

centrica

Supplier Code of Conduct

Version 3.0

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Our Expectations of Suppliers, Contractors and Sub-Contractors



At Centrica, the culture we build is what sets us apart. It shapes how we make decisions, how we act, and how we work with others. That doesn't stop at our own people - it extends to everyone we partner with across our supply chain.

The relationships we have with our suppliers, contractors and partners are fundamental to how we deliver for our customers and communities. They are built on trust, shared standards and a common understanding of what it means to do the right thing. This Supplier Code of Conduct sits within that wider framework. It reflects the same principles set out in Our Code and Our Values - integrity, fairness, safety and respect - and sets the expectations for how we work together.

We operate in a world that is changing quickly, where the decisions we make have real consequences - for customers, for communities and for the energy system as a whole. That means we need to be consistent in how we show up, take responsibility for our actions, and hold ourselves and each other to high standards. Whether it's keeping people safe, protecting human rights, acting ethically or managing our environmental impact, these are not separate from how we do business - they are core to it.

Strong partnerships are at the heart of delivering this well. That requires openness, honesty and a willingness to challenge when things don't feel right. Speaking up is a fundamental part of maintaining trust, and it is something we expect across our entire supply chain.

This Code is not simply a set of requirements. It is part of a shared commitment to doing business in the right way, every day. By working to these standards together, we can build relationships that last, deliver better outcomes, and create long-term value for everyone we serve.

Chris O'Shea
Chief Executive Officer, Centrica plc

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Operate Safely, Securely and Responsibly

Centrica is committed to working with suppliers who uphold the highest standards of integrity, safety, and environmental responsibility.

Suppliers are expected to operate in a manner that protects people, communities, and the planet, and to comply with all applicable laws and regulations.



Health, Safety and Environmental Responsibility

Suppliers must ensure a safe, healthy, and environmentally responsible workplace for employees, contractors, and visitors. They are required to implement robust Health, Safety, and Environmental (HSE) management systems that comply with legislation and proactively manage risks. Expectations include:

- Formal HSE policy with board-level accountability.
- Identification and minimisation of environmental impacts through responsible resource use, pollution prevention, waste management, and the protection of nature.
- Competency development and training programmes.
- Setting and reviewing performance targets aligned to material risks and impacts.
- Regular measurement, reporting, and continuous improvement of HSE performance.

Environmental Management

Suppliers shall have in place or be working towards an environmental management system that is aligned with the requirements of ISO14001, the international standard for environmental management systems or other suitably recognised standards. Where appropriate the system shall be independently certified. Upon request, suppliers will share copies of the relevant certificates and their environmental policy documents with Centrica.

Ethical Sourcing and Critical Minerals

Suppliers must take reasonable steps to ensure all materials, including Critical Minerals, are sourced ethically, responsibly, and in compliance with applicable laws. Robust supply chain due diligence is required to prevent the use of critical minerals linked to armed conflict or human rights abuses. On request, suppliers must provide evidence of compliance. The UK Government's full list of Critical Minerals (Critical Minerals technical annex - GOV.UK)

Climate Targets and Carbon Reduction

Centrica encourages suppliers to support global efforts to combat climate change. Suppliers should have strategies in place to reduce greenhouse gas (GHG) emissions, improve energy efficiency, and contribute to Centrica's net zero ambitions. Where the annual contract value exceeds £5m, suppliers shall share their Carbon Reduction Plan with Centrica within three months of the contract being awarded. In addition, upon request suppliers will share environmental data, such as carbon emissions, waste, water and energy use so as to enable Centrica to track compliance with our targets.

Quality Assurance and Performance

Suppliers must maintain ISO9001-aligned QMS/IMS and meet all agreed design and performance requirements. They must take prompt corrective action when standards are not met and use recognised project management methodologies such as PRINCE2, Lean or APM. Centrica may request evidence of manufacturing practices, staff training, and related protocols throughout the contract lifecycle.

