

Here's where
we are on our
sustainability
journey.

Summary Performance Report 2011





Vincent de Rivaz
EDF Energy Chief Executive Officer

Executive Summary

Sustainability is not just integral to our business. It is our business. It is our strategy. And it is our future.

With this in mind, I am pleased to introduce our 2011 Annual Sustainability Performance Report. This provides an update on our journey to delivering a low-carbon future.

We produce and supply the low-carbon energy on which households and businesses depend. As a result, we work closely with communities around the country, and employ thousands of skilled people. Through the decisions we make, we can help protect and shape the long-term health of our planet and those communities.

As a responsible and long-term business, we must act in a way that is truly sustainable. To us, this means:

- Securing affordable, low-carbon energy for the long-term.
- Providing the energy which is vital to society in a way that is better for our natural environment and local communities.
- Offering a fair deal for all, taking our responsibilities to our customers seriously and helping those most in need – fair value, simplicity and better service are integral to this approach.

- Investing in and supporting our own people – ensuring a healthy and safe working environment for all.
- And keeping our business sustainable and profitable for the long term so that we can invest in our collective low-carbon future.

We set out our sustainability agenda with Our Climate Commitments and Our Social Commitments in 2007 and 2008 respectively. We then built on those original commitments in 2010 with the publication of Our Sustainability Commitments. This report provides an update on this journey.

Without a doubt, the last two years have been challenging. Economic uncertainty has increased concerns about energy affordability. We have seen a rise in public and political mistrust of the consumer energy market. Events at Fukushima in Japan have had long-term implications for the energy industry around the world and for nuclear power in particular.

In such uncertain times, sustainability is even more important to our business, our customers and the communities and environment within which we work. It remains at the heart of our approach. It is core to building trust, and to delivering a low-carbon future for the UK.

I know we have much more to do, but we also have much to be proud of – as a business and as individuals playing their part in shaping a sustainable future:

1. We promised to keep our prices competitive, and provide enduring support for our most vulnerable customers. We have also taken a position on pricing that sets us apart from the industry. In the winter of 2010/2011 we were the only company to implement a price freeze through the winter months. And in 2011, after absorbing sustained wholesale price rises, we were the last major supplier to raise prices for customers, by the lowest amount, and the first to cut prices in 2012. In addition, the number of customer accounts registered on our Energy Assist tariff (which helps customers most in need of financial assistance) has risen to over 159,000.

2. We committed to reduce the carbon intensity of our generation fleet by 60% by 2020 – and we are on target to meet that. We will do this through a diverse energy mix including new nuclear, more efficient gas-fired generation and renewable energy, alongside modifications to our coal stations.

3. We committed to being open and transparent in our nuclear business. Events in Japan last year reinforced further the need for such openness. We knew we needed to show humility and a willingness to learn lessons.

We have responded. We launched our new Energy Futures website, which looks at different energy sources within a balanced energy mix, and answers questions about nuclear waste, safety, decommissioning and other areas. In 2011 we hosted over 150 site visits to our nuclear sites from schools, colleges, interest groups, and politicians. Later this year we will re-open our visitor centres at all of our existing stations.

4. We are investing in people through our apprenticeship programmes, creating a safe, productive and skilled workforce to deliver our energy future. Some 60-80 apprentices join our four-year programme each year. In addition we have committed to supporting the development of the skills necessary to sustain our business. I am proud that earlier this year we announced that we will invest £15m to establish a world-class national training centre in partnership with Bridgwater College, near our Hinkley Point site in Somerset.

5. In 2010, we set a target for 2.5 million young people to participate in our Sustainable Schools Programme by 2012, learning about the sustainable use of energy. To date, over 14,500 schools, which is almost 45% of all UK schools, have joined the programme which continues to grow and covers a wide range of environmental sustainability issues, not just energy.

We have achieved much already, but we know that we need to do more. On customer trust. On public engagement. On openness and transparency. As well as taking action now, these themes will shape our commitments for the next decade and beyond.

So, 2012 will be a milestone year for us. We will progress our plans for investment in new low-carbon power generation. We will work hard to rebuild the trust of customers in our industry. As the first sustainability partner of the London 2012 Olympic and Paralympic Games, we will also use the Games as a platform to inspire us all to lead more sustainable lives.

