

National Grid Independent User Group Charter

Objective

Deliver sustainable and ambitious outcomes in the interests of consumers and stakeholders by positively impacting National Grid-through critical review, challenge and holding to account.

Scope

- Monitor, challenge and input into National Grid's engagement programme with stakeholders and hold it to account in incorporating stakeholders' views into its business decision-making processes and plans.
- Play a key role in shaping National Grid as the pathway to Net Zero is developed, challenging how National Grid responds to external change.
- Scrutinise and provide expert input and challenge to National Grid's priorities and activities
- Hold National Grid to account in delivering its commitments by monitoring delivery and transparency.
- Help to make National Grid more stakeholder-led and to meaningfully demonstrate fairness, legitimacy and consumer-focus throughout the business.

How we will behave as a team?

- Adhere to our Code of Conduct
- Show empathy
- Appreciate diversity of views
- Make effective use of time
- Contribute to good quality discussion and challenges
- Prepare ahead of meetings to be able contribute effectively
- Represent our constituency, not our company

What we will do as a team?

- Add value
- Maintain independence and be transparent
- Challenge constructively and provide specific feedback
- Bring a diversity of views and
- Focus on outcomes and keep within scope
- Constantly seek to improve how we do things

Success Criteria

- Stakeholder priorities are embedded in decision-making processes and plans as business as usual
- Performance metrics & criteria clearly demonstrate National Grid performance
- User Group reports are authoritative and seen as such
- Better outcomes for customers and consumers

Commitment to the charter

National Grid User Group Code of Conduct (based on Nolan Principles of Public Life)

Principle	Description
Selflessness	User Group Members will act solely in the interests of National Grid’s stakeholders and end consumers
Integrity	User Group Members will avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They will not act or take decisions in order to gain financial or other material benefits for themselves, their family or their friends. They shall declare and resolve any interests and relationships.
Objectivity	User Group Members will act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias
Accountability	User Group Members are accountable to National Grid’s stakeholders and end consumers and will put in place measures to ensure effective scrutiny of the User Group’s activity
Openness	User Group Members will act and take decisions in an open and transparent manner. Information will not be withheld from the public unless there are clear and lawful reasons for doing so.
Honesty	User Group Members will, at all times, be truthful
Leadership	User Group Members will exhibit these principles in their behaviour. They will actively promote, and robustly support, the principles and be willing to challenge poor behaviour wherever it occurs.