





We never forget the position of trust in which we have been placed by our communities and our leaders

We understand that they expect us to act at all times with integrity, transparency and with the best interests of our customers always at heart. This is what we strive for, understanding that any of our actions – great or small – could undermine this position if they are viewed to be outside of our clear corporate ethos. We work hard to embed and broaden this trust, from the very largest project to our face-to-face dealings with a single customer.

## Trusted to act for our communities

### Our Trust Charter

We recognise that every interaction with our customers, stakeholder and communities is an opportunity to build trust. These opportunities come in both our direct contact with customers and through our delivery of the operational activities that our customers depend upon. Our corporate actions, which do not relate to our direct interactions with customers, can also improve our reputation as we believe that we are a force for good.

By recognising our wider social responsibility, and acting upon it, we can deliver customer outcomes that make a real and sustainable difference to the communities we support and build customer and stakeholder trust in how we operate.

We have undertaken extensive research with our customers (including future customers) and other stakeholders to understand what is important to them in building trust in us. They have helped us to prioritise the following five key commitments that underpin our new Trust Charter.

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How we will recommit to building trust through every operational interaction with customers and stakeholders

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The RIIO-2 activities that we will undertake to go the extra mile for customers and communities

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How we will continue to engender trust by taking action on the insights we draw from customer engagement

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The actions we take to support our people and help them develop

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How we are socially responsible in our corporate activities and build trust through transparency

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We are committed to strong corporate governance and high standards of ethical conduct. We know that we need to act in a way that builds trust in how we operate, making a real and sustainable difference to the communities we support.

1. Building trust through every action

2. Making a positive difference to our communities

3. Sustainable engagement to drive better outcomes

4. Create an environment for our employees to thrive and be proud of the service we deliver

5. Transparency in how we operate





**Cadent**  
Our values  
Our brand is built  
on four key values

**Commitment**

**Teamwork**

**Customer focus**

**Safety**

## Trusted to act for our communities

### Acting in a responsible and ethical way

Our Board provides oversight and is committed to strong corporate governance and high standards of ethical conduct. As part of this, we're committed to 'Always Doing the Right Thing' in the choices and decisions we make every day, both as individuals and as a company.

The Board sets a strong emphasis on the importance of our high ethical standards, whilst employees are supported to act ethically by local Ethics Champions in each area of the business, as well as by a dedicated Ethics team. Our ethical guide, 'Always Doing the Right Thing', on which all employees are trained, underpins our values, guiding how we behave and work today, along with our aspirations for tomorrow.

Through our Supplier Code of Conduct we outline our expectations of how our suppliers, and their supply chain partners, act when providing us with goods or services, ensuring the way our suppliers do business aligns to our values and aspirations. We expect all our suppliers to act in accordance with the highest ethical standards, and to comply with all relevant laws, regulations and licences.

Our Modern Slavery Statement sets out the steps we have taken to prevent slavery and human trafficking in our business and supply chains and at the same time raises awareness of this important issue.

Our anti-corruption and bribery policy sets out our

guidance to conduct all of our business in an honest and ethical manner. With a zero-tolerance approach, we are committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate and implementing and enforcing effective systems to counter bribery and corruption.

We continue to review our processes to prevent enforced labour, human trafficking and slavery, and provide regular guidance and training to our employees to embed our ethical code of conduct.

We are the only Gas Distribution Network to be part of Sustainability First's Fair for the Future project, which has involved active participation in establishing the four pillars of a sustainable licence to operate. This work has featured heavily in our Trust Charter and we continue to play an active role in the project.

Through our Global Supplier Code of Conduct, we expect our suppliers to comply with all laws relating to their business and adhere to the principles of the United Nations Global Compact, the Ethical Trading Initiative Base Code and the UK Modern Slavery Act 2015.

We have embedded four key values to drive the way we do business and ensure that even when decisions may be uncomfortable or challenging, we will always do the right thing.





## Our values

### Commitment

We are dedicated to delivering on our promises, keeping focused on safety and doing the right thing.

- Putting customers first always;
- Maintaining a relentless focus on safety;
- Doing the right thing;
- Decarbonising our future.

### Community

We are one business, focused on the needs of the communities we serve.

- Building team solidarity;
- Taking a human approach;
- Serving the nation.

### Curiosity

We explore and embrace new ways of thinking and working to meet the needs of our customers and stakeholders.

- Encouraging a start-up mentality;
- Taking a progressive outlook;
- Sharing ideas.

### Courage

We have the courage to embrace change and respond to the fundamental shifts in our society.

- Being open to change;
- Moving forward;
- Acting with confidence.



## Our work in the community

We operate a generous charity matched-giving process whereby we match the amount raised by employees for charities of their choice up to £400 per employee per year. This scheme is widely utilised by our colleagues and in 2019/20 over £194,352 of donations were received from employees.

We also offer an employee volunteering programme that all employees can sign up for. We work with Volunteering Matters to identify volunteering opportunities within our networks for employees to take part in. In 2019/20 125 staff gave 788 hours which directly benefitted 41,087 people.

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### Knights in hi-vis armour

In March 2020, the COVID-19 pandemic affected all aspects of life in the UK. We are very proud to say that our staff responded outstandingly to this change in circumstances.

Our First Call Operatives adapted to the new approaches that were introduced in line with government guidance and continued their vital work of repairing and maintaining the network and responding to any emergency calls related to suspected leaks. In our administrative teams, the Customer Support Centre adapted through a combination of working from home and working in offices that had been reorientated to respect social distancing requirements.

In addition to this, our teams were given the flexibility to use their time to volunteer and their Cadent vehicles to help deliver medical supplies and support foodbanks. Their collective commitment to supporting their communities was so gratifying to see and we thank them for everything they have done during this difficult time.

For more information on our response to the COVID-19 pandemic, please see our Annual Report and Accounts.

**Above:** Birmingham gas engineer Carlton Hardy has been hailed a hero by city Lord Mayor Councillor Mohammed Azim for his work in helping those in need during the COVID-19 pandemic.

