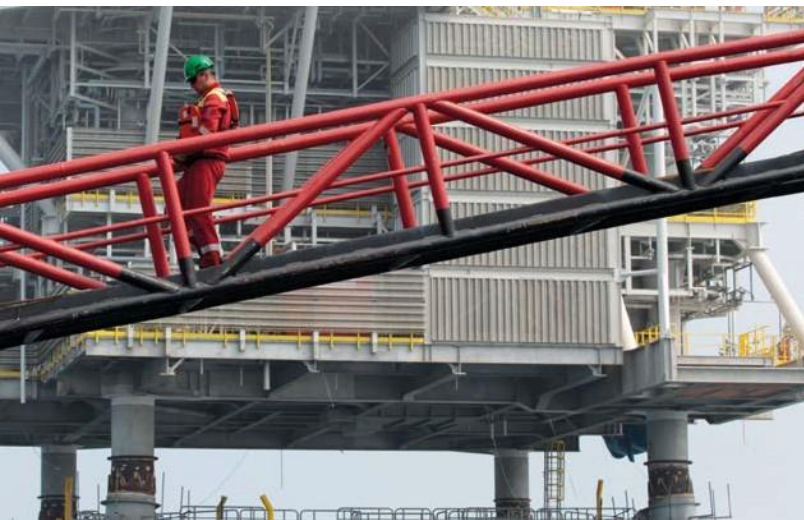




# Our Code





**Our Code sets out our minimum expectations for all those we work with or alongside and represents our commitment to doing the right thing and acting with integrity.**





SPECIMENS EXTRA  
8 Darko 11 Baby  
7 UltraWashcare 12 Anti-Allergy  
6 Wash & Dry 13 Deep & Steam  
5 Wash & Dry 14 Smart  
4 Steam 15 Rinse  
3 Spin+Pump Out

British Gas

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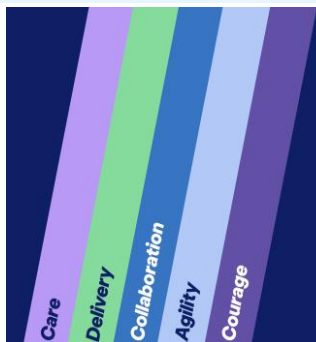
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Energising a  
greener, fairer future

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- We engage with the media responsibly
- We manage our impact on the environment

# A message...

Chris O'Shea  
Chief Executive Officer.  
Centrica PLC



Dear colleagues,

The culture we develop in Centrica is what will set us apart from our competition. Two of the most important constants that help us underpin that are Our Values and Our Code.

Our Code applies to each and every one of us in the business, regardless of where we sit or the role we play. It is a framework from which we must all operate, focusing on a shared sense of principles and expectations that enable us to make good choices, and act with equal integrity, fairness and compliance. It sets the standard for how we work with our colleagues, our customers, our communities and our stakeholders – or indeed anyone we interact with on behalf of Centrica. Whilst Centrica changes and evolves in line with the world around us, Our Code stands firm, sets our boundaries, and underpins everything we do and how we do it. At the same time, Our Code acknowledges, amplifies and provides a framework for supporting external events and campaigns designed to create an equitable and inclusive world for all. We challenge and we educate when we encounter behaviours and attitudes that reflect outmoded thinking.

Our Code works hand-in-hand with Our Values. Our Values guide our behaviours and articulate how we show up and who we aspire to be, whilst Our Code sets the standards of how we operate across all areas of our business. Combined, they give each and every one of us the freedom and clarity to make good choices and work together in a way that builds trust, integrity and mutual respect. Both are vital parts of our business, two sides of the same coin, and together they define who we are. We unequivocally view diversity and inclusion as a business issue because our people cannot give their best unless they feel confident in bringing their whole self to work. Our Code and Our Values constitute their guarantee for doing exactly that.

From time to time things may not work out as we intended them to. At those moments, we all have a personal responsibility to raise any concerns, especially if we think that a customer has suffered or that a regulation, law or company policy may have been breached. In these moments, you should Speak Up and bring forward your concerns in line with the guidance set out in this document.

Please take the time to understand and familiarise yourself with Our Code.