This is also a key year for Our Sustainability Commitments. As we build on what we have achieved so far, we will take another bold step forward through the launch of a new set of Sustainability Commitments looking beyond 2012.

These will be complemented by our residential and business Customer Commitments and our low-carbon product Blue + Price Promise. They will also help us to keep sustainability at the heart of everything we do and ensure that our progress in delivering this can be judged.

Your views are important to us as they help us improve the way we do things. Let us know your thoughts and whether you found what you wanted to know about by contacting us at sustainability@edfenergy.com Your feedback will be used to improve reporting for the future.

Our business performance at a glance

AMBITION	MEASURE	UNIT	2011	2010	2009
Zero Harm	Lost Time Incidents Rate (employees and contractors)	Incidents per 1,000,000 hours worked	0.61*	1.12	1.74
	Primarily work-related ill-health rate (employees)	Incidents per 1,000,000 hours worked	5.01	4.21	4.21
	Unplanned automatic trip rate	Per 7,000 hours as defined by WANO	0.74	0.58	0.82
Financial Performance	Sales	£m	7,465	9,145	9,836
	EBITDA	£m	1,664	2,339	2,702
Customer Choice	Customer product accounts	Millions	5.8	5.5	5.6
	Number of customers receiving free energy efficiency advice	Number	62,114	32,891	41,553
	Electricity Priority Service Numbers	Customers	226,596	236,912	226,082
	Gas Priority Service Numbers	Customers	115,466	95,590	87,061
High-Performing People	Employee performance index	%	61**	68	59
	Number of employees	Headcount	15,536***	15,441	20,077
	Number of days lost to sickness	Days	124,013	119,884	164,181
	Number of leavers	Number	1,589	1,307	1,385
	Number of working hours	Hours	25,685,563	27,115,624	38,172,394
	Number of female employees	Number	4,991	4,739	5,510

AMBITION	MEASURE	UNIT	2011	2010	2009
Sustainable Performance	CO ₂ e intensity from generation	Tonnes/GWh	208.1	219.5	220.4
	Carbon Footprint	CO ₂ e million Tonnes	15.1	14.0	15.8
	NO _x emissions	Tonnes	29,084	27,255	30,649
	SO ₂ emissions	Tonnes	12,707	13,580	13,408
	Total net generation	TWh	72.4	63.7	71.7
	CO ₂ from commercial buildings	Kilotonnes	22.7	31.5	32.2
	CO ₂ from commercial buildings	Tonnes/FTE	1.53	1.63	1.67
	CO ₂ from transport	Kilotonnes	11.5	23.8	25.9
	CO ₂ from transport	Tonnes/FTE	0.77	1.23	1.34
	CO ₂ arising from customers' energy consumption	CO ₂ million tonnes avoided	0.8	0.7	0.5
	Employee understanding of their part in delivering Our Sustainability Commitments	%	75	76	71
	Managed building waste to landfill	%	13	13	32
	Eligible customers on discounted tariff	Product accounts	159,236	165,102	158,110
	Children engaged by our Sustainable Schools Programme	Number	5,811,217	3,115,451	498,488
	Leader in Nuclear Power Generation	Collective radiation dose (man-mSv reactor)	1-year average collection radiation dose as defined by WANO	0.114	0.036
Collective radiation dose (man-Sv reactor)		3-year average year collection radiation dose as defined by WANO	0.089	0.106	0.117
Number of nuclear safety events rated International Nuclear Event Scale (INES) Level 1 (lowest)		Number	19	13	11
Number of nuclear safety events rated International Nuclear Event Scale (INES) Level 2		Number	0	0	1
Uranium sent off-site		Tonnes	211	132	147
Amount of Intermediate Level Waste (ILW) generated		m ³	161	162	170
Amount of Low Level Waste (LLW) sent off-site		m ³	608	498	607

* Not directly comparable as 2010 and 2009 included networks business.
 ** Voluntary engagement survey EDF Energy employees and agency staff only.
 *** Figures at 31st December 2011, includes employees on maternity leave. Comparable figure for 2010 is 15,682.

Stakeholder Advisory Panel Perspective from Will Hutton, Chair

The Stakeholder Advisory Panel has played a key role in advising and shaping EDF Energy throughout 2011, one of the most challenging years in recent times.

