

Diversity, Respect and Inclusion Policy

We recognise the importance of diversity, respect and inclusion. We operate in increasingly diverse communities, both in the UK and internationally, and this diversity is evident in our workforce, and among our customers, suppliers and other stakeholders.

Having a diverse workforce can help us understand the needs of our large and diverse customer base, so we can tailor our products and services accordingly. We recognise the value that individuals from different backgrounds and of different abilities can bring to our business, and in an increasingly competitive environment this is central to business success. We are committed to creating an inclusive working environment, where we leverage diversity to create a better working environment and drive better business performance, so that we can ensure each employee can fulfil their potential.

1.1 We won't tolerate discrimination

Alongside our commitment to diversity is our commitment to eliminating discrimination, bullying and harassment at work - in short, we will not tolerate this in any form. Our employment policies and practices reflect a culture where we make decisions solely on the basis of individual capability and potential in relation to the needs of our business. Protected characteristics covered by legislation are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including ethnic origins, nationality and colour), religion or belief, sex and sexual orientation. In addition, we will ensure we do not treat anyone less favourably because of factors such as working part-time and or on a fixed term contract.

1.2 We all have a responsibility

Each of us has a responsibility to create and maintain an inclusive organisation. As such we are all required to demonstrate commitment to embracing the diversity of our workforce, customers, and the communities in which we live and operate. In today's competitive business environment diversity is crucial to our long-term growth and success.

2 Who this policy is for

This policy is applicable to all UK Centrica employees. Line managers are responsible for ensuring this policy is applied in their teams, and should be influencing diversity through conversations and challenging others behaviours or decisions.

3 Applying the policy

As a business, we want to do everything we can to promote equality of opportunity, diversity, respect and inclusion in the workplace, and to eliminate unfair or unlawful discrimination. This applies to all our policies and practices, including:

- Recruitment and selection
- Our terms and conditions of employment
- Pay and reward
- Our working environment
- Training and development
- Promotion and career progression
- Redundancy and redeployment

We have a 'no tolerance' approach to bullying and harassment in the workplace and if we find anyone to be bullying or harassing anyone else at work, we will take disciplinary action. In serious cases, this could lead to dismissal and criminal sanctions. More information on this can be found in the bullying and harassment policy. We also have disciplinary and grievance policies in place to support any employee who believes they have been unfairly

discriminated against. We take such complaints (made in good faith) very seriously and will ensure any employee who makes one, is treated fairly, respectfully and in complete confidence. We will treat allegations of discrimination which have not been made in good faith, as a disciplinary matter.

If you feel unlawfully discriminated against and you are unable to speak to your manager about this for whatever reason, you can contact the confidential 'Speak up' line. More information regarding this can be found on the intranet.

4 How we promote a diverse and inclusive working environment

As part of our commitment to diversity, respect and inclusion, we will make all our employees aware of this policy:

- During our recruitment and inductions
- Through the Diversity, Respect and Inclusion module as part of the essential learning offering
- On our MyWorld intranet, and
- In a range of other employee communications.

We also aim to provide an inclusive working environment by offering:

- Flexible working arrangements
- Carers leave, career breaks and leave of absences
- Help with employee education
- Flexible benefits
- Mentoring
- Employee Assistance Programmes - including family counselling
- Employee Networks
- Further information on the Diversity and Inclusion intranet page

5 Responsibilities

5.1 We are all responsible for:

- Applying our Diversity, respect and inclusion policy, when we interact with job applicants, other employees, customers, contractors, suppliers and visitors
- Telling our line manager, or following our grievance procedure, if we think discrimination is taking place

If an employee encourages a colleague to discriminate against another, either in language or behaviour, we may consider this to be inciting another to discriminate, or aiding and abetting discrimination - and we will take this very seriously.

6 Additional information

6.1 Who's responsible for this guide

All employees are responsible for adhering to this policy. Line managers are responsible for ensuring this policy is consistently applied in their own area.

6.2 If you have any queries

Please discuss anything you're unsure about relating to this policy with an appropriate HR manager or representative.

6.3 Other helpful guides and policies

If you're interested in our Group diversity, respect and inclusion policy, you may also want to read our:

- Group policy on employing people with disabilities - for details of our commitment to offering equal opportunities to people with disabilities
- Group public interest disclosure 'speak up' policy – for information about malpractice concerns or complaints
- Group avoidance of harassment and bullying at work policy and procedure for information relating to harassment or bullying
- Group disciplinary policy and procedure for information on how we deal with disciplinary cases
- Group grievance policy and procedure for how we address concerns about terms and conditions of employment
- Our Code - for a summary of the principles we do business by

6.4 Things to note

- This policy is separate from your contract with Centrica
- It replaces all previous Diversity, respect and inclusion policies
- We'll review this policy regularly to make sure it's up to date and complies with relevant legislation
- We may change this policy at any time