Energising a  
greener, fairer,  
future



Our purpose

# Our Code and our Values

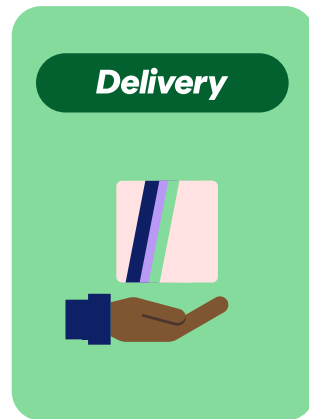
Our Code is for all of us. It represents our minimum standards and expectations and defines the boundaries within which we operate. Our Values define who we are, what we stand for and who we aspire to be. Together they provide the freedom and clarity we all need to conduct our business successfully and in a way that builds trust.

## We stand for...



***We do the right thing for our colleagues, customers, communities and planet.***

By recognising the impact we can have on others, doing all we can to keep each other safe and always doing the right thing for colleagues, customers and communities.



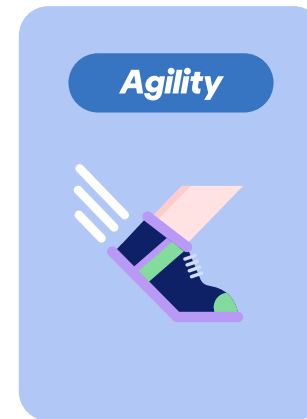
***We do what we promise, on time, every time, to move forward every day.***

By ensuring we take personal responsibility for getting things done and delivering great outcomes that make things better for the customer and the business.



***We bring in diverse perspectives to create a better future together.***

By trusting each other, working across boundaries and welcoming different views and perspectives.



***We make progress at pace by focusing on what matters and learning from setbacks.***

By continuously improving the way we do things, prioritising those activities that will deliver the best results and adapting quickly when things go wrong.



***We are bold and push ourselves to find better solutions to every challenge.***

By Continuously challenging the way we do things, exploring new possibilities and taking responsible risks that help the business to change and progress.





# Our Code

## What is Our Code for?

Our Code is more than just a set of rules. It sets out our minimum expectations for all those we work with or alongside. It is a guide to making good choices and represents our commitment to doing the right thing and acting with integrity.

Our Code forms the foundation of our Ethics & Compliance programme and represents a high-level summary of the key areas of Centrica Policies and Standards including how we:

- Operate safely and securely
- Conduct business with integrity
- Value our people
- Treat our customers fairly
- Protect our assets, information and interests
- Work responsibly with communities and governments

Further information is located on the How Centrica Works intranet site and through following links found throughout Our Code. Taken together, Our Code and Centrica Policies and Standards support our Values, demonstrate our commitment to being a responsible business and bind us together in the common pursuit of our strategy and purpose. We should all live Our Code, not just the rules, but the values that underpin it.

## Who does Our Code apply to?

Our Code applies to all of us, from our colleagues working on the frontline to members of the Board of Directors and to our affiliate companies. It also applies to all agency staff and consultants, whether working full-time, part-time, under a contract or on a temporary basis.

The actions of our business partners including joint venture partners and suppliers ('our third parties') can affect our reputation. We therefore want to work only with those third parties who share our commitment to doing the right thing, acting with integrity and who operate in a way that is consistent with Our Code.

This document replaces all previous company Codes of Conduct used throughout the Centrica Group, including the Centrica Business Principles and the Direct Energy Code of Conduct.

## Our Code and the law

We operate in many countries with different laws. Sometimes a law in one country may set a higher standard than Our Code. In those circumstances, we trust our colleagues to follow applicable laws and to do the right thing. If we do not obey these laws, Centrica and/or individuals could face fines, legal penalties or even imprisonment.

Breaches of Our Code can also damage our reputation and undermine the trust and confidence of our customers, our people and the communities in which we operate.

So, as well as obeying the laws of the country we work in, we should always comply with Our Code and never knowingly allow or encourage anyone to do anything that violates it. If we suspect a violation, we should report it or seek guidance (see section 6 – Seeking further advice and raising a concern – Speak Up).

## Our responsibilities under Our Code

Wherever Centrica operates we all have a responsibility to understand, follow and apply Our Code to our work at all times.

We also continue to represent Centrica outside of our contracted or normal hours of employment. In these instances, our behaviour can impact Centrica's reputation so we should ensure our actions are aligned with our Values and comply with Our Code.

