

# British Gas – investing in skills and jobs for Britain



## British Gas FACT

British Gas has invested more than £30,000 in every one of the 2,500 apprentices who've trained with us over the last five years.



- **1,200 apprentices** in training
- **More than £170 million invested** in training in the last 10 years
- **Our academies are rated 'Outstanding'** by Ofsted
- **9 million visits** to customers' homes every year
- **100,000 training days** every year

**As one of Britain's biggest employers, for many years we've invested millions of pounds in helping thousands of people get in to work.**

Every year our engineers visit 9 million customers and our call centres handle 12 million calls. To deliver at this extraordinary scale we need people with the skills to keep our customers' homes and businesses warm and working, all while meeting the highest standards of safety. It's why we've invested in 6 high quality training academies across Britain.

We're training people at a rate few other companies could hope to match; right now, we're training 1,200 apprentices. This doesn't just create jobs with British Gas – it drives skills and investment in the supply chain and wider industry, making national programmes like smart metering possible. We employ 30,000 people in Britain.

# CASE STUDY

*"I did a year of A-levels but I just didn't enjoy it", Vicky explained. I didn't like being in the classroom all day. I wanted something more practical.*

*"At British Gas I've learned so much from the learning and development managers and it's inspired me to want to qualify, learn the trade properly and hopefully teach in future."*

Vicky Johnson, 20, from Mitcham, London, started her apprenticeship in Service and Repair Engineering at British Gas' Training Academy in Dartford last October.



## SKILLS FOR LIFE

Our apprenticeship programme is one of the largest in Britain and, in 2014, we invested £21 million. We deliver more than 100,000 training days every year. Our commitment to apprenticeships, runs throughout our whole business and we offer schemes in IT, customer service and sales.

British Gas is also committing to helping 450 young people who are not currently in education or employment with work experience programmes in our contact centres through our participation in the national 'Movement to Work' scheme.

## Apprentices

- £21 million invested in apprentices in 2014
- 100,000 training days every year
- 6 different apprenticeship schemes including Service and Repair, Smart Metering, Customer Service and IT



Our 1,200 apprentices learn a wide range of different skills and trades at our six British training academies. Our trainee engineers become gas fitters, white goods engineers and Smart Meter installers.

A new Advanced Apprenticeship in customer service runs in partnership with local training colleges, including Leeds City College. Last year, we took on more than 1,000 young people aged 16 to 24 (36% of our new employees).

In partnership with organisations including Movement to Work, The Duke of Edinburgh Award Scheme, The Prince's Trust, ACT Training, A4E and Step-Up-To-Serve, we also provide work experience programmes for young unemployed people.

Learning skills with British Gas isn't just about training for a career with us: we are equipping people with skills for life. We work with national and local training providers to offer fully accredited courses. We have 6 academies across Britain.

## SKILLS FOR THE FUTURE



We make sure our people have the training to help make life simple for our customers. From the roll out of smart meters to innovative new products like our remote heating control, Hive Active Heating. British Gas has the skills to reduce bills and put people in control of their energy.

In 2014, we have recruited more than 450 smart meter apprentices and invested nearly £8 million in their training in our six academies across Britain. We now have over 1,200 smart energy engineers in the field and 500 staff in our dedicated Smart Energy Centre in Leeds.



Since January this year, 60 technological specialists have joined our Connected Homes team that develops new innovative products to help put customers in control of their energy. The roles range from user experience and interface designers to data scientists and software designers.

We also train people in innovative new technologies that enable more energy-efficient homes such as solar technologies, ground source heat pumps and insulation.