



*The combination of EDF Energy and British Energy forms one of the UK's largest energy companies, producing approximately 25% of the UK's electricity from nuclear, coal and gas power stations, as well as combined heat and power plants and wind farms. Additionally, EDF Energy distributes electricity to more than a quarter of the UK population through its public networks in London, the South East and the East of England, which are managed by EDF Energy Networks.*

*EDF Energy is also among the largest private network operators in the UK, delivering long-term contracts with BAA's Heathrow, Gatwick and Stansted airports, the Channel Tunnel Rail Link, the London Underground and Canary Wharf.*

## OUR VISION AND AMBITIONS

We have established five ambitions for 2012. Covering every aspect of our business, and applying to all our stakeholders:

- **Safe for all:** to ensure that no employee or contractor suffers injury requiring medical treatment. We will expand the scope of this ambition to include children, community groups and our customers in our health and safety activities.
- **Customers' Choice:** we are committed to keeping our prices competitive and providing enduring support for our most vulnerable supply customers. By 2012 we will retain 4% more supply customers than in 2007; and 75% of our network customers will be satisfied.
- **Shareholder's expectation:** to increase profits relative to our competitors.
- **Sustainable performance:** to deliver our climate and social commitments while staying on track to deliver 2020 targets.
- **High-performing people:** we will attain gold standard from independent experts for our approach to diversity and inclusion, achieve a significant, measurable improvement in employee engagement and performance and increase opportunities for our employees to develop and improve a range of skills.

## BUILDING A SUSTAINABLE FUTURE

EDF Energy is **committed to a sustainable future**. We assess everything we do for its long-lasting impact on the environment, customers, employees and community. We are developing new and profitable ways of working to meet the social and environmental challenges facing our industry while never losing sight of our individual customers' needs. Our Sustainability Team promotes a sustainable approach to our daily activities, **creating a culture of responsible behaviour**, supported by robust processes and policies including Our Social and Our Climate Commitments.



## STAKEHOLDER DIALOGUE & ENGAGEMENT

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

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

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.

## PROJECT BEACON

To continually improve customer service and communication we established Project Beacon whose purpose is to challenge existing working practices in line with our corporate and social responsibility strategy. In its third year Project Beacon continues to draw on the expertise across our business. This is demonstrated by the diverse governance structure which is represented by 12 senior managers who ensure that the project initiatives become an integral part of our company ethos. We believe the strength of this group underlines our commitment to provide customers, employees and stakeholders with **the best possible experience** in their relationship with EDF Energy Networks.

