



# Our Commitment

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# Background

- “Diversity is the mosaic of people bringing a variety of backgrounds, styles, perspectives, values and beliefs as assets to the groups and organisations with which they interact “
- Diversity acknowledges each person is different and unique

# Diversity



# The Business Case

- Age diversity makes good business sense...even more so in an economic downturn
- An age diverse workforce can better reflect your customer base and leads to innovation in products and services
- Retaining 'older workers' helps to retain corporate knowledge and experience
- Apprentices and graduates will be managers of the future...so ensure you invest in them

# Attraction

- Attraction at British Gas is about the best person for the job regardless of their age/gender race etc. We recruit for attitude
  - ‘Age neutral’ policies and practices –remove all age references it’s about embracing the legislation not just complying
  - Removal of upper age limits for entrance into our British Gas apprenticeship scheme. Now a minimum of 17 years of age no upper age limit
    - 37% of intake are now over the age of 25
    - Our oldest apprentice is aged 57!

His story Graham.....

# Continued

- Graduates
  - 15% of our graduate intakes are mature students
- Diversity and inclusion team
  - encouraging a more diverse work force in our engineering teams



# Retention

- Training and development
  - Age Awareness e-learning package for managers and employees
- Flexible working
  - Work:wise programme
    - 60% of employees are flexible workers
  - Lifestyle contracts
  - Family friendly policies and practices
- Health and wellbeing
  - ‘Lifestyle’ workshops
    - reduction in the no. of MSD related absence from 25% to 2%.



# Any Questions?

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