

national**grid**

Remarkable

A celebration of women in National Grid

Sponsored by
Women In National Grid

Remarkable

This book has been inspired by a desire to showcase the remarkable female talent within our organisation.

Foreword by Cordi O’Hara	2	We are committed to working in and alongside our local communities	20
Team Remarkable	4		
WiNG Steering Committee	6	We are all technical experts across our fields	24
WiNG Ambassadors	7		
We work dynamically and flexibly in a changing energy landscape	8	We are delivering projects to meet the UK’s future energy needs	30
We recognise potential and promote on merit	12	Our Remarkable Talent Wall	34
We support professional development across all levels of the organisation	16	Company and individual recognitions	40
		Thank you	42

Foreword by Cordi O'Hara

Two years ago I was asked to take the chair of Women in National Grid and it has been an enormous privilege to work with this employee resource group. As part of our ongoing drive to promote gender diversity in the energy sector and our business, I'm delighted to introduce our first ever celebratory role model book.

For me it serves to address two main challenges: that women often lack senior role models to aspire to; and, to banish various myths around the art of the possible.

Positive role models help us see potential career paths that we may not have previously considered. The women in this book are not role models on unattainable pedestals – but 'real models' who are thriving within our organisation.

Our book brings together case studies from across our company that have positively surprised and delighted me. This book is about celebration, encouragement and good business.

In the UK we are leading the way, with 22% of our employees being female. Over the last few years we have seen a marginal improvement in the number of women across all levels in the UK, but we would like to show greater progress. This book is one of a number of activities that we are working on to help redress this balance.

At a broader level, inclusion and diversity remains integral to National Grid's business strategy. We need to reflect and understand the communities where we operate, innovate more through more diverse thinking and attract the best talent. This needs to be done in an inclusive environment that values difference.

We continue to work with partner organisations, such as the Women's Engineering Society, Business in the Community and the Royal Academy of Engineering, to further our commitment to greater gender balance.

Please take the time to congratulate your colleagues on their inclusion in this book and share these stories with others who may be interested.

On behalf of the WiNG steering committee, I hope you enjoy the book.



Cordi O'Hara
Director of UK System Operator
and WiNG Chair



Team Remarkable

We have really enjoyed creating this book, because we strongly believe that visible role models are vital to inspire others to reach their potential. It has been exciting to have the opportunity to discover and celebrate the rich female talent that we have across the business. We have been inspired by the achievements and personal stories of our role models, and are delighted that we are able to shine a spotlight on them.

Susan, Jo and Eva



WiNG Steering Committee

WiNG's mission is to support women in professional development, creating a network of talent to increase future business effectiveness within National Grid.



Cordi O'Hara
Director of UK System Operator
and WiNG Chair



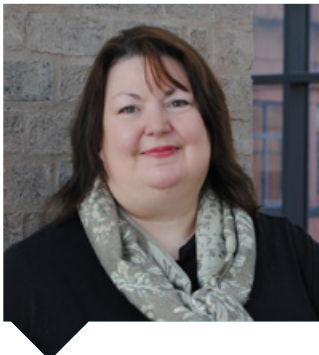
Susan McDonald
Strategic Wider Works Submissions
Manager, UK RIIO Delivery and
WiNG Lead



Eva Lindegren
Content Planner, Corporate Affairs
and WiNG Communication Lead



Jo Cantello
Programme & Performance
Manager, Global HR and WiNG
Steering Committee Member



Mary Prettyjohn
Global Resilience Assurance
Analyst, Safety, Sustainability &
Resilience and WiNG Steering
Committee Member



Susan Robson
Planning and Performance
Manager, Global IS and WiNG
Steering Committee Member



Brian Thornton
Business Support Analyst, National
Grid Metering and WiNG Steering
Committee Member

WiNG Ambassadors



In the picture,
from left

Sam Sultana
Process
Improvement
Project Manager
Gas Distribution

Trish Hunt
Commercial
Officer
*European
Business
Development*

**Ruby
Broomfield**
Community
Partnership
Advisor
*Corporate
Affairs*

**Anna
Stoneman**
Benefits
Specialist
Global HR

Rebecca Yang
Senior Account
Manager
*System
Operator*

We work dynamically and flexibly in a changing energy landscape

I joined the company 25 years ago, just after privatisation; following a holiday job with the CEGB while studying for my electronics degree. I started as a third engineer and my career has taken me to various different areas of the business, including: control room; planning; commercial; and balancing services. And in October 2015 I was promoted to Head of Gas Transmission Owner (GTO) Business Improvement.

