



# Supplier Code of Conduct

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nationalgrid

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**Cover image:** Dorset underground cabling. The Dorset AONB (Area of Outstanding Natural Beauty) was designated in 1959. It covers nearly all of the Dorset coast and significant areas inland. The geology is strongly expressed along the Jurassic Coast, a World Heritage Site, and it gives rise to a varied landscape of downland, ridges and vales.

The Dorset AONB project will replace 8.8km of overhead line near Dorchester with an underground connection, permanently removing 22 pylons from the landscape.

# Introduction

**National Grid lies at the heart of a transforming energy system spanning the UK and US, and is committed to being a responsible business in everything we do.**

**We are at the center of one of the greatest challenges facing our society – delivering clean energy to support our world long into the future.**

We value our relationship with you, as you play an essential part in helping create a more socially, economically, and environmentally responsible supply chain.

Our values describe what we stand for and guide our behaviour. They set the tone and shape the culture of our organisation. Every day we:



- Act safely, inclusively and with integrity.
- Support and care for each other.
- Speak up, challenge and act.



- Work as one team to find solutions.
- Embrace learning and new ideas.
- Simplify to what really matters.



- Be bold and act with passion and purpose.
- Take ownership to deliver to customers.
- Focus on progress over perfection.

Along with our values, our [Responsible Business Charter](#) outlines our commitments and ambitions to lead the clean energy transition in areas where we can have the most impact on society. Working with all our stakeholders, including our supply chain, we follow principles of sustainability, equality, and accountability in all our actions.

Our code of conduct sets out our expectations, values, and fundamental principles which we expect you to extend into your business and your own supply chain. We expect you and your supply chain to act in accordance with the highest ethical standards and comply with all relevant laws, regulations and licenses when working for National Grid.



**Simon Harnett**  
**Chief Procurement Officer**  
**National Grid**

# Section one

## People

**We will develop the skills to enable and accelerate the energy transition and strive to build a diverse workforce and inclusive culture.**

### Health and safety

In line with our key values, ensuring the health and safety of our employees, contractors and members of the public is one of our core values at National Grid. We strive to do the right thing, and ultimately be a recognised leader in the development and operation of safe, reliable, and sustainable energy infrastructure that creates a purpose and belonging.

We believe that everyone in National Grid and everyone we contract with, collectively and individually, has a part to play to achieve this.

To work with National Grid, you must:

- understand your health and safety responsibilities
- be committed to creating an environment that is safe, healthy, and secure for all your employees, and anyone who may be affected by your undertaking
- understand the safety of employees, contractors and members of the public is a mutual priority.

### Wellbeing

Managing the wellbeing of our employees, contractors and supply chain is also one of our priorities. We know that where our people are engaged and healthy our work is more efficient, and our culture is more positive.

Following our approach, we encourage you to:

- focus on the physical aspects of health, understanding the impact this may have on the psychological aspects of health too
- understand fatigue risk and stress risk
- design workplaces and tasks around wellbeing needs
- ensure wellbeing is a priority for your workforce.

### Respecting human rights and combatting modern slavery

National Grid expects all businesses in our supply chain to share our commitment to respecting, protecting, and promoting human rights. This includes alignment to the United Nations Guiding Principles on Business and Human Rights, the United Nations Global Compact Ten Principles, the core labour standards of the International Labour Organisation (ILO), the US Trafficking and Violence Protection Act 2000, the Department of State Principles of Combating Human Trafficking and the Ethical Trade Initiative (ETI) Base Code as a reference standard.

As a minimum, we expect:

- employment is freely chosen
- the right of collective bargaining
- safe and hygienic working conditions
- no use of child labour
- Living Wages are paid
- no excessive working hours
- no discrimination
- regular employment
- no harsh or inhumane treatment
- a full understanding of your business operations and wider supply chain
- that any potential human rights and modern slavery risks are assessed, managed, and mitigated
- compliance with the requirements of relevant Modern Slavery Acts (e.g. The Modern Slavery Act 2015 for England and Wales) in your operating area(s).

If your business operates in the UK, we encourage you to publish an annual modern slavery statement on the [modern slavery statement registry](#) regardless of whether this is a legal obligation to do so.



