

# CORPORATE FACTSHEET 2024

“We live by our new Purpose – ‘energising a greener, fairer future.’ Our culture and values remain firmly embedded in who we are and guide everything we do.”

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.

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**.

We are unique amongst energy companies in the UK and Ireland, operating across the energy value chain through our distinct, but complementary businesses. Our purpose is to energise a greener, fairer future as we look to deliver net zero for our customers and Centrica.

While we remain focused on continuous improvement, we are also underpinning our future by delivering sustainable earnings from our core businesses, investing for longer-term value and growth, delivering attractive shareholder returns and 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 (2023)

**£2,752m**

Adjusted operating profit

**£1,859m**

Adjusted earnings

**33%**

Adjusted effective tax rate

**£2,207m**

Free cash flow

**33.4p**

Adjusted EPS

**£2,744m**

Adjusted net cash

## Company facts (2023)

**21,000**

Colleagues in our team

**10.3m\***

Total customers

**13.0 GW**

Of renewable capacity under management

**£140m**

Voluntarily donated to help customers and communities with their energy bills since 2022

**Top 50**

Ranked in The Times Top 50 Employers for Gender Equality



\*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 | Energising a greener, fairer future

### Our Strategic Framework

#### Retail

Focused on providing leading customer service and experience helping customers to save money and decarbonise through innovative offerings.

#### Optimisation

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.



British Gas has been supplying energy to British homes for over 200 years.

Our team of around 7,000 engineers provide customers with repairs, home improvements, maintenance and heating installations.

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.

A global energy trading and logistics business that helps move energy from source to use, managing energy procurement & risk.

The owner and operator of Rough, the UK's largest gas storage facility, helping manage seasonal demand and energy security.

Oil and gas production from existing UK assets fuelling homes and business across the UK and Europe.

A 20% interest in the UK's portfolio of existing nuclear power stations.

In British Gas Energy, we are strengthening our operations to drive innovation, retention and better customer outcomes, to underpin long-term profit sustainability.

British Gas Services & Solutions has significantly improved operations in service and repair, whilst driving growth in on-demand and heating installs.

Bord Gáis Energy is creating value from its integrated model, investing in the future energy system to help underpin energy security and decarbonisation in Ireland.

Centrica Business Solutions is focused on customer service and delivering improved margins in energy supply while building out its asset portfolio.

Centrica Energy strengthened its portfolio in 2023, delivering a 3% increase in renewable assets under management to 13GW.

Centrica Energy Storage+ has increased capacity at Rough to 54bcf and continues to explore its role in the future of hydrogen.

Spirit Energy was awarded a carbon storage licence for Morecambe Bay, which has the potential to be one of the UK's largest carbon storage hubs.

We extended the lives of existing nuclear power stations in 2022 and are 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 – from achieving net zero and creating the diverse and inclusive team we need to get there, to contributing to the communities we’re all part of.

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

## Supporting communities, our planet and each other



### People

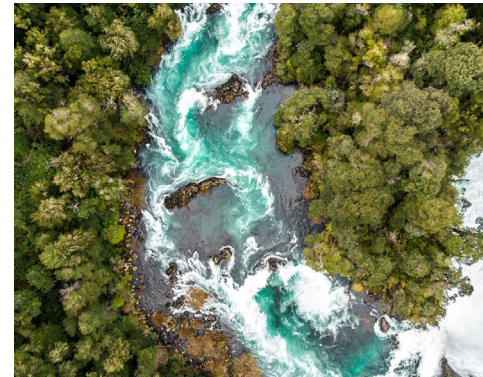
Supporting every colleague to be themselves to better serve our customers and communities

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**

**(2,000 apprentices by the end of 2025)**



### Planet

Supporting every customer to live more sustainably

We want to:

**Help our customers be net zero by 2050**

**(28% greenhouse gas intensity reduction by the end of 2030)**

**Be a net zero business by 2045**

**(40% greenhouse gas reduction by the end of 2034)**

**Inspire colleagues to give 100,000 days to build inclusive communities by 2030**

**(35,000 days by the end of 2025)**

### Doing business responsibly

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

\*All company and senior leaders to be 48% women, 18% ethnically diverse, 20% disability, 3% LBGTQ+ and 4% ex-service in line with Census data for working populations (40% women, 16% ethnically diverse, 10% disability, 3% LBGTQ+ and 3% ex-service by the end of 2025).