



OUR BETTER ENERGY AMBITIONS REPORT 2014



OUR BETTER ENERGY AMBITIONS



2014 was a significant year for EDF Energy as we continue to play our part in the important global drive to cut emissions. As the largest producer of low-carbon electricity in Great Britain and the biggest supplier of electricity by volume, we take our role in tackling climate change seriously.

We are maintaining our efforts to meet an emissions target from our electricity production of 250g CO₂/kWh in 2020, followed by less than 100g CO₂/kWh in 2030. As always, these aims factor in annual fluctuation in the carbon intensity of generation. This is usually the result of energy demand and the availability and affordability of generation in the short term. In 2014 the CO₂ intensity from electricity generated fell slightly to 246g CO₂/kWh from 256g CO₂/kWh in 2013.

Our overriding priority is to achieve

this with Zero Harm to our staff. EDF Energy recorded strong safety figures across the business in 2014, despite the challenges presented by the boiler spine issues at Hartlepool and Heysham 1 nuclear power stations.

Alongside this achievement, our renewable electricity generation capacity rose to 550MW in 2014 from 529MW in 2013 with new wind farms coming online – and we officially opened our first offshore windfarm at Teesside. We also secured consent for five further onshore wind projects with a total capacity of between 58 to 77MW.

Central to meeting our carbon targets is the construction of new nuclear power stations at Hinkley Point and Sizewell. We made significant progress in 2014, including securing State Aid approval from the European Commission in October, we will make a final investment decision on Hinkley

Point C as soon as possible. Hinkley Point C will provide 7% of the UK's electricity and will serve as a vital low-carbon source of electricity for decades to come.

At the same time as investing to support UK customers in the future, we are working hard to support them now. We are committed to working towards being the best and most trusted supplier for our customers. In 2014 we launched our new user-friendly website, which resulted in Live Chat volumes increasing to 24,000 per week from just 7,000 per week in 2013. Our relative share of complaints to the ombudsman have fallen from 10% in 2013 to 5% in 2014. It was satisfying to see these efforts recognised with the 'Energy provider of the Year' award in the Consumer Moneyfacts Awards 2015, and we look forward to going further.

As well as working to build trust,

we have helped customers improve the energy efficiency of their homes by being the first energy company to meet our Government-set Energy Company Obligation (ECO) targets in December 2014, well ahead of the March 2015 deadline.

We are committed to educating future generations about the responsible use of energy. Our award-winning sustainable schools programme, the POD, supports teachers and young people aged 4 to 14 on energy, science and sustainability issues by providing free resources and running national campaigns. At the end of the year we had registered 19,340 schools, an increase of almost 2,000 since 2013. This means the programme has now reached 60% of all primary and secondary schools in the UK.

Looking ahead to 2015, we recognise the importance of the COP21

international climate change conference in Paris and the pressing need to achieve a global agreement. EDF Energy is committed to be part of the energy transition by producing low-carbon electricity, and I urge world leaders to negotiate a strong ambitious agreement at COP21 to unlock global investment to drive decarbonisation of our global economy.

Sustainability is set at the heart of our business and we intend to build on the achievements of 2014 with positive, measurable and sector-leading affirmative action to tackle climate change.

VINCENT DE RIVAZ, CBE,
CHIEF EXECUTIVE



This report sets out the ways in which EDF Energy is fulfilling its long-term commitments on safety, sustainability, environmental impact and supporting customers. The story is one of progress on most fronts over the past 12 months, and of big challenges and opportunities in the future.

The next 12 months will bring critical developments in the company's energy ambitions. The Stakeholder Panel will be taking a particular

interest in the final investment decision on Hinkley Point C and the continuing efforts to make even further progress on improving plant safety and reducing greenhouse gas emissions.

SIR RICHARD LAMBERT, CHAIR, EDF ENERGY
STAKEHOLDER ADVISORY PANEL

OUR BETTER ENERGY AMBITIONS

These are our plans for a sustainable business – and, ultimately, a better energy industry.

ZERO HARM

We believe all harm is preventable, so our number one priority is Zero Harm – to our people and the communities we serve. In other words, everybody. **More on page 6**



CUSTOMERS

We support our most vulnerable customers and help everyone use energy efficiently – on top of doing our utmost to keep energy affordable. **More on page 8**



ENVIRONMENT

Climate change affects everyone. We're helping tackle it by providing nearly 40% of the UK's low-carbon electricity. We want to set a good example for the whole energy industry to follow. **More on page 10**



FINANCE AND ETHICS

We will be a better kind of energy company – one that works transparently and thinks long-term. After all, energy is an essential service; we must provide it in a responsible way. **More on page 12**



NUCLEAR

We design and operate our existing and new nuclear power stations to the highest safety standards. This includes dealing responsibly with the waste they produce. **More on page 14**



PEOPLE

Our people underpin all our other ambitions. We will inspire our people to be a force for good, both at work and in their communities. **More on page 16**



GLOBAL ACTION ON CLIMATE CHANGE

EDF ENERGY urges world leaders to negotiate a strong, ambitious UN climate agreement to unlock global investment for a low-carbon transition.

We also support the UK Government in playing a leading role on climate policy and supporting ambitious carbon reduction targets at European Union level.



WHAT?



The UN Framework Convention on Climate Change (UNFCCC) will be holding the 21st Conference of the Parties – referred to as COP21.

WHERE? WHEN? & WHO?



World leaders from over 190 countries will be in Paris, 30th November-11th December 2015.

WHY?



To reach an agreement to putting the world on a path that limits the increase in global temperatures to 2°C, to avoid the worst impacts of climate change.

HOW?



Countries will need to move away from fossil fuels and together limit the total global emissions of carbon to 1 trillion tonnes (and we've emitted half of this already).

WHERE DO WE FIT IN?

AT EDF ENERGY, we're committed to our part in limiting global emissions by producing low-carbon electricity.

Our nuclear power stations, wind farms, coal and gas power stations make us the UK's largest producer of low-carbon electricity.

We have published plans to build four new nuclear plants, subject to the right investment framework.

As well as helping our customers to have safe, secure and low-carbon electricity, our Blue products supply low-carbon, nuclear backed electricity to our customers and we consistently meet Government targets on energy efficiency, most recently delivering Energy Company Obligation (ECO) targets ahead of the deadline.

NOW:

 **20%** OF THE UK'S ELECTRICITY IS PRODUCED BY EDF ENERGY

IN THE FUTURE:

 **40%** OF THE UK'S HOMES COULD BE SUPPLIED BY OUR TWO PROPOSED NEW NUCLEAR POWER STATIONS AT HINKLEY POINT C AND SIZEWELL





ZERO HARM

Our aim is Zero Harm to our people and the communities we serve.

OUR SAFETY

What we measure	2014	Status
Total Recordable Incident Rate (TRIR) in incidents per million hours worked (employees and contractors)	0.95	Behind target

Though we were slightly behind our target of 0.84, 0.95 is still an industry-leading TRIR – and we’re still on track with our longer-term targets.

Our contractors’ TRIR has stepped back slightly from 1.08 in 2013 to 1.39. This follows very significant improvements in 2013. Our contractors’ TRIR has more than halved since 2012.

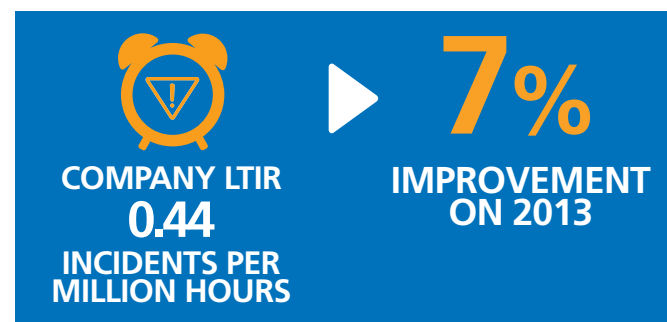
2014 also saw our best ever employee TRIR (0.67) and company-wide Lost Time Incident Rate (0.44) – both marking a 7% improvement from 2013.

We are externally assured through OHSAS 18001, an internationally accepted method of assessing and auditing occupational health and safety management systems. We are continuing to embed the company’s five simple health and safety actions. We will focus particularly on the action: “We always address unsafe behaviour”.

Active engagement with our employees remains a key priority. We have a network of health and safety committees and run campaigns such as Safety Week, which took place across the company in October 2014.

THE YEAR AHEAD

We will roll out Life-Saving Rules across the company and pilot a health and safety culture model. We will prioritise key business projects such as Hinkley Point C and Smart Metering, to set them up for success.



7% IMPROVEMENT ON 2013

COMPANY LTIR **0.44** INCIDENTS PER MILLION HOURS

MEASURING HEALTH AND SAFETY

- **Total Recordable Incident Rate (TRIR):** Number of lost time injuries plus the number of restricted work injuries plus the number of medical treatment injuries to our employees and contractors per million man hours worked.
- **Lost Time Incident Rate (LTIR):** The lost time incident rate is the number of lost time incidents per million hours worked. The measure covers all staff – employees, agency and contractors. Incidents are defined as the number of workplace accidents that lead to a day or more off work.
- **Primarily Work-Related Ill Health (PWRIH) rate:** Total number of primarily work-related ill health cases per million hours worked. Primarily work-related ill health cases are those which have occurred following evidenced exposure to aspects of work, which may be either physical or psychological in nature.
- **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) rate:** Measures the frequency of incidents that have to be reported to the Health and Safety Executive.

OUR WELLBEING

What we measure	2014	Status
Primarily Work-Related Ill Health (PWRIH) rate in cases per million hours worked (employees only)	1.73	Beyond target

Our overall work-related and work-aggravated ill health cases improved by 8% from 2013 levels and our PWRIH rate was down from 4.86 in 2013 to 1.73 in 2014. This PWRIH rate reduction was primarily due to the introduction of case reviews to aid learning and ensure correct classification. Our Employee Assistance Programme (EAP) and roll-out of stress management programmes also contributed to these improvements.

We also saw fewer cases of occupational diseases – down from eight cases in 2013 to one in 2014.

THE YEAR AHEAD

Our priorities for 2015 include driving improvements in our sickness absence performance and further embedding the EAP.

PUBLIC SAFETY

What we measure	2014	Status
RIDDOR rate in reportable incidents per million hours worked	0.00	Beyond target

We measured our RIDDOR rate for the first time this year, setting a baseline to help us identify where to focus in the future.

Though we had zero reportable incidents in 2014, there was one Very Serious Incident: a house fire at a customer’s home in Orpington, which started during a meter change. We worked closely with the affected families to offer our support. We also captured learning points from the incident and are making sure these are reflected across the company.

In 2014 we focused on key safety risks like driving at work and working with electricity and gas. We also established plans for a Smart Metering Project and a behavioural safety training programme for employees working in customers’ homes and businesses.

THE YEAR AHEAD

We’ll build on our RIDDOR baseline with a suite of leading public safety measures.

AWARDS



- The Royal Society for the Prