

# The Future's Bright



**FLO** **GAS**



## Flogas is evolving

**A company founded on supplying Liquefied Petroleum Gas (LPG) and being well known for supplying Natural Gas is transforming into *a total energy solutions provider* of gas, electricity and renewables for both business and consumers. With a workforce of over 225 employees, we have significantly grown in the last number of years in a range of areas and have big plans for our future.**

In that future, we believe we are better together. This booklet introduces you to Flogas, tells our story and explains our values that guide us in delivering a brand that is built on making things better for our customers and continuously overcoming today's energy challenges. It also features our leadership framework, the sectors we work in and gives a flavour of our successes to date, successes that will only continue to be possible through our employees.

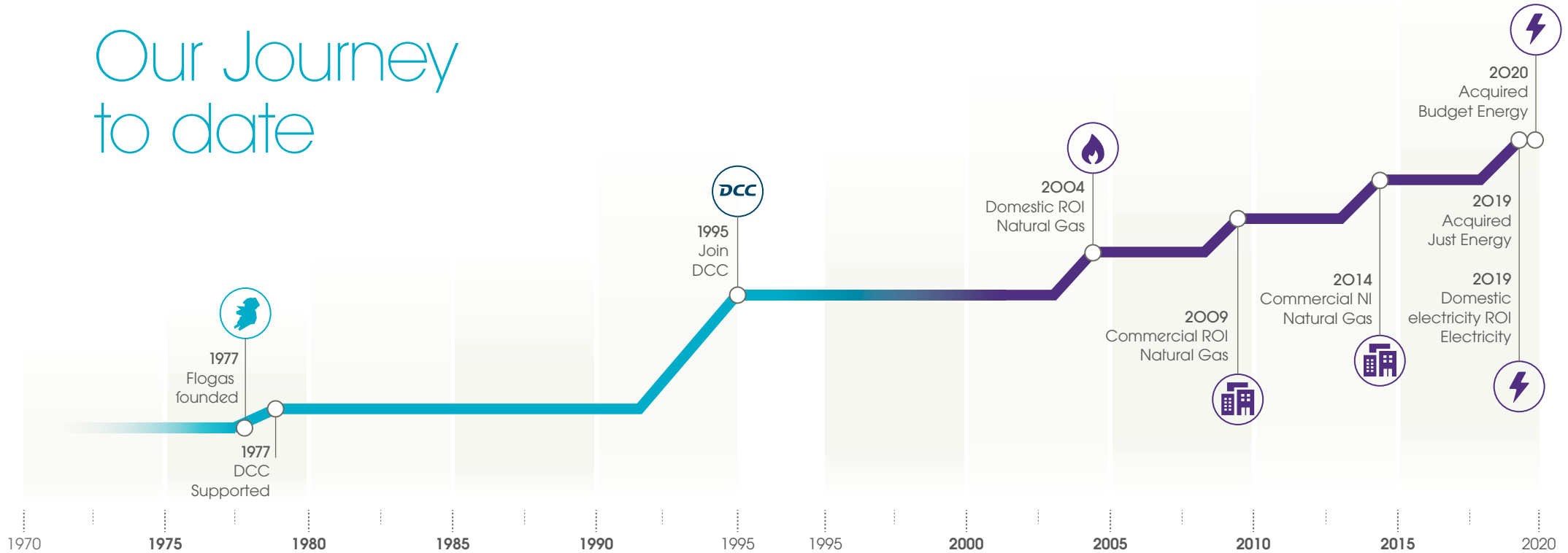
*We hope you will refer to it time and time again, along the next stage of our journey together.*

### Employees are the key to our success

---

As with our customers, we invest in forming a long term partnership and career for our employees. As well as our values being our guiding principles, we operate in a way that puts employees at the centre of all we do. Health, safety and well-being are vital and we take important steps and initiatives to protect this in all we do. We offer ongoing care, including Employee Assistance Programmes, for when employees need extra support. Our aim is to have highly skilled, engaged, and performing teams across all our businesses and we hope you will see how we work together to achieve this.

# Our Journey to date



Flogas's history of steady growth reflects an organisation which has been, and continues to be, forward thinking and innovative.

**1977** Over 40 years ago, Flogas was founded and commenced business the following August 1978. The founding executives of the company, Tom Cleary, Patrick Mercer, Eugene Quigley and John Sheehan had between them considerable expertise of the LPG business in Ireland.

**1995** The Flogas company became a wholly owned subsidiary of DCC plc.

**2004** Flogas expanded into the domestic ROI Natural Gas market.

**2009** Flogas expanded into the commercial ROI Natural Gas market.

**2014** Flogas expanded into the commercial NI Natural Gas market.

**2019** Flogas expanded into the domestic electricity ROI Electricity market, and offered dual fuel to ROI customers.

**2019** Flogas acquired the customer base of Just Energy.

**2020** Flogas Energy acquired the Budget Energy business.



## Our Vision

---

To be Ireland's leading provider of energy solutions' achieved through a strategy of providing integrated energy solutions and an excellent customer experience to the commercial and residential markets.

All of which is underpinned by a culture of safety, innovation, excellence and leadership.

**We will only achieve our goals by working together.**

Here at Flogas we believe each and every employee has an invaluable contribution to make and we will only achieve our goals by working together. We want to support all our employees to be great at what they do, and continue to enjoy working with us. Key to being great is understanding each other and speaking a common language, particularly around

core values and leadership. Our core values are relevant to all employees and our leadership behaviours are relevant to both current and future leaders. We value a high performance culture within our organisation and are driven by an ambition to succeed.

# Shared values and ambition

Over the years we have developed a way of providing a service that has been informed by values such as safety driven, quality, reliable, integrity, customer focussed and innovation.

These 6 core values best represent everything we stand for. They guide our decisions and actions and control the consistency of our brand message, both internally and externally. They act as a guide to how we greet our customers, answer our phones, drive our trucks, write our emails and present our proposals. They're the stuff we're made of, and we bring them to life each and every day.



## Safety Driven

**Wherever you are, safety comes first.**

We truly care for the wellbeing of everyone around us in all that we do by aspiring to the highest professional standards and by ensuring everyone goes home safely each and every day.



## Quality

**We are proud of our distinguished reputation.**

To consistently produce excellence we never take shortcuts. We are tenacious and blend our collective skills and years of knowledge and expertise, always with our customer front of mind.



## Reliable

**We are much more than a safe pair of hands.**

Providing the right solution, support and service is second nature to us. We are utterly dependable, always ensuring peace of mind and deliver our commitments to a consistently high standard.



## Integrity

**We are as authentic as it gets.**

Our business is built upon honest, healthy relationships. Being open, transparent and sincere is key to helping each other deliver shared success.



## Customer focused

**A customer is the most important person ever in our business.**

Enriching our customers lives is what we're here for. We do more than offer best in class solutions. Our friendliness, attitude and genuine need to look after everyone is part of our dna.



## Innovation

**We are the only energy supplier that has endless energy.**

Our founding entrepreneurial spirit has led us to be the innovative, driven organisation we are today. We always look ahead to propel business forward.

# Our markets and the future

**Succeeding in a competitive environment requires that we constantly evolve and adapt to meet our customers' needs.**

We are one of the largest independent suppliers of Liquefied Petroleum Gas (LPG) and the second- largest commercial natural gas company in Ireland, but we need to work hard to protect that position and to retain and grow our customer base. We have strong growth ambitions in residential electricity, natural gas and in commercial electricity, across the Island of Ireland, driven by our vision to be Ireland's leading provider of energy solutions, but success will require continual customer focus, anchored in our strong sense of community.

With an ever-changing landscape, today's consumer is becoming increasingly awake to the climate challenge, which delivers opportunities and challenges to all of us in Flogas. Our innovative application of carbon credits, our move towards green electricity and gas, and broader engagement with renewables will evolve rapidly in the coming years.

Adopting a can-do approach in everything we do, always looking to innovate, we are alive, responsive and energised to meet the ever-changing needs and lifestyles of our customers. All with an overarching desire to make energy simpler, more sustainable and more accessible for everyone.



# Our Leadership Framework

*“Do we settle for the world  
as it is, or do we work for  
the world as it should be”*

Michelle Obama

**“To be Ireland’s leading provider of energy solutions’ achieved through a strategy of providing integrated energy solutions and an excellent customer experience to the commercial and residential energy markets”** is our vision that drives us.

All of which is underpinned by a culture of safety, innovation, excellence and leadership. If we are going to achieve this we need to be clear about what we mean by leadership and how we will become the ‘leading provider’.

Of course everyone will have their own ‘Leadership Style’ and this framework doesn’t take away from that, but there are certain key things we look for in our leaders, and they are outlined in the Leadership framework.



# Our Leadership Framework

## Driven for Results

*Our people are driven to achieve. Core to what we do is our clear and unwavering focus on results. Attention to detail is key to our business. We are open and transparent about performance, we constantly measure our progress.*

### Our Leaders:

- Drive results
- Apply financial insights
- Optimise work processes

## Partnership

*Our success is enhanced by the strength of our relationships with our suppliers and customers. We fundamentally understand their businesses. We invest in relationships with them using our insights into their businesses to identify current and future needs.*

### Our Leaders:

- Have a strong supplier and customer focus
- Build internal and external networks
- Collaborate



## People Leadership

*Flogas leaders are crystal clear on goals and targets for their people. They delegate well and give supportive feedback. They are always there, challenging and supporting their people to find solutions.*

### Our Leaders:

- Ensure accountability
- Attract and develop talent
- Demonstrate self awareness

## Commercial Agility

*We adapt to the unique features of our business and our markets. We use our experience and commercial insights to develop clear actions to win in our markets.*

### Our Leaders:

- Adapt to shifting market demands
- Have a strategic mindset
- Cultivate innovation



---

**Talent wins games,  
but teamwork and intelligence  
wins championships.**

**MICHAEL JORDAN**

---

*flogas.ie*

*If you have any queries,  
contact our HR Manager  
Jenny Maher on +353 87 915 4581  
or at [jmaher@flogas.ie](mailto:jmaher@flogas.ie)*

