

Group diversity and inclusion policy

Our Policy

At Centrica we recognise the importance of diversity and inclusion. We operate in increasingly diverse communities both in the UK and internationally and this diversity is evident in our workforce and our customers, suppliers and other stakeholders.

In our increasingly competitive business environment we understand that the performance and engagement of our employees is central to business success. We are committed to creating an inclusive working environment, in which each employee is able to fulfil their potential and maximise their contribution. We recognise and value the creative potential that individuals of different backgrounds and abilities bring to their work.

Our employment policies and practices reflect a culture where decisions are made solely on the basis of individual capability and potential in relation to the needs of the business. Protected characteristics covered by legislation are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including ethnic origins, nationality and colour), religion or belief, sex and sexual orientation. In addition other personal factors such as part time and fixed term status provide no basis for less favourable treatment. Discrimination, bullying or harassment will not be tolerated.

We also recognise the value of a diverse workforce in helping us understand the needs of our large and diverse customer base and that this can help ensure we tailor our products and services accordingly, support sales growth and customer retention.

All our employees are responsible for ensuring that the diversity policies are actively implemented and should be aware of their personal responsibility to each other, customers, contractors, suppliers and visitors. The effectiveness of our policies will be monitored and evaluated on a regular basis.

Scope

All UK Centrica employees (including employees working in our UK offshore installations).

Policy Application

We are committed to a positive policy of promoting equality of opportunity, providing an inclusive workplace and eliminating any unfair or unlawful discrimination. This applies to all employment policies and practices including those relating to:

- recruitment and selection;
- terms and conditions of employment;
- working environment;
- training and development;
- promotion and career progression;
- redundancy and re-deployment.

We are committed to ensuring diversity and inclusion in the workplace and want to ensure this policy is applied in all areas of our business. This policy is supported by appropriate harassment, disciplinary and grievance procedures.

Within our businesses there are procedures available to any employee who believes that he or she may have been unfairly discriminated against. Our employees will not be victimised in any

way for making such a complaint in good faith. We will deal with complaints seriously, in confidence and as soon as possible.

Disciplinary action will be taken against any employee who is found to have committed an act of unlawful discrimination. Serious breaches of the policy will be treated as gross misconduct. [Allegations of discrimination which are not made in good faith will also be treated as a disciplinary matter.] Confidential records of ongoing matters dealt with in accordance with this policy will be kept.

Diversity practices

Our employees are made aware of the Diversity & Inclusion policy during their employment, in appropriate ways, including but not limited to:

- During recruitment and induction;
- Training and development programmes;
- MyWorld Intranet;
- Employee communications material.

Centrica provides an inclusive working environment. We offer:

- Flexible working arrangements
- Carers leave, career breaks and leave of absences
- Employee education assistance
- Flexible benefits
- Mentoring
- Employee Assistance Programs - including family counselling, and childcare and elder care assistance

Responsibilities

Our employees are responsible for the practical application of the Group Diversity & Inclusion Policy, which extends to the treatment of job applicants, employees, customers, contractors, suppliers and visitors.

Our employees have a PERSONAL RESPONSIBILITY to advise their Line Managers, Human Resources Managers or to follow the grievance procedures if there is a belief that any discrimination has occurred. Any act by an employee to encourage a colleague to discriminate against another either in language or behaviour may be deemed to be an act of inciting another to discriminate or aiding and abetting that act of discrimination and we will take this very seriously.

Special responsibility for the practical application of our approach to Diversity & Inclusion falls upon our Managers, Supervisors and Human Resources Managers involved in day-to-day supervision and management of employees and of recruitment, selection, promotion, and training of employees.

Our Managers have A PERSONAL RESPONSIBILITY for ensuring that this policy is communicated, understood and applied within their own areas. Any queries in the application or interpretation of this policy should be discussed with Human Resources, prior to any action being taken.

HR have the responsibility to ensure maintenance, review and updating of this policy. Revisions, amendments and alterations of this policy will only be implemented following consideration and approval by the Group HR Policy Manager.