



## Investing in our people and capability for the future



### Our commitments

- We will ensure we have a workforce with the right capabilities, both technical and leadership, to deliver on our obligations. [CO]
- We will create a purpose-driven and results-focused culture founded on care and inclusion which attracts, retains and engages a workforce fit for the future. [CO]
- We will provide up to 60 apprenticeship and graduate places on entry-level talent programmes annually, encouraging young people into our organisation and providing training to ensure they have the skills needed to lead and deliver the energy transition. [CO]
- We will invest to train our workforce, to ensure they have the skills needed to lead and deliver the energy transition. [CO]

### How we will deliver

- Our Strategic Workforce Planning (SWP) process confirmed the scale of the challenge is significant: to enable us to close out strongly RIIO-T2 and hit the ground running in RIIO-GT3, we are forecasting organisational growth from a baseline of 2,008 employees at the end of FY24 to 3,061 by the end of the RIIO-GT3 period.
- We will continue to develop our Employee Value Proposition (EVP) – a clear and honest statement of what employees should expect from us in exchange for their effort and loyalty, ensuring we are in a good place to work today and into the future. This EVP covers five pillars – Purpose, Growth, Care, Flexibility and Inclusion.
- We will invest in our people systems to improve recruitment processes, attracting skilled hires and improving training processes.

### Collaboration

- In training our people, we will work with gas distribution networks (and to a lesser extent electricity networks) to share knowledge and skills. We work with a wide range of training providers and bodies such as EU Skills and Skills England to review standards, training and routes of entry to the industry.

### Stakeholder engagement

- Our customers and stakeholders have attested to the shortfalls in skilled resource across electrical, instrumentational, cyber and mechanical disciplines, and gaps needing to be addressed in standards, entry pathways and training provision.
- Our customers and stakeholders have supported continuation of our efforts, and closer collaboration with other industry bodies, to train and upskill new talent, given the overlap in challenges faced and the pool of potential talent available.

### Consumer value and additionality

- Ensuring we have the correct personnel within our organisation enables us to deliver our obligations, including delivering safe and resilient supplies and having the skills and knowledge to help guide the transition to net zero.
- By bringing in new talent and providing training we are safeguarding for the future, ensuring we are resourced into the future and our workforce represents the communities we serve. Diversity, Equality and Inclusion (DEI) is discussed in more detail in our Workforce and Supply Chain Resilience Strategy.
- By training our own personnel, we deliver cost savings by ensuring we have capabilities in-house to conduct activities we may otherwise have to go out to the market for.

### Guide to our plan

- NGT\_A13\_Workforce and Supply Chain Resilience Strategy\_RIIO-GT3