For EDF Energy, and the wider energy industry, the events at Fukushima in Japan, economic uncertainty and growing criticism of energy suppliers have all had an impact on the business.

On Fukushima, questions were immediately asked about the implications for the UK's existing nuclear generation as well as its plans for new nuclear plants. The panel advised and guided EDF Energy's approach including supporting its proactive engagement with the media. This drive towards openness and transparency has been vital in EDF Energy's continued efforts to maintain trust.

The Panel has met with EDF Energy's Executive Team four times throughout the year. Our work has also been bolstered by the appointment of Tamara Ingram OBE, our sixth member whose expertise in consumer marketing and communications has already proved invaluable.

Building trust is also vital to the future of the consumer business. I know from our meetings with EDF Energy's Executive Team how seriously they take the challenge of rebuilding trust.

Clear thinking last year is now feeding through to changed business practices that will deliver greater simplicity, fairness and value. EDF Energy's industry-leading Customer Commitments is clear proof of the company's continued commitment to all its customers, particularly its more vulnerable customers, for which the company has continually provided innovative products and solutions.

Finally, the business deserves particular recognition for its investment in a skilled and valued workforce for the future including its plans for a world-class training campus. Ongoing investment in apprentices, and in the highly successful Sustainable Schools Programme, means EDF Energy is making a tangible difference to the opportunities and prospects of young people around the country.

I know that the EDF Energy leadership team will continue to rise to these challenges. For our part, the Panel will continue to offer the company guidance, support and challenge as it continues on its journey to a more sustainable future.

Will Hutton
EDF Energy Stakeholder Advisory Panel Chair



Will Hutton
EDF Energy Stakeholder Advisory Panel Chair

Ambitions at a glance: How are we doing?

AMBITION	KEY PERFORMANCE INDICATOR	ACTUAL
Zero Harm	Lost Time Incident (LTI) rate	★
Financial Performance	Earnings Before Interest, Taxes, Depreciation and Amortisation (EBITDA)	◆
	Free Cash Flow	★
High Performing People	High-Performance Index	■
Customers	Domestic Customer ('B2C') Product Account Numbers	★
Sustainability	Key Sustainability Actions	●
Nuclear Power Generation	Lifetime Management of Plant	◆
	European Pressurised Reactor (EPR) Project Schedule Delivery	●

- ★ Well above target
- ◆ On or above target
- Below target
- Well below target

Ambitions EDF Energy has a clear purpose

Everyone at EDF Energy knows our focus is to lead the change in energy and each of us has a significant role to play in achieving our business goal: to bring affordable, low-carbon energy solutions home to everyone. We are already making progress in achieving this goal, delivering against our six ambitions as a business:

1. To achieve a world-class, zero harm safety record

We believe that all harm is preventable so our aim is zero harm. That means providing workplaces that are safe for all and taking positive action to ensure the public is not harmed by our operations. We have a robust health and safety management system across our business and a clear governance framework in place to manage personal and process safety.

Performance in 2011

Strong performance particularly in the second half of 2011 ensured that we ended the year with a lost time incident (LTI) frequency rate of 0.61 incidents per million hours worked, better than our target of 0.66 and a 22% improvement on 2010. In addition the severity of incidents improved significantly on the previous year with average days lost per incident 61% lower than the average for 2010.

In terms of occupational health and wellbeing performance, the work-related ill health rate at the end of 2011 was 5.01 per million hours worked, set against a target of 3.79. This reflects significant organisational and societal change with all of these cases being due to work-related stress. Training sessions continue to be delivered on both Stress and Resilience Awareness and Building Resilience through Change – the focus for 2012 delivery being on our Nuclear Generation business unit. We have also rolled-out targeted communication campaigns focused on improving mental wellbeing, including the 'Less Stress' campaign, the aim being to increase all employees' awareness of stress and resilience.

In 2011, we experienced six fewer LTIs than we did in 2010 and we achieved our first ever LTI-free months in September, November and December 2011. We provided stress and resilience training to a further 336 employees in 2011 bringing the total number of current employees trained to date to 1,299.

- We also made our online Resilience Index and Resilience Enhancement Programme available to all staff. This helps our people to increase their psychological resilience and their ability to cope with potentially stressful life events including relationship/marital/family problems and mental health problems.