## The Real Living Wage

In the UK, National Grid has demonstrated its commitment to fair pay via accreditation with the [Living Wage Foundation](#). This commits both National Grid and contractors working on our behalf to pay, as a minimum, the real living wage as promoted by the Living Wage Foundation.

Therefore:

- the requirements of the Living Wage Foundation are mandated for all new UK contracts and embedded into our contract terms and conditions
- the requirements apply to all contractors aged over 18 who work on behalf of National Grid for two or more hours a week for eight or more consecutive weeks
- we ask suppliers with existing contracts for voluntary participation
- we may require verification on request that the real living wage is being paid where contractually stipulated
- we expect our employment agency partners to uphold the same standards of employment that we offer our direct employees and adopt the “employer pays” principle. This means that no employee of National Grid should ever have to pay to obtain access to temporary or permanent work within our organisation or supply chain.



# Section two

## Customers and communities

**We will deliver sustainable energy safely, reliably, and affordably, ensuring no one gets left behind.**

### Community and workforce resilience

Our approach to responsibility in our communities goes beyond safely maintaining the resilient energy system society expects. It is also about making sure our economic and social role in the community has the greatest possible positive impact in supporting an affordable energy transition.

Additionally, National Grid is committed to skills development within our own business and that of our supply chain to meet the skills gap challenges recognised as an issue in our industry.

We recognise the role the supply chain can play in supporting this approach; therefore National Grid encourages suppliers to:

- understand how their activities impact both the local area and wider community
- make positive contributions and investments where appropriate, for example, by providing local employment opportunities, skills development, and workforce volunteering
- build positive relationships and minimise disruption to communities
- support our approach in developing the workforce of the future by focusing on formal training programme targeted in areas considered to be in short supply. This includes the use of apprentices, graduate schemes, and other development/training programmes.

### Resilience and business continuity

National Grid plays a role in developing, operating and maintaining critical national infrastructure. We rely on our suppliers to help us reliably provide for customers.

Therefore, National Grid expects all businesses in our supply chain to:

- have aligned resilience and business continuity arrangements with Crisis Management and Pandemic Plans in place. As a minimum, these should consider people, premises, process (information and technology), and providers
- review, test and exercise plans on a regular basis to ensure that you can continue to provide your services to National Grid in the event of any disruption to your operations.

More detail will be provided through the procurement process and contained within individual contracts where business continuity arrangements may be subject to review as part of the ongoing management of the contract.

### Supplier diversity, equity, and inclusion

It is National Grid's corporate policy and a responsible business commitment to promote diversity, equity and inclusion in our supply chain. Expanding the diversity of suppliers in our supply chain, as outlined in our [Global Supplier Diversity Policy](#), is an important part of our procurement strategy. We understand the value of an inclusive supply chain that is richly diverse with ethnic minority, women, LGBTQ, disabled, veteran and small and medium enterprises and other diverse businesses reflective of the communities we serve across the globe.

Therefore, we encourage you to follow our approach and:

- increase small diverse supplier participation in your own sourcing opportunities
- identify subcontracting opportunities for small and diverse suppliers
- if requested, provide us with your diverse spend numbers via our third party spend tracking tool so National Grid can track Tier II Supplier Diversity Spend.

# Section three

## Environment

### We will enable a fair and affordable transition to a clean energy economy and reduce our own emissions.

#### Protecting the environment

At National Grid we are committed to being a responsible business, we recognise the value of the natural environment, and we ensure that environmental sustainability considerations are made in our ways of working, including in our investment, procurement, and operational decisions. We believe that we are all responsible for protecting the environment and our Responsible Business Charter 2023 (RBC) articulates what 'responsibility' means for us at National Grid.

Accordingly, we expect all our suppliers to support our RBC commitments and actively work towards making a positive impact on environmental factors, especially those linked to our operations.

As a minimum, we expect you to:

- ensure environmental considerations are included in your operations, activities, and documentation throughout the lifecycle of works with National Grid starting from sourcing activities to continued service
- comply with all applicable legal and statutory requirements and obligations and have in place or work toward an environmental management system that is aligned to the requirements set out in recognised standards such as ISO14001
- always act to prevent pollution which may result from your upstream and downstream activities
- inform National Grid if you or any members of your value chain are operating in a water-scarce area and provide the relevant mitigation measures and evidence these are in place
- utilise environmental impact assessment approaches or tools to ensure that any activities that may have a negative impact on natural habitats are conducted in a manner to protect biodiversity, limit deforestation and preserve land and marine resources

- align your procurement programme and processes with best available practices in your industry, including recognised standards such as the ISO 20400 for sustainable procurement
- assess ways to reduce the impact of climate change on your activities by implementing mitigation and/or adaptation measures
- deliver carbon neutral projects in alignment with PAS 2080 where applicable.

