

Imagining a better way

Our journey towards a sustainable future.



Imagine a better way

Introduction

“The difficulty lies not so much in developing new ideas, as in escaping from old ones.”

These words, from John Maynard Keynes, highlight the challenge we must overcome as we confront the climate action challenge. We must of course draw on legacy knowledge but apply that knowledge in altogether different ways.

As an industry, we have the opportunity and responsibility to create a new energy ecosystem, developing the structures and processes that will enable a low carbon future.

As a society, we must transform our relationship with how we live, work and interact with our environment; an adjustment which will dramatically reduce the impact of climate change.

As one of Ireland’s leading energy and services companies, **Bord Gáis Energy is also on a journey of transformation; to accelerate our positive impact and bring our customers on this journey with us.**

We recognise that gas will be an important transition fuel and will be critical to ensuring security of supply as we move to a renewable energy future. With our long heritage in gas supply, we’re actively engaging with system operators and regulators alike to understand how natural gas can support a more sustainable energy supply while conventional generation is still required.

We’re committed to further exploring technologies which will help decarbonise gas generation and are particularly excited about the potential of green gas i.e. hydrogen and biomethane.

Our strategy and purpose are rooted in providing energy services and solutions that will help our customers live sustainably, simply and affordably. Our brand position is to always imagine a ‘better way’ for customers and for that to be true we have to create an appealing alternative to the way our customers consume energy.

Our strategy fully supports Centrica’s People & Planet Plan and sets out Bord Gáis Energy’s ambitions to become a net zero business by 2045 and to help our customers be net zero by 2050. We’re working closely with our partners and stakeholders to bring about real change; we have started our journey and there’s lots more to come.

We have aligned our growth plans around sustainability to bring the next wave of innovation and smart energy management to our customers. We intend to be at the forefront of helping businesses and householders engage actively in the energy transition and to do that our focus

switches from being a passive utility to becoming active on the shop floor and in the home.

Our capability to service in-home needs via our service engineer network, coupled with our investment, innovation and understanding of our customers, ensures we’re well placed to play a significant part in addressing the challenge ahead.

We believe no sustainability strategy is complete without targeting a positive impact on employees, customers and communities. To support our business ambitions, and our customers, we will continue to grow our teams with a diverse mix of people and skills, reflective of the communities we serve. We will also strive to reduce inequality and ensure no community, colleague, or customer is left behind in that transition.

Bord Gáis Energy is uniquely positioned to drive positive change and we have an opportunity, as well as a responsibility, to reshape our future. While there are challenges ahead, **we’re committed to supporting our consumers and colleagues**, to rethinking power generation and to supporting an affordable and fair transition for all.



Dave Kirwan
Managing Director, Bord Gáis Energy

Our business and brand



With over 45 years' experience in the Irish energy industry, Bord Gáis Energy is one of the country's largest energy and services companies with 340 employees serving over 700,000 customers.

Originally established as a semi-state company by the Irish Government in 1976, we have been part of Centrica Group plc since 2014. Our purpose is to support our customers to live sustainably, simply and affordably; helping them to make better energy choices to protect our planet and those we care about. We're committed to imagining a better way for our customers, colleagues and the communities we support through our services, solutions, partnerships and sponsorships.

We have the largest servicing division in Ireland and through these engagements and the interactions of our contact centre, we're in a unique position to help our customers journey to a low carbon future.

Bord Gáis Energy owns a 445MW combined cycle gas fired power station in Whitegate, Co Cork which can power up to 400,000 homes. We're committed to using our expertise and experience to support the critical growth of renewables whilst maintaining the stability of energy supply in Ireland.

Our strategy at a glance



IMAGINING A BETTER WAY

Transform our energy supply, solutions and services in order to become a leading net zero business in Ireland by 2045.

OUR VISION

To become the No.1 partner for everyday services and innovative solutions that will journey Ireland to a better future



IN PARTNERSHIP WITH

Colleagues, sponsorships and suppliers



SERVING

Customers and communities



OUR PURPOSE

Helping customers live sustainably, simply and affordably



Our view of the future

We have supported our customers, colleagues and communities for over 45 years, and we will continue to do so as we work together to fundamentally change the way in which we consume energy. As we look to the future, we're imagining a better way; transforming our energy supply, services and solutions in order to become a leading net zero business in Ireland by 2045 and to help our customers reach net zero by 2050.

BRINGING OUR CUSTOMERS WITH US

Bringing consumers on the journey to net zero is core to our strategy. With our purpose to help customers live sustainably, simply and affordably, it's vital that we advise our 700,000 customers on the necessity for change and provide the solutions and services that will be required to do so.

Our recently established services and solutions division is built to support the business in launching energy efficiency and energy management solutions, delivering the next wave of innovation that will empower real and radical change, helping our customers reach net zero by 2050.

Affordability is at the heart of our strategy. To accompany this innovation, we will also introduce finance solutions to ensure no-one is left behind in Ireland's energy transition.

TRANSFORMING OUR SUPPLY

We'll build our renewable energy portfolio so that we're giving our customers access to low carbon energy and supporting the Government's ambition of 80% renewable electricity by 2030 and transitioning natural gas to biomethane and hydrogen.

REDUCING OUR FOOTPRINT

We'll continue to lead by example by driving emissions out of our business with operational efficiencies and the completion of our strategic transformation. We're currently converting our fleet of service vehicles to electric vehicles and are well underway to meet our target for a net zero fleet by 2025.

PARTNERSHIPS FOR CHANGE

We have a long-standing partnership with Focus Ireland, and fully support the Government's ambition to end homelessness by 2030. We have committed €4.4 million since 2015 and the partnership has already directly supported over 7,000 families who are experiencing homelessness or at risk of losing their home.

Our partnerships with Energlaze Home Energy Upgrades and the Irish Farmers Association will enable us to help even more households and businesses on the journey to net zero.

Emissions overview



Our approach to target setting & managing emissions

The implications of a warming planet, together with the scale and rate of the emission reductions required to mitigate its effects, are a real concern for the world and those inhabiting it. There's now a growing acceptance that in order to avoid the worst impacts of climate change, we must reduce emissions at a significant rate and reach net zero by 2050 or sooner.

This conclusion has led to the increased adoption of science-based targets – those that deliver emissions reductions at the rate required and achieve net zero by 2050 or sooner. Bord Gáis Energy, together with our parent company Centrica, have set science based targets consistent with the level of decarbonisation required to keep the global temperature increase to well-below 2°C, compared to preindustrial temperatures. We have made a longer-term commitment to be net zero by 2045 consistent with a lower 1.5°C warming trajectory. We have committed to have our targets validated by the Science Based Target initiative (SBTi).

In line with best practice, our plan is for the vast majority of our targets to be delivered through carbon reduction rather than offsetting. As we move closer to 2045, there will be some residual emissions that cannot be removed, and we will invest in carbon removal projects to achieve net zero in a credible way.