We will do this by:

- Reading and being familiar with the information in Our Code
- Acting and making decisions in keeping with the spirit of Our Code and complying with all applicable laws and regulations
- Annually confirming that we have acted and will continue to act in line with Our Code
- Completing required training on Our Code
- Raising questions or reporting concerns if we become aware of possible breaches of Our Code or any law
- Participating fully and honestly in any investigation into suspected breaches of Our Code
- Making sure everyone who works for us or with us understands Our Code and knows how to apply it

- Working with partners, third parties and customers who share our ethical standards.

If anyone fails to observe or uphold Our Code and associated Policies and Standards, they could face disciplinary action up to and including dismissal. If a business partner or third party fails to uphold Our Code, we may terminate the relationship.

## Additional expectations of our managers and team leaders

As managers and team leaders we have extra responsibilities to:

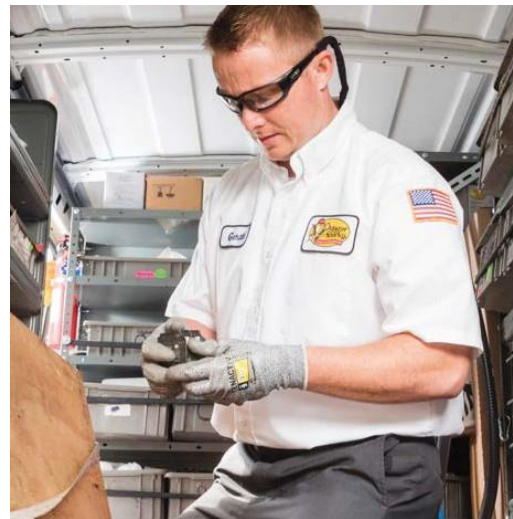
- Be an example and role model Our Code and our Values every day
- Work collaboratively and provide an environment where Our Code and our Values are promoted
- Take direct action when the expectations of Our Code are not being met
- Help others understand Our Code and encourage colleagues to seek help and advice through our confidential Speak Up service if they are unsure about what to do, or are concerned that Our Code is being violated
- Ensure our teams know they will be supported for doing the right thing, are listened to when concerns are raised and protected from retaliation if they report a violation or help with an investigation
- Act consistently and fairly and demonstrate courage when holding people to account or enforcing Our Code.

**We should all live Our Code, not just the rules, but the spirit and values that underpin it.**



# Making good decisions

There may be instances when we face a difficult decision or a dilemma and need help to understand whether we are about to do the right thing. When in doubt there are lots of people we can ask and our Dilemma Wheel is designed to help guide us to the right decision.





## Facing a dilemma?...



# Seeking further advice and raising a concern – Speak Up

You can seek advice or raise a concern on any issue relating to Our Code by speaking with your line manager. Alternatively, concerns can be raised or advice sought from the specific functions highlighted throughout Our Code or through our Speak Up helpline.

Speak Up is an online and phone-based system provided By Centrica for the confidential reporting of violations of laws, regulations or company policies. It is managed by a third party and is available 24 hours a day, seven days a week. Employees, suppliers and business partners, as well as our wider stakeholders can seek advice or raise a concern relating to possible improper, unethical or illegal practice and/or conduct within the organisation, including potential or actual breaches of Our Code.

Concerns raised via Speak Up are kept confidential to the fullest extent possible and may be raised anonymously where allowed by applicable law and regulation.

## Do you want to seek advice or raise a concern relating to Our Code?





## Contacting the Centrica Speak Up helpline

The Centrica Speak Up helpline can be reached by dialing the toll free numbers listed below, by country. Telephone calls are not recorded:

- Canada: 1-855-282-4792 – Language selection is available (English/French) once connected
- Ireland: 1-800-550-000 – At the prompt please enter 855-282-4792
- UK: 0808 234 6300
- USA: 1-855-282-4792 – Language selection is available (English/Spanish) once connected

Alternatively the Centrica Speak Up helpline can be contacted through the web portal at [www.centrica.ethicspoint.com](http://www.centrica.ethicspoint.com) if you prefer or if your country is not listed above.

Concerns raised through Speak Up are reviewed by the Ethics & Compliance team who decide how and who should progress the matter. If appropriate, an investigation will be undertaken to establish relevant facts and determine whether action needs to be taken. If a breach of Our Code is found, appropriate steps will be taken to address the issue with those involved and may include disciplinary action.

The individual who raised the concern will be kept updated on the progress of any investigation and, where possible, provided with appropriate conclusions and recommendations once the matter is closed.