#### Setting targets

Our aim is to be a leading global utility, demonstrating technical and commercial solutions to help achieve net zero for the energy sector. Accordingly, we have set targets to reduce our own greenhouse gas emissions and continue to explore opportunities for setting more ambitious ones.

Therefore, we encourage all our suppliers to:

- commit to the Science Based Target initiatives (SBTi's) where applicable to support our decarbonisation pathways. Further information on our science-based targets commitments can be found [here](#)
- establish a decarbonisation pathway in line with applicable guidelines to substantiate carbon reduction claims in your operations
- implement an environmental strategy and establish relevant performance indicators and targets, including, but not limited to:
  - the reduction of Greenhouse Gas (GHG) emissions
  - a systemic waste management process tailored to waste hierarchy, prioritising waste prevention and zero waste to landfill
  - tracking of energy usage, using renewable sources and increasing energy efficiency where possible
  - ensuring resources are used efficiently, through good design, the procurement and use of sustainable materials, using less packaging, re-use, recovery, and recycling of materials in a way that supports the circular economy methodology

- seeking sustainable opportunities to enhance the natural value of the area for the benefit of communities and/or the environment
- a water management process or assessment to identify and oversee water-related risks including current and future water stress
- robust systems, processes, and other resources to furnish most up-to-date and verifiable environmental data and narrative that is reasonably free from any material misstatement, when requested by National Grid
- training, skills, knowledge, and resources on good environmental sustainability practices to your staff working with National Grid
- where applicable, sign up to the Procurement Skills Accord (PSA) to support the creation of a sustainably skilled workforce in your sector.

### Climate-Related Disclosures

National Grid is committed to achieving net zero by 2050 for Scope 1, 2, and 3 emissions. To help us reach and report on our Scope 3 commitment, we reserve the right to request you to:

- disclose your climate data annually through our partner CDP (more information on how we select our suppliers for CDP reporting can be found [here](#))
- share your Environmental, Social and Governance (ESG) data through the Sustainable Supply Chain Alliance (SSCA) annually
- report your waste volume, including your reuse and recyclability rate
- provide energy efficiency strategies
- provide a certificate of provenance, sourcing, or any similar document to substantiate how your raw materials, product(s) or service(s) are sourced sustainably and ethically.

### Conflict minerals

National Grid is committed to complying with Section 1502 of the Dodd-Frank Act (“Conflict Minerals Rule”), a US federal law that requires us to publicly disclose the use of conflict minerals. The term ‘conflict minerals’ generally refers to cassiterite (tin), coltan (tantalum), wolframite (tungsten), and gold, or derivatives of these minerals from the Democratic Republic of Congo (DRC).

Our policy is to avoid using products containing conflict minerals.

If you know, or have reason to believe, that conflict minerals may be contained within the product that you are supplying to us you must exercise due diligence to determine the source.

We expect you, as a business in our supply chain, to:

- have a policy and controls in place to monitor and prevent the use of minerals sourced illegally or unethically
- document your due diligence efforts and make your measures available to us on request and provide us with evidence of the origin of the conflict minerals in products supplied by you to us.





# Section four

## Responsible business fundamentals

**We will make sure our governance mechanisms reflect our commitments, and that the principles of responsibility guide us in everything we do.**

### Business ethics standards, fraud, bribery, and corruption

At National Grid, we have a zero-tolerance approach to any type of bribery, fraud, or corrupt business practices.

Therefore, we expect you to:

- have a programme in place to prevent bribery, fraud, or corrupt business practices
- have procedures in place in accordance with all applicable local, state, federal or national laws or regulations. This includes without limitation, the UK Bribery Act 2010, UK Criminal Finances Act 2017 (Criminal Facilitation of Tax Evasion) and the US Foreign Corrupt Practices Act 1977
- have reporting channels in place so employees can raise concerns about inappropriate business practices or unethical behaviour
- have processes in place to protect employees who raise concerns which includes protecting their identity
- escalate concerns relating to inappropriate business practices or unethical behaviour to us at the time you become aware so we can proactively work together to find a resolution.