During my time with the company I've had two children and have always worked full-time hours. I recognise that I have been very lucky to have had great managers, who have allowed and trusted me to flex my working times and locations around my children as needed – kids don't come with a plan, so flexibility is very important.

This hasn't stopped me applying for new opportunities and managing teams. I've always believed that it's important to go with the flow, be flexible and take new opportunities as they arise. For example, each return from maternity leave has taken me into new roles; sometimes that's felt challenging, but I've approached them positively and they've provided me with some great

experiences and, more importantly, some great people to work with. I think we can all do things to try and get a better work-life balance. When I managed the Network Operations Centre I trialled a nine day fortnight contract, so that I could cope with the demands of the role. It didn't work out for me personally; but I'm glad I gave it a go, as it helps me to understand what works and how things might work in different circumstances.

I'm also a partial carer for my elderly father and if, like me, you're balancing home and work demands, I think it's really important to be open and up-front with your managers about what you need. The main thing is to recognise both the individual's needs and those of the business, and get creative about solutions.

Isabelle

“During my time with the company I've had two children and have always worked full-time hours.”



Isabelle Haigh
Head of GTO Business Improvement,
Gas Transmission Operator



We work dynamically and flexibly in a changing energy landscape

In the picture:
Nina left and
Katherine right

Nina Ohol
Service Delivery Manager, HR Services,
Finance & Shared Services

“My life is a mixture of different roles – family, work and service – and I try to find the best balance I can. National Grid gives me the flexibility to manage each of these and I am able to make choices that fit me.”

Katherine Iles
Stakeholder Specialist, Gas Distribution

“Working for National Grid provides me with the flexibility to progress with my career while also having the time to be there for my children, which is really important to me. By having the right work–life balance, I’m happy both at work and at home!”

We recognise potential and promote on merit

After spending 18 months on the Graduate Scheme from 2004, I've had various roles in operations, trading and projects. But my role in Electricity Market Reform (EMR) has been the most influential; acting as a career springboard into my current role as Head of UK Energy Strategy within the System Operator (SO).

As a member of the SO leadership team, I spend a lot of time talking to government, the regulator and the Department of Energy & Climate Change (DECC); and I'm very proud that my team is seen as the 'power-house' of the SO.

I'm currently focusing on developing leadership capabilities within the team and we're doing this by supporting each other and looking at our own development needs.

Development is a passion of mine. I've always taken full responsibility for my own development, using both my line managers for input and my mentor for support. Networking with my peer-group has also been invaluable. It's so important to take time for development. A mentor once told me that "...you need to know where you want to get to and what you need to do in order to get there"; in other words, have a plan!

I always advise to start by knowing what you really like doing and what you really dislike. Think about what you can tolerate for a time if it gets you the skills you need. Be open to different ways and opportunities to get knowledge and experience. And draw on your networks – formal ones like WiNG and informal ones from the connections you've made along your career.

Finally, my motto is 'work hard, be the best you can be and be nice!'

Roisin

"I've always taken full responsibility for my own development..."



Roisin Quinn
Head of Energy Strategy and Policy,
System Operator



We recognise potential and promote on merit

In the picture:
Roseanne left
and Claire right

Roseanne Thomas
Gas Distribution Sale Communications
Lead, Corporate Affairs

"I feel extremely lucky to have worked with some brilliant people in National Grid who have been supportive of my development and encouraged me to be the best I can be. This has really inspired me to work hard and progress to where I am today."

Claire Atkins
UK Business Resilience Support Manager,
Safety, Sustainability & Resilience

"In my time at National Grid I have been fortunate to work in a variety of business areas. I have always been supported and encouraged, and this has inspired me to develop and further my career."

We support professional development across all levels of the organisation

After 30 years, I'm still amazed to be working for a company the breadth and size of National Grid. My career began in 1985 as a temporary Clerical Assistant in Electricity Transmission, based in Guildford; and, many roles and several locations later, I'm now Head of Customer Operations in Gas Distribution, based in Hinckley, with a team of around 870 people.