We also extended our Employee Support Programme, making it available across our Nuclear Generation business.

We are extremely proud that since 2009 we have had no primarily work-related musculoskeletal cases reported. In addition, our Hunterston B power station has seen no LTIs for the third year in a row. This reinforces our conviction that Zero Harm is absolutely achievable.

How has this improvement been achieved?

Our improvement has been made by adopting a "fleet-wide" approach to risk management. This involves the following specific actions:

- Development of our company-wide Health and Safety Action Framework for 2011 – 2014. This sets out the next steps on our journey towards making Zero Harm a reality. Each Business Unit produces its own annual action plan to support the delivery of the key actions within the Framework.
- Implementation of our company-wide Health, Safety and Environment Assurance and Integrity Management System (A&IMS). This provides the management framework and sets expected standards across our business to assess and control health and safety risks from our activities. All Business Units are working towards full compliance by the end of 2012.
- Worker involvement in the management of risk and the promotion and achievement of safe and healthy conditions through a network of joint management/worker safety committees at company, Business Unit and local levels.
- Running quarterly targeted communication campaigns such as Safe Start, Everybody, and Slips, Trips and Falls.
- Setting stretching health and safety targets which are reviewed on a monthly basis by our Executive Team.
- Ensuring a Daily Safety Message is discussed at the start of every business meeting. This ensures that Occupational Health and Safety is at the forefront of everyone's mind every day.
- Investment in both operational and management health and safety training (e.g. nuclear professionalism, safety rules, procedures, H&S responsibilities).
- Implementation of a company risk management process.
- Feedback loop via audits and incident investigations to embed learning throughout the company.
- Monitoring and behavioural audits to assess compliance. These are carried out locally by line management and safety advisers.
- Group-wide sharing of 'Very Serious incidents' so that we can all learn from each other.
- Benchmarking of results against EDF Group, EDF SA, and the World Association of Nuclear Operators (WANO), Health and Safety Executive (HSE) and other companies in our sector.

In our 2011 employee engagement survey, 91% of our employees agreed that we care about the health and safety of our employees.

2. To deliver consistently strong financial performance

Our EBITDA (Earnings Before Interest, Tax, Depreciation and Amortisation) totalled £1,664m in the year. This represented an increase of 8.5% compared with 2010 once adjusted for the sale of our former Networks business (which occurred in 2010).

The most significant factors influencing our EBITDA result were the 7.5 Terra Watt hour (TWh) increase in our nuclear output compared with 2010 (when performance was particularly affected by unplanned outages at Sizewell B and Heysham). This had an impact of £274m on EBITDA. Movement in wholesale prices also contributed to our stronger financial performance.

These two factors more than offset lower volumes of electricity and gas for B2C and B2B customers.

In December 2010, we announced the formal operating life extensions of Heysham 1 and Hartlepool by five years to 2019. These extensions had a positive impact on EDF Group's EBIT through lower depreciation and amortisation charges of £123m in 2011.

In February 2012 we confirmed additional operating life across our Advanced Gas Reactors (AGRs) of an average of seven years, and of 20 years for Sizewell B.

Consistently strong financial performance is critical to our success as a business. However, the profits we make also enable us to invest in delivering the low-carbon future that is so important to our future environment and communities.

For more detailed financial results please visit www.EDF.com

3. To have high performing people

Our ambition of having high performing people means we actively engage with our employees on what we do and how we do it. We want our people to be involved in the business and to feel a shared sense of ownership in it. This means helping them to understand their role in achieving our business strategy, helping them to function as advocates of the business, and providing them with the training, development and support to achieve great things. It means ensuring that everyone feels they can be themselves at work as part of a diverse and inclusive business.

We use our annual Employee Engagement Survey to give our people the opportunity to tell us how they feel and how we could do better. It is key in shaping our people agenda.

Following our employee survey, carried out in 2010, we are improving how we deliver leadership, customer focus, change management, accountability and empowerment across the business. In 2011, 77% of our employees agreed that they believe strongly in our ambitions, this is a 5% increase on the same question in 2010 survey.

Our people are guided in all of this by our values:

- We care for each other, making safety our priority;
- We strive for excellent performance;
- We put social and environmental responsibility at the heart of everything we do;
- We act with integrity;
- We work as one team, one company – valuing the diversity of other people.