### Entertainment, hospitality, gifts, and cash rewards

We require you to help enforce our rules on business rewards, such as gifts, meals, hospitality, and entertainment. Employees working in Procurement and those who directly buy goods, works or services for our business are not allowed to give or receive any gifts, hospitality or entertainment.

All other employees may accept hospitality and entertainment as long as it is appropriate, has a genuine business purpose and is within the guidelines as set out in our [Code of Ethics](#). The best way to avoid a potential conflict of interest is to avoid offering gifts, rewards, hospitality, or entertainment to our employees altogether.

We do not expect our employees to take part in any activity that would affect their judgement when dealing with you. We do not allow our staff to accept cash or cash equivalents, such as gift certificates.

### Testimonials and endorsements

We will not give testimonials or individual company endorsements including customer feedback surveys, and you should not request them. We may provide factual references on request for work that has been completed on our behalf.

### Social media

Social media is now an integral part of our society. It enables us to convey messages and opinions to a wide audience instantaneously. The messages you convey become permanent public statements reflecting upon you, your business, your clients, and customers.

If your social media activity is linked in any way – or could be deemed to be related to National Grid – by our customers, key stakeholders or others, the company has a legitimate interest in what is in the content being published, whether this is posted through a business or personal account.

Therefore, we expect you to:

- use social media in a responsible, reasonable, and respectful manner and ensure any comments you make align with the ethical values of National Grid. Do not post confidential National Grid proprietary information or business secrets. Discriminatory, harassing, offensive, bullying, abusive, threatening, false or misleading comments is unacceptable
- not create new social media channels using National Grid's brand without permission from the Group Social Media Team
- not share embargoed company announcements prior to the time and date specified
- not discuss sensitive business-related topics, such as our performance, or anything else to jeopardise our trade secrets, confidential company information or intellectual property

- make it clear that any social posts you share about National Grid, or recommendations about working with certain people, are your personal opinions, made in a personal capacity and not on behalf of National Grid. You cannot refer to other National Grid colleagues by name without their express consent. Your recommendation must also not refer to any National Grid proprietary information or anything else that is confidential or involves our customers. Any breach of the above may result in action and could involve us requesting that you cease providing services to National Grid. Anyone suspected of committing a breach of this policy will be required to co-operate with our investigation.

## Security

National Grid is committed to ensuring effective controls are in place to protect employees and company assets, including physical and intangible assets such as information.

Any significant compromise of personnel information, physical information, or IT security could result in disruption, with potentially serious economic, delivery, safety, and social consequences.

We expect all our supply chain partners to demonstrate a similar commitment to security and have, as a minimum:

- appropriate internal policies and procedures covering people (e.g. pre-employment checks), process and technology
- security controls proportionate to risk, which support the policies and procedures
- independent accreditation and assurance that security controls are in place
- necessary controls in place to detect security anomalies
- plans defining the appropriate activities to perform and to respond to security incidents and events and recover from them.

In addition, any suppliers with access to National Grid data, equipment, people or information assets will also be required to review and understand National Grid's Security Policies and align with the requirements of (or be equivalent to) National Grid's IT Control Set.

## Operational security

To ensure our commitment to delivering operational excellence, including excellent levels of security, we will be relying on the cooperation of suppliers.

If you have been identified as a supplier who supplies us with a product or service which supports a National Grid operational system, service, or asset, we expect you to:

- agree and implement enhanced organisational and technical policies, procedures, and controls where relevant
- work with us to provide any information requested by the pertinent authorities to ensure we are compliant with the relevant laws and regulations.

## Data protection

Data protection and privacy laws regulate the collection, storage, use, disclosure, retention, and disposal of personal information, which can identify a living person.