## Zero tolerance commitment on retaliation

We are committed to protecting those who raise concerns in good faith and do not tolerate any form of retaliation against colleagues who report possible or actual breaches of Our Code. We consider retaliation as gross misconduct. If any retaliation is identified this should be raised with line management, HR or via Speak Up.

**Speak Up is a system provided by Centrica for the confidential reporting of violations of laws, regulations or company policies.**

# Our Code



**Safe and secure**

# We operate safely and securely

Keeping our people and customers safe and secure is our top priority. We believe all work-related fatalities, injuries and illnesses can be prevented, which is why we are committed to working in a safe and responsible way.

## We focus on health, safety and security

We are committed to creating an environment where an incident free workplace is possible and never compromise safety to achieve business targets.

It is our personal responsibility to work safely and encourage our colleagues and business partners to do likewise. We maintain compliance with applicable laws and Centrica Policies and Standards, and act to address unsafe behaviour. We ensure that we:

- Intervene and stop work if we think it is unsafe
- Participate in relevant training on health, safety and security Policies, Standards and Procedures
- Are aware of relevant health, safety and security Policies, Standards and Procedures
- Report and raise concerns relating to unsafe behaviours, conditions, accidents, injuries and illnesses (including near misses) using myHSES, local channels or available Health, Safety, Environment & Security reporting telephone numbers.

Who can I speak to?  
**Health, Safety, Environment & Security**



## We do not tolerate misuse of drugs or alcohol at work

We want our workplace to be free from illegal drugs and alcohol because the failure to do so could not only impact work duties but also put people at risk or in danger. As a result, we prohibit the possession or consumption of drugs at work locations with the exception of over the counter and prescription medication.

It is our personal responsibility to come to work free from the influence of drugs and alcohol and ensure that our performance is not impaired by drugs or alcohol including prescription or over the counter medication. We will inform MyHealth or our line manager if we are taking medication that may require adjustments or accommodations for us to safely perform our work. We should all Speak Up if we observe unsafe or improper behaviour at work.

Who can I speak to?  
**Line Manager**  
**MyHealth**



# We conduct our business with integrity

We are committed to working with integrity, within the laws and regulations of all the countries in which we operate and in accordance with recognised international standards.

## We do not offer or accept bribes

It is not only illegal but unethical to offer or accept improper payments such as bribes and kickbacks, in order to gain or retain business. We do not therefore condone any payments we feel to be improper and take particular care when offering or receiving gifts and hospitality. Giving or accepting a bribe could result in substantial fines to the company, damage to our reputation and penalties for individuals including fines and imprisonment.

The only exception to this rule is a payment in circumstances where we may be in fear of personal harm; in which case a payment may be made but must be recorded and Ethics & Compliance informed as soon as possible. We should also take particular care when offering or receiving gifts or hospitality as governments and companies have strict rules and regulations, which if broken could constitute bribery.

We strive to ensure our business partners and third parties share our commitment to eliminate bribery and corruption.

---

Who can I speak to?  
**Ethics & Compliance**

## We exchange gifts and hospitality responsibly

We recognise that the exchange of appropriate gifts and hospitality can be part of building business relationships, however we do not accept or offer gifts or hospitality that could appear to create an improper advantage for Centrica or influence us or any third parties improperly. The practice of offering gifts and hospitality can vary in different geographical locations, often depending on local laws and customs.

Regardless of where in the world we are operating, gifts and hospitality received from, or offered to, a business partner, supplier or customer must be in line with the Centrica Group Gifts & Hospitality Standard, which is available online.

Any gift or hospitality offered or received, whether accepted or declined, that exceeds set limits must be entered on the Gifts & Hospitality Register and have line management or relevant functional approval before any offer is made or accepted.

In addition, any gift or hospitality offered to or received from a public or government official including government employees, representatives of a government or government-owned entity, or any of their family members, of any value, whether accepted or declined, must have pre-approval from Ethics & Compliance, and be entered on the Gifts & Hospitality Register.

Any offer of a gift or hospitality that could influence our judgement improperly in favour of a third party should be politely rejected and recorded in the Gifts & Hospitality Register. There may be further restrictions for employees authorised to transact on respective financial markets and the Centrica Group Gifts & Hospitality Standard should be consulted.

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Who can I speak to?  
**Ethics & Compliance**



# Integrity



## We disclose and resolve conflicts of interest

Conflicts of interest can arise when personal interests compete with Centrica's interests and impact our ability to make objective decisions. Therefore, we will never use our position, influence or company information, assets or resources in any way that improperly benefits ourselves or others.

