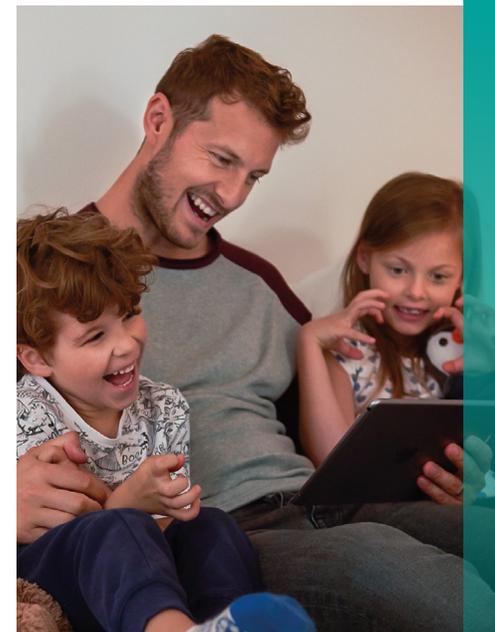


Corporate Factsheet 2021

About us

Centrica is a leading energy services and solutions company focused on helping our customers live sustainably, simply and affordably. Our business is founded on a 200-year heritage of serving people. We supply energy and services to over 9 million residential and business customers, mainly in the UK and Ireland, through strong brands such as British Gas, Bord Gáis and Centrica Business Solutions, supported by around 7,500 engineers and technicians.



Our business in numbers

Financial highlights (2020)

£447m

Adjusted operating profit from continuing operations

£165m

Adjusted earnings from continuing operations

6.5p

Adjusted EPS from continuing and discontinued operations

£685m

Free cash flow from continuing operations

2.8p

Adjusted EPS from continuing operations

£2,769m

Net debt

Company facts (2020)

23,846

Employees worldwide

9.2m

Residential customers

17,700

Electric vehicle charge points installed since 2013

58%

Reduction in our internal carbon footprint since 2015

11GW

Of renewable capacity under contract in Europe

Energy trends

The world of energy is evolving rapidly: it is becoming decentralised as distributed technology supports decarbonisation; choice and power are shifting to the customer; and technology and digitalisation are accelerating the pace of change. We are responding to these trends by focusing investment on our customer-facing businesses.

Reaching net zero

Recognising the urgent need to make net zero a reality, we have accelerated our commitment to be a net zero business by 2045, five years ahead of our previous target and the UK deadline. We are also committed to helping our customers be net zero by 2050.

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Our portfolio

In 2020, we accelerated our focus on simplifying and modernising Centrica, to allow us to put customers at the heart of everything we do and focus on our core markets of the UK and Ireland. We have announced plans to exit our stake in oil and gas Exploration & Production and nuclear power generation.

The world of energy is changing rapidly and the market positions and distinctive capabilities that Centrica has developed means we are well placed, as we focus on being a leading energy services and solutions company.



Upstream

Includes our oil and gas Exploration & Production (E&P) assets, our 20% interest in the UK's nuclear power generation fleet and the Rough field. Our E&P activity is focused on North West Europe and consists of a 69% stake in the Spirit Energy business.



Our strategic framework for residential customers:

We want to make people's lives simpler, by providing seamless, time-saving services that are affordable and sustainable. Understanding and satisfying consumer needs is critical to our success under the British Gas, Bord Gáis, Local Heroes, Dyno, PH Jones and Hive brands.



Energy supply

- Gas supply
- Electricity supply



Home services and solutions

- Protection products (central heating, plumbing and drains, home electrical, and kitchen appliance cover)
- On-demand services (service, repair, and home improvements)
- Installation of heating systems and electric vehicle charge points
- Smart heating and energy management, remote diagnostics, and monitoring solutions



Our strategic framework for business customers:

As a trusted energy partner for our business customers, we supply the energy and solutions through Centrica Business Solutions and Energy Marketing & Trading to help them operate more efficiently and sustainably to achieve commercial success.



Energy supply

- Gas supply
- Electricity supply



Energy trading and optimisation

- Aggregation and optimisation of distributed energy resources
- Access to energy, capacity and flexible markets including demand response
- Route-to-market and commodity risk management services



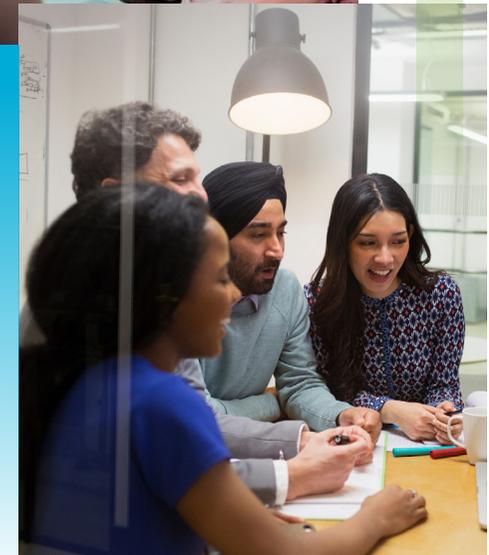
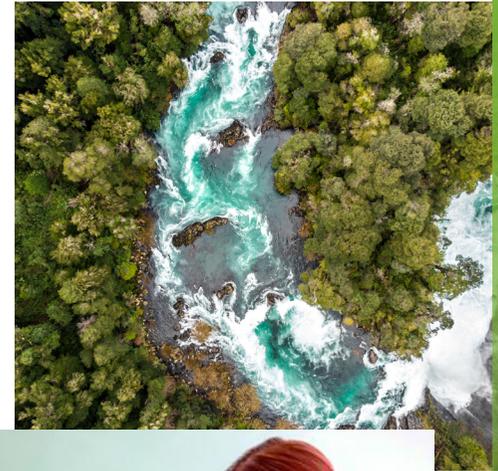
Business services and solutions

- Design, install, maintain and service a wide range of technology solutions
- Energy resource management and monitoring
- Operational insights from energy data to help with preventive maintenance



Our People & Planet Plan

Our People & Planet Plan aims to create a more inclusive and sustainable future that supports our communities, our planet and each other. The Plan builds on progress made in previous years and accelerates action through five global goals that are focused in areas that matter deeply to our business and society, and where we're well placed to make a world of difference.



Supporting communities, our planet and each other

 **People**
Supporting every colleague to be themselves to better serve our customers and communities

 **Planet**
Supporting every customer to live more sustainably

By 2030, we want to:

- Create an engaged team that reflects the full diversity of the communities we serve
- Recruit 3,500 apprentices and provide career development opportunities for under-represented groups

By 2045–50, we want to:

- Help our customers be net zero by 2050
- Be a net zero business by 2045

Inspire colleagues to give **100,000 days** to build inclusive communities

Doing business responsibly
Underpinned by strong foundations that ensure we act fairly and ethically – from customer service to human rights

Sustainability highlights (2020)

CDP A-Grade
World leader for action and disclosure on climate change

18%
Total carbon emissions reduction

10,548
Volunteering days since 2019

Top 50
The Times Top 50 Employers for Women