Products and packaging

Suppliers must comply with all applicable laws, regulations, and Centrica requirements on Producer Responsibility, including restrictions on certain substances and labelling for recycling and disposal. Upon request, suppliers shall provide required information on electrical and electronic equipment, batteries and packaging to support Centrica's compliance and reporting obligations.

Regulatory Compliance

Suppliers must comply with all applicable laws, regulations, permits, licenses, insurance, consents and reporting requirements. Any material changes to their business that could impact regulatory compliance must be disclosed to Centrica without delay.

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Operate Safely, Securely and Responsibly - *Contractors*

Centrica is committed to partnering with contractors who share our dedication to operating with integrity, safeguarding people, and protecting the environment.

As part of this commitment, we expect all contractors to uphold robust standards of health, safety, environmental stewardship, and ethical conduct.



General HSE Expectations for Contractors

Centrica expects all contractors to operate safely, lawfully and responsibly, with proportionate arrangements that meet applicable business-unit requirements, onboarding, assurance activities and operational controls for the work undertaken.

HSE management and compliance

Contractors must maintain appropriate health, safety and environmental management arrangements and comply with all applicable legal, regulatory and Centrica requirements.

Leadership and accountability

Contractors must demonstrate clear leadership and accountability for HSE, including defined roles and responsibilities for managing risks and ensuring compliance.

Planning and control of work

Work must be appropriately planned, risk assessed and carried out under suitable safe systems of work, including permit-to-work arrangements where required.

Competence and supervision

Contractors must ensure personnel are competent, trained, authorised where necessary, and appropriately supervised to undertake the work safely.

Contractors must have arrangements to ensure personnel are fit for work and not impaired by drugs, alcohol, fatigue or other factors that may affect safe performance.

Reporting and learning

Incidents, hazards, near misses and unsafe conditions must be reported promptly, investigated, escalated as appropriate, and used to support learning and improvement.

Monitoring and assurance

Contractors must support Centrica's proportionate monitoring and assurance activities by providing requested evidence, addressing assurance findings promptly, and completing corrective actions to demonstrate ongoing compliance.

Cooperation and coordination

Contractors must cooperate and coordinate with Centrica and other parties to ensure activities are safely planned and executed, particularly where work interfaces or overlaps.

Subcontractor control

Where subcontracting is permitted, contractors must ensure subcontractors meet Centrica's applicable requirements and remain fully accountable for their management and performance.

Site / environment-specific requirements

Contractors must comply with all applicable local site, asset, customer and security requirements relevant to the work environment.

Information and documentation

Contractors must provide accurate and up-to-date HSE information, documentation and evidence upon request to demonstrate compliance with applicable requirements.

Additional requirements apply depending on the work environment:

- Annex A (Site-Based & Operational Contractors)
- Annex B (Domestic / Customer Environment Contractors)

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Conduct Business with Integrity

Centrica is committed to ethical business practices and expects its suppliers to uphold the same high standards.

Suppliers must conduct their operations with honesty, transparency, and accountability, ensuring compliance with all applicable laws and regulations.



Regulatory Compliance

Suppliers must comply with all applicable local, national, and international laws, regulations, anti-money laundering and industry standards, including sanctions. They must maintain all required licenses, permits, insurances and authorisations, and promptly notify Centrica of any changes affecting their regulatory status or ability to deliver contracted services.

Business Ethics and Anti-Fraud

Suppliers must operate with integrity, implementing robust controls to prevent, detect, and address and report any serious fraud to relevant authorities. This includes accurate record-keeping, thorough third-party due diligence, and ensuring all transactions are fair, transparent, and lawful. Suppliers are also expected to meet agreed payment terms and conditions, supporting positive social and environmental impacts.

Anti-Bribery and Corruption

Suppliers must maintain comprehensive anti-bribery and corruption (ABC) policies (and associated employee training) that apply across their organisation, including subsidiaries, and govern interactions with government and public officials. These policies must prohibit all forms of bribery, including kickbacks and facilitation payments; with stipulations to not use gifts or donations, politically or otherwise to gain an improper advantage.

