

## Evolving recruitment practices for a greener and more inclusive future



To build a more sustainable future, Centrica wants the best team – a diverse mix of people and skills, where everyone feels they belong and are able to succeed.

That's why in 2021, Centrica launched its People & Planet Plan. This includes targets to reflect the full diversity of the communities it serves, with all company and senior leaders to be 48% female, 18% ethnically diverse, 20% with disability, 3% LGBTQ+ and 4% ex-service by 2030 (aligned with Census data for working populations).

To achieve these goals, Centrica has co-created an action plan with colleagues to attract, promote and retain more diverse talent, a key part of which includes getting more women into engineering and increasing flexibility.

### Diversifying talent

Diversity of thought is essential to meet Net Zero. So there's a massive opportunity to tap into the talent of under-represented groups to deliver a greener and more inclusive future. One way Centrica is seizing this opportunity is by recruiting 3,500 apprentices by 2030 with the ambition that 50% will be women.

Towards this, Centrica launched its Ex-Forces Pathway programme in 2022. The programme has made good progress and by the end of 2023, they had hired 227 people against their rolling ambition to hire 500 veterans, reservists, spouses and partners, which will continue into 2024-25.



“After going to university, I joined the Army, completed my officer training and enjoyed 12 years in mostly personnel roles that took me around the world – from Afghanistan to Bosnia. During this time, I learnt that the armed forces community have incredible transferable skills and diverse experiences that can drive a business forward. It's why I'm so incredibly proud to lead the Pathway programme and provide a rewarding second career in a variety of junior and leadership roles that accelerate the energy transition.”

Laura Blair  
Head of the Pathway Programme

**89%**

of employees say Flex-First has helped them find the right work-life balance

**14%**

of British Gas's Smart Energy apprentices are women (versus 0.2% of Gas Safe registered engineers in the UK)



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*“Having enjoyed six years in the military including as a Protection Dog Handler, I was ready for a new adventure. So nearly two years ago, I embarked on an apprenticeship with British Gas and I'm now a fully qualified Smart Energy Engineer.*

*No two days are the same, which I love. Making a difference to customers is one of the best things about my job – whether that's fixing a problem with their smart meter or giving energy saving advice that can reduce costs and carbon emissions. This, together with the wrap-around support provided, helps me stay focused and thrive. There's also lots of opportunities for progression in the future, whether that's learning to install green tech like heat pumps, or going into management.”*

Amy Gray  
Smart Energy Engineer at British Gas



EMPLOYER  
RECOGNITION  
SCHEME

GOLD AWARD 2023

## Gold standard

Centrica is an Armed Forces Covenant employer and gained a Gold Award in 2023 – one of only two energy companies to achieve this

## Greater flexibility

When COVID-19 restrictions lifted, Centrica consulted colleagues on how they all wanted to work together. This led to the launch of FlexFirst, which empowers colleagues to choose when they want to work from home to focus, come into the office to connect and collaborate, or flex their hours for things like the school run. This has enabled colleagues to better balance work alongside personal commitments, whilst pursuing development opportunities that would not previously have been possible.

Flexibility is increasingly important to people, so Centrica has made this a key feature of its strategy to recruit more diverse talent.