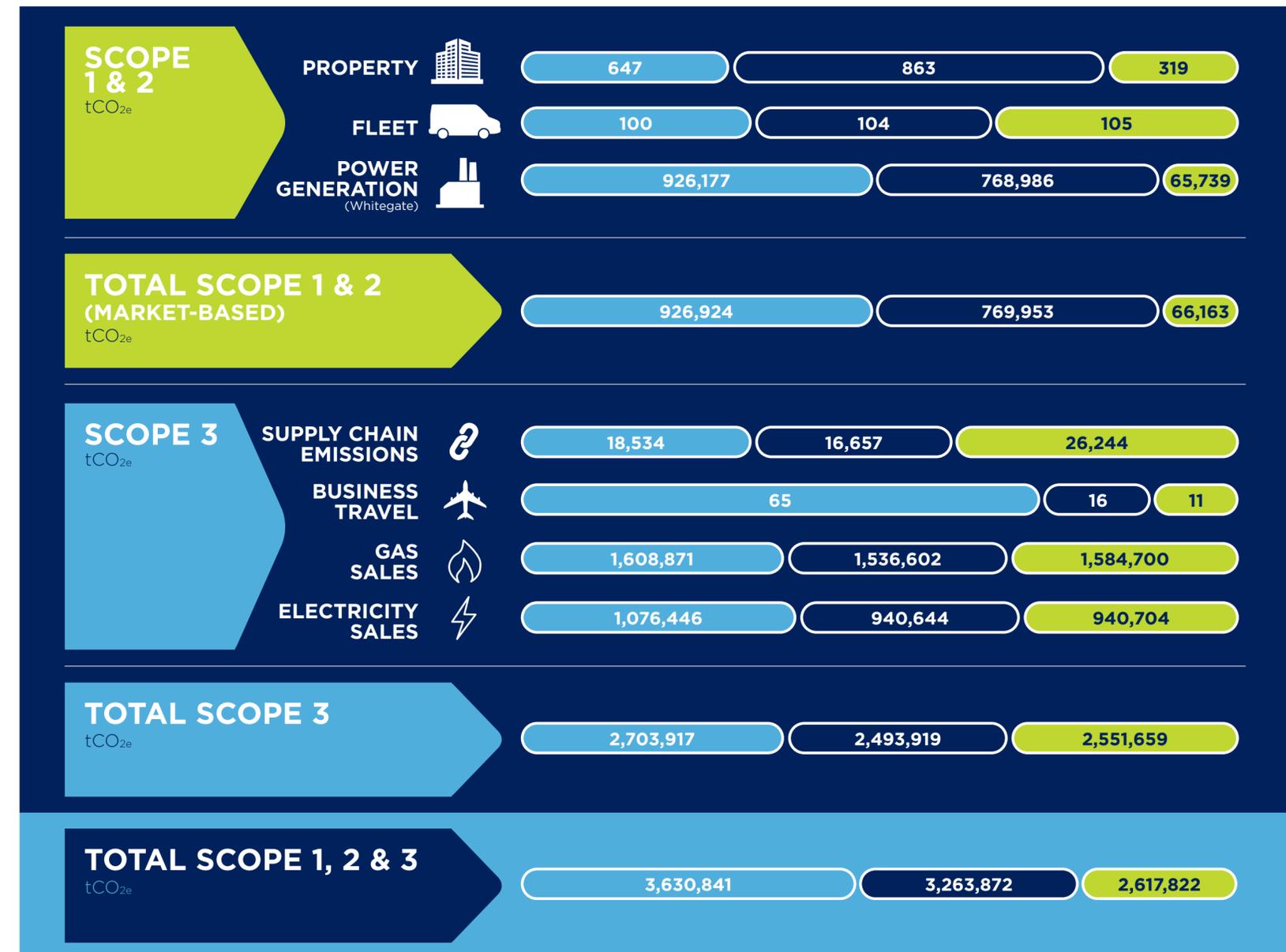
HOW DO OUR TARGETS AND EMISSIONS BREAK DOWN?

Our organisation and our entire value chain emissions represent around 3.6mtCO_{2e}¹ per year. We monitor and report on our greenhouse gas emissions in line with best practice using the three standard emission scopes:

- Scope 1: includes our direct company emissions such as those from using gas, petrol or diesel
- Scope 2: relates to indirect emissions from our electricity consumption
- Scope 3: covers emissions beyond our operations and across our wider value chain, including emissions from suppliers and customers

Our emissions are broken out as follows:

2019 2020 2021



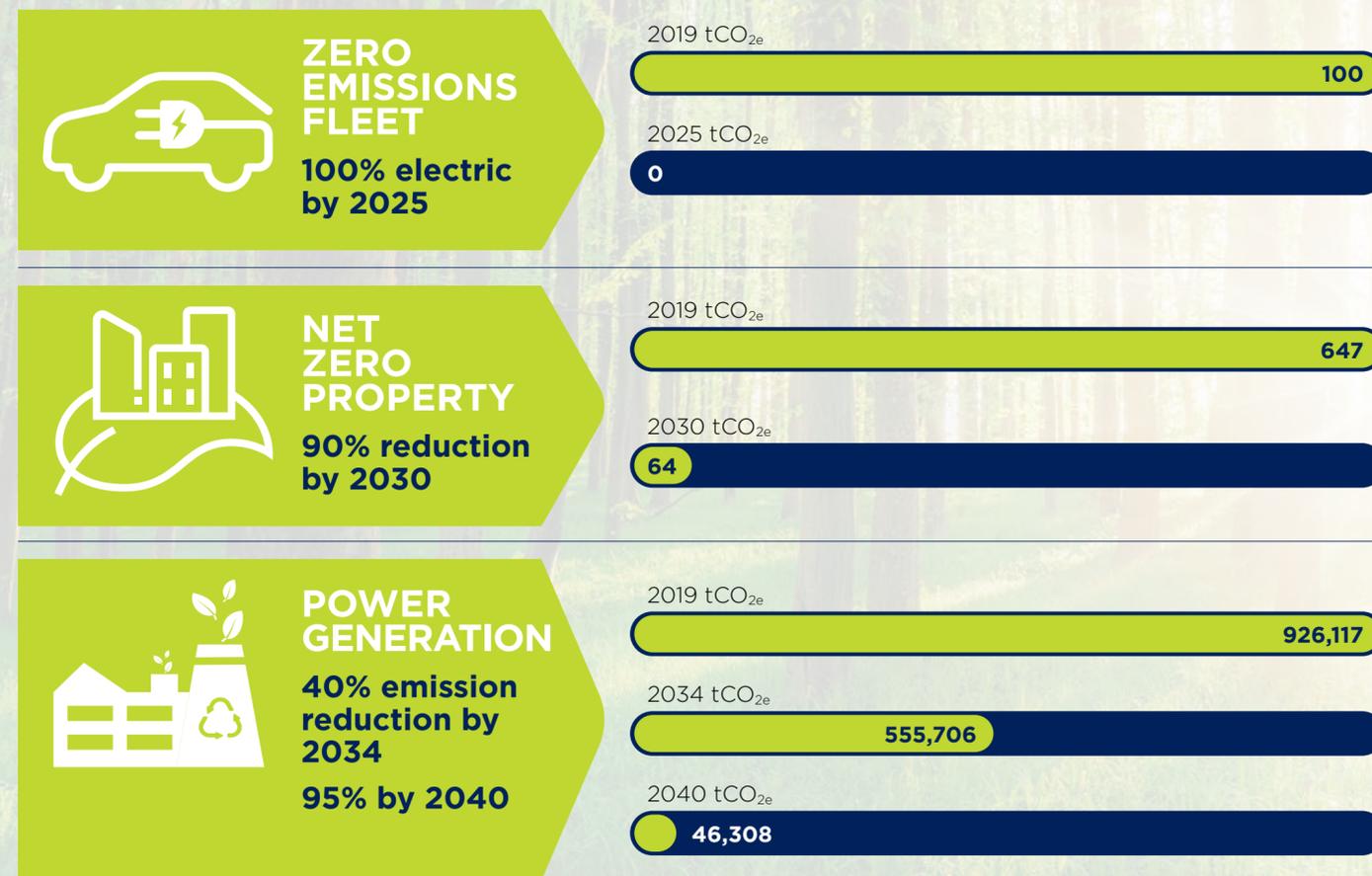
¹ Including Scopes 1, 2 and 3.