While working as a cashier in Finance, based in London, I was offered the opportunity to train as an accountant. For three years, in addition to my day job, I spent two evenings and one day a week at college to become a qualified Chartered Management Accountant. It was a huge personal commitment on my part, with many weekends spent studying. But I was so grateful for the company's support that I was determined to succeed.

My experience has made me passionate about supporting our people. My team is very diverse; with some just starting their career, some not academically qualified and some at a later stage in their career. But I believe that everyone has something to learn and something to contribute, so I encourage people to think about ways that they can improve.

I truly believe that, if you put in the effort, National Grid will support you to achieve success. My advice is to watch and emulate those who do things well, have a genuine curiosity for what others do, build strong relationships and, most importantly, have some fun!

I am very proud to be part of National Grid, especially when we operate at our best; during an operational emergency, contributing to our local communities and enabling our people to develop and progress.

Ann Marie

"...I believe that everyone has something to learn and something to contribute"

Ann Marie Ward

Head of Customer Operations
Gas Distribution





We support professional development across all levels of the organisation

In the picture:
Zoe left,
Tanya middle
and Caryl right

Zoe Chambers-Ward
Contract Support Analyst, Gas Distribution

“Through training, employee resources and project opportunities, National Grid has given me the support to take the initiative on my own career development.”

Tanya Hutchinson
Communications and Engagement Specialist, Gas Distribution

“There is nothing more satisfying to me than seeing someone develop on their professional journey, working towards reaching their full potential.”

Caryl Coton
Education and Skills Specialist, Global HR

“The company has provided me with opportunities to develop; allowing me time to study for my CIPD Level 7 Advanced diploma in HR, which has given me the confidence to manage my external contacts and to stand up at conferences to talk about our work with schools and the impact that’s having. With great management support, I’ve been able to gain my qualification, meet my objectives and also make sure I have a good work–life balance.”

We are committed to working in and alongside our local communities

As an IS Business Analyst, I spend a lot of time working around the different National Grid sites; and as a result I have a large network of support available, which has helped me to identify good development opportunities.

My best opportunities have come from my role as co-lead of Pride, National Grid’s lesbian, gay, bisexual and transgender (LGBT) employee resource group. I am proud to work for an organisation that takes diversity seriously and values the benefits it brings. We are one of the few top LGBT engineering companies in the UK.

My passion is to create an openness around coming out and to support people with good role models who can help tackle issues. One of my main focus areas is to help students who are transitioning from a well-supported environment at university to a new and different working environment. This is an important talent pool and the work Pride does helps to show us as an attractive employer – so, our culture of inclusion is something to be very proud of.

On a personal level, Pride has enabled me to work with senior leaders in our organisation, cut across the different business areas to work collaboratively, and meet some inspiring internal and external role models.

It’s been a very rewarding opportunity and I would encourage everyone to consider getting involved in some form of volunteering.

Melanie

“As an IS Business Analyst, I spend a lot of time working around the different National Grid sites.”



Melanie Jackson

Business Analyst,
Global IS



We are committed to working in and alongside our local communities

In the picture:
Marianne left,
Louise middle and
Hannah right

Marianne Fitzpatrick Senior Performance Analyst, Global Procurement

"Volunteering with Special Olympics Great Britain has given me the chance to experience life changing opportunities. It has enabled me to develop new skills and network with people from across National Grid as well as work alongside so many people from differing backgrounds."

Louise Saunders I&C Service Delivery Manager, National Grid Metering

"Being involved in National Grid's supported internship programme 'EmployAbility – Let's Work Together' has brought me closer to the community in which I work, allowed me to meet some amazing people and really enriched my personal and working life."

Hannah Wellings Gas Distribution Support Management Accountant, Finance & Shared Services

"I'm proud to work for a company that gives back to the community. National Grid facilitates opportunities to share my skills with local schools and help me inspire others."

We are all technical experts across our fields

I'm so proud to be the youngest ever Fellow of the Institute of Engineering and Technology (IET) – it's the highest accolade you can get from the IET and I've strived really hard to get it! After leaving school without any formal qualifications, I achieved a Master's Degree in Engineering, MBA, MSc Technology Management and I'm currently studying for a Masters in Law (all in my own time).

