

OfGEM Customer Service Reward Scheme

Corporate Social Responsibility

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EDF Energy is one of the UK's largest energy companies, producing around one-fifth of the nation's electricity from its 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, Mission and Key Objectives

EDF Energy Networks' Vision is to be recognised by all as the leading electricity network business in the UK. Our Mission is to serve our customers and communities with pride through the safe, efficient and sustainable distribution of electricity. We have established five key objectives to help achieve our vision and support our mission as follows:

Zero Harm

Satisfied Customers

Excellence and innovation in managing and operating assets

Significant Productivity Improvement

Strong Leadership and a High Performing Workforce

Stakeholder Dialogue and 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 fourth 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.

Building a Sustainable Future

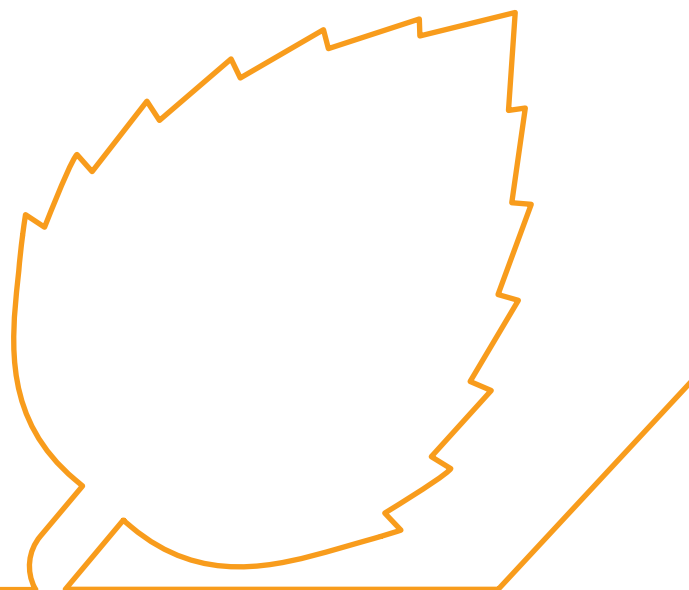
EDF Energy Networks is committed to a sustainable future. We assess everything we do for its long-lasting impact on the environment, customers, employees and community. We are developing new and profitable ways of working to meet the social and environmental challenges facing our industry while never 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.



Creating a More Sustainable Impact on Climate Change by Meeting our Commitments

The operation of a power distribution network has unavoidable impacts on the natural environment. EDF Energy Networks is taking a range of steps to minimise adverse effects and to bring about positive change in the communities we serve.

Our carbon pledge is to cut CO₂ emissions from our offices and depots by 30% by 2012. Reductions achieved so far are 6% in 2007, 8% in 2008 and 16% in 2009. The target for 2010 is 24%. Employees have helped achieve these results through a combination of energy efficiency measures and on-site renewable generation. We have an Environment Investment mandate which sets out the projects to be undertaken, such as upgrading building insulation, BREEAM* assessments of high energy usage buildings and installation of voltage efficiency usage at major offices.



We are open to unusual and holistic ways of working, especially when this allows us to negate or minimise impact on the environment and local community. Working in association with local authorities and the Greenways Countryside Project, real horsepower helped EDF Energy Networks remove trees from a hillside site where overhead lines were being refurbished, to avoid using heavy machinery which could have damaged the land. Although it is not possible or efficient to use horses on all such sites, a traditional method proved to be the best solution in this case. When removing trees we are mindful of the fact that this in itself can have a harmful effect on the environment and so for every tree we have to remove for network safety, we plant two more.

EDF Energy Networks has approximately 124,000km of underground cables. Making new connections to the network, as well as maintaining it, requires more than 100,000 excavations every year. We strive to minimise disruption to the public, and the impact on the environment is a big concern. In the past, most of the 170,000 tonnes of excavated soil would have been sent to landfill, but EDF Energy Networks is working with its contractors to massively reduce this figure. After beating the 2009 target to recycle 70% of excavated waste, we are looking to build on success and have set a target for 90% in 2010; a target we feel confident in achieving through our soil segregation working practices.

Connecting generation to the network typically causes the voltage to rise. We have an obligation to keep the voltage of the network within strict limits and therefore to connect new generation would usually require extensive and costly

reinforcement of the network. Through IFI (Innovation Funding Incentive), we have supported and encouraged funding of the development and trialling of technology which can automatically control voltage levels at sites where distributed generation is connected. This encourages generators to connect sustainable and low-carbon technology such as wind turbines and photovoltaic panels to the network. As a means to promote sustainability GenAVC can reduce the cost of connections by 80%. We have also funded the development of software which can model connections and help determine if GenAVC is necessary, providing realistic costing information and making it far more attractive to companies to invest in sustainable energy generation methods.