Conflicts of interest can arise in many different situations, often occurring naturally as a consequence of a system or process and at any time, place or level within the business. The existence of a conflict of interest does not necessarily mean that something is wrong; however, it is important that we identify and declare actual, potential and suspected conflicts of interest to line management so that appropriate mitigating and management action can be taken.

A failure to recognise or take appropriate steps in relation to actual, potential or suspected conflicts of interest could on occasion result in criminal action, pose a major risk to the business, significantly affect reputation and/or undermine stakeholder confidence.

### Who can I speak to? Ethics & Compliance



## We respect trade controls

We respect and observe the trade controls of all the countries we operate in, including economic sanctions, import and export laws. This helps ensure that we do not do business with any countries, people or businesses that have trade sanctions or controls imposed against them.

We should always know who we are doing business with by following relevant due diligence procedures and ensuring that business partners, customers, merger/acquisition partners and other third parties are screened in accordance with existing due diligence procedures for concerns such as global sanctions, restricted jurisdictions and trade control lists.

### Who can I speak to? Ethics & Compliance





## We do not participate in money laundering

We protect Centrica's products and services from being used for the purposes of money laundering and terrorist financing. Criminals could use companies like Centrica to launder the financial proceeds of criminal activity. In doing so, they may try to hide their identity or the identities of third parties as well as disguise the origin of the funds or assets that they are seeking to launder.

We should always evaluate businesses we want to work with by following relevant due diligence procedures and ensuring that business partners, customers, merger/acquisition partners and other third parties are screened against global restricted parties' lists.

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Who can I speak to?  
**Ethics & Compliance**



## We do not tolerate fraud

We are committed to the prevention, detection and investigation of fraud and do not tolerate it in our business.

All forms of fraudulent conduct or dishonest behaviour are therefore prohibited at Centrica and we will report any serious matters to the relevant authorities. Where we are

made aware of, or suspect a fraud, we will speak to our line manager, Ethics & Compliance or, alternatively, raise our concerns via Speak Up.

---

Who can I speak to?  
**Ethics & Compliance**  
**Internal Audit**  
**Legal**



## We do not use or pass on insider information

Where we have access to unpublished, price-sensitive information about Centrica and our business partners we do not use it for our own or another's benefit.

We do not share any confidential information with our friends, family and/or acquaintances. There are large fines and potential imprisonment associated with insider dealing or trading both for Centrica and any individual involved.

As a company listed on the London Stock Exchange, Centrica complies with rules that require us to publicly announce inside information as soon as possible.

---

Who can I speak to?  
**Company Secretariat**  
**Ethics & Compliance**

## We compete fairly

We compete vigorously and effectively but deal with our customers, competitors and business partners in a fair and ethical way and do not engage in any activity which is anti-competitive. We want the markets we operate in to be fair and competitive and therefore we will be objective and independent when we decide the markets we operate in, how we operate and the prices we charge.

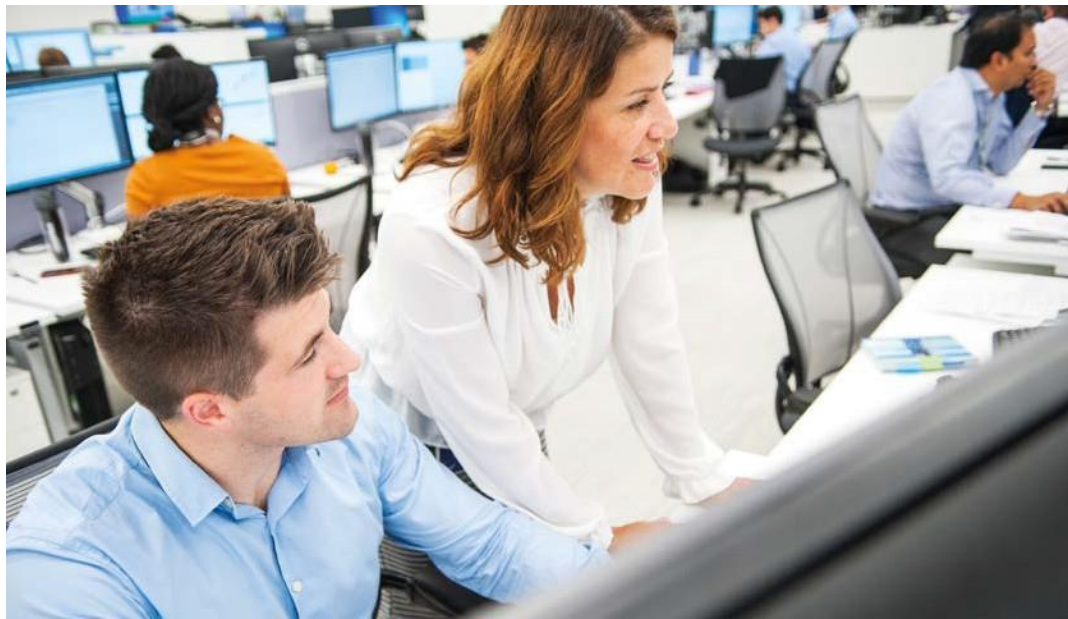
Agreements or communications with competitors which lead to sharing markets, fixing prices, limiting production or collusive tendering are prohibited by law and we do not engage in these activities.