I take my role as a Delivery Manager very seriously and had a clear career path to get here – after further education, I worked as a Commissioning Engineer, an Engineering Team Leader, Operations Manager and Asset Technical Manager. I now look after the maintenance of electricity substations and manage a team of 146 people.

I'm passionate about learning and think it's really important to keep developing and pushing yourself outside your comfort zone. Look for role models and get support from other women. Make the most of training programmes and opportunities that come your way.

As an IET Fellow, I volunteer as the North Yorkshire Chairman and I also chair the IET Bursaries Award. I'm a STEM ambassador and, in 2002 and 2004, I won the IET's Most Promising Young Female Engineer award and UK Young Woman Engineer of the Year award. And, in 2005, I won the National Higher Education Gold Award.

No matter how hard things are, be determined, passionate and know what you really want. From having low aspirations, I now really believe that the world is my oyster!

Faye

"I'm passionate about learning and think it's really important to keep developing and pushing yourself..."



Faye Banks
Delivery Manager,
Electricity Transmission Asset
Management

We are all technical experts across our fields

I am really proud to be the first fully authorised female Power System Control Engineer (CE) in our Transmission Network Control Centre (TNCC).

I have always wanted to be an engineer. My inspiration came from my best friend's dad who worked at a power station. He would talk about his job and how much he enjoyed making a difference and keeping the lights on. At school I enjoyed physics and maths, so engineering was a natural choice when I got to university.

I joined National Grid in 2009 as an Assistant Transmission Dispatch Engineer, working at the Electricity National Control Centre. When the TNCC was created, I took the opportunity to explore a different work environment by volunteering to relocate and join the TNCC. The relocation process was challenging but I got amazing support from the company.

To become fully qualified and authorised to work at the TNCC, I had eight months of intensive training – technical classroom-based sessions as well as a large number of sessions on the transmission simulator.

My biggest challenge was the volume of information I had to know to do the CE role. Finding the time to read in order to work towards my authorisation, as well as keep up with the normal job, was a big challenge because I also have a very busy family life with two young children.

Since I joined National Grid I have always worked in the control room environment, following a 24 hour shift working pattern. I personally find that working shifts can provide a great deal of flexibility, allowing for a great work-life balance. I find that, with some good time management, I'm able to be fully engaged in my children's school life and still have some personal time. I have used this time to study for an MSc in Power System Control.

Being a Power System Control Engineer is fulfilling in that I feel that I make a difference to the lives of so many people, who depend on the availability of electricity for everyday activities. Electricity is taken for granted when it's available, but its absence has a significant impact on everyone.

I am so proud to be part of the team that 'keeps the lights on'.

Senamiso

"The relocation process was challenging but I got amazing support from the company."



Senamiso Mathobela
Power System Control Engineer,
Electricity Transmission Asset
Management



We are all technical experts across our fields

In the picture:
From left: Kate,
Bridget, Sally,
Rachel and Cathy

Kate Grant
Innovation Delivery Manager,
Gas Distribution
“A foundation in engineering has enabled me to work on a variety of exciting projects, including the London Olympic Games. I am passionate about innovation and what better way is there to be a change agent in the energy industry than through working for National Grid?”

Sally Nicholson
Bishops Wood Substation Team Leader,
Electricity Transmission Asset Management
“Working in the field with ETAM Operations is great fun and very rewarding. We are literally keeping the lights on 24/7 by responding on the ground to alarms and technical faults, as well as carrying out planned and routine maintenance in a safe and controlled environment.”

Bridget Hartley
Investment Manager, Gas Transmission
Asset Management
“I find my technical background enables me to understand and communicate the engineering drivers behind our investment proposals, leading to better decision making.”

Rachel Morfill
Executive Assistant to UK
Executive Director
“My technical expertise is something I deeply cherish and I feel proud of what I have achieved as a result.”

Cathy McClay
Head of Commercial Operations,
System Operator
“My technical expertise allows me to make better commercial decisions, which deliver value for our customers and National Grid.”