In our 2011 survey, 75% of our employees agreed that they are clear in what they need to do in their job to meet 'Our Sustainability Commitments' and 87% of employees agreed we are an environmentally aware company. These results are very encouraging and in line with our commitment to ensure 100% of our employees know how they can help deliver our sustainability strategy. We will continue to develop our engagement programmes in 2012.

In 2011, we also continued to run our online interactive e-learning, called 'Sustainable Steps'. This takes employees, and an increasing number of contractors, through our sustainability journey. It explains what sustainability means to us and why it is key for our business, our people, our customers and the world we live in. It explores our approach to community investment and, importantly, how our people can get involved. Over 7,000 employees have now accessed this training.

4. To be first choice for customers

We are a customer-focused business that strives to provide affordable services that meet all of our customers' needs. We aim to provide a high quality service for our customers by getting things right first time every time. For more vulnerable customers, including households that have difficulty in covering the cost of fuel, we have worked proactively in developing our policies and extra services, and continue to work with the UK Government in tackling the root causes of fuel poverty.

We do not always get things right but we respond quickly to any issues raised and are working on improving customer service. One of our enablers in achieving better service has been the introduction of a new IT system. Its introduction created a short-term impact on our customer service, something we have publicly acknowledged. For further information please see our **Media Centre**.

We know our employees play a very important part in delivering great customer service. In order for us to continually review the service we offer we gauge the views of our employees through our Employee Engagement survey. In our 2011 survey 88% agreed that they understand how their job affects the service we deliver to our customers.

In August 2011 we announced we had resolved a fault with our automated telephone meter reading system. The problem only affected customers who used this system during periods when we changed our prices between October 2003 and May 2010, and in the vast majority of cases the impact on customers has been minimal. For further information please see our **Media Centre**.

The views of our customers are of paramount importance to us, and we want to make sure that their experience of EDF Energy is the best it can be. As part of our commitment to listen to customers, we suspended doorstep selling in September 2011. For further information please see our **Media Centre**.

The energy industry has also been criticised over prices, service and complex tariffs. To address this we launched Our Customer Commitments which are based on fair value, better service and simplicity. For further information please see **Our Customer Commitments**.

We will not achieve everything overnight, but some of the steps we are taking through Our Customer Commitments show our commitment to re-building consumer trust in the industry, and include:

Fair value

We are committed to providing fair value for our customers. We froze prices in winter 2010, were the last of the major suppliers to increase prices in autumn 2011 and moved first to cut our prices in 2012.

But it is not enough. So, in time for this winter, we will introduce a new rebate scheme for our most vulnerable elderly customers, who are identified by the government as most in need. This will ensure they automatically benefit from our cheapest tariff.

We have also launched 'Blue + Price Promise' – electricity backed by low-carbon generation. The Price Promise which is a first in the industry means that we will advise customers if they could save over £1 per week with any other supplier at typical use. If a customer then chooses to leave us, there will be no fees to pay.

Better service

Our UK-based advisers are available on our freephone number and they care about providing the high quality service our customers deserve. But, over the past year, we have fallen short of our high standards while we were implementing new IT systems.

Now, we are acting to get back on track. Our people are the key to get us back amongst the best by the end of this year.

Customer feedback will also help us improve. We want customers to score our performance and we will publish these satisfaction ratings online for everyone to see.

For customers who may find it useful, we will offer round-the-clock live web-chat customer services from early summer 2012. This will be the first of many initiatives to make life easier for all customers.

Simplicity

We have simplified our tariffs and made it easier for customers to choose the right one.

We will soon be launching new-look bills, designed with our customers, to make them much clearer and simpler.

These are our main commitments to our customers. We want to help customers to hold us to account and we will be open and transparent as part of this. From summer 2012 our website will include a dashboard showing our progress against Our Customer Commitments. For more detailed information please see **Our Customer Commitments**.

We are determined to become a better kind of energy company – one that everyone can feel better about.

In April 2012, we also launched commitments for our business customers. For more information please see **Our Customer Commitments**.

