

Our 2030 Responsible Business Ambitions

Our Ambitions set out 15 goals that give meaning to our overarching goal of “helping you run your world in ever more sustainable ways.” Supporting the United Nations Sustainable Development Goals and addressing some of the most challenging issues facing society, our Ambitions will help tackle climate change, build a more skilled and inclusive workforce, innovate to make our customers’ lives easier and make our communities stronger.

Our Ambition for Customers

Delivering for our customers

Through the latest innovations and a commitment to service, we’re making our customers’ lives easier



Deliver solutions to make our customers’ lives easier

- Help customers understand and manage their energy better
- Give customers peace of mind through tailored propositions and connected technologies
- Develop solutions to help our customers run their worlds

Satisfy our customers with excellent service

- Make it simpler for people to deal with us in ways that work for them

Our Ambition for Climate change

Enabling all our customers to use energy more sustainably

We’re helping to shape a low carbon future by enabling our customers, the energy system and our business to use energy more sustainably



Help our customers reduce emissions in line with Paris goals

- Help our customers reduce emissions by 25%, by direct (3%) and indirect action

Enable a decarbonised energy system

- Deliver 7GW of flexible, distributed and low carbon technologies as well as provide system access and optimisation services

Reduce our own emissions in line with Paris goals

- Demonstrate we are on track with Paris goals and develop a path to net zero by 2050

Our Ambition for Colleagues

Building the workforce of the future

We’re developing vital skills and a more inclusive workforce to ensure we deliver for our customers



Empower people with future skills

- Inspire and develop 100,000 people with essential STEM skills

Build a more inclusive workplace

- Attract and develop more women into STEM with 40% of STEM recruits to be female
- Aspire for senior leadership to reflect the full diversity of our labour markets
- Help 1m carers stay in or return to work via active promotion of carer-positive policies

Our Ambition for Communities

Creating stronger communities

By offering our knowledge and expertise, we’re empowering communities to take control of their energy and tackle pressing social issues

Apply new energy technologies to drive positive change

- Deliver £5bn of value for communities through new and distributed energy technologies
- Deliver £300m in energy efficiency savings to public and essential services

Collaborate across sectors to improve local communities

- Encourage our people to share their skills by volunteering over 100,000 days
- Deliver 2,500 skills development opportunities for young people not in education or employment



Our Responsible Business Foundations

Our Ambitions are underpinned by strong foundations that ensure our business operates with integrity

Why it's important to us

Customers

Our customers want more than just energy, they want products and services that make their lives easier. With a constantly on-the-go society as well as an ageing population, our customer demographic and needs are evolving. We see huge opportunities in maximising technology and tailoring propositions to offer customers products and services that not only help them understand and manage their energy better, but provide peace of mind and enable them to run their world in ever more sustainable ways. It's also key that we simplify our processes, invest in digital capabilities to enhance our service and ultimately enable our customers to deal with us in ways that work for them.

Climate change

Climate change is one of the greatest challenges facing society. The implications are far-reaching, and the energy sector is at the forefront of the need to respond. As a leading energy and services business, we are committed to tackling climate change. We support national and international carbon reduction targets including the Paris Agreement which aims to limit the rise in global warming to well below 2°C. Our strategy is based on moving towards a lower carbon future and it positions us to play a key role in shaping the energy transition by enabling our customers, the energy system and our business to decarbonise.

Colleagues

STEM (Science, Technology, Engineering and Maths) skills and a diverse workforce are vital for satisfying the changing needs of our customers, which underpins the future success of our business. That is why we want to empower our people with future skills and encourage the next generation to embark on an exciting career in energy, which will also help plug the growing skills gap in our sector. It's also why we are encouraging greater diversity and inclusion across our business – from strengthening diversity in our senior leadership team to supporting more carers to stay in work and progress their careers.

Communities

Energy is moving away from a centrally organised model to a local one. This energy transition has the potential to drive positive change across communities, giving people the ability to take control of their energy, increase resilience, reduce environmental impact and unlock financial savings that can be used to create a more productive and prosperous economy. At the same time, our resources and reach enable us to make a meaningful difference and collaborate to tackle enduring social issues in our local communities on a range of issues – from youth unemployment to supporting carers.

What we've done already

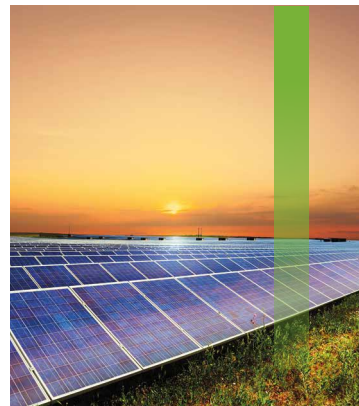


£1.2bn

Investment to strengthen Connected Home and Distributed Energy & Power capabilities during 2015-20

£100m

Investment in Centrica Innovations up to 2022 to transform the way we live, work and move



35mtCO₂e

Customer carbon emissions saved since 2008 – equivalent to the annual emissions of around 11m homes

80%

Reduction in our emissions over the last decade



13,000

Colleagues learning skills via our Career Development Hub and Learning Academies in the first six months since launching

1,000

Membership of our Carers Network who help us create a carer-positive workplace



150+

Homes and businesses trialling how flexible demand, generation and storage can support the grid at peak times, stimulate renewables and reduce energy bills via the Cornwall Local Energy Market

1,450

Young, unemployed people who have gained workplace skills through Movement to Work over the last five years