We are delivering projects to meet the UK's future energy needs

I've had many varied roles before becoming the Head of Major Infrastructure Development; and it's probably not the typical route that you would have expected. But, looking back, they've all contributed to me gaining the skills and experiences that are invaluable in this role.

I started my career in 1997 as a Mathematics graduate working for British Gas, before undertaking a wide variety of roles in Gas Distribution and Electricity Transmission Construction. The major 'spring-boards' in my career have been becoming an Alliance Manager and, more recently, the Senior Project Manager for the Hinkley C Nuclear connection. Both of these roles require you to have numerous skills, including: safety, operational, programme, commercial, regulatory, financial, and people skills. And I've had the opportunity to develop these by challenging myself to try new things.

A key aspect of my career has been having the right sponsors, who have been great advocates in recognising my potential but also challenging me. An example of this is when I achieved sponsorship from within Construction to move to a role that was significantly different to all of my previous roles.

This enabled me to expand my knowledge of the business, develop my leadership skills, demonstrate my adaptability to new situations and build confidence in my own ability; all of which led to me being the first female Alliance Manager in National Grid.

I have always been encouraged to think about what my strengths and weaknesses are, and how I can plug the gaps. As a senior leader you are not going to be an expert in all areas and so you have to adapt your leadership style. It's more important to know the strengths and weaknesses of yourself and your team: know who the 'go to' people are; be able to build relationships and communicate well; to go with your instinct on the information you've got; and to trust your team to deliver.

Sue

"It's more important to know the strengths and weaknesses of yourself..."



Sue Adam

Head of Major Infrastructure Development, Capital Delivery



We are delivering projects to meet the UK's future energy needs

In the picture:
Charlotte left and
Rebecca right.

Charlotte Ramsay
Future of SO Programme Director,
System Operator
“The System Operator is in a great position to lead positive change for the whole system. We are creating the energy marketplaces of the future that will transform the energy landscape!”

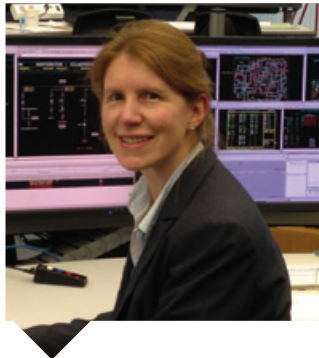
Rebecca Scott
Project Engineer, Capital Delivery
“It’s exciting to work in a project environment that is fast paced and challenging; and satisfying to see, after months of hard work, new equipment being commissioned on the network with the knowledge that it will be delivering energy and supplying our customers for the next 40 years.”

Our Remarkable Talent Wall

In addition to our fantastic case studies, many other remarkable women from across the company were also nominated to be included in our book. They are recognised here in our talent wall.



Aimee Marsden
Senior Performance Analyst
Non Regulated Businesses



Angela Wilks
Operational Manager
System Operator



Anna Stoneman
Benefits Specialist
Global HR



Beth Ashton
Data Engineer
System Operator



Carrie Dunn
Head of HR Services
UK Shared Services



Emma Pepper
Operations Planning Team Leader
Gas Transmission Asset Management



Gina Wright
Commercial Support Manager
Gas Distribution



Janine Freeman
Director UK Corporate Affairs
Corporate Affairs



Hilary Buxton
Head of Replace & Extend Process
Gas Distribution



Huma Ali
Senior HR Business Partner
Global HR



Jagruti Pala
Development Team Manager
– Overhead Lines & Cables
Capital Delivery



Biljana Stojkovska
Power System Engineer
System Operator



Kate Blades
Business Support Manager
Capital Delivery



Kayte O'Neill
Corporate Strategy Manager
Corporate Strategy & Business Development

WiNG Yearbook – Talent Wall



Kelsey McClean
Service Delivery Specialist
Global IS



Kerrie Martin
Customer Service
Management Analyst
Global IS



Kerri Matthews
Head of Domestic Metering
National Grid Metering



Leanne Evans
Affordability Manager
*Electricity Transmission
Asset Management*



Michelle Clark
Process Performance Manager
Electricity Transmission Operator



Monisha Gower
Lead Project Manager
Capital Delivery



Mumtaz Patel
Performance and
Assurance Manager
Gas Distribution



Louise Farnworth
UK HR Director
Global HR



Maggie Steven
Project Management Officer
UK LNG



Michelle Brennan
Planning & Performance Analyst
Global IS



Nicky Damerell
Head of Business Capability
& Assurance
*Electricity Transmission Asset
Management*