We expect suppliers to:

- protect personal data fully in compliance with all relevant data protection legislation including but not limited to:
  - the Data Protection Act 2018 (which incorporates the General Data Protection Regulations);
  - California Consumer Privacy Act (or California Privacy Rights Act);
  - New York SHIELD Act;
  - Massachusetts Data Security Regulations; and
  - Health Insurance Portability and Accountability Act.
- safeguard and not seek personal advantage from all confidential, proprietary, commercially sensitive and personal information that comes into your possession, only disclosing it to those authorised to receive it
- have obtained the necessary legal consents or be able to demonstrate other lawful grounds for us to receive and process personal data for due diligence purposes to ensure suppliers meet our required standards. This may involve the collection of supplier personnel personal data, including, but not limited to, the results of any background checks, names, and email addresses
- process any personal data shared with you by National Grid lawfully and in accordance with your contractual obligations
- only collect the personal information required to fulfil the service you are providing and to not further process this information in a manner incompatible with this service
- take steps to ensure personal information remains accurate and up to date

- have a retention schedule to ensure personal information is not retained longer than is necessary
- implement organisational and technical measures to ensure the integrity and confidentiality of personal information and provide independent accreditation and assurance over the controls related to the services (i.e. ISO 27001/SOC 1 and/or SOC 2, or equivalent standards)
- reasonably co-operate with and assist on data protection impact assessments or compliance matters which relate to the processing activities being carried out by you on behalf of National Grid
- report as a matter of urgency any unauthorised disclosure of personal data which you are processing on National Grid's behalf and to fully co-operate with any remediation efforts and subsequent investigation.

## Use of artificial intelligence

In light of the significant legal and ethical issues involved in the use of artificial intelligence:

- we require all of our suppliers to disclose if they are using an Artificial Intelligence System\* in the provision of goods or services to National Grid. This only applies to the direct provision of goods or services to National Grid – there is no obligation to disclose where you use an Artificial Intelligence System in the internal management of your business
- if you disclose that you are using an Artificial Intelligence System in the direct provision of goods or services to National Grid, we will work with you to understand whether there are any legal or ethical considerations which will need to be addressed. We may need to ask you to refrain from using the Artificial Intelligence System if we are not satisfied that any legal and/or ethical risks can be appropriately managed
- if you are using an Artificial Intelligence System and have failed to disclose the use of that system, this will be regarded as a serious breach of this Code of Conduct and may result in you being in material breach of your contractual obligations towards National Grid. We would also reserve the right to inform the relevant statutory regulators of your failure to disclose.

## Tax compliance

National Grid expects its suppliers to ensure that they remain compliant with changes to tax law, and we will not work with suppliers who engage in any practices which may constitute tax evasion or involve workers not being taxed appropriately. For example, we expect you to have procedures in place to prevent the facilitation of tax evasion and to prevent other offences as set out in the Criminal Finances Act 2017.

We would also like to remind you of the importance of the changes to the off payroll working rules (IR35) that became effective from April 2021.

- We expect individuals involved in providing services to National Grid to be paid subject to deduction of PAYE tax.
- It is only permitted for individuals to provide their services via a personal service company (PSC), Sole Trader or other type of intermediary within our supply chain in exceptional circumstances.
- If, in exceptional circumstances, you are providing services to National Grid which include a supply of labour through an intermediary (such as a PSC or Sole Trader), you must inform your National Grid Hiring Manager before services commence, so that compliance checks can be undertaken.
- If you are in any doubt as to whether a staffing arrangement you are using is affected by the off payroll working rules you should discuss this with your National Grid Hiring Manager. Failure to do so could place your organisation and National Grid at risk of being in breach of tax law.
- National Grid reserves the right to require the immediate removal of any individuals found to be providing services via a PSC without approval within the supply chain.

## The Prompt Payment Code

National Grid has demonstrated its commitment to the fair treatment of our suppliers by signing up to the Prompt Payment Code. We encourage our suppliers to adopt the principles of this Code throughout their own supply chains.

[For further information please visit the government website.](#)

\* When we refer to an "Artificial Intelligence System", we are referring to a system which operates with a certain level of autonomy, using machine learning and/or logic- and knowledge-based approaches, to produce system-generated outputs such as content (i.e. generative AI (Artificial Intelligence)), predictions, recommendations and/ or decisions.

## National Security and Investment Act

National Grid is responsible for critical UK national infrastructure, therefore we expect all suppliers to:

- familiarise themselves with the legal regime under the National Security and Investment Act 2021 (NSIA)
- notify us immediately if they believe that they may be subject to a “qualifying acquisition” under the NSIA
- on an ongoing basis, assess and manage all other risks which the NSIA may give rise to.

The NSIA applies throughout the life cycle of a transaction from pre-tender, and throughout the entirety of project delivery. It also applies retrospectively to transactions already entered.

