

# Reporting against our ambition

This table represents a selection of key measures and metrics that reflect the direct impact of our operations on people, our customers, communities and the environment. We use these to drive our ambition, define priorities and measure our performance. Currently we are committed to reducing our greenhouse gas emissions by 80% by 2050 and in 2016 introduced our

goal of zero avoidable waste to landfill by 2021/22. Our ambition over the coming years will take us even further along a path to becoming the leading gas distribution business. More information on our performance, definitions of the indicators and the referenced goals are provided in this report.

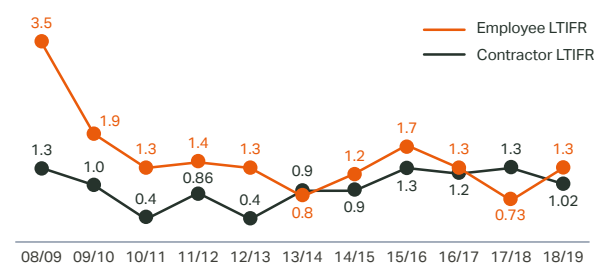
## Goal for 2018/19

### Occupational Safety

Our ambition is to prevent all injuries associated with our activities. Our goal for 2018/19 was to achieve a lost time injury frequency rate per million hours worked - below 0.9 for employees and contractors.

## Progress in 2018/19

### Employee and contractor LTIFR



Our combined lost time injury frequency rate per million hours worked was 1.12, missing our target. The main change from 2017/18 was a significant increase in injuries associated with road traffic collisions.

## Goal for 2019/20

Our target for 2019/20 is for no more than 0.8 lost time injuries per million hours worked and we aspire to improve further.

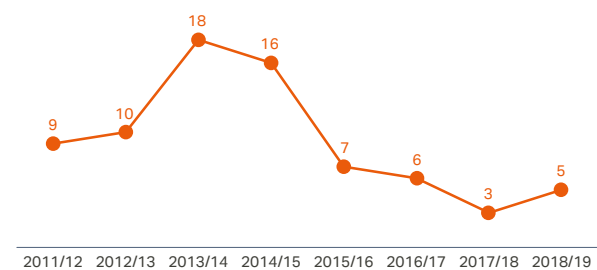
### Priorities for 2019/20:

- Our Safe Driving Group will focus on reducing driver safety risk.
- Simplify our management systems and reinvigorate our zero harm culture.
- Focus on more visible safety leadership for managers and front-line staff.

## Public Safety

In line with our ambition to ensure that no one is injured as a result of our activities, our goal for 2018/19 was for no more than 35 attributable injuries to members of the public with no increase in the number of serious injuries.

## Serious injuries to members of the public



47 attributable injuries were recorded and serious injuries increased from 3 to 5.

Our target for 2019/20 is for fewer than 33 attributable injuries to members of the public.

### To achieve this we will:

- Reinforce our safety commitments with our employees and contractors.
- Continuing focus on the safety on our employees, contractors and members of the public around excavations.
- Reduce the time taken to backfill and reinstate excavations in public areas.
- Manage improvement in all site environmental baseline scores.
- Review site emergency preparedness and response plans.

## Environment

We are committed to ensuring that there are no serious environmental incidents as a result of our operations, and we will ensure that Cadent manages risks and puts in place plans to prevent all serious (Category 1) incidents.

## Category 1 environmental incidents

Year	Number of incidents
2012/13	1
2013/14	0
2014/15	2
2015/16	1
2016/17	2
2017/18	0
2018/19	0

In 2018/19, for the second year in succession, there were no Category 1 incidents associated with Cadent's activities.

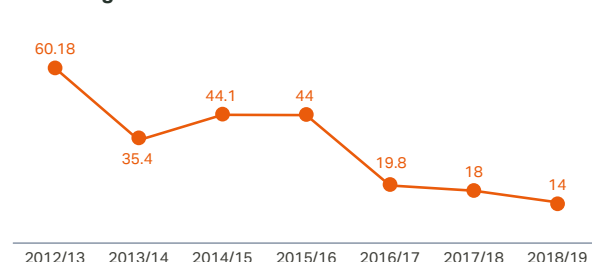
## Goal for 2018/19

### 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 2018/19

### Percentage of waste to landfill



In 2018/19 we sent 14% of our waste to landfill, continuing our progress towards our goal for 2021/22.

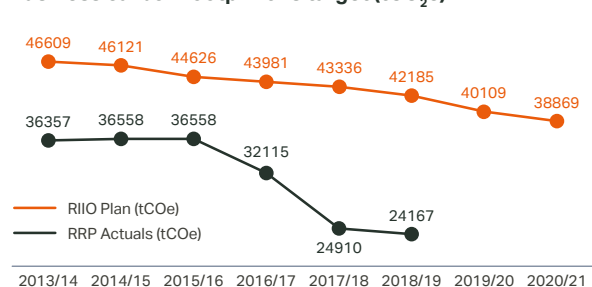
## Goal for 2019/20

- Improve facilities for waste segregation and employee awareness.
- Embed new recycling activities including barriers, signage and cones from streetworks.
- Engage with suppliers to minimise packaging and other waste at source.

## Energy and emissions

As a responsible, regulated business we aim to reduce our business carbon footprint ('BCF'). Our goal for 2018/19 was to reduce our business carbon footprint, as defined by Ofgem, by 4%, including a reduction relating to electricity consumption by 5%.

## Business carbon footprint vs target (tCO<sub>2</sub>e)



In 2018/19 we reduced our BCF by 3%. This follows relatively strong performance in prior years and as a result we remain ahead of our long-term target trajectory.

Our 2021/22 target is to reduce BCF by 17% from 2013/14 levels and to achieve this our priorities for 2019/20 are to:

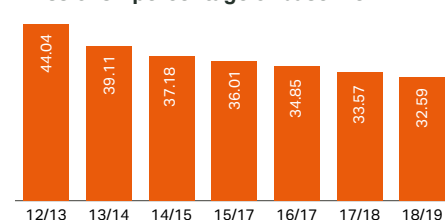
- Procure certified renewable energy.
- Further reduce business travel.
- Support greater use of low emissions vehicles.
- Work with contract partners to reduce their emissions.

## Greenhouse Gas ('GHG') Emissions

Our overarching goal is to reduce our emissions by 80% against a 1990 baseline by 2050.

Our most important reduction activity is the mains replacement programme.

## Emissions – percentage of baseline



In 2018/19 we delivered a 68% reduction in GHG emissions against the 1990 baseline. We are significantly ahead of and remain on target to achieve our goal ahead of 2050.

- 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.

## Social Performance

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

- Customer safety
- Customer satisfaction
- Engagement

## Improved

Our customer satisfaction scores in all three primary customer facing areas, but improvement is still needed.

## Improved

Our same-day closure rates for complaints to over 70%.

## Issued

Carbon monoxide safety advice to 294,990 customers and ran 151 carbon monoxide awareness classes for school children.

## Supplied

Over 24,000 carbon monoxide alarms to customers at elevated risk.

## Supported

Over 4,600 households in fuel poverty.

## Engaged

Over 20,000 customers on a wide range of issues relating to our customer service

- Improve our understanding of vulnerability to target our support in the right way.
- Establishing partnerships and working with third parties to meet the needs of customers in vulnerable situations where we do not have the expertise to help directly.
- More active targeting of subsidised connections to the gas grid for eligible households to help tackle fuel poverty.