Totals may not equal the components due to rounding. Due to an outage at Whitegate power plant for most 2021, its emissions were significantly reduced.

NET ZERO TARGETS

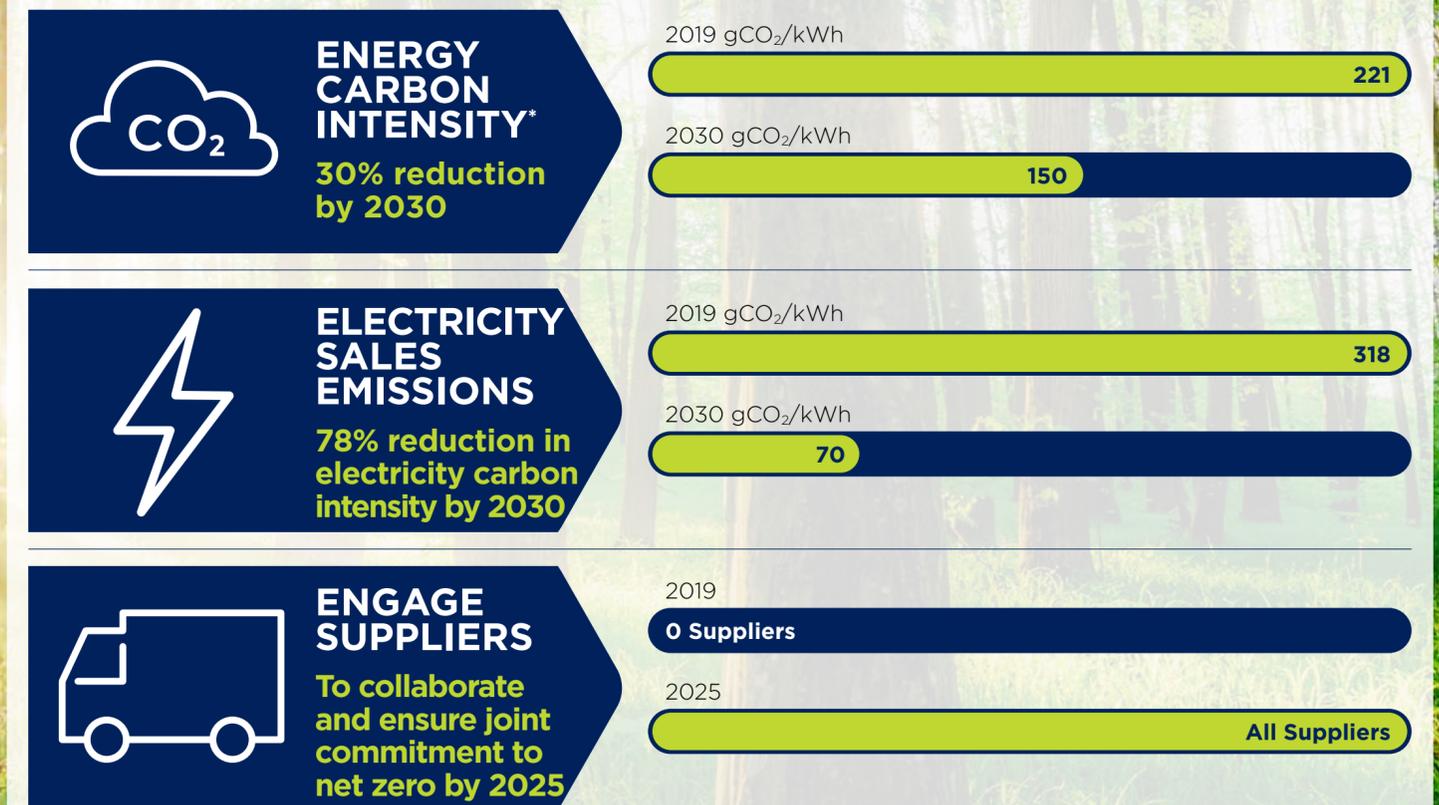
1. Be a net zero business by 2045
2. Help our customers be net zero by 2050

Scope 1 & 2



*A 2019 baseline is adopted across all metrics due to Covid-19's impact on years 2020/21.
 *Kwh = The kilowatt-hour is a unit of energy equal to one kilowatt of power sustained for one hour.
 Note: Whitegate's dispatch is driven by Ireland's power demand and there maybe some variations in our forecasts.

Scope 3



*Energy Carbon Intensity includes electricity and gas. Electricity carbon intensity forecast to reduce by 78% by 2030.
 Gas carbon intensity forecast to reduce by 2.5% by 2030. The highest impact we can make on gas emissions in the near term is to reduce consumption. See page 15-20.

EMISSIONS REPORTING

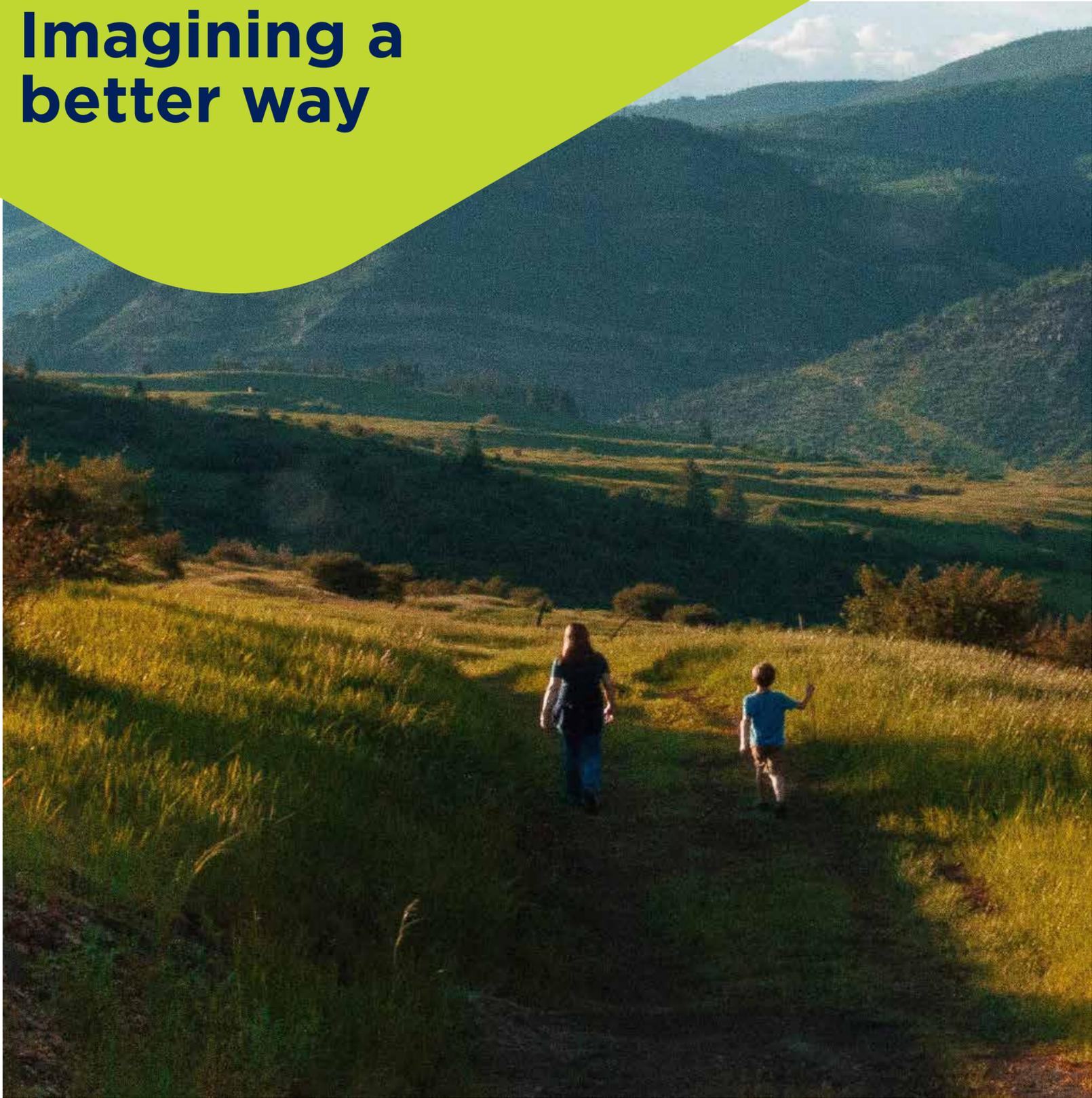
We have clearly identified the sources of all our emissions in line with best practice. We will update annually on all emissions and our progress against our key targets to ensure full transparency and tracking.

