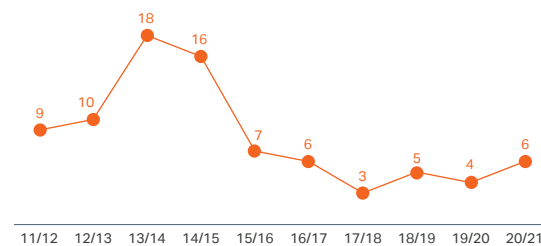
- Our Safety Improvement Groups will focus on reducing driver safety risk, promoting site safety to prevent injuries to members of the public and avoiding underground cable strikes.
- We will continue to implement our simplified management systems and reinvigorate our zero-harm culture.
- We will focus on more visible safety leadership for managers and front-line staff and including our office locations.

Our aim is to build on our good performance in making improvements after an accident or near miss, to become better at identifying, removing and learning from the hazards before they lead to near misses. We will measure progress on this through safety culture surveys and our safety performance.

Goal for 2020/21**Public Safety**

Our ambition is to ensure that no one is injured as a result of our activities.

Our goal for 2020/21 was to focus on the safety on our employees, contractors and members of the public around excavations and during the reinstatement process. To progress this we worked to reduce the time that excavations are open in public areas.

Progress in 2020/21**Serious injuries to members of the public**

Our measure of Serious Injury to Members of the Public includes all injuries arising from our network or our work activities which require medical treatment. This includes injuries from contact with our street works as well as any injuries received through gas escape or explosion arising from a fault on our network. A small number of reported injuries are removed from this measure where it is established that an injury was not related to our activities or assets.

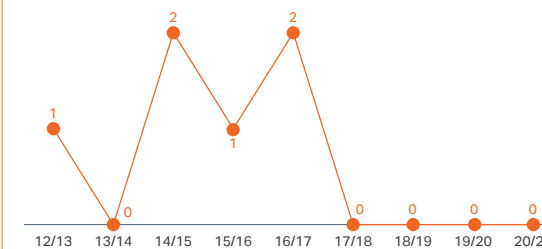
Goal for 2021/22

We will continue to:

- Focus on the safety on our employees, contractors and members of the public around excavations and during the reinstatement process.
- Work to reduce the time that excavations are open in public areas.

Goal for 2020/21**Environment**

We are committed to ensuring that there are no serious environmental incidents as a result of our operations, and we will ensure that we manage risks and put in place plans to prevent all serious incidents.

Progress in 2020/21**Serious environmental incidents***

2020/21 was the fourth year in succession where there were no serious incidents associated with our activities.

* Serious Environmental Incident – a significant environmental damage, pollution, breach of permits or legislation that leads to enforcement action by the Regulator.

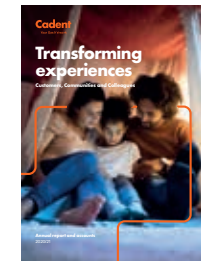
Goal for 2021/22

- Continual improvement across all sites in their environmental baseline score, a 50+ environmental survey for all depots.
- Deliver environmental awareness training for employees.
- Roll out biodiversity audits for all of our sites.



Read more in our Annual report and accounts 2021

<https://documents.cadentgas.com/view/75804728/>



Reporting against our ambition continued

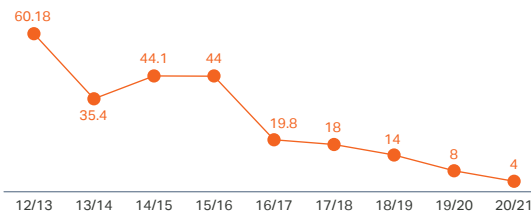
Goal for 2020/21

Resource Management

We believe that no avoidable waste should be sent to landfill. Our goal is for zero avoidable waste to landfill by 2021/22.

Progress in 2020/21

Percentage of waste to landfill – (Depots / Office waste only)*



In 2020/21 we sent 4% of our waste to landfill, making great progress against our target of zero waste to landfill for 2021/22.

* Does not include contractors' spoil waste from Polyethylene ('PE') pipe replacement programme.

