

How we measure our performance

Strategic themes and outcomes

By delivering our strategy to create sustainable value in both the long and short-term, we aim to deliver the following key outcomes for our stakeholders, in line with our strategic themes:



Our key performance indicators (KPIs)

To help measure our progress on how well we are adding value for our stakeholders and delivering the outcomes described above, we focus on a range of financial and operational KPIs, as defined on the next page. These KPIs are set for the five-year planning period and encompass the important areas of customer service and environmental performance, as well as financial indicators, taking into consideration the interests of all our stakeholders. Strong performance across these KPIs would indicate that our strategy is delivering on our targeted outcomes, helping us on our path to reaching our long-term strategic goals.

Our financial KPIs are the same as for the previous year, and our operational KPIs are the same as for the previous year, with the exception of the KPI relating to the non-household retail part of the business. As this is now under our joint venture, the non-household price control is no longer within our consolidated group and we no longer include this as one of our KPIs.

Our executive bonuses and long-term incentives are closely aligned to our financial and operational performance KPIs, as highlighted in the remuneration report on pages 86 to 109.