In addition to the future reporting on our full value chain emissions, we have been formally reporting all emissions associated with our power station in Whitegate, Cork which operates under both an Industrial Emissions (IE) Licence and a Greenhouse Gas (GHG) Permit, both of which are issued by the Environmental Protection Agency (EPA).

Since 2015, Bord Gáis Energy, as part of Centrica, have responded to the Carbon Disclosure Project (CDP) on risks, opportunities and performance related to climate change. The CDP runs the leading global disclosure system for investors, companies, cities, states and regions to provide insight and action towards a sustainable economy. This disclosure ensures that key climate information is made available to investors and the public. For the last three years Centrica has maintained its position in the CDP Leadership Category.



Imagining a better way



To credibly deliver on our strategy, we have developed a plan to help transform Ireland's energy future. Our ambition is to **imagine a better way to use our services, footprint and propositions to better both people and planet.**

Planet

Supporting every customer to live more sustainably.

RADICAL TRANSFORMATION

Be a net zero business by 2045.

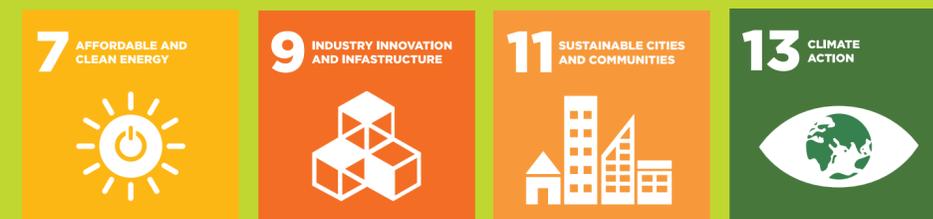
PIONEER AFFORDABILITY

Ensure access to affordable, reliable, sustainable energy for every Bord Gáis Energy customer in Ireland by 2030.

GREEN INNOVATION

Reduce the carbon footprint of over 500,000 homes by 2030.

Supporting Sustainability Development Goals (SDGs)



SUSTAINABILITY STRATEGY

Transform our energy supply, solutions and services in order to become a leading net zero business in Ireland by 2045.

People

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

REDUCE INEQUALITIES

Ensure no customer, community or colleague is left behind.

BUILD WORKFORCE

Create a skilled labour pipeline and sustainable career development opportunities.

VALUE PEOPLE

Create an engaged team that reflects the full diversity of the communities we serve.

Supporting Sustainability Development Goals (SDGs)



Planet

Climate change is one of the greatest challenges facing society and the energy sector has a key role to play in helping the world transition to net zero. In Bord Gáis Energy and across Centrica, everyone is committed to playing our part. Our focus is to provide services and solutions that will help our customers to be net zero by 2050, while working to become a net zero business ourselves by 2045.

The Global Paris Agreement, signed in 2016 by 196 nations, has a goal to limit global warming to below 2°C, preferably to 1.5°C - this won't happen overnight. It is an extremely ambitious target, but necessary, and we all must play our part.

The Irish Government has set targets to achieve net zero by 2050 through the Climate Action Plan (CAP), and Bord Gáis Energy is fully committed to supporting these ambitions.

However, many questions remain to be answered as to how we're going to achieve net zero in a sustainable, secure, and cost-effective manner and the targets set to 2030 are just one step on the road to total decarbonisation by 2050. By 2030, we intend to be well on the way to decarbonising our business, and to have reduced the carbon footprint of over 500,000 customers homes through energy efficiency solutions and renewable energy.

To meet the challenge, we need to invest, test, and roll out new technology and infrastructure.

The planet pillar of our strategy has three core action territories that will help us to deliver our net zero ambitions.



TERRITORY 1: RADICAL TRANSFORMATION

Bord Gáis Energy is committing to a decade of transformation that will accelerate the transition to net zero in Ireland. As a leading supplier of energy, we commit to playing our role in transitioning Ireland to 80% renewable electricity by 2030 and working collaboratively with industry to lead the transition from natural gas to low carbon alternatives such as hydrogen and biogas.

Firstly, we recognise that we need to set the standard and become a leading net zero business through abatement of our own directly controlled scope 1 and scope 2 emissions. These are made up of power generation assets in addition to our property and fleet emissions.

We have made positive progress to date with a 30% reduction in property and fleet emissions (*since our 2019 baseline). Covid-19 has been a contributing factor to this reduction, but we plan to consolidate and build on this success and transition to a business with net zero property¹ and fleet by 2030.

POWER GENERATION

Over 40% reduction in emissions associated with power generation by mid 2030s, increasing to 95% reduction by 2040.

WHITEGATE On the upstream side of the business, our gas-fired power station in Whitegate, Cork, plays a vital role in Ireland's energy infrastructure and recent supply emergencies have shown how critical it is to the security of supply both now and for the next few years as we make the transition.

Whitegate contributes up to 25% of Bord Gáis Energy's overall annual emissions and is a core part of our decarbonisation plan.

We anticipate declining generation and emissions as Whitegate approaches its expected operational end of life by mid-2030s. We're planning for Whitegate emissions to reduce by over 50% by mid-2030s and are exploring repowering options for the plant post the mid-2030s, including clean hydrogen and carbon capture and storage (CCS) which will remove all emissions associated with the plant.

TWO NEW POWER GENERATION PLANTS We were successful in our bid to build two of the nine new power plants required in Ireland by 2024 to cope with soaring demand for electricity and to head off a potential shortage of power on the island. These new plants² are essential to allow Ireland develop the level of renewables, particularly wind, it needs to meet its carbon emission target. This is both in terms of flexibility in reacting to huge changes in wind generation, and in system service offerings, which will facilitate a higher level of renewables in the system. The technologies we're investing in can also be converted to run on hydrogen in the future in support of our plans to be a net zero business by 2045.

¹ Over 90% reduction in property emissions with the remaining 10% captured via carbon offset investments.

² Emissions associated with the construction of the new flexible power plants will be captured as part of future reporting.

ZERO EMISSIONS FLEET With a large, and growing, fleet of service vehicles (c.50) on the road, we're committed to fully transitioning our fleet to electric. Already in 2021, we switched eight vehicles to electrical vehicles (EV), with a further 21 planned this year. EV chargers are installed in our Service Engineer's homes for charging with EV charging facilities available in both our Dublin and Cork Offices. Our commitment is to accelerate delivery here and have a fully net zero Bord Gáis Energy van fleet for 2025. Over 50% of our fleet will be electric by the end of this year.