We reserve the right to raise clarification questions of suppliers in this regard at any time, and National Grid will make mandatory notifications under NSIA where required to do so by law. National Grid may also choose to make voluntary notifications under NSIA where it has concerns, in respect of a particular contract, which are relevant in the context of the NSIA.

Please note that in circumstances where the NSIA applies, the UK Government may issue an order which would have the effect of preventing National Grid from being able to continue to engage with you. This may result in termination of your contract with National Grid.

## International trade/sanctions compliance

National Grid has a zero-tolerance approach to breaches of sanctions legislation.

Suppliers and their affiliates must:

- comply with all applicable local, state, federal or national laws, rules or regulations relating to international trade controls and sanctions that apply to its operations and that apply to National Grid, its affiliates and subsidiaries
- have a programme in place to prevent, detect and respond to activities that may cause or contribute to a violation.

Should you identify a breach or potential breach of such above-noted laws, rules or regulations, notify National Grid immediately.

## Subcontracting and supply chain

Where allowed under the terms of the contract with National Grid to subcontract work or services to third parties, we require the following:

- prior written approval for each new contractor, to include transparent support locations
- agreement that you are responsible for all acts of any subcontractor or third parties.

To support this, you should be able and willing to provide evidence on request. Evidence could include but is not limited to:

- documentation showing subcontractors and third parties are informed, agree, and adhere to the provisions of this Supplier Code of Conduct and relevant agreements
- risk assessments with proper due diligence performed including background checks, time and expense records, and certificates of insurance.



# Section five

## Compliance with the supplier code of conduct

**At National Grid, we are committed to promoting an environment where everyone can feel comfortable raising concerns about actions or decisions they think are unethical.**

We strongly believe in openness and transparency and encourage our employees and those working on our behalf to raise any concerns.

If you believe that an employee, contractor, or anybody else doing business with us has acted unethically or unlawfully, you must quickly bring this to our attention using the confidential helpline available below.

In return, we will investigate the facts thoroughly, fairly and promptly when you raise a concern. This will be undertaken in the strictest confidence, and we will not tolerate any form of retaliation or victimisation where a concern is raised in good faith.

Furthermore, National Grid requires you to:

- evaluate your activities to make sure you are keeping to this Supplier Code of Conduct and adhering to its provisions throughout your work
- be able to demonstrate compliance to the principles set out in this document whilst working on behalf of National Grid
- if requested by National Grid, furnish information in a clear, consistent, transparent, and verifiable manner
- for UK suppliers, maintain accreditation of the “Verify” requirements as part of the UVDB Achilles system
- have a process in place to remedy any instances of non-compliance, breaches or problems identified through audits, reviews, investigations or inspections
- bring to our attention immediately any significant issue, non-compliance or potential breach of legislation or regulation
- investigate and report any concerns or complaints you have about issues to do with breaking the law or standards which relate to our business, sub-suppliers or sub-contractors. We can then investigate and deal with these issues

- fully co-operate with us during any investigation we carry out and not retaliate against any person or business who raises concerns
- have suitable training in place for key personnel working with National Grid, introducing this Supplier Code of Conduct and its provisions along with your relevant policies and procedures.

We may request a letter of assurance certifying that you have complied or have brought issues to National Grid’s attention in a timely manner. Any violations of National Grid’s Policies will be investigated.

Further, we may conduct an audit or site visit to ascertain the effectiveness of any area of this Code. **If we have serious concerns, whether they relate to our business or not, we will review our relationship with you.**

If you have any questions relating to the content of the Supplier Code of Conduct, you should contact your Contract Manager where relevant. If you want to raise a concern or breach, please contact National Grid’s Global Assurance Team using the details below:

### UK

**Focus helpline:** 0800 298 6231\*  
[National Grid EthicsPoint](#)

### In-house

**Business conduct helpline:** 0800 328 7212  
**Email:** [business.conducthelp@nationalgrid.com](mailto:business.conducthelp@nationalgrid.com)

### US

**Alert line:** 1-800-465-0121\*  
[National Grid EthicsPoint](#)

### In-house

**Toll-free helpline:** 1-888-867-6759  
**Email:** [businessconduct@nationalgrid.com](mailto:businessconduct@nationalgrid.com)

\* (lines are open 24 hours a day, seven days a week)

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