5. To lead the way in nuclear power generation

We believe that nuclear power has a key role to play in helping to address climate change and in ensuring secure and affordable supplies of energy are sustained in the UK. Our parent company, EDF Group, has considerable experience in building and running nuclear power stations as the world's largest nuclear power generator with 58 plants. In the UK, we are progressing plans to grow our capacity by building up to four new nuclear reactors at two of our existing power stations. We have unique experience and understanding of the finances of new nuclear and we are confident that new plants can be built and run safely and economically without subsidy. That includes all of the costs associated with construction, operation, decommissioning and waste disposal.

Key progress on nuclear new build in the UK during 2011 included:

- The government set out its plans to reform the electricity market. The carbon price floor is in place and we are working with the government on the practical details of the 'Contracts for Difference'.

- Feed in Tariffs (FiTs) with Contracts for Difference (CfD) are a form of Feed in Tariff to support low-carbon investment in the UK, proposed as part of the Electricity Market Reform measures in the draft 2012 Energy Bill. The CfD would enable investors in a new low-carbon generation project (nuclear, renewable or Carbon Capture Storage) to receive a fixed price (the strike price) for a plant's output.
- The National Policy Statement for the energy sector was a defining moment in the development of affordable, secure and low-carbon energy and was set in stone in July by a Parliamentary vote of 267 to 14.
- Shortly after, and also in July, the local authorities in Somerset took a major decision to grant permission for site preparation at Hinkley Point in Somerset.
- Following a three-year consultation with the local community in Somerset, we submitted our Development Consent Order application to the Infrastructure Planning Committee (IPC). This was accepted on 24 November and enabled us to progress to the next stage of new nuclear build programme.

This includes the examination and decision making process which is expected to take about a year.

- Major progress has been made on the Generic Design Assessment (GDA) as it enters its final stage. This is a significant step forward of the first GDA issue being closed. This will lead to the provision of the Design Acceptance Confirmation and Statement of Design Acceptability, once all of the GDA Issues are addressed to our regulatory satisfaction. The GDA is part of the process towards licensing of the EPR Reactor design for use in the UK.

We are extremely pleased with this progress. Reforms will transform the market and ensure customers will benefit from stability, security, affordability and predictability. They also provide investors with the right incentives to invest in our new build programme. For further details on our position on electricity market reform please see **DECC Electricity Market Reform**.

6. To be a leader in sustainability

We are certain that sustainability must be at the heart of our long-term strategy. We want to lead the way in tackling the biggest environmental and social issues facing our industry and we have clearly defined our agenda through Our Sustainability Commitments. Our commitments include a bold set of pledges covering a diverse range of challenges such as affordability, our supply chain, employee engagement, community investment and more.

We have already delivered some of the targets that we said we would deliver by the end of 2012 and we are largely on track with the others.

More detailed information on performance against each of our Sustainability Commitments can be found in the sustainability performance section of this report or in our spring 2012 Sustainability Commitments Update which can be viewed at: **Our Sustainability Commitments**.

In recognition of our leading and responsible business practice we were awarded a 'Platinum Plus' status in the Business in the Community (BITC) Corporate Responsibility (CR) Index. With a score of 97% we were also placed as Best in Sector. We received a reaccreditation of our 'Platinum Plus' Status in April 2012, we also received eight Big Ticks and we were also reaccredited with the Community Mark. We were also one of only five companies in the UK to be shortlisted to enter the Business in the Community 'Responsible Business of the Year' process. For more detailed information please see **Our Awards**

Our Sustainability Commitments Performance at a glance

AREA	COMMITMENT	UNIT	2006 BASELINE	2011 ACTUAL	STATUS
Reducing Carbon and Waste	We will reduce the intensity of CO ₂ emissions from electricity production by 60% by 2020.*	tonnes/GWh, project status	813	208	●
	We will cut CO ₂ emissions from our commercial buildings by 30% by 2012.**	Kilotonnes	24.1	22.7	●
	We will cut CO ₂ emissions from our commercial buildings by 30% by 2012.**	tonnes/FTE	2.02	1.53	●
	We will reduce CO ₂ from our transport by 20% by 2012.**	Kilotonnes	26.2	11.5	★
	We will reduce CO ₂ from our transport by 20% by 2012.**	tonnes/FTE**	2.27	0.77	★
	We will reduce the volume of waste from energy billing by 30% by 2020.	tonnes	413	294	★
	We will send no office or depot waste to landfill by 2020.	%	61	13	◆
Developing Low-Carbon Nuclear Responsibly	We will be open and transparent in our nuclear business and demonstrate we can be trusted to act to the highest professional standards in relation to nuclear safety issues.	project status	milestones met	project on track	◆
	We will support the development within the UK of the skills necessary to sustain our nuclear businesses by working with schools, universities and other bodies.	project status	milestones met	project on track	◆
	We will work with government, NGOs and others to demonstrate real progress towards implementing a long-term radioactive waste solution.	project status	milestones met	project on track	◆

Note: For more detailed commentary on each of these commitments please see Our Sustainability Commitments Report.