In relation to other less material areas of company travel, we will continue to reduce emissions in the areas of rail, flight and vehicle travel.

NET ZERO PROPERTY EMISSIONS We have offices in Dublin and Cork which run on LED lighting systems with efficient building management controls. The continued reduction of our property emissions is a priority for us. Through our FlexFirst remote work policy, our requirement for office space is reducing and this will help unlock more carbon savings. We're committed to our target of reducing our property emissions by 90% by 2030.

ACHIEVEMENTS TO DATE (OFF 2019 BASELINE)

- To date we have reduced property emissions by 50%. While Covid-19 and the reduced usage of our premises played a role in this, we plan to continue this reduction in emission through our flexible working policy enabling our colleagues to work from home.
- To date emissions associated with our electricity supply reduced by approx. 10%; again Covid-19 and reduced demand will have impacted this but it's a reduction we plan to build on.

TRANSFORMING OUR ENERGY SUPPLY

As a leading supplier of gas and electricity in Ireland, we take very seriously our role in providing customers with a renewable clean supply of energy. Our approach to transforming our largest scope of emissions is twofold:

1. To help customers reduce their overall consumption of energy through our Green Innovation measures (see next section).
2. For the energy provided to our customers' homes to be clean renewable energy.

ELECTRICITY SUPPLY We support the Government's CAP target and as a leading supplier of energy, we commit to playing our role in transitioning Ireland to 80% renewable electricity by 2030. We will deliver this by significantly growing our Green Power Purchase Agreements (PPAs) and sourcing power from wind and solar farms on the island of Ireland. 23% of our current electricity supply to our customers comes from renewable PPAs.¹

Our current renewable energy portfolio consists of 220MW of wind production which powers circa. 124,000 homes. We recently announced partnerships with Neoen, Amarenco and Obton, powered by Shannon Energy, to manage power from a combined 22 solar farms, powering an additional 40,000 homes across the country.

Our commitment is to more than double our renewable energy portfolio by the end of 2025.

¹ A Power Purchase Agreement is a contract between two parties, one which generates electricity and one which is looking to purchase electricity.

SMART ENERGY Starting with the Smart meter roll-out, the electricity supply market is rapidly changing. This will continue with the introduction of other smart functionality in the electricity system. These developments will fundamentally change the nature of the energy supply market and how we compete. Micro-generation and the export of electricity will enable customers to generate and sell power back to the grid. This will be transformational for the industry and will ultimately help Ireland utilise energy in a more sustainable way. We will embrace and lead this change. We plan to build on existing smart systems and expand our range of products to meet the increased customer demand and the changing nature of competition into the future.

GAS SUPPLY The biggest impact we in Bord Gáis Energy can make between now and 2030 in relation to gas emissions, is to reduce the demand for gas itself from our customers. We will do this through the introduction of net zero energy solutions in customers’ homes which we’ll cover in more detail below under Green Innovation.

We commit to supporting the introduction of biomethane into the natural gas network in the near term, and hydrogen in the longer term, helping to reduce emissions from natural gas for our residential and commercial customers.

SUPPLY CHAIN For the remaining Scope 3 emissions that relate to our supply chain, we’re engaging with our suppliers and partners to adopt practices that are aligned with our values. We’ve also launched an initiative whereby in order to bid on large contracts, we’ll be requesting suppliers publish their carbon reduction plans, including a commitment to deliver net zero by 2050 or earlier.

Targets	Radical Transformation
Van fleet	Electrification of our full van fleet by 2025.
Property emissions	Reduction in property emissions by 90% by 2030.
Overall power generation	40% reduction in overall power generation emissions by 2034 with a 95% reduction by 2040.
Whitegate power plant	Transition to a clean running plant by mid-2030s, with Government and industry support. 50% reduction in Whitegate specific emissions by 2034.
Renewable electricity	We commit to supporting the CAP target of 80% renewable electricity by 2030. Supplying: <ul style="list-style-type: none"> • 530MW renewable power by 2025. • 930MW renewable power by 2030.
Supply chain	Engage suppliers to collaborate on joint commitment to net zero.



Role of gas

As it stands, natural gas accounts for approximately 35% of Ireland's energy requirements. From power generation and industrial processes to heating for businesses and homes, it's an integral part of the infrastructure.

While Ireland transitions to 80% renewable electricity by 2030, natural gas will act as Ireland's transition fuel. As a lower-carbon fossil fuel, it will be key to ensuring security of supply and to shifting Ireland's dependency on carbon-intensive coal and peat, both of which emit 40% more CO₂ than natural gas.

Our large-scale gas-fired power station in Whitegate, Cork plays a vital role in Ireland's energy infrastructure and plays a critical role in the security of supply in the future. A modern, efficient power station (producing 40% less emissions than peat/coal plants), Whitegate still represents 25% of Bord Gáis Energy's total emissions, making it a core part of our decarbonisation plan.

We plan to reduce Whitegate emissions and transform energy supply, while still maintaining security of supply and fulfilling our 2024 obligation to build two new flexible power plants. These new plants can help Ireland meet its energy supply while also helping it reach its net zero goals.

As part of working towards net zero, we see renewable gas – biomethane and hydrogen – as key to further lowering emissions in home heating, as well as providing lower-carbon options for industry and transport and power generation that cannot yet, or in some cases ever, go fully electric.

These gases are the link that will allow us to reach our most ambitious targets yet. Over the next decade, we'll work with our customers to improve their energy efficiency and make low carbon solutions of all kinds more accessible – ensuring reduced gas usage and less demand on the national grid.

Biomethane & hydrogen

BIOMETHANE

- As peat and coal plants retire and gas plants take their place as the lowest carbon fossil fuelled generators, our view is that biomethane will become integrated into the natural gas network, reducing home heating emissions.
- We're calling on the government to introduce a support scheme to support the development of the Irish biomethane industry.

HYDROGEN

- With offshore windfarm technology advancing, we see Ireland as a future world leader in the production of green hydrogen.
- Beyond 2030, we believe green hydrogen can replace natural gas across most sectors – becoming the linchpin of Ireland's decarbonisation.

TERRITORY 2: GREEN INNOVATION

We know that Ireland's energy transition cannot happen without Irish homes and businesses being able to reduce their impact. We're committed to delivering the next wave of energy innovation to the Irish market that will empower real and radical change. We will help our customers use less energy and switch from the use of fossil fuels.

Irish homes are responsible for 25% of our overall energy use and 10% of our greenhouse gas emissions. More than 50% of housing in Ireland is D-rated or lower. That means we have one of the most inefficient housing stocks in Europe - with 42% of homes heated by oil and 33% by gas.

In order to meet Ireland's Climate Action Plan (CAP) targets, 500,000 homes will need to be retrofitted and 400,000 heat pumps installed by 2030.

We will support the Government's ambition by installing innovative energy technologies to over 100,000 homes by 2030 to help customers on their journey to net zero. We will also be expanding our services business to visit over 100,000 homes annually, ensuring the safe and efficient running of existing and new renewable heating systems across Ireland.

As a leading energy services and solutions company, we're uniquely placed in Irish homes to help our customers transition to a lower carbon world. Our goal is to bring our customers with us on this journey by helping customers to:

USE LESS ENERGY through smart home energy management solutions such as Hive Active Heating and the integration of other lower carbon technologies such as heat pumps, EV chargers, batteries, and smart hot water tanks into the HIVE ecosystem, installing at least 55,000 by 2030.

We will also ensure over 95% of our customers are benefitting from a smart energy plan or a smart service enhancement by 2030 enabling a more sustainable use of energy.