Suppliers may not lobby government officials on Centrica's behalf unless explicitly engaged for that purpose.

Conflicts of Interest

Suppliers must avoid any actual or potential conflicts of interest involving other business relationships or personal interests related to the Centrica engagement. Any potential conflicts must be disclosed to Centrica promptly.

Gifts, Hospitality, and Donations

Suppliers must not offer gifts, hospitality, or donations to Centrica employees, contractors, or stakeholders that could influence or appear to influence business decisions. Any gestures must be modest, infrequent, and compliant with Centrica's policies; excessive or inappropriate offerings are prohibited. No gifts or hospitality may be offered during the supplier selection process prior to contract award.

Data Protection and Confidentiality

Suppliers must protect all personal and confidential information provided by Centrica, complying with all applicable data protection laws, which include respecting individuals' rights and international transfer requirements. Data must be collected, stored, processed, shared and deleted securely and lawfully. Suppliers must ensure staff are trained in data protection and confidentiality and promptly notify and assist Centrica in the event of a personal data breach.

Responsible Use of Social Media

Suppliers must use social media responsibly, ensuring Centrica's reputation and confidentiality are protected. Any public reference to Centrica must be accurate, respectful, and authorised where appropriate. Content that is misleading, offensive, or harmful to Centrica or its stakeholders is strictly prohibited.

Financial records related to transactions with Centrica

Suppliers must provide Centrica on request with evidence of compliance with anti-fraud, anti-money laundering (AML), anti-bribery and corruption (ABC), and sanctions obligations, which may include information regarding third-party relationships and associated payments.

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Centrica believes that people are at the heart of responsible business.

We expect our suppliers to treat all individuals with dignity and respect, promote wellbeing, and advance fundamental human rights across their operations and supply chains.



Human Rights and Labour Standards

Suppliers must uphold internationally recognised human rights and comply with all applicable laws, including the Modern Slavery Act 2015 or local equivalents. Key requirements include:

- Human Rights Commitment: Maintain a policy aligned with the fundamental principles and rights at work set out by international standards such as with UN Guiding Principles, UN Global Compact, and ILO standards, covering direct and indirect operations.
- Prohibition of Exploitation: No forced, compulsory, involuntary, or child labour. No corporal punishment, or abusive practices.
- Freedom and Equality: Ensure freedom from discrimination and enable freedom of association and collective bargaining or equivalent representation.
- Safe Working Conditions: Provide a healthy, hazard-free workplace and acceptable living conditions where applicable.
- Respect and Dignity: Uphold fundamental rights, including liberty, freedom of expression, and the right to work and education.

Fair Employment Practices

Suppliers must provide fair and lawful employment terms, including wages, working hours*, and benefits. Centrica requires payment to be fair and at a minimum, aligned to at least the legal minimum or prevailing industry wage. As members of the Real Living Wage we require in-scope UK based suppliers to pay wages as set out by the Real Living Wage www.livingwage.org.uk.

Suppliers must ensure that employment is free to workers. Under the Employment Pays Principle, no worker shall pay for a job, and all recruitment or placement costs must be borne by the employer. Centrica require suppliers / contractors to facilitate confidential/anonymous complaints or whistleblowing and have a zero-tolerance approach to retaliation. Further support is offered by Centrica's Speak Up confidential helpline.

*Working Hours

Ensure compliance with national laws and collective agreements on working hours: standard hours must not exceed 48 per week, excluding overtime. Overtime should be voluntary and capped at 60 hours per week, except in exceptional circumstances permitted by law and collective agreements, with safeguards to protect worker health and safety.

Health, Safety and Wellbeing

Suppliers must provide a safe and healthy working environment for all personnel. This includes implementing effective health and safety policies, conducting regular risk assessments, and promoting physical and mental wellbeing. Suppliers must foster a culture of care, inclusion, psychological safety and measures to prevent drug and alcohol misuse.