AREA	COMMITMENT	UNIT	2006 BASELINE*	2011 ACTUAL	STATUS
Building a World-Class Culture	By 2012, 100% of our employees understand how they can help achieve Our Sustainability Commitments and will be participating in Team Green Britain.	%	n/a	75% / 66%	●
	By 2012, we will have attained gold standard from independent experts for our approach to diversity and inclusion.***	project status	project status	project behind target	●
	We will build external partnerships and physical centres of excellence to develop the current and future skills we need for a sustainable economy.	project status	milestones met	project on track	◆
Helping our Customers	We will reduce the proportion of CO ₂ arising from our customers energy consumption by 15% by 2020.	million tonnes	n/a	0.8	●
	We will commit to keeping our prices competitive and will provide enduring support for our most vulnerable supply customers until 2012.	number customer accounts (discounted tariffs)	n/a	159,236	◆
Serving our Communities	By 2012, 2.5 million young people in the UK will have participated in our Sustainable Schools Programme, learning about the sustainable use of energy.	million children	n/a	5.8	★
	We will work with all our suppliers to ensure they meet the 10 principles of the Global Compact to guarantee an ethical supply chain.	project status	n/a	project on track	◆

* Original baseline did not include our portfolio of Nuclear Generation (acquired in 2009)

** Unit of measure amended to be t/FTE. Absolute CO₂ also still tracked

*** On track to achieve the Gold Standard in 2012. Internal project behind target

- ★ Well above target
- ◆ On or above target
- Below target

Independent Assurance Statement

Scope and objectives

Two Tomorrows (Europe) Limited has undertaken independent assurance of the EDF Energy Sustainability Performance Report 2011.

The assurance process was conducted in accordance with AA1000AS (2008). We were engaged to provide Type 2 assurance, which covers:

- Evaluation of adherence to the AA1000APS (2008) principles of inclusivity, materiality and responsiveness (the Principles); and
- The reliability of specified sustainability performance information.

The performance information included in scope was:

- Data in the 'At a Glance' and 'Sustainability Commitments Performance' tables.

For data which has already been published in the audited Document de Reference, available on the EDF Group website, we checked it had been transcribed correctly, but did not check evidence to support any calculations. The stakeholder panel statement is also excluded from our scope. We used the Global Reporting Initiative (GRI) Quality of Information Principles as criteria for evaluating performance information.

Responsibilities of the Directors of EDF Energy and of the assurance providers

The Directors of EDF Energy have sole responsibility for the preparation of the Report. We were not involved in the preparation of any part of the Report. This is the sixth year that we have provided assurance.

Our statement represents our independent opinion and is intended to inform all of EDF Energy's stakeholders. We adopt a balanced approach towards all stakeholders.

Our team comprised Jon Woodhead, Judith Murphy, Gareth Manning and Samantha Parsons. Further information, including individual competencies relating to the team can be found at: www.twotomorrow.com

Basis of our opinion

Our work was designed to gather evidence with the objective of providing moderate assurance as defined in AA1000AS (2008). We undertook the following activities:

- Review of the current sustainability issues that could affect EDF Energy and are of interest to stakeholders
- Interviews with selected directors and senior managers responsible for management of sustainability issues and review of selected evidence to support issues discussed. We were free to choose interviewees
- Interviews with the human resources directorate including a review of process and systems for preparing human resource data and implementation of sustainability strategy
- Review of EDF Energy's approach to stakeholder engagement and recent outputs including minutes from Stakeholder Advisory panel meetings and an interview with Will Hutton, chair of the Stakeholder Advisory Panel
- Review of information provided to us by EDF Energy on its reporting and management processes relating to the Principles
- Review of supporting evidence for a sample of key claims in the Report
- Review of the processes for gathering and consolidating data and evidence the Information Governance team had collected to support these calculations.

