

Our commitment to good business
Respecting human rights

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centrica

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Group Human Rights Policy

Our Business Principles

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- 2 Ensuring openness and transparency
- 3 **Respecting human rights**
- 4 Enhancing customer experiences and business partnerships
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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 be aware of and understand human rights and our commitment to them.
- In doing so, you are upholding our Business Principle of "Respecting human rights".





Introduction

As an international company we have a responsibility to uphold and protect the human rights of individuals working for us in the communities and societies where we operate. We also recognise the opportunity we have to contribute positively to global efforts to ensure human rights are understood and observed.



Scope

Our Group Human Rights Policy applies to everyone, whether you are a full-time, part-time, contract or temporary employees, 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, we will encourage business partners, including contractors, suppliers and joint venture partners, to apply this policy.

Employees should also read the [Managing Integrity Risk: Group Financial Crime Policy](#) and the [Group Security Policy](#).

Purpose

This policy details how Group functions and business units must observe and support the Universal Declaration of Human Rights (UDHR). These state that we will:

- support and respect the protection of internationally proclaimed human rights
- make sure that we are not complicit in human rights abuses.

The UDHR includes our obligation to our employees' health, safety and security, and working conditions. It also acknowledges the rights of others within our sphere of influence, such as local communities, business partners, regulators and customers.



Policy

Human rights considerations affect many aspects of our business activities. We are committed to operating responsibly wherever we operate in the world and to engage with relevant stakeholders to manage the social, economic and environmental impact of our activities.

As a signatory to the United Nations Global Compact, our company is required to observe the basic principles of UDHR, the International Labour Organization (ILO) Core Conventions and the Voluntary Principles on Security and Human Rights.

We are guided by these international standards in the way we do business and encourage others to do the same.

We recognise the special relationship that exists between regional natural areas and indigenous communities living and working there. As a company, we consider how our operations have an impact on communities and respect the rights of indigenous peoples, including historic links to their land.

Centrica will talk to communities and engage with the relevant groups within them to better understand their concerns about our activities and their possible impact.



Responsibilities



Group Chief Executive

The Group Chief Executive is accountable for compliance with this policy within our wider framework of managing corporate responsibility, reviewing progress through our Corporate Responsibility Committee (CRC).

Group Corporate Responsibility team

The Group Corporate Responsibility team is responsible for implementing this policy across the business.

Business leaders

Business leaders must know the UDHR and establish appropriate responsibilities and procedures within their business unit and ensure that the Group Director of Human Resources is informed of any issues arising in countries where we are operating.

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Actions – what happens next



If you have concerns about any instance of malpractice, human rights abuses or discrimination, you have a responsibility to raise them through the confidential 'Speak Up' helpline at the earliest possible opportunity. See the Group 'Speak Up' Policy: Public Interest Disclosure for further information.

Training and communications

Our people learn about human rights through our annual Business Principles declaration, internal communications channels and relevant guidance across the Group. We also communicate the Human Rights Policy to suppliers, contractors, business partners and other stakeholders that we engage with.

Monitoring and review

The Centrica Executive Committee will review how this policy is used, especially its suitability, adequacy and effectiveness, and improve it where appropriate.



Useful info

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