Responsible Subcontracting

Suppliers must ensure that any subcontractors or third-party personnel engaged in delivering services to Centrica meet the same standards outlined in this Code. Subcontracting must not occur without Centrica's prior written consent, and suppliers remain accountable for the conduct and performance of their subcontractors.

Diversity, Equity and Inclusion

Suppliers are expected to promote diversity, equity, and inclusion in their workforce. Discrimination based on race, gender, age, disability, sexual orientation, religion, or any other protected characteristic is strictly prohibited. Inclusive hiring and development practices should be actively strengthened with specific attention to support groups that might be under-represented including but not limited to women, ethnic minorities, LGBTQ+ and those with disabilities.

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Treat Our Customers Fairly

Centrica is unequivocally committed to delivering outcomes that are fair, transparent, and respectful for all customers.

This commitment underpins every aspect of how we design, deliver, and support our products and services.



Acting in the Best Interests of Customers

We expect all suppliers, partners, and contractors acting on behalf of, or in association with, Centrica to uphold these principles consistently and without exception. Supplier behaviour must always reflect the high standards of care, integrity, and accountability expected of Centrica, particularly where actions or decisions may directly or indirectly impact our customers.

Suppliers must always act in the best interests of Centrica's customers. This obligation takes precedence over commercial, operational, or performance considerations and applies to all customer interactions, decisions, and outcomes.

Suppliers must:

- Take reasonable steps to identify vulnerability and respond with appropriate care, flexibility, and support.
- Ensure customers are treated with dignity, empathy, and respect always
- Customers must never be disadvantaged by supplier behaviour, process design, or commercial incentives.

Customer-Centric Conduct

Products, services, and interactions must be delivered with integrity, professionalism, and care. Communications must be clear, accurate, accessible, and not misleading, enabling customers to make informed decisions with confidence. Suppliers must ensure that information is presented in a way customers can reasonably understand, and must not resort to complexity, omission, or technical language to the customer's detriment.

Ethical Sales and Marketing

All sales, marketing, and customer engagement activities must be ethical, respectful, and fully compliant with applicable laws, regulations, industry codes, and Centrica policies. High pressure tactics, misrepresentation, omission of key information, or any exploitation (particularly of vulnerable customers) are strictly prohibited. Incentives or commercial pressures must never compromise fair customer outcomes.

Complaint Handling and Resolution

Suppliers must maintain robust, accessible, and effective processes for handling customer complaints, concerns, and feedback. Complaints must be addressed promptly, fairly, and transparently, with clear communication throughout the process. Suppliers are expected to use complaints and feedback as a source of insight to drive continuous improvement, prevent issue recurrence, and enhance customer outcomes. Systemic issues must be addressed through corrective action and shared learning with Centrica.

Transparency and Accountability

Suppliers must be fully transparent about pricing, fees, terms, conditions, and service limitations. Any practices that could confuse, mislead, pressure, or disadvantage customers are unacceptable. Suppliers must identify and promptly escalate any issues, risks, or failures that could impact customer outcomes, and take ownership of those within their control. They are expected to work collaboratively with Centrica to deliver timely and effective resolutions.

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Centrica expects its suppliers to safeguard the confidentiality integrity, and availability of all services and data entrusted to them. This includes digital infrastructure, operational technology, physical assets, intellectual property and data.

Suppliers must operate with integrity and responsibility to protect Centrica's interests and reputation.



Information Security

Suppliers must implement and maintain robust security risk management and controls to protect against cyber threats, unauthorised access, data breaches, malware and insider threats, aligned to recognised Information Security Management Systems such as ISO27001.

Suppliers need a minimum of Cyber Essentials. When requested, suppliers will maintain their compliance evidence via Centrica's Third-Party Management service, Risk Ledger.

