

We are EDF Energy

EDF Energy is one of the largest energy companies in the UK. We generate around seven per cent of the UK's electricity, employ nearly 13,000 people and deliver electricity to more than a quarter of the UK population through our public networks.

EDF Energy Networks owns and manages the distribution networks covering London, the South East and the East of England.

In addition, we are among the largest private network operators in the UK, operating long-term contracts with BAA's Heathrow, Gatwick and Stansted airports, the Channel Tunnel Rail Link, the London Underground and Canary Wharf.

EDF Energy Networks has the vision "to be recognised as the passionate, committed, caring, innovative and successful energy company, Guiding vision shapes the way we do business and, as a way of achieving it, we have developed five ambitions, each of which relates to one or more of our stakeholders. These five ambitions are:

- We want to care more for our customers and continually improve customer experience
- We want to be recognised as a learning business and a great place to work for our employees so that they are proud of their company
- We want to meet our shareholders' expectations and grow the value of our existing business
- We want to be a safe and responsible company regarding our people, the environment and the communities we serve
- We want to be recognised as a leading and respected point of reference on matters concerning our business.

These ambitions represent our balanced view of business success.

Stakeholder dialogue and engagement

Stakeholder engagement is an essential aspect of EDF Energy Networks' business. We are committed to building strong and lasting relationships and engaging in dialogue with a wide variety of stakeholder groups.

EDF Energy Networks has three key stakeholder groups: our customers, our employees and our shareholders. We have a duty to them but we know we also have a responsibility to the broader community.

We have set up a Stakeholder Advisory Panel composed of eminent and diverse individuals who play a valuable role for a company with such varied stakeholders and challenges as EDF Energy. During the quarterly meetings, the panel has been providing significant expert and intellectual advice on a range of topics, helping us to achieve our ambitions.

At the 2006 UK Business Excellence Awards, EDF Energy Networks was presented with the prestigious Investor in Excellence certification. To achieve Investor in Excellence, we had to demonstrate high levels of performance against all aspects of business from how the Branch is managed through to what we have achieved. This recognition was only possible through the tremendous efforts of all in the team and shows our customers and suppliers that we have passed a rigorous external assessment and are committed to continually raising our game.

EDF Energy is committed to working towards a sustainable future. We consider everything we do for its impact on both the environment and community. Our goal is to ensure all that we implement has long-lasting benefits for all our customers and employees.

We aim to work in an 'e' factor way, which means everyone taking responsibility to 'own' their job and working efficiently and effectively. We show respect to colleagues and managers empower their staff to use their initiative. We want to energise our employees to work together to make the company better.

Introducing Project Beacon

With such a geographically-diverse staff base, it is often difficult to recognise the considerable number of areas of excellence promoted by our employees. To recognise this work and encourage new creative thinking to the services facing our customers, a project team has been formed. A staff competition resulted in the name Project Beacon being chosen to reflect part of the project's aims: to be a point of reference, a guiding light and a warning signal for the protection of the vulnerable. Project Beacon was established, drawing on the expertise across the branch and wider company to challenge existing working practices and encourage new initiatives in areas surrounding vulnerable customers, communication and our corporate and social responsibility.