Goal for 2021/22

Work to support our target of zero waste to landfill by the end of 2021/22 through continued improvement of facilities for waste segregation at depots and ensuring employee awareness.

- Reinforce and embed new recycling activities including barriers, signage and cones from street works.
- Engage with suppliers to minimise packaging and other waste at source through our work linking them with the Sustainability School.

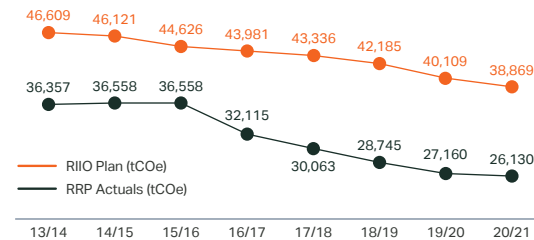
Goal for 2020/21

Energy & Emissions

As a responsible, regulated business we aim to reduce our business carbon footprint ('BCF'). Our goal for 2021/22 was to reduce our business carbon footprint by 17% from 2013/14 levels. We are currently outperforming this with a reduction by 2020/21 of 28%.

Progress in 2020/21

Business carbon footprint vs target (tCO₂e)



In 2020/21 we reduced our BCF by 3.8%. This continues the relatively strong performance in prior years and as a result we remain ahead of our long-term carbon emissions reduction trajectory.

To ensure consistency with our regulatory reporting obligations this measure excludes non-fuel related emissions from mains replacement contract partners, and may therefore be subject to change going forward if the scope or scale of work undertaken by partners changes.

Goal for 2021/22

Our priorities for 2020/21 are to:

- Procure 100% certified renewable electricity.
- Further reduce business travel and increase technology use for meetings.
- Support greater use of low emissions and hybrid vehicles.
- Work with contract partners to reduce their emissions.

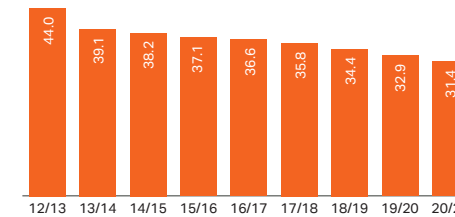
Goal for 2020/21

Greenhouse Gas ('GHG') Emissions

Our overarching goal is to reduce our greenhouse gas emissions to net zero by 2050. Our most important reduction activity is the mains replacement programme.

Progress in 2020/21

Emissions – percentage of baseline



We have committed to medium- and long-term targets to reduce our greenhouse gas emissions.

We have already successfully reached our 2020 target ahead of schedule (70% – 2019/20 vs 2020 target of 45%) and refocusing on our target to achieve net zero by 2050.

Goal for 2021/22

- Ensure continued delivery of our mains replacement programme.
- Engage with all stakeholders and regulators to highlight the environmental benefits of continued and accelerated mains replacement.



Goal for 2020/21**Social Performance**

We are committed to delivering improved levels of customer service. We are particularly focused on three things that matter most:

- Safety
- Satisfaction
- Engagement

Progress in 2020/21

- Improved our accessible and inclusive communications for all including improved signage.
- Increased use of opt-in SMS and WhatsApp services.
- Led communications for all safeguarding events and activity.
- Moved Safety Seymour initiative to complete virtual learning online. Launched CO Crew initiative and delivered a teacher portal.
- Improved literature for the Priority Services Register, carbon monoxide awareness and fuel poverty.
- Used British Sign Language and translations across video content.
- Targeted communications for non-English-speaking customers with eight language options.
- Established over 80 strategic partnerships and worked with all Fire and Rescue Services in our networks.
- Worked with our partners to tackle social isolation in a variety of ways.
- Delivered over 4,500 network extensions and connections to support those in fuel poverty.
- Increased match giving donations by allocating £4 for every £1 raised.
- Funded over £4.8m to local charities and communities through the Cadent Foundation.

Goal for 2021/22

- Raising awareness through direct conversations, partnerships and colleague training in relation to Priority Services.
- Raising awareness of the dangers of carbon monoxide across our networks.
- 1.25% of post-tax profits invested back into our communities through our charitable foundation.
- Simple, clear and comprehensive reporting against all of our customer commitments.
- Supporting our colleagues giving back to our communities through volunteering.