Nicola Pennington
Business Consultant
Global IS



Rachel Davidson
UK General Counsel &
Company Secretary
Company Secretariat & Legal



Sally Nicholson
Bishops Wood Substation
Team Leader
*Electricity Transmission
Asset Management*

WiNG Yearbook – Talent Wall



Sarah Kite
Performance and Reporting Analyst
Gas Distribution



Sharna Czerpak
New Talent Development Specialist
Global HR



Tamara Hamill
Programme Delivery Lead
Global IS



Tatiana Smith
Management Accountant –
Capex Planning and Reporting
UK Finance



Tracy Hine
Stakeholder Strategy &
Performance Manager
Gas Distribution



Vicky Young
Corporate IS Digital Risk & Security
Global Project Manager
Global IS



Vikki Pope
Strategic Projects Manager
Global IS

22.3%

of our UK employees are female

Of new hires between April 2014
and May 2015 women represented

29.6%

During April 2014 and May 2015,
female promotions made up

29.5%

7 of our 17

UK Executive members are women

Company and individual recognitions

National Grid’s UK commitment to encouraging, attracting, retaining and celebrating female talent.

Here is a selection of highlights from 2015, recognising the outstanding achievements by the women of National Grid and the company’s commitment to support the development of female talent, both internally and externally.

- WiNG is chaired by Cordi O’Hara, Director of UK System Operator – the first female director in charge of keeping the UK’s lights on. <http://www.nationalgridconnecting.com/changing-attitudes/>
- In February 2016, Senamiso Mathobela became the first fully authorised female Power System Control Engineer in our Transmission Network Control Centre (TNCC). <http://ournationalgrid.com/uk/first-fully-authorized-female-tncc-power-system-control-engineer-appointed/>
- Faye Banks, Delivery Manager in Electricity Transmission Asset Management and our ‘technical experts’ case study, was the youngest ever person to be made a Fellow of The Institution of Engineering and Technology (IET). <http://www.theiet.org/membership/types/fiet/meet-members/faye-banks.cfm>

- Susan McDonald, Strategic Wider Works Submission Manager in RIIO Delivery and WiNG Lead, was the winner of the Ernst & Young and Energy UK Young Energy Professional of the Year 2015. <http://ournationalgrid.com/uk/yep-shes-done-it/> Susan was also shortlisted in the 2016 WeAreTheCity’s Top 100 Rising Star Awards. <http://risingstars.wearethecity.com/susan-mcdonald/>
- Rebecca Scott, Project Engineer in Capital Delivery, was a finalist of the APM Young Project Professional of the Year Award 2015.
- Nicola Todd, Power System Engineer in Electricity Transmission Asset Management, was a finalist of the TARGETJobs 2015 Rising Star Award.
- Kerrie Martin, Customer Service Management Analyst in Global IS, was a finalist of the Everywoman in Technology 2015 Rising Star of the Year Award.
- Biljana Stojkovska, Power System Engineer in System Operator, was appointed as Chair of CIGRÉ UK’s external women’s network. <http://ournationalgrid.com/uk/national-grid-engineer-chairs-external-womens-network/>
- National Grid won Business in the Community’s Opportunity Now 2015 award ‘The Nationwide Inspiring the Workforce of the Future’, for their ‘Power Up – inspiring future IT careers for school girls’ programme. <http://ournationalgrid.com/uk/national-grid-recognised-as-inclusive-workplace-for-women/>

Thank you

We would like to express our sincere gratitude to everyone who contributed to this book and made it possible to showcase the remarkable female talent within our organisation: our incredibly talented and inspirational employees; our senior leadership team, who supported its publication; and the professionals who enabled its production.

Susan, Jo and Eva

nationalgrid

WiNG

National Grid plc

National Grid House,
Warwick Technology Park,
Gallows Hill, Warwick.
CV34 6DA United Kingdom
Registered in England and Wales
No. 4031152

www.nationalgrid.com/remarkable