Suppliers should adhere to guidance as issued by the UK National Cyber Security Centre (NCSC). This includes incident notification to the relevant authorities and notification within 72 hours for any event affecting Centrica services, data or significant event impacting the supplier.

The supplier will agree to Centrica's right to audit and where appropriate, additional compliance requirements such as Security Operations Centre (SOC) reports, external assessments, penetration testing and Key Risk Indicators (KRI).

Suppliers must ensure that all personnel providing services to Centrica complete annual Cyber Security, Information Security, and Data Protection awareness training and understand their security responsibilities. Personnel in high-risk roles must complete any role-specific training required by Centrica. Suppliers supporting Operational Technology (OT) environments must also comply with IEC 62443 requirements.

Contractual, Financial and Legal Integrity

Suppliers must promptly notify Centrica of any; actual, suspected, or potential issue that could impact their financial integrity, changes that affect their legal or contractual entity (such as mergers, acquisitions, or name changes), Potential inability to meet their contractual obligations.

Suppliers must comply with all filing requirements in their country of origin.

Responsible Use of Artificial Intelligence (AI)

Where AI is used in the delivery of goods or services to Centrica, suppliers must ensure its responsible, ethical and transparent use, comply with applicable legal and regulatory requirements, and maintain appropriate human oversight. AI must not compromise data privacy, security or customer trust. Suppliers must obtain Centrica's prior written approval before introducing or using AI in services provided to Centrica.

Business Continuity and Disaster Recovery

Suppliers shall maintain a documented, regularly updated and tested Business Continuity Plan (BCP) that addresses potential disruptions to operations, inclusive of supply chain disruptions, as identified through business impact analysis, recovery strategies and communication protocols .

Where applicable, suppliers must have a Disaster Recovery Plan (DRP) for critical services and data, including backup procedures, data retention periods and restoration timelines.

Suppliers are expected to assess and manage risks within their own supply chains, including identifying critical dependencies and implementing mitigation strategies such as dual sourcing, back up supplies, or geographic diversification.

Suppliers must maintain and provide evidence of testing and improvement plans (BCP & DRP).

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Centrica Home Customer-Facing & Occupied Premises Contractors

This applies to all contractors undertaking work in customer homes or domestic settings, including installation, maintenance, repair, inspection or any activity that brings contractors into direct contact with customers or their property.

This must be read in conjunction with the Supplier Code of Conduct, which sets out Centrica's overarching expectations for ethical, responsible and lawful behaviour. Where site-specific risks apply, this provides additional mandatory requirements.



Customer Safety, Wellbeing and Safeguarding

Contractors must take all reasonable steps to protect the safety, wellbeing and dignity of customers while work is undertaken.

Contractors must have appropriate processes, procedures and controls to identify and support vulnerable customers, including clear escalation routes where concerns arise.

Contractors must act immediately where any behaviour, condition or circumstance could place a customer at risk, and report/escalate in line with Centrica requirements.

Professional Conduct and Boundaries

Contractors must maintain clear personal and professional boundaries at all times when working in customer homes.

Contractors must behave respectfully, use appropriate language, and conduct themselves in a manner that maintains customer trust and confidence.

Contractors must ensure operatives are clearly identifiable and understand expected standards of behaviour in domestic settings.

Planning and Control of Work

Work must be appropriately planned and risk assessed, recognising the variability of domestic environments and the presence of occupants.

Controls (including physical barriers) must be in place to prevent harm to customers, contractors and property, including management of access, tools, materials and waste.

Contractors must ensure work areas are left safe, secure and tidy at the end of each visit.

Competence and Suitability

Contractors must ensure personnel are competent not only in technical delivery, but also in customer interaction, safeguarding awareness and domestic-environment risk management.

Appropriate checks, training and supervision arrangements must be in place, proportionate to the nature of the work and customer contact.

Privacy, Data and Trust

Customer information must be handled securely and confidentially, with strict adherence to data protection and privacy requirements.

