

Investing in
communities

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Our commitment

We recognise that strong relationships and long-term partnerships with local communities are fundamental to our sustained success. Wherever we operate, we seek to develop enduring relationships with our neighbours based on mutual trust, respect and an understanding of our impact.

We are committed to providing additional targeted support for our more vulnerable customers and the promotion of social inclusion. We also promote education, skills development and employability in the communities we serve.

Assessing our impact

We must engage with local communities to understand how our business activities affect them. Maintaining dialogue with our neighbours will build trust and respect, providing us with a licence to operate.



Centrica and our employees have much to offer and a great deal to gain through active engagement with local communities. It is important that we assess and fully understand how our business activities affect the communities of which we are a part. For example:

- how our presence as an employer affects the local economy
- how our operations affect natural habitats
- how we can contribute positively to local society

Charitable contributions

We have a responsibility to help address relevant issues of social concern and to ensure that our charitable contributions, both cash and in kind, are made to best effect.



By understanding our impact we can maintain our strong reputation for developing successful partnerships that bring benefits to both the communities and our business.

Our community investment programme allows us to make a positive and sustainable contribution in the diverse communities we serve and from which we recruit.

We also believe we have a responsibility to help address relevant issues of social concern. As a result, we focus our resources where we can best make an effective contribution. We are also committed to supporting our employees in their own fundraising and volunteering activities.

As we engage and contribute to our local communities we must ensure our involvement is handled in an appropriate and professional way. We must also base our support with the long-term sustainability and needs of the community in mind. This will help us avoid any legacy issues, which can have a negative impact on our reputation.

If you are involved in managing community projects on behalf of Centrica or fundraising at work, you must also be sure that charitable contributions and sponsorships are not being used as bribes and are being directed to reputable and registered charities or community organisations only. You must also declare any conflicts of interest and make sure that you keep and submit accurate records of donations and sponsorship for the company's annual disclosure of all charitable contributions or sponsorships. Details on how to do this are available from **community@centrica.com**.

You can get more information from the Corporate Affairs department or at **www.centrica.com/community**.

Further information:

- Group Community and Local Impact Policy

