

# CORPORATE FACTSHEET 2023

“Our strategy is driven by our Purpose to help customers live sustainably, simply and affordably.

Our business is founded on a 200-year heritage of serving people. We supply energy and services to over **10 million** residential and business customers, mainly in the UK and Ireland.

We put colleagues and customers at the heart of everything we do, delivering innovative energy and services solutions to help homes, businesses and communities live sustainably, simply and affordably.

Key to this is our talented team of **20,000 colleagues** including **7,000 engineers**, who serve millions of customers every day through trusted brands like **British Gas, Bord Gáis Energy** and **Centrica Business Solutions**.

Our focus on improving operational performance, a strong financial position and a responsible approach to business means our customers can rely on us for their energy needs. It also allows us to invest in energy security and the transition to net zero whilst creating the diverse and inclusive team we need to succeed and contribute to the communities we're all part of. In doing so, we can add value for customers, colleagues, communities and shareholders alike.



## Financial highlights (2022)

**£3,308m**

Adjusted operating profit

**£2,050m**

Adjusted earnings

**34%**

Adjusted effective tax rate

**£2,487m**

Free cash flow

**34.9p**

Adjusted EPS

**£1,199m**

Adjusted net cash

## Company facts (2022)

**20,406**

Employees worldwide

**10.3m\***

Total customers

**11.6 GW**

Of renewable capacity under management

**CDP 'A' Grade**

Leader on climate change action and disclosure

**Top 50**

Ranked in The Times Top 50 Employers for Women



\*Includes British Gas Energy, British Gas Services and Bord Gáis Energy households and small and medium business customer sites in British Gas Energy and Centrica Business Solutions

# Our Portfolio

## Our Purpose | Helping you live sustainably, simply and affordably

### Our Strategic Framework

#### Retail

We remain relentlessly focused on providing leading customer service and experience helping them to save money and decarbonise through innovative offerings

#### Optimisation

We are supporting the responsible buying and selling of energy, managing risk across our business and accessing value from green generation in our trading business while continuing to build out the flexibility required for the future energy system

#### Infrastructure

Investing to build a low carbon, reliable energy system including power generating renewables, flexible peaking generation and energy storage through batteries and geological storage

Focusing on delivery

Positioned for growth

Creating value from optionality

| British Gas  | British Gas<br>DYNO<br>HIVE<br>phjones  | Bord Gáis Energy   | centrica<br>Business Solutions  | centrica<br>Energy Trading   | centrica<br>storage   | SPIRIT ENERGY  | Nuclear   |
|--|---|--|---|--|---|--|---|
| Energy supply for residential and small business customers in England, Scotland and Wales                      | Services and solutions for residential customers in England, Scotland, and Wales                    | Energy supply services and solutions for residential and business customers in the Republic of Ireland | Energy supply and low carbon solutions for businesses, building and operating a portfolio of flexible assets                            | Trading and optimisation of energy globally, managing energy procurement & risk                    | Storing and producing gas to manage seasonal demand and energy security           | Oil and gas production in existing UK assets   | Minority stake in the UK's portfolio of existing nuclear power stations   |
| British Gas Energy is transitioning onto a new digital platform to lower cost per customer and improve service | Services & Solutions is focused on fixing delivery and helping customers with the energy transition | Bord Gáis is an established business with opportunity to explore future growth                         | Centrica Business Solutions is refocusing on its strengths in supply and services and increasing investment in energy transition assets | Energy Marketing & Trading is an established business with proven capability ready to grow further | Centrica Storage has an opportunity to explore its role in the future of hydrogen | Spirit has an opportunity to explore its role in the future of hydrogen and carbon capture | We have a 20% minority stake in a declining portfolio, Centrica is exploring further investment in Nuclear generation |

Retail

Optimisation

Infrastructure

# Our People & Planet Plan

Our People & Planet Plan has five Group-wide goals that are helping to create a more inclusive and sustainable future by focusing on issues that matter deeply to our business and society, and where we're well-placed to make a world of difference.

See [centrica.com/peopleandplanet](https://centrica.com/peopleandplanet) for more.

## Supporting communities, our planet and each other



### People

Supporting every colleague to be themselves to better serve our customers and communities

We want to:

- **Create an engaged team that reflects the full diversity of the communities we serve by 2030\***
- **Recruit 3,500 apprentices and provide career development opportunities for under-represented groups by 2030**



### Planet

Supporting every customer to live more sustainably

We want to:

- **Help our customers be net zero by 2050**
- **Be a net zero business by 2045**

- **Inspire colleagues to give 100,000 days to build inclusive communities**

### Doing business responsibly

Underpinned by strong foundations that ensure we act fairly and ethically – from customer service to human rights

\*For 2023 annual reporting onwards, we'll re-align this goal to the recently released 2021 Census data for working populations, with all company and senior leaders to be 48% women, 18% ethnically diverse, 20% disability, 3% LGBTQ+ and 4% ex-service.