Findings and opinion

We reviewed and provided feedback on drafts of the Report and where necessary changes were made. On the basis of the work undertaken, nothing came to our attention to suggest that the Report does not properly describe EDF Energy's adherence to the Principles or its performance.

In terms of data accuracy, nothing came to our attention to suggest that these data have not been properly collated from information reported at operational level, nor that the assumptions utilised were inappropriate. We are not aware of any errors that would materially affect the Group data.

Observations

Without affecting our assurance opinion we also provide the following observations.

Inclusivity concerns the participation of stakeholders in developing and achieving an accountable and strategic response to sustainability.

- The Stakeholder Advisory Panel statement provides some information on the topics on which the Panel has engaged with EDF Energy during the year. The Panel could have a more meaningful role in relation to the Sustainability Performance Report, and we recommend that a review of best practice in this area should be undertaken.
- EDF Energy conducts an annual employee engagement survey and used responses for measuring performance in its commitment to employee involvement in sustainability. Given employees are a key stakeholder group further detail on the highlights and challenges identified by the survey would be helpful. As part of its Customer Commitments EDF Energy has committed to publishing the results of customer feedback surveys from summer 2012. We look forward to this and recommend that future reports should include additional information on the views and expectations of customers in relation to the company's sustainability performance.

Material issues are those which are necessary for stakeholders to make informed judgements concerning EDF Energy and its impacts.

- This Report represents a progress update on the 2010 Report, and not a full new sustainability report. Material issues within the Report are therefore the same as in 2010. We understand that a review of material issues is currently underway. We recommend that this review should consider in particular issues relating to new and existing nuclear operations, as informed by the results of stakeholder engagement.
- We recommend that EDF Energy should consider how to begin reporting on issues relating to the sourcing of uranium for use as nuclear fuel, as part of the company's ethical supply chain programme.

Responsiveness concerns the extent to which an organisation responds to stakeholder issues.

- As the London Olympic Games approach, there is increasing interest in the legacy of the Games. We understand that next year's report will explain the programmes EDF Energy has put in place as sustainability partner to the Games. We recommend that next year's report should include measures of the impact and effectiveness of these programmes, and the extent to which they will contribute to the legacy of the Games.
- We note that EDF Energy included a table describing its response to all of the recommendations made in our assurance statement last year which is good practice.
- As a number of the Sustainability Commitments are due to be delivered in 2012, EDF Energy has begun a process to review and develop its commitments for the next stage of its sustainability journey. This is good practice and is an opportunity to develop a focused set of specific commitments that demonstrate genuine leadership.

Performance Information

- As in previous years, the EDF Energy Information Governance team has collated supporting evidence from the business for data and claims presented in the Report as part of its internal assurance process. This strengthens the assurance process, and is a clear example of best practice in this sector.
- Clarification of responsibilities amongst contributors within the business for each report section would benefit the reporting process next year.
- The Report includes a summary of the business ambitions performance, a table of performance against the Sustainability Commitments and a separate 'At a Glance' table with key metrics. The process for determining metrics for inclusion in the 'At a Glance' table was not clear. We recommend reviewing the metrics included in this table to ensure indicators cover all material areas, and any less material indicators are removed. Further it may be useful to consider combining these summary tables for clarity.
- The status of the Sustainability Commitments covers whether each commitment target was met for 2011. In some cases the Commitments were behind target in 2011 although the report text describes that the company anticipates that the target will still be achieved on time. It would be helpful to also publish the annual targets so readers can understand the interim milestones to achieving the overall targets.
- We note that the methodology for assessing performance against the Sustainability Commitments of 'employees understanding of sustainability' and 'participating in Team Green Britain' has changed each year. This makes it difficult to compare performance each year. In future EDF Energy should ensure that methodologies for assessing performance of commitments remain consistent throughout.

- EDF Energy has increased transparency on its nuclear operations through both the Report, and the 'Energy Future' website. As noted above, we recommend that EDF Energy should review the expectations and concerns of stakeholders in relation to its reporting on nuclear processes and performance. Where necessary, the context for performance should be further explained to make this information more accessible for stakeholders.

Two Tomorrows (Europe) Limited
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Jon Woodhead
Sustainability Services Director

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