

Centrica

Ethical Framework

At Centrica we are committed to conducting our business with integrity, fairness, and transparency, including respecting internationally recognised human rights and labour standards.,

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1. Purpose

This Framework sets out the commitments and principles that guide us in conducting business ethically. It supports our purpose to “*energise a greener, fairer future*” and is underpinned by international standards, incorporated in [Our Code](#), [Our Values](#), and our [People & Planet Plan](#). Acting with integrity and respecting internationally recognised human rights and labour laws are essential to our activities, ways of working and long-term success. All colleagues, contractors, and partners are required to understand these expectations and their role in upholding them.

2. Our Ethical and Human Rights Commitments

We recognise and uphold [The Ten Principles of the United Nations Global Compact](#), and adhere to various other internationally recognised human rights standards too. These include the:

- [United Nations Universal Declaration of Human Rights](#)
- [International Bill of Human Rights](#)
- [UN Guiding Principles on Business and Human Rights \(UNGPs\)](#)
- [International Labour Organisation \(ILO\) Declaration on Fundamental Principles and Rights at Work](#)
- [Organisation for Economic Co-operation and Development \(OECD\) Guidelines for Multinational Enterprises on Responsible Business Conduct](#)

We have various internal and external-facing documents which cover our specific corporate position on these commitments (see Section 5). As part of our ongoing sustainability reporting and human rights due diligence activities, we identify and assess potential and actual impacts, risks and opportunities relevant to our business and stakeholders.

To ensure these principles, standards and guidelines (above) are incorporated into our business, Our Code sets out our minimum expectations for all those we work with and forms the foundation of our Ethics and Compliance approach.

3. Scope

The Framework, which takes account of and reflects relevant laws of the jurisdictions in which the Group is active, is applicable to:

- Our own workforce/colleagues - all Centrica employees as well as contingent workers, agency staff and others who work on our behalf.
- Our value chain - our suppliers, business partners, and their workers, who all contribute to the delivery of our products and services.
- Our customers and consumers - regarding the protection of their personal data and privacy, and the safety of our products.

4. Governance and our stakeholders

Oversight of the operation of this Framework is provided at the highest level of management of the organisation, which ensures that this Framework is embedded across Centrica.

We are committed to respecting and promoting internationally recognised human rights throughout our operations, and across the value chain. Our objective is to identify, prevent, and mitigate adverse human rights impacts and, where impacts occur, support appropriate remediation. We seek to embed human rights considerations into business decision-making and maintain a responsible approach to procurement and supply chain management, working with suppliers who share our commitment to ethical and responsible business practices.

We maintain effective grievance mechanisms, with both employees and those in the value chain, ensuring they are able to report concerns, including those relating to human rights violations, through our confidential *Speak Up* hotline (anonymously if they wish). All concerns are investigated and, when issues are found, we take appropriate action to remediate and prevent recurrence.

Key indicators (such as safety metrics, diversity data, and supply chain audit findings) are reviewed internally, and material developments are reported externally through our Annual Report and Modern Slavery Statement.

5. Related policies and documents

This document covers our higher-level commitment to ethical business (including our respect for internationally recognised human rights and labour standards), with the detail expanded on in various relevant policies, standards and statements. Externally available documents are accessible via centrica.com, and include:

- Our Code
- Diversity, Respect and Inclusion Policy
- Health, Safety and Environment Policy Overview and Standard

In addition, other relevant documents are:

- [Our Purpose and Our Values](#)
- [Modern Slavery Statement](#) – this annual Statement details our human rights due diligence, escalation pathways, risk assessment approach, governance, and remediation processes.
- [Our People & Planet Plan](#) linked to the [UN Sustainable Development Goals](#)