

Group community and local impact policy

1. Introduction

We have a direct impact on local communities through our gas and power assets, our offices and call centres and through the 10 million visits our engineers make to homes in the UK and North America every year. We recognise that good relations with local communities are fundamental to our sustained success.

We believe that working in partnership with communities over a sustained period of time is the most effective way to achieve real results and lasting change. Our approach is to engage with our neighbours, community leaders, non-governmental organisations and charities to understand the implications of our activities and changes in industry and wider society.

2. Purpose

The purpose of the Group community investment policy is to establish a common and coherent approach among the corporate functions and business units for investing in the communities in which we operate.

3. Scope

This policy applies to all corporate functions and business units across the Centrica group and establishes the parameters for our community investment activities.

4. Policy

Our business principles describe our commitment to operate responsibly wherever we work in the world and to engage with our stakeholders to manage the social, economic and environmental impact of our activities.

Our eighth Business Principle, 'Investing in communities,' describes our aim to develop enduring relationships based on mutual trust, respect and an understanding of our impact. We focus our resources where we can make an effective contribution and enable our employees to get involved in community activities. To make a real difference, we focus on five areas that are closely aligned with our business.

- **Climate change and the environment:** we are committed to playing an active role to reduce the effects of climate change by championing energy efficiency, investing in renewable power, and reducing our own carbon footprint.
- **Fuel poverty and social inclusion:** we are committed to working with public and voluntary sector partners to support our most vulnerable customers particularly those affected by fuel poverty.
- **Health and safety:** we focus on the health and safety of our employees, customers and others who could be affected by our activities.
- **Education, skills and employability:** we invest in education to promote learning about energy-related issues and deliver programmes to support training and skills development.
- **Employee involvement:** we enable and encourage our employees to get involved in their communities through charitable giving and volunteering.

Our approach involves:

- Systematic management based on clearly identified objectives;
- Long-term partnerships with community organisations and charities and;
- Ongoing evaluation of our contributions and impacts they achieve.

Since we focus our investments in areas aligned with our business and strive to avoid any conflicts of interest, we do not offer support to individuals, animal welfare organisations, building projects, political groups, denominational groups, arts bodies or sport groups. Generally, we do not support requests for advertising or sponsorships unless as part of a project in which we are already involved.

5. Responsibilities

The Group Director, Corporate Affairs is responsible for the implementation of this policy. The Corporate Responsibility team manages group wide community investments while business units oversee brand community initiatives and business sites coordinate local engagement.

We will communicate this policy to each Centrica business unit to facilitate the implementation of this policy across the Group. The policy will be fully disclosed, available online, and communicated to interested parties. The success of the policy will be reviewed as appropriate by the Corporate Responsibility Committee.

6. Raising concerns and seeking guidance

Employees are encouraged to raise concerns about any instance of malpractice at the earliest possible stage through our confidential 'speak up' helpline. Please refer to the Group Speak Up Policy for further information.

Guidance on the policy can be sought by contacting the Corporate Responsibility team at community@centrica.com.

7. Monitoring and review

Corporate Responsibility will lead on the monitoring and implementation of this policy. They will review the adequacy and effectiveness of the policy, working with the business units. Where appropriate, they will advise on its application in business units and sites and assist in the development of any business unit policies.