Contractors must not misuse access to customer premises or information for any purpose unrelated to the contracted work.

Access and Security

Contractors must only access premises with prior consent and follow all agreed access arrangements.

Properties must be left secure at all times, with no unauthorised persons permitted entry.

Contractors are responsible for the security of keys and must ensure all doors and windows are locked when leaving.

Incident Reporting and Escalation

Any incident, near miss, safeguarding concern or behaviour that could compromise customer safety, wellbeing or trust must be reported promptly.

Contractors must cooperate fully with Centrica investigations and follow-up actions.

Work Standards and Cleanliness

Contractors must protect customer property, use appropriate coverings, and leave work areas clean and safe.

Tools and equipment must not be left overnight.

Any additional works or delays must be communicated promptly to the customer and Centrica.

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Work responsibly with our communities and governments

Centrica aims to be a trusted company and a modern energy and services provider.

We understand that society gives us the right to operate, so building strong relationships with governments, partnering with local communities to reduce our environmental impact is essential for long-term success.



Community Responsibility

Suppliers must actively manage their social and economic impact on local communities.

This includes:

- Formal HSE policy with board-level accountability.
- Maintaining a clear commitment on community engagement and impact management.
- Conducting impact assessments at appropriate times and locations.
- Allowing relevant stakeholders to participate in assessments.
- Making assessment results accessible in a transparent manner.
- Collaborating with local communities to deliver positive contributions.

Political Neutrality and Engagement

Centrica, its suppliers and contractors must operate with strict political neutrality, refraining from political contributions or activities when representing or acting on behalf of Centrica.

Business Ethics

At Centrica, we are committed to conducting business with integrity, transparency, and respect for the law. These principles are fundamental to how we operate and extend to everyone we work with, including employees, suppliers, contractors, and subcontractors.

This Third-Party Code of Conduct applies to Centrica's global operations. While it outlines universal standards, you must also comply with all relevant local laws and any specific policies referenced throughout if your work spans multiple jurisdictions.

We expect you to report any unethical or unlawful behaviour, or breaches of this Code, without delay to your primary contact at Centrica.

All concerns raised by a supplier, contractor or subcontractors employees will be reviewed thoroughly, fairly, and promptly. We do not tolerate any form of retaliation or victimisation against individuals who raise concerns in good faith. To further support this, Centrica provides a confidential Speak Up reporting mechanism, detailed at the end of this document.

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Site Based & Operational Contractors

This applies to all contractors, subcontractors and agency workers undertaking work on Centrica sites, operational assets, infrastructure, facilities, or any activity involving hazardous energy, plant, equipment, or controlled work environments.

This must be read in conjunction with the Supplier Code of Conduct, which sets out Centrica's overarching expectations for ethical, responsible and lawful behaviour. Where site-specific risks apply, this addendum provides additional mandatory requirements.



Site Access, Induction and Supervision

All contractors must complete Centrica site inductions and comply with

- Site-specific rules.
- PPE must be worn as required.
- Only safe, certified equipment may be used.
- Signing in/out procedures must be followed, and lone working must be risk assessed and minimised.
- Principal contractors are responsible for supervising their own work and that of subcontractors.
- Contractors must not commence work until all required health, safety and environmental arrangements have been agreed and approved.
- Contractors must operate effective HSE management arrangements proportionate to the nature, complexity and risk of the work, aligned to Centrica's Life Saving Rules and site requirements.
- All work must be risk assessed and methodically planned, with suitable and sufficient RAMS in place, understood by the workforce, and followed in practice.
- Contractors must ensure competence, training and authorisation of all personnel, including supervisors and those undertaking safety-critical tasks.
- Permit-to-Work, isolation, access control and site induction requirements must be complied with at all times where applicable.
- Contractors must actively manage subcontractors, ensuring equivalent standards of safety, competence and control.
- A clear stop-work authority must be in place, empowering personnel to halt work where conditions are unsafe or controls are inadequate.
- Incidents, near misses and unsafe conditions must be reported promptly, investigated appropriately, and lessons learned shared.
- Contractors must cooperate with Centrica oversight, assurance and monitoring activities, including audits, inspections and performance reviews.

