

Our 2030 Responsible Business Ambitions

Helping you run your world in ever more sustainable ways

Our Ambition for Customers

Delivering for our customers

Through the latest innovations and a commitment to service, we're making our customers' lives easier



Deliver solutions to make our customers' lives easier

- Help customers understand and manage their energy better
- Give customers peace of mind through tailored propositions and connected technologies
- Develop solutions to help our customers run their worlds

Satisfy our customers with excellent service

- Make it simpler for people to deal with us in ways that work for them

Our Ambition for Climate change

Enabling all our customers to use energy more sustainably

We're helping to shape a low carbon future by enabling our customers, the energy system and our business to use energy more sustainably



Help our customers reduce emissions in line with Paris goals

- Help our customers reduce emissions by 25%, by direct (3%) and indirect action

Enable a decarbonised energy system

- Deliver 7GW of flexible, distributed and low carbon technologies as well as provide system access and optimisation services

Reduce our own emissions in line with Paris goals

- Demonstrate we are on track with Paris goals and develop a path to net zero by 2050

Our Ambition for Colleagues

Building the workforce of the future

We're developing vital skills and a more inclusive workforce to ensure we deliver for our customers



Empower people with future skills

- Inspire and develop 100,000 people with essential STEM skills

Build a more inclusive workplace

- Attract and develop more women into STEM with 40% of STEM recruits to be female
- Aspire for senior leadership to reflect the full diversity of our labour markets
- Help 1m carers stay in or return to work via active promotion of carer-positive policies

Our Ambition for Communities

Creating stronger communities

By offering our knowledge and expertise, we're empowering communities to take control of their energy and tackle pressing social issues

Apply new energy technologies to drive positive change

- Deliver £5bn of value for communities through new and distributed energy technologies
- Deliver £300m in energy efficiency savings to public and essential services

Collaborate across sectors to improve local communities

- Encourage our people to share their skills by volunteering over 100,000 days
- Deliver 2,500 skills development opportunities for young people not in education or employment



Our Responsible Business Foundations

Our Ambitions are underpinned by strong foundations that ensure our business operates with integrity