Certain organisations, businesses and projects within Centrica operate in a manner that requires commercially sensitive information and customer data to be maintained separately from the rest of Centrica Group.

---

Who can I speak to?

**Legal  
Ethics & Compliance**



## We require everyone we work with to operate responsibly

We want to extend positive social and environmental impacts beyond our immediate operations, which is why we require our business partners and third parties to embed responsible business practices and to act consistently with Our Code. We proactively engage our supply chain in line with our Values and Our Code to ensure standards are upheld and take action if we find our business partners and third parties failing to meet expectations.

---

Who can I speak to?

**Procurement**

# We value our people

Our people are fundamental to us achieving our goals. We work collaboratively to create a culture of mutual trust and respect, where our people feel motivated and able to develop their skills and experience, so that we can be an employer of choice and trusted corporate citizen. We believe that the health and wellbeing of our people is vital to our business success and recognise the potential impact that work can have on their physical and mental health and wellbeing.

## We are inclusive and embrace diversity

We promote an inclusive culture of sensitivity and respect for differences in which everyone has the opportunity to flourish, make a difference and realise their full potential.

Our success depends upon us accessing a diversity of talent, where our people bring the best of themselves to their roles and our processes help people to grow and progress. We make decisions regarding hiring, recruitment, development and promotion on the basis of individual capabilities in relation to the needs of our business.

We aim to provide equal opportunities to all of our employees and applicants and do not tolerate any form of discrimination, including where characteristics are protected by law, encouraging everyone to recognise and challenge discriminatory behaviour.

---

Who can I speak to?

**Line Manager**

**Diversity and Inclusion Team**



# Our people



## We do not tolerate harassment and bullying

We are committed to maintaining a workplace that is free from harassment and where we all feel comfortable coming to work. We therefore prohibit any behaviour or conduct that may constitute harassment or bullying and expect our business partners and third parties to share this commitment (please refer to the Group Avoidance of Harassment and Bullying Policy and Procedure). If any of us experience or have concerns about bullying or harassment in the workplace then we should report it to our line manager or alternatively raise our concerns via Speak Up.

Harassment and bullying, including victimisation, can take many forms, from threatening behaviour to putting someone under unnecessary pressure or through unwanted physical contact. It is essential that we all consider how our behaviour can make others feel, and that we ensure we never behave in a way that could be offensive, intimidating, malicious or insulting.

---

Who can I speak to?  
**Line Manager**  
**Speak Up**



## We offer fair reward and recognition

We operate fair and transparent reward and recognition processes that are supportive of employment rights, development and fair wages. We will pay at least the minimum wage or a fair representation of the prevailing sector wage and will comply with the laws on working hours and fair wages in the countries in which we operate.

---

Who can I speak to?  
**Line Manager**



# We treat our customers fairly

In order to satisfy the changing needs of our customers it is vital that we understand and meet the needs of our customers now and in the future. We work hard to provide innovative products and services that help our customers keep their homes and businesses running smoothly and we ensure our customers understand how to use our products and services safely and responsibly. We ensure our customers are treated fairly and look out for customers who may need help.

## We aim to deliver excellent customer service

We operate in a highly competitive market and strive to differentiate ourselves from our competitors by delivering excellent customer service, tailored solutions and value for money. By innovating and disrupting the market with new products and services we are confident we can meet the changing needs of our customers.

To achieve this, we strive to:

- Innovate to deliver effective and competitive customer solutions
- Meet the differing and evolving needs of our customers
- Deliver simple and personalised customer experiences across all our products and services
- Ensure we are clear, accurate and transparent in customer interactions
- Resolve customer issues quickly and to their satisfaction
- Seek engagement with customers on new products.

---

Who can I speak to?  
**Line manager**





# Customer



## We advertise, sell and promote our products openly and fairly

We demonstrate fairness and integrity in our advertising, sales and promotional activities in order to protect and enhance our reputation with customers and build trust in our sector. Our advertising, sales and promotional activities must be accurate, truthful and comply with all relevant laws and regulations.

---

Who can I speak to?  
**Marketing**



## We respect customer privacy

We are committed to protecting the data and privacy of our customers. To do this we ensure adequate controls are in place to gather, handle, use, store, transfer and delete all customer data and information responsibly and legally wherever we operate.

---

Who can I speak to?  
**Ethics & Compliance**  
**Legal**



# Assets, information and interests



## We protect our assets, information and interests

We are committed to safeguarding our infrastructure, systems and equipment that hold records and data. All our records, data and assets are therefore prepared with accuracy and treated with confidentiality.

### We protect and maintain our data, information and records accurately

Sometimes we are entrusted with information that we must keep confidential. This includes information that can relate to our customers, colleagues and business partners. Confidential information includes any type of information which is commercially or market sensitive.

Examples of confidential information include:

- Financial results
- Marketing strategies
- Business plans and processes
- Customer or employee data
- Merger or acquisition plans
- Price or management changes

We gather, handle, store and delete all personal data and information responsibly and legally. We also ensure that adequate controls are in place to protect data and information when they are transferred across borders and to third parties.

We do not use or disclose confidential information, unless required to for the purpose of Centrica-related work and will ensure we have confidentiality agreements in place with any third parties with whom we share confidential information

If we are unsure about the confidentiality of Centrica-related information, we seek guidance from our line managers, Legal, Ethics & Compliance or Corporate Affairs before sharing it externally.

All our financial information is supported by appropriate processes and documents that are set out in Centrica's accounting policies, to ensure an accurate and auditable record of transactions.

Who can I speak to?

**Finance**  
**Digital Technology Services**  
**Legal**



## We use company property and assets responsibly

We use company property and assets to perform our work in a responsible and careful manner. We keep all of Centrica's assets safe and secure, which include its facilities, property, computers, IS systems, information, corporate opportunities and funds.

We can, on a limited and occasional basis, make personal use of computers, phones, email and internet access so long as it does not interfere with work priorities, or present any risk or liability for the company.

In the absence of proper authorisation, other assets should not be used for personal activities.

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Who can I speak to?  
**Digital Technology Services**

## We protect our intellectual property

Centrica's intellectual property rights (IPR) are a valuable asset and we all have a responsibility to ensure they are managed safely and any unauthorised use or disclosure prevented. We never knowingly infringe the IPR of third parties. During our employment, we may have access to confidential information about the company's business, finances or affairs, including our trade secrets. We do not use or disclose confidential information, unless required to for the purpose of Centrica-related work.

The use of Centrica's brand or any of the brands that form part of the Centrica Group are strictly controlled and should not be used without appropriate approval.

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Who can I speak to?  
**Technology and Engineering  
Legal Marketing**



**All our records, data and assets are therefore prepared with accuracy and treated with confidentiality.**



## We protect Centrica systems

We take care when we use Centrica systems because our business relies heavily on effective and fully functioning information and systems, which are under constant attack from outside the company.

We do not:

- Download personal software to our work computer
- Share Centrica system and phone login details
- Leave computing devices and mobile phones unlocked and unattended
- Access company confidential information in a public place.

Centrica checks, monitors and sometimes blocks emails and internet traffic as well as documents entering and leaving the company, particularly those containing explicit language or pictures. We may also monitor and record phone conversations for quality and content, or for training purposes. People who may have their phone conversations monitored or recorded will be told in advance.

We do not access inappropriate material, misuse company email or other systems. This is prohibited and breaches will be managed as a disciplinary matter and may also involve criminal actions.

---

Who can I speak to?  
**Digital Technology Services**

## We use social media responsibly

We recognise that in some circumstances the use of social media can support our interests and assist us in understanding our customers and communities. A small number of colleagues are therefore authorised to use social media as part of their jobs on behalf of Centrica. Unless authorised, we ensure all other views expressed on social media are personal and do not represent the views of Centrica. We must understand that there are implications associated with what we say online and that our communications can affect Centrica and our reputation.

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Who can I speak to?  
**Corporate Affairs**

# We work responsibly with communities and governments

We aspire to be a trusted corporate citizen and a 21<sup>st</sup> century energy and services company. We recognise that ultimately society provides us with our licence to operate and therefore strong relationships with governments, long-term partnerships with local communities and managing our impact on the environment are critical to a sustainable and successful business.

## We engage in our communities

We have a duty to understand how our business activities can affect the communities where we operate. We promote engagement with our neighbours and seek feedback on how their communities and natural habitats might be impacted. This enables us to address concerns, ensure we make a positive contribution to society and grow our business.

We seek to develop enduring relationships that help local communities thrive. We focus on contributing to issues that matter most to our business and our stakeholders – from supporting vulnerable people and developing skills to reducing energy's impact on climate change.

We support community organisations and encourage everyone to volunteer in appropriate charitable activities because we recognise our collective skills can make a meaningful difference in local communities.




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Who can I speak to?  
**Corporate Affairs**

# Communities and governments



## We respect human rights

Wherever we work in the world we respect and uphold the fundamental human rights and freedoms of everyone who works for us, with us, or lives in our local communities.

We support the United Nations Global Compact and use internationally recognised human rights standards such as the Guiding Principles on Business and Human Rights to influence our decision making.

We never knowingly cause or contribute to any activity or relationship that violates human rights, either directly or indirectly, and we will address adverse human rights impacts if they occur. We therefore never use or work with anyone who uses forced, compulsory, illegal or child labour. As part of this, any form of human trafficking is not tolerated.

We seek to prevent and mitigate adverse human rights impacts that are directly linked to our operations, products and services through our business relationships and we conduct due diligence and check the record of those we work with. If we work with someone who we discover is contravening our commitment to human rights, or has done so in the past, we will consider appropriate steps to be taken, which may include ending the relationship and reporting the abuse.

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Who can I speak to?  
**Corporate Affairs**  
**Ethics & Compliance**

## We engage with governments and politicians responsibly

We operate on a politically neutral basis but regularly engage with political stakeholders, including governments, legislators and regulators, in order to shape proposals, manage risks and to inform policies on important issues that are relevant to Centrica, such as energy, environment, consumers and employment relations.

From time to time we need to communicate with external parties including regulators and politicians. Changes to laws and regulations can have a significant impact upon Centrica's operations and therefore engagement with politicians and regulators is important to our business.

These communications must be undertaken professionally and consistently, and therefore only employees who are approved by Corporate Affairs or Regulatory Affairs are authorised to undertake lobbying and communicate with any political stakeholder on behalf of Centrica.

We do not make contributions to political parties, individual politicians or government employees. This does not preclude membership of, or making donations to, a political party in

A personal capacity. However, if we are involved in political activity outside of work, we ensure our involvement does not represent the views of Centrica or create a conflict of interest in relation to our work at Centrica.

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Who can I speak to?  
**Corporate Affairs**  
**Regulatory Affairs**





## We engage with the media responsibly

We do not talk to the media or financial community regarding matters which are in any way connected with our work at Centrica, unless we are expressly authorised to do so. We refer journalists and analyst enquiries to the Corporate Affairs or Investor Relations teams respectively.

If in doubt and in the event of any contact or communication that relates to our work at Centrica, we must consult with the Corporate Affairs or Investor Relations teams.

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Who can I speak to?  
**Corporate Affairs**  
**Investor Relations**



## We manage our impact on the environment

We are committed to understanding, managing and reducing our environmental impact and to playing our part in the transition to low carbon energy.

We are doing this by giving our customers greater control and choice over their energy through investment in innovative and energy efficient products and by sourcing and producing energy from cleaner sources.

We recognise that our operations, together with the way we deliver our products and services, can have an adverse impact on the environment. We are therefore driving down emissions across our business through technology, innovation and cultural change, and we monitor and manage our water usage, waste production and local biodiversity, seeking to reduce our impacts wherever possible.

We will continue to adopt best practice in monitoring and reporting our environmental performance in a transparent way.

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Who can I speak to?  
**Health, Safety, Environment & Security**