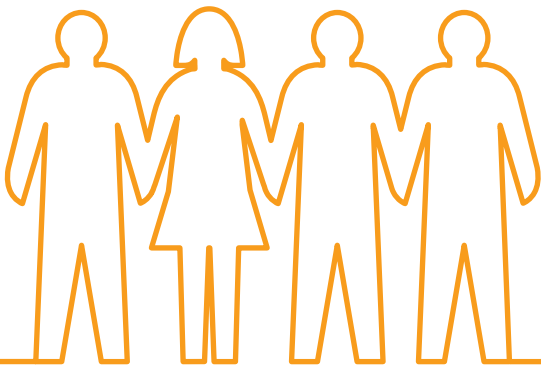
We are making big strides when it comes to recycling. Our relationship with the furniture recycling charity Green-Works continues to grow. Our collaboration means that redundant office furniture is put to good uses such as refurbishing classrooms in schools around the world. Organisations such as Age UK, Social Enterprise London and World Foundation Africa have all received items from us. Thanks to a partnership with LMB, a clothing recycling company, EDF Energy Networks has set up 11 collection points for redundant corporate clothing. Collection is co-ordinated by our environmental ambassadors and reusable clothing is sent to African nations. Clothing that cannot be used will be recycled into industrial wipes and mattresses. This initiative also raises money for our company charities as LMB donate £50 for every tonne of clothing collected.

*Building Research Establishment's Environmental Assessment Method

Charity Partners and Helping Hands

Working with communities, schools and businesses, our charity partner Global Action Plan has developed proven techniques to engage individuals and groups, encouraging them to make small changes that, collectively, have a big and positive impact. Participating employees save £170 on average on energy and water bills, and reduce their waste by 20%.

Many of our employees have helped good causes through our Helping Hands scheme which gives all our employees two working days per year to carry out local community work. Their contributions range from working in soup kitchens to volunteering for the wonderful Befriending Service with Age UK, which was successfully trialled in Suffolk and is now being rolled out to London and the South East.



One highlight in 2009 was provided by employees in Stevenage who organised fundraising events for Keech Cottage Hospice, which supports children and their families dealing with terminal illness. They raised almost £8,000, and with £2,000 sponsorship from EDF Energy Networks, this success has inspired employees to arrange a similar event in July with the aim of raising even more.

Since the launch of the partnership with the MS Society, our fundraising has made a real difference to people affected by Multiple Sclerosis; this includes part funding a specialist nurse and the purchase of an adapted Fiat Freedom vehicle.

Tackling the Skills Shortage

Electrical Safety Messages for Children

In 2009 40% more children were reached with our electrical safety messages than in 2008, thanks to the continuing hard work of the Safety Education Team and new strategies taking effect.

We have expanded our school visits to cover ages 5-7 and 11-14 as well as the 7-11 age group which has been targeted for many years. By the end of 2009 we had reached 287,773 children, pushing ever closer to fulfilling our commitment to reach one million children by 2012. We actively seek new ways of spreading the word, and in 2009 we launched a road show that spent four weeks visiting 17 children's summer activity day camps. We have revamped our Power up website, which teaches children from 5-14 about the potential dangers of electricity both inside and outside the home and is used to support the work of our Education Advisors who go out and visit schools. The site also provides a great learning tool that follows the National Curriculum on electricity and makes learning fun with lively interactive games and quizzes.

With many qualified engineers reaching retirement age as well as the decreasing number of young people studying science and technology, there is a growing skills shortage in the power industry.

We are continuing our work with the Industrial Trust to stimulate young people's interest in the power industry, by fully financing the secondment of a senior manager to the South East Regional Director's role and a Manager for the East of England. A series of "Bright Young Things" workshops for Year 9 students was held in the autumn for youngsters with a keen interest in STEM (science, technology, engineering and maths) subjects to help them understand the application of these subjects in the workplace. These workshops will become a regular autumn event in the future. Our 2010 target is to engage with secondary schools across our footprint, with a view to building a working relationship particularly with those which specialise in STEM subjects, as well as colleges which deliver electrical engineering courses.

EDF Energy Networks is in the fifth year of its partnership with the Institution of Engineering and Technology's Power Academy, providing paid placements and financial support for engineering undergraduates, some of whom have since gone on to join our graduate scheme.

We hope we have demonstrated how our Corporate Social Responsibility strategy is not only crucial to EDF Energy Networks as a business (for example it develops high performing employees, attracts a high calibre of new recruits, plus reduces travel and associated costs) but also helps our customers and the community. All our projects have to show real environmental or social benefits in order to be approved. Our customers directly benefit on a wide variety of levels, ranging from carbon reduction and less traffic, to practical and financial help for charities and schools in their local areas.

Barbara Spreadborough, MS Society:

“On behalf of the MS Society I would like to extend a huge thank you to everyone across EDF Energy for all the hard work, enthusiasm, innovative ideas and continual support in making our partnership such a fantastic success over the last eighteen months. Collectively employees have raised over £240,000 through fundraising activities, and together with a £200,000 company donation they are supporting various projects that make a real difference to the lives of people affected by multiple sclerosis living locally.

The local projects and services that have been supported by employees across EDF Energy will impact on the local MS community long after the partnership has ended.”



Paul Sutherland from Keech Cottage Hospice:

“EDF Energy Networks’ staff have been fantastic in their support, they were one of our biggest financial supporters last year. We look forward to continuing this successful, ongoing relationship.”



Charulata Patel an Education Advisor:

“The new Power Up website gives the same messages, but with fewer words and more visual and interactive features. Kids love that – as they told us very clearly when we asked what they thought about the differences between the old and new sites.”

Vincent de Rivaz, CEO:

“Green-Works provides an environmentally sustainable solution to the problem of redundant furniture. I believe that everyone has a part to play, and everyone can make a difference”

