



Group Health and Safety Policy

Our Business Principles

- 1 Demonstrating integrity in corporate conduct
- 2 Ensuring openness and transparency
- 3 Respecting human rights
- 4 Enhancing customer experiences and business partnerships
- 5 Valuing our people
- 6 Focusing on health, safety and security
- 7 Protecting the environment
- 8 Investing in communities

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Our commitment to good business

Business Principles and Group Policies

Our purpose is helping people today and securing energy for tomorrow. Our Business Principles and Group Policies are the foundation for how we operate to achieve this purpose. More than a tick box for compliance, how we conduct business defines us in the eyes of our people, our customers and our wider stakeholders. We are committed to ethical and responsible practice, as one business, with one set of Business Principles and Group Policies. Together, our eight Business Principles, which set out the operating standards we expect, and our Group Policies, which support these Business Principles, are our commitment to good business. The standards our people expect of themselves and one another are very high, and reflect the nature of our business, and our place within it. Our Business Principles and Group Policies are here to help us make the right decisions and provide guidance when needed.

Your commitment

- We remain a principled business as a direct result of every single employee conducting themselves with integrity.
- Every decision you make impacts those around you. You also need to know that you can rely on responsible and ethical decisions made by others.
- You, along with everyone else involved in Centrica's business and operations, have a personal responsibility to adhere to these principles and policies and to conduct business legally, responsibly and ethically.
- You must be confident about those decisions. Adhering to these principles and policies will give you that confidence.

Your commitment regarding this policy

- You have a responsibility to uphold our Business Principle of "Focusing on health, safety and security".
- We are committed to promoting the health and safety of our employees, customers, and others who might be affected by our activities and assets. As an employee or a contractor you are also responsible for these areas and have a duty to report health and safety incidents and concerns.

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Introduction



We support our Business Principle by putting processes in place that identify, control and mitigate risks to safeguard our employees, business partners, customers, assets and information. We seek out and implement best practice where appropriate to drive continual improvement and comply with all relevant legislation and regulations where we operate.

Scope

Our Group Health and Safety Policy applies to you all, whether you are a full-time, part-time, contract or temporary employee, and extends to all our majority-owned business dealings and transactions in which we or our subsidiaries and associates operate.

Where we have a minority interest, you need to encourage business partners, including contractors, suppliers and joint venture partners, to uphold this policy along with the standards, procedures and guidance on page 6, where applicable.

Purpose

This policy outlines what is expected from Centrica in terms of the health and safety of our customers, employees, business partners, and its assets. It shows the actions Centrica will take to prevent health and safety incidents, outlining the expectations and responsibilities of all those that work with Centrica.

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Policy

We are committed to:

- **assessing, understanding and managing** risk
- **enabling** the creation of a positive culture holding each other accountable
- **proactively** supporting employee wellbeing and health
- **empowering and encouraging** personnel to work in a safe and healthy way
- **intervening** if we believe that the work environment or task is unsafe, or we see an unsafe act
- **preventing** all workplace incidents, placing special emphasis on safeguarding personnel and customers and minimising major accident risks
- **learning** from our successes and incidents, and freely sharing lessons with business partners
- **working** with suppliers and business partners in the pursuit of best practice
- **continually** improving and setting measurable objectives and targets in business plans
- **complying** with all legislative and regulatory requirements.

To fulfil these commitments, all Centrica businesses, majority-owned joint ventures and joint ventures where Centrica has the controlling interest or is the operator, will comply with the following health and safety standards:

- Group HSES Standard on HS&E Management
- Group HSES Standard on Performance Reporting
- Group HSES Standard on Governance
- Group HSES Standard on Occupational Health
- Group HSES Procedure on Health Monitoring & Surveillance
- Group HSES Standard on Driving on Company Business.

For further information visit:

This policy and the referenced standards are a key part of Centrica's strategy, and are available [here](#).



Responsibilities



Everyone

Health and safety is your responsibility. You need to comply with this policy and understand our commitment to focusing on health and safety, taking this into account when making decisions.

Group Chief Executive

The Group Chief Executive is responsible for implementing this policy. Performance will be reported regularly to the Centrica Board of Directors.

Business leaders

Business leaders and corporate directors are responsible for ensuring that business areas under their control (including majority-owned joint ventures and those where the business unit has a controlling interest or is the operator) implement and maintain health and safety arrangements, in compliance with our policy, standards and relevant legislation.

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Actions – what happens next

If you have any health and safety concerns, please contact your business health and safety team. Incidents are reported and managed within business units. Other concerns can be raised through the confidential 'Speak Up' helpline.



Training and communications

You will learn about this policy through our internal communications channels and relevant guidance across the Group. You should also communicate our expectations to our business partners.

Monitoring and review

The Centrica Executive Committee will review the effective implementation of this policy, especially its suitability and adequacy, and improve it where appropriate. It will report the results periodically to the Group Audit Committee, which will assess its adequacy independently and disclose any material non-compliance in the Annual Report to shareholders.

Internal controls and audit

Centrica has established ways to gather information to maintain accurate records regarding this policy. Regular audits of internal controls will provide assurances that the health and safety policy, its standards and associated framework are effective in promoting the health and safety of our employees, business partners and assets.

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Version 1 July 2014

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