Emergency Preparedness and Incident Reporting

Contractors must be familiar with emergency procedures, including fire safety, first aid, and evacuation routes. All incidents, accidents, and near-misses must be reported immediately to Centrica and investigated as required.

Life-Saving Rules

Contractors must comply with Centrica's Life-Saving Rules, which are designed to prevent serious injury and fatal incidents. These rules apply to all high-risk activities and must be followed at all times:

- **Stop Work Authority:** Anyone can stop work if unsafe conditions are identified, with no repercussions for raising concerns.
- **Work at Height:** Only use approved equipment and methods. Never bypass fall protection.
- **Breaking Ground:** Obtain permits before excavation. Confirm utility locations and follow safe digging practices.
- **Confined Spaces:** Entry only with a valid permit, atmospheric testing, and rescue plan.
- **Hot Works:** Follow permit-to-work procedures. Keep fire watch and use appropriate controls.
- **Electrical and Energy Safety:** Only qualified personnel may perform electrical work, with energy sources safely isolated using lock-out/tag-out controls before maintenance.
- **Moving Equipment & Vehicles:** Operate only if trained and authorised. Follow site traffic rules and use spotters where required..
- **Asbestos & Hazardous Materials:** Follow Centrica's procedures for identification, handling, and removal.

Failure to comply with these rules may result in removal from site, contract review, or termination.

Post-Work Evaluation

Upon completion of works, contractors must ensure the area is left safe, clean, and tidy. Centrica will evaluate contractor performance, including adherence to safety standards and incident management, to inform future engagement.

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Concerns can be raised by telephoning the Speak Up helpline on the toll-free numbers listed, or via the Speak Up web Portal

SPEAKUP

It's Confidential

The Speak Up confidential helpline is an online and telephone reporting channel hosted by a third-party supplier (Navex Global) available 24 hours a day, 365 days a year.

Calls made through Speak Up are not recorded.

Concerns raised via Speak Up are confidential, with the ability to raise anonymously. Cases are reviewed by an independent team who decide how, and who, should investigate. Following investigation, appropriate action will be taken to address the issue.

The person raising the concern will be kept updated throughout, using communications through the Speak Up tool, where the ability to review the progress is provided.

Speak Up Telephone Numbers:

UK: 0808 234 6300

Ireland: 1-800-550-000
Enter 855-282-4792 when prompted

Denmark: 80 83 02 84
English/Danish speakers available

USA: 1-855-282-4792 English/Spanish speakers available

Speak Up Web Portal:

Concerns can also be raised online through our portal: www.centrica.ethicspoint.com

Alternatively, reports can be sent to the Speak Up mailbox: speakup@centrica.com

Who can Speak Up

Everyone in Centrica can and its affiliated companies, including all subsidiaries and joint ventures, are encouraged and able to use the Speak Up facility. This includes all employees, whether full-time, part-time, contract or temporary, independent contractors, consultants, suppliers, and other business partners who are working on our behalf, or in our name.

Reporting Bullying and Harassment

Sexual harassment, bullying and harassment of any kind; including unwanted sexual conduct, abusive behaviour, intimidation, humiliation, offensive comments, or physical behaviour that creates an intimidating, hostile or degrading environment are strictly prohibited. Suppliers must have effective policies, controls and reporting mechanisms to prevent such conduct, address concerns promptly and fairly, and protect individuals from retaliation.

Retaliation? - Zero Tolerance!

We are committed to protecting those who raise concerns in good faith and do not tolerate any form of retaliation against colleagues who report possible or actual breaches of Our Code. We consider retaliation as gross misconduct and anyone who believes they have suffered detriment after speaking up should raise this immediately with their line manager, Employee Relations or via Speak Up.

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