SWITCH FROM FOSSIL FUELS accelerating the switch from fossil fuels and become a trusted installer of heat pumps in Ireland and the market leader in their Service & Repair, delivering 12,500 installs and 50,000 Service & Repair services by 2030. We will support the electrification of petrol and diesel transport through the installation of 30,000 EV chargers in customers' homes by 2030.

SOLAR & BATTERY SOLUTIONS specifically tailored to the Irish farmlands with affordable installation and repayment plans, installing 1,500 by 2030.

ONE STOP SHOP developing a seamless and affordable home energy upgrade and retrofit solution for customers, accelerating the overall

Targets Green Innovation

Decarbonise homes

Reduce the carbon footprint of 500,000 homes by 2030 through green innovation and renewable energy.

- Installing innovative energy technologies to over 100,000 homes by 2030.
- Supplying over 400,000 homes with renewable energy.

Energy efficiency

- Ensuring the safe and efficient running of over 100,000 heating systems annually (2030).
- 55,000 Hive Active Heating installs by 2030.
- Expand our Home Energy Management solutions via the Hive Eco system.
- Transition 95% of customers on to smart price plans by 2030 helping customer use less energy.

Switch from fossil fuel

Become a trusted installer of heat pumps and the market leader in their service and repair.

- 12,500 installs and 50,000 service and repairs by 2030.

Support the electrification of petrol/diesel transport through the installation of EV chargers.

- 30,000 installs by 2030.

Solar & battery

Installing solar and batteries on 1,500 farms by 2030.

One stop shop

Delivering affordable home retrofits to 1,800 homes by 2030.



TERRITORY 3: PIONEER AFFORDABILITY

The number of people struggling financially has doubled since the start of the pandemic with one in five people now having difficulty in making ends meet. With the cost of energy rising, the motivation to transform the energy efficiency of homes has never been greater.

The Irish Government has a range of grants available designed to make it easier and cheaper for people to invest in energy efficiency. However, for many the cost still seems beyond their reach.

Our goal is to build on this and to ensure every Bord Gáis Energy customer has access to sustainable energy that is affordable and reliable by 2030.

NET ZERO FINANCE SOLUTION We know that accessing low carbon energy solutions for customers can be expensive, even with the generous grant schemes available. We want to help all customers access the energy efficiency solutions their homes need, and we commit to launching finance plans to accompany all our net zero solutions for customers. This will enable customers to spread their repayments over a period. We plan to launch this offering in 2023.

CREATING AFFORDABLE AND INNOVATIVE SOLAR SOLUTIONS FOR IRISH FARMERS Bord Gáis Energy has a long-term partnership with the Irish Farmers Association and our ambition is to grow this already successful partnership to help decarbonise farms throughout the country.

We're working on a suite of services and solutions to help Irish farmers reduce their carbon footprint and have already implemented a pilot project to spearhead solar energy generation on Irish farms. This solution helps farmers capitalise on solar energy to lower their carbon footprint and reduce costs. Additionally, where the energy is not being used by the farm it can be sold back to the grid for additional income.

We're also undertaking technical assessments on selected Irish farms to better understand their suitability for retrofitting and ways to make their transition more affordable.

AFFORDABLE CLEAN ENERGY SUPPLY We want to significantly grow the number of residential customers on green energy price plans, and we commit to providing renewable energy to our customers at market leading rates. Through partnering with solar and wind farms on the island of Ireland we can secure renewable energy for our customers. Our customers want peace of mind that they're making a positive change, but it has to be affordable. We'll continue to work on ensuring these price plans can be offered at an acceptable cost for all customers.

TARGETS

- 25% of electricity customers on green price plans* by 2025.
- 80%+ of electricity customers on green price plans by 2030.

Targets	Pioneer Affordability
Finance solution	Launch a finance solution in 2023 to offer customers repayment plans for net zero energy solutions.
Farm based solar	Develop bespoke solar PV/storage solution in partnership with IFA in 2023.
Affordable clean energy	Commit to offering renewable energy at market leading rates. <ul style="list-style-type: none"> • 25% of electricity customers on green price plans by 2025. • 80%+ of electricity customers on green price plans by 2030.

* Energy sourced directly from Irish solar and wind farms.

People

With over 700,000 customers and 340 colleagues, Bord Gáis Energy is committed to supporting the people we work with and in turn, the people and communities that we serve.

To be successful, the transition to net zero needs to be a fully inclusive journey and involve all communities and sectors of society; this is called a 'just transition'. We will work hard to do everything we can to support the most vulnerable in society.

We also recognise that to build a more sustainable future, we need the best team - a diverse mix of people and skills, reflective of the communities in which we operate. We want to create an environment where everyone feels welcome and are set up for success. We want to develop a culture to empower people to succeed. This is important to us, not only because its the right thing to do, but also because we know that diverse companies out perform non-diverse companies by over 20%; we know that women are under-represented in our industry, and we know that giving back is important to our business and our colleagues.

Our people pillar has three core action areas focusing on reducing inequalities, building the workforce of the future, and valuing our people.



TERRITORY 4: REDUCED INEQUALITIES

To be successful, the transition to net zero needs to be a fully inclusive journey and involve all communities and sectors of society.

Daily, we engage with customers who are increasingly concerned about their ability to pay their energy bills and the transition to net zero must not leave anybody or any community behind. It cannot disproportionately benefit the more affluent sectors of society who can afford to invest in low carbon services and solutions.

Our goal for reduced inequalities is to **‘ensure no community, colleague or customer is left behind’**.

CUSTOMERS: ENERGY SUPPORT FUND We’re committed to supporting low income or vulnerable customers experiencing financial difficulties and there are a range of support and services already in place. We have worked closely with Society of St Vincent de Paul and the Money Advice and Budgeting Service, and in March 2022 established a €1.25m Energy Support Fund which will be available to those needing financial assistance in paying their energy bills.

Over the next three years, we’re committing up to **€5m in total to the Energy Support Fund** and we’re looking to develop this fund to support customers who require assistance in accessing low carbon energy solutions.

This fund is just the start, and we’re committed to expanding beyond one-off financial support for customers who are experiencing difficulties. We will develop transformational supports that will help customers improve their energy usage and efficiency on an enduring basis.

COLLEAGUES: AMBASSADORS FOR CHANGE We want to support our colleagues on the net zero journey. With 340 employees and a growing team of energy engineers visiting customers’ homes across the country, our colleagues have an opportunity to lead the change. To support this we’re developing a **‘Lead the Way’ programme** which will:

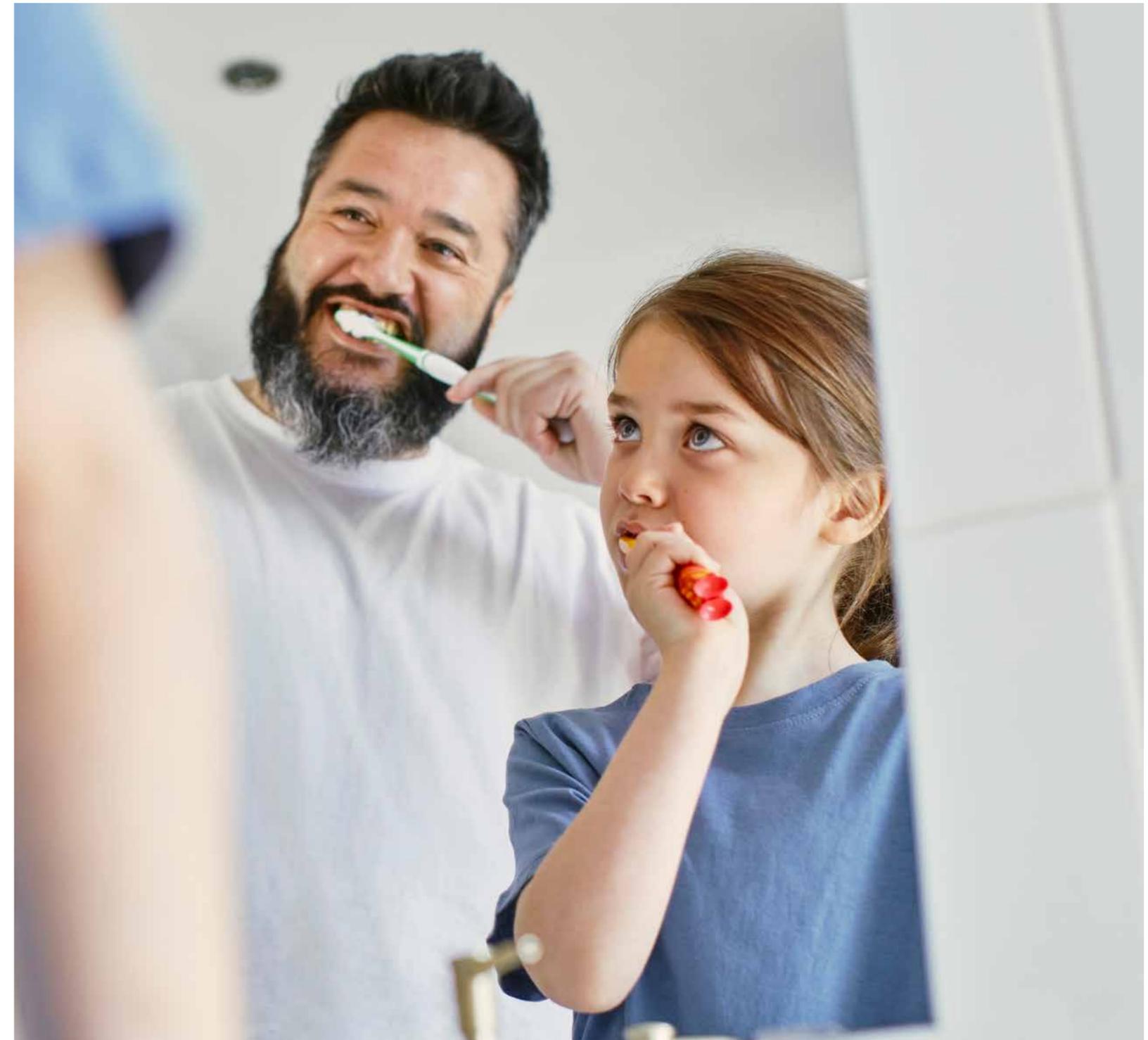
- encourage information sharing via innovation forums, welcoming input and feedback into our sustainability plans and sharing information on new technologies and products.
- provide employees with early access to new products and solutions as we develop them.
- from a broader societal perspective, all colleagues will play an active role in supporting Focus Ireland’s ambition to end homelessness in our communities by 2030, with all colleagues having 2 days of paid volunteering time each year.

COMMUNITIES: SUPPORTING THE AMBITION TO END HOMELESSNESS BY 2030 The prevention of family homelessness in Ireland is an area where we believe we can make a real difference and through our partnership with Focus Ireland, we have been working on making this a reality since 2015. We have extended our partnership with Focus Ireland until 2025 and have pledged a further €2 million to help tackle family homelessness. This brings our total commitment to €4.4 million since we joined forces in 2015.

We fully support the ambition to end homelessness by 2030. Over the next five years, the partnership will assist a further 10,000 families through advice, information, and support programmes, and directly prevent 1,000 families from ever entering homelessness.

We're also developing a programme of activity to help Focus Ireland service users more easily to help them understand their energy bills and educate them on the supports available.

Targets	Reduced Inequalities
Customers	€1.25m Energy Support Fund this year to help customers pay their bill and a total of €5m committed over the next three years to support a just transition.
Colleagues	Lead the Way programme reach all colleagues this year.
Community	Extended our partnership with Focus Ireland until 2025, with a further €2 million to help tackle family homelessness.



TERRITORY 5: BUILD WORKFORCE

Ireland has a chronic shortage of the skills required to help Ireland meet the ambitious targets of the Climate Action Plan. In particular, trade apprenticeships need to play a much larger part of our education landscape.

In fact, a successful transition will hinge on a workforce that doesn't yet exist. The Sustainable Energy Authority of Ireland estimates that 17,000 workers will be needed for the planned programme of retrofitting in Ireland. As our services and solutions business increasingly transitions to low carbon alternatives such as heat pumps and solar PV, we recognise we need to lead in the creation of this niche and in demand, renewable skill set.

Our goal is to create a skilled labour pipeline and open up sustainable career-development opportunities for workers right across Ireland. We will do this by:

ESTABLISHING AN APPRENTICESHIP PROGRAMME In recognition of the significant gap in the skills required we will launch an **Apprenticeship Programme** in 2023. We have officially registered as an apprenticeship employer with the state agency SOLAS to build a full and comprehensive training plan. Plumbing and electrical apprenticeships will be the core trades with additional training to upskill engineers to become 'Smart Energy Experts', skilled to install and maintain carbon-efficient technologies including electric vehicle charging points and heat pumps, and importantly to provide essential energy efficiency advice to customers.

The services and solutions team is actively expanding our engineer base and continuously upskilling engineers on low carbon technologies. As part of Centrica, we have access to world class training facilities for our engineers, enabling us to become a centre of excellence for the installation and maintenance of net zero solutions in customers' homes.

We're working with Metac training centre and DAIKIN manufacturers of heat pump to develop extensive skillsets in the installation and maintenance of heat pumps critical to Ireland's net zero transition.

A NATIONAL PROGRAMME FOR THE PROMOTION OF TRADE CAREERS Trade skills are vital to achieving Ireland's net zero ambitions and Bord Gáis Energy is committed to supporting the national effort on the **promotion of trade careers**. Through collaborating with industry bodies and the education system we aim to promote trade careers which are essential to building a net zero Ireland.

When the Bord Gáis Energy Apprenticeship Programme is launched, we will run a schools engagement programme to promote the career potential for trades through Ireland's energy transition and the apprenticeship programme places on offer.

FOCUS ON UPSKILLING BORD GÁIS ENERGY COLLEAGUES We believe the energy transition offers a big opportunity for current colleagues to grow brilliant green careers. We will focus on up-skilling opportunities for Bord Gáis Energy colleagues by providing access to sustainability training and participation in industry seminars and workshops.

CREATING OPPORTUNITIES FOR UNDER-REPRESENTED GROUPS Through our partnership with Focus Ireland, we continue to explore ways in which we can make a positive impact. We're currently working with Focus Ireland through its **PETE (Preparation for Education, Training, and Employment)** service to see how Bord Gáis Energy can offer employment opportunities to those experiencing homelessness and help them to thrive independently.



Targets **Build workforce**

Apprenticeship programme

Bord Gáis Energy Apprenticeship Programme for plumbing and electrical trades to be launched in 2023.

Promotion of trades

Commit to supporting the national effort to promote trade careers collaborating with industry bodies and education system.

Opportunities for under-represented groups

Through Focus Ireland PETE programme offer employment opportunities to those experiencing homelessness.

TERRITORY 6: VALUE PEOPLE

We're committed to putting diversity and inclusion at the heart of our strategy from the people we work with to the people we serve.

We recognise that to deliver net zero, we need to attract and retain the best talent, and recruit from a diverse range of backgrounds that reflect and understand the diversity of our customer base.

This will ensure that we have the diversity of thinking required to create and roll out low-carbon services and solutions that give customers what they want and need, when they want and need it.

Our goal is to build an engaged team that reflects the full diversity of the communities we serve. We will do this by:

INCREASING FEMALE REPRESENTATION AMONG APPRENTICES TO 30% BY 2030 The trades sector is traditionally a male orientated industry. We want to make significant strides in addressing this imbalance and have set ourselves the ambition that **30% of our new apprentices will be women** by 2030. Our promotion of trades and school engagement activity will support this ambition.

INCREASING FEMALE PARTICIPATION AT SENIOR-MANAGEMENT LEVEL IN BORD GÁIS ENERGY In Bord Gáis Energy we strive to build gender equality at work, creating a workplace free of bias, stereotypes, and discrimination. **Our Women's Network** was established in 2018 to support women working in Bord Gáis Energy. The Irish chapter feeds into the Centrica group-wide women's network. The Network hosts guest speakers, information seminars and training programmes to help challenge biases and support

the progression of women working in Bord Gáis Energy. The Network is an exciting forum for our colleagues to accelerate their personal and professional development. There are policies, practices, and training programmes which play an important role in helping our people to thrive.

To progress equal opportunities, we've set a target to **interview with a 50:50** gender mix for all roles.

We're proud of the fact that **34% of our senior leadership team are female** and have a target to increase the proportion of women in senior management roles to over **40% by 2024**.

We welcome the **Gender Pay Gap Review 2021** and the legislation making it obligatory for companies to publish their Gender Pay Gap data. We look forward to publishing a gender pay gap report this year for Bord Gáis Energy.

SUPPORTING A FUTURE WORKFORCE THROUGH PLACEMENT PROGRAMMES We recognise the importance of careers in the areas of **Science, Technology, Engineering and Maths (STEM)**. We have developed a STEM placement programme to support careers in this space and are working with leading Universities. We can offer first-hand experience on a range of STEM skills to graduates with unique opportunities across our organisation. We plan to expand our third level placement programme further and extend our impact on STEM careers through a programme of activity with secondary schools to launch next year.

CREATING A WORKFORCE REFLECTIVE OF A DIVERSE IRELAND At Bord Gáis Energy, we encourage colleagues to bring their whole self to work. We're committed to nurturing and developing an inclusive culture of equal opportunities and to create a culture where difference is valued, and all colleagues can thrive.

To support the increasing diversity of our workforce and foster an environment of inclusion we have very active colleague networks. Our **Women's Network, Neurodiversity Network and LGBTQI+ network, Bród** have been doing some amazing work, educating colleagues, and creating a workplace based on open discussion and inclusion. We're currently consulting colleagues on the formation of a Ethnicity Network, to support the inclusion of all ethnic minorities in our workplace. Our Diversity and Inclusion engagement committee has a programme of activity including Allyship workshops, which foster discussion around creating an inclusive society for all.

We're committed to ensuring accessibility for all and that our communications and marketing activity reflects the diversity of our customer base. In 2021, we were proud to be the first energy company to include a same sex couple in our TV brand ad.

Targets	Value People
Diversity and inclusion	We commit to be an employer who sets a culture of inclusion and equality, building on our active D&I networks - Neurodiversity Network, LGBTQI+ network, Bród, Women's Network and upcoming Ethnicity Network.
Gender equality	<ul style="list-style-type: none"> • 30% of Apprentices to be female by 2030. • Target to interview a 50:50 gender mix for all roles. • Commission a Gender Pay Gap Report this year. • Increase females in senior management roles >40% by 2024.
STEM	Expand STEM Placement Programme with leading Universities in 2022 and launch Second levels schools programme in 2023.

Success so far

FOCUS Ireland | **Bord Gáis Energy**

€4.4 COMMITMENT



ELECTRIC VEHICLE FLEET



DIVERSITY AND INCLUSION



PARTNERSHIPS WITH 22 SOLAR FARMS, POWERING APPROXIMATELY 40,000 MORE HOMES ACROSS IRELAND

DEDICATED SERVICES AND SOLUTIONS DIVISION



220MW OF WIND PPAS WHICH POWERS CIRCA. 124,000 HOMES

IRISH FARMERS ASSOCIATION (IFA) PARTNERSHIP



PARTNERSHIP WITH ENERGLAZE HOME ENERGY UPGRADES

GROWING HIVE PRODUCT SUITE



WOODLAND ENVIRONMENTAL FUND - PLANTED OVER 7,700 NATIVE IRISH TREES

TREE PLANTING

Bord Gáis Energy entered a native tree planting partnership with the Department of Agriculture, Food and the Marine. The Woodland Environmental Fund initiative saw Bord Gáis Energy plant over 7,700 native Irish trees at locations in Mayo, Cavan and Wicklow, equating to approximately 24 hectares of forestry.

Native woodlands are an important part of Ireland's natural heritage, history and culture, and are unique in terms of their biodiversity. These trees will help to absorb up to 1,500 tons of CO₂ over 15 years. Trees planted include common alder, downy birch, hazel, pedunculate oak and willow.

PARTNERSHIP WITH ENERGLAZE

Since 2012, Energlaze Home Energy Upgrades has helped improve the overall comfort of thousands of Irish homes with a range of products such as windows and doors, glazing, solar panels, insulation and, more recently, heat-pumps. Through our partnership, Bord Gáis Energy now offers a range of innovative in-home solutions to its customers, further extending its portfolio of products and services.

Bord Gáis Energy customers can receive energy credits when qualifying Energlaze energy-saving products are installed in their homes. This partnership unlocks huge possibilities for Bord Gáis Energy customers to upgrade at a cost that's manageable for them.



Glossary of terms



CLIMATE ACTION PLAN Irish Governments plan to meet the Paris Agreements net zero obligations.

EV Electric vehicle, including pure battery and plug in hybrid.

GHG EMISSIONS Greenhouse gases are gases in the Earth's atmosphere that produce the greenhouse effect and accelerate global warming. Carbon dioxide, methane, and water vapour are the most important greenhouse gases.

GLOBAL PARIS AGREEMENT International treaty on climate change to limit global temperature increase to well below 2°C and pursue 1.5°C.

NET ZERO When there's no human related greenhouse gas emissions (GHG) emitted or, when any GHG emissions emitted are balanced by GHGs removed from the atmosphere via offsetting.

OFFSETTING Compensating for CO₂ or other GHG emissions by funding an equivalent removal or saving elsewhere, such as planting a tree.

POWER PURCHASE AGREEMENTS (PPAS) This is a contract between two parties, one which generates electricity and one which is looking to purchase electricity.

RESIDUAL EMISSIONS Emissions that remain after an organisation has implemented all feasible opportunities for reducing emissions.

SCOPE 1 Direct GHG emissions from sources that are controlled or owned by an organisation, such as property, assets and fleet.

SCOPE 2 Indirect GHG emissions from the consumption of purchased electricity, steam, heat, or cooling across properties and assets.

SCOPE 3 Indirect GHG emissions from across an organisations' value chain, including employee travel, customers' use of products and supply chain goods purchased.

SUSTAINABILITY GOALS In 2017 the United nations launched 17 Sustainability Development Goals (SDGs) that call on government, businesses and other stakeholders, to take action on the biggest issues facing people and planet by 2030.

UPSTREAM Upstream oil and gas production is conducted by companies who identify, extract, or produce raw materials i.e. power generation.

tCO_{2e} Tonnes of carbon dioxide equivalent – one tonne is equivalent to approximately one third of a homes' annual emissions or driving over 3,500 miles in an average car.

Bord Gáis Energy

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No. 463078



Imagine a better way