

# 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 the transition to a lower carbon future

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

- Be net zero by 2050 and communicate our pathway to it by 2030

## 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

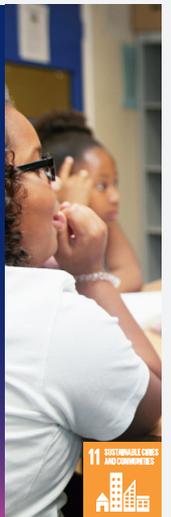
By offering our knowledge and expertise, we're empowering communities to take control of their energy and tackle pressing social issues

### 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