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.
We treat our customers fairly
- We aim to deliver excellent customer service
- We advertise, sell and promote our products openly and fairly
- We respect customer privacy

We work responsibly with communities and governments
- We engage in our communities
- We respect human rights
- We engage with governments and public representatives
- We engage with the media responsibly
- We manage our impact on the environment

We protect our assets, information and interests
- We protect and maintain our data, information and intellectual property
- We use company property and assets responsibly
- We protect our intellectual property
- We protect Centrica systems
- We use social media responsibly

We conduct our business with integrity
- We do not offer or accept bribes
- We exchange gifts and hospitality responsibly
- We disclose and resolve conflicts of interest
- We respect trade controls
- We do not participate in money laundering
- We do not tolerate fraud
- We do not use or pass on insider information
- We compete fairly
- We require everyone we work with to operate responsibly

We make good decisions
- We seek further advice and raising a concern – Speak Up
- We make good decisions
- We are inclusive and embrace diversity
- We do not tolerate harassment and bullying
- We offer fair reward and recognition

We operate safely and securely
- We focus on health, safety and security
- We do not tolerate misuse of drugs or alcohol at work
- We respect human rights
- We engage with governments and politicians responsibly
- We engage with the media responsibly

We value our people
- We are inclusive and embrace diversity
- We do not tolerate harassment and bullying
- We offer fair reward and recognition

We are an energy and services company
- We are an energy and services company
- We operate safely and securely
- We respect customer privacy

Our Values
- What is Our Code for?
- Who does Our Code apply to?
- Our Code and the law
- Our responsibilities under Our Code
- Additional expectations of our managers and team leaders

A message from Iain Conn
- A message from Iain Conn
- Our purpose
- Our Values
- Making good decisions
- Seeking further advice and raising a concern – Speak Up

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Dear colleagues,

This is Our Code.

This document applies everywhere to everyone working for Centrica and provides us with the freedom to operate safely and in an ethical and compliant manner no matter what we do for Centrica. It focuses on the most important principles and expectations which apply to us and is not optional. Our Code is an essential part of How Centrica Works alongside our purpose and our Values. It sets out what we stand for, covers our obligations to society, provides mandatory requirements and enables our licence to operate.

Our first priority at all times is to be safe and compliant in everything we do, but we operate in an environment where laws and regulations evolve. It is therefore important that Our Code reflects these changes and sets our boundaries, ensuring that we do the right thing in the right way as we grow our work and business on a daily basis. By acting consistently with Our Code, everyone working at Centrica and enabling ongoing success. Our Code works in very close harmony with our Values, which clearly set out how we expect people to conduct themselves while working for us.

I believe that everyone working for Centrica will make the right decisions and Our Code should help us all to do that. If in doubt though don’t hesitate to ask – this document will guide you to find out where to go for help.

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.
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...

**agility**
We are nimble, curious and innovative

**delivery**
We do things right and deliver

**courage**
We step up and take responsibility

**collaboration**
Together we win

**care**
We care deeply about our impact

---

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The safety of our team and of others around us is paramount
We respect others, and the trust they place in us
We want to make a difference to society and those we touch
We have a sense of responsibility which goes beyond our job

We enjoy working with others
We believe relationships and partnerships are fundamental
We are best when we work as a team
We seek out views and mutual understanding, even from our harshest critics

We value delivering great service and customer outcomes
We are rigorous, do things the right way, and follow best practice
We appreciate the journey as well as the results
We seek simplicity, efficiency and continuous improvement

We don’t stand still and know when to change
We seek out new things which will make a difference
We are restless, always looking to do better
We embrace the ideas and perspectives of others

We pursue the right outcome, knowing it is rarely easy
We are prepared to stand for what we believe
We will challenge where we believe the path is wrong
We face into the challenge and grasp the opportunity

We enjoy working with others
We believe relationships and partnerships are fundamental
We are best when we work as a team
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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
- Conduct business with integrity
- Operate safely and securely

Further information is located on the How Centrica Works intranet site and through following links found throughout Our Code. Further information is located on the How Centrica Works intranet site and through following links found throughout Our Code.

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.

Our Code is more than just a set of rules. So, as well as abiding 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 making a concern – Speak Up).

Our responsibilities under Our Code

Our responsibilities under Our Code

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, even if it does not obey these laws. Centrica and/or individuals could face fines, legal penalties or even imprisonment.

As managers and team leaders we have extra responsibilities to:

- Ensure our teams know they will be supported for doing the right thing
- 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
- Ensure that colleagues are not being met and Films and Standards support our Values, demonstrate our commitment to being responsible and bind us together in the common pursuit of our strategy and purpose.

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The actions of our business partners including joint ventures, suppliers, contractors and governments must be consistent with Our Code. In those circumstances, we trust our colleagues to follow applicable laws and to do the right thing, acting with integrity and who operate in a way that is consistent with Our Code.

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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?

1. Pause
   • Don’t be impulsive
   • Think it through for five minutes

2. Ask
   Where appropriate ask a manager or find a helpful contact through Our Code to talk it over and help guide you to make the right decision.

3. Check
   • Does it comply with law, regulations and Our Code?
   • How would it look printed in a newspaper?
   • Have I fully understood the risks?
   • Does it live our Values?

4. Act
   With the confidence that you’re doing the right thing.

How would I feel if the decision was made public?
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?

Do you feel comfortable approaching your line manager?

YES

Disccuss your question or raise your concern with your line manager

NO

Do you feel comfortable approaching another manager in your team?

YES

Discuss your question or raise your concern with another manager

NO

Do you feel comfortable approaching someone in a function that supports you?

YES

Discuss your question or raise your concern with your line manager, Legal, Ethics & Compliance or Audit, or send an email to speakup@centrica.com

NO

Contact the Centrica Speak Up helpline

Contacting the Centrica Speak Up helpline

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

- Canada: 1-855-282-4792
  - Language selection 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 available (English/Spanish) once connected

Alternatively the Centrica Speak Up helpline can be contacted through the web portal at 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 in the loop 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.
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 remain steadfast in our desire to do things safely and never compromise safety to achieve business targets. It is our personal responsibility to ensure colleagues and business partners work to the highest safety and security standards. We adhere to all applicable laws and Centrica Policies and Standards, while taking action to tackle unsafe behaviour. We ensure that we:

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

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

We do not tolerate misuse of drugs or alcohol at work

We want our workplaces to be free from illegal drugs and alcohol because the failure to do so could not only impact work performance but also put people at risk or in danger. As a result, we prohibit the possession or consumption of drugs or alcohol 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 drug or alcohol including prescription or over the counter medication. We will inform HR 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?
HR
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 legal, legal or ethical 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.

This is an exception to this rule in a payment in a circumstance in which 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 and hospitality as governments and companies have strict rules and regulations, which it is known could constitute bribery. We either 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 decline, that exceeds set limits must be entered on the Gifts & Hospitality Register and have the 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 other family members, of any value, whether accepted or declined, must then 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 refused 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.

Who can I speak to?
Ethics & Compliance

We disclose and resolve conflicts of interest

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 wrong is happening. 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, significant reputational damage and 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 relevant anti-terror and other regulations.

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Who can I speak to?
Ethics & Compliance
We require everyone we work with to operate responsibly

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

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 role 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 forms of discrimination, including where characteristics are protected by law, encouraging everyone to recognise and challenge discriminatory behaviour.

Who can I speak to?
HR

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 operate fair and transparent processes to maintain a workplace that is free from harassment and bullying, including victimisation, where our people are expected to share this commitment. 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, bullying or intimidating communication to psychological harassment, verbal 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 involving.

Who can I speak to?
HR

We offer fair reward and recognition

We operate fair and transparent reward and recognition processes that are supportive of employment rights, development and for wages. We aim to 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?
HR
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

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 wherever we operate.

Who can I speak to?
Ethics & Compliance
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 make a big difference to our performance, reputation and ability to compete. We adhere to any type of information which is commercially or market sensitive.

Example of confidential information includes:
- 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.

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 professional manner. We adhere to the guidelines set out in Centrica’s accounting policies, to ensure an accurate and available record of transactions.

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 share a responsibility to ensure they are managed, used and shared legally and securely. During employment, we may access to confidential information about the company’s business, finance or affairs, including our trade secrets. We do not use or disclose confidential information, unless required to for the purpose of Centrica-related work.

Who can I speak to?
Technology and Engineering
Marketing
Legal
We work responsibly with communities and governments

We aspire to be a trusted corporate citizen and a 21st 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.

Who can I speak to?
Corporate Affairs

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.

Who can I speak to?
Digital Technology Services

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.

Who can I speak to?
Corporate Affairs

We use social media responsibly

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.

We protect Centrica systems

We disclose personal data to customers, partners and other third parties only as necessary for our legitimate purpose.

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.

Who can I speak to?
Digital Technology Services

We protect Centrica systems

We use social media responsibly

We respect the legal and ethical rights of anyone else in order to avoid libel, defamation, invasion of privacy, copyright or confidentiality.

Who can I speak to?
Legal

We protect Centrica systems

We do not use personal data to target or bully anyone.

We use social media responsibly

We do not disclose personal data to customers, partners and other third parties only as necessary for our legitimate purpose.

Who can I speak to?
Corporate Affairs

We use social media responsibly

We do not disclose personal data to customers, partners and other third parties only as necessary for our legitimate purpose.

Who can I speak to?
Corporate Affairs

We use social media responsibly

We do not use personal data to target or bully anyone.

We protect Centrica systems

We do not use 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?
Corporate Affairs

We protect Centrica systems

We disclose personal data to customers, partners and other third parties only as necessary for our legitimate purpose.

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We protect Centrica systems

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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.

Who can I speak to?
Corporate Affairs
Investor Relations

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Who can I speak to?
Corporate Affairs
Investor Relations

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.

Who can I speak to?
Corporate Affairs
Investor Relations

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 represent the views of 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 in any way, whether on behalf of Centrica or not, then we must abide by the rules of the relevant political party or parties. We may not make contributions to, nor financially support, any political candidate or political party. This policy applies to all employees of Centrica and our subsidiaries and representatives.

We do not use or work with anyone who uses forced, compulsory, illegal or child labour. As part of this, we monitor and manage local compliance with laws, treaties and international standards.

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.

Who can I speak to?
Corporate Affairs
Ethics & Compliance

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 respect human rights, whether indirectly or directly, 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.

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

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 represent the views of Centrica, such as energy, environment, consumers and employment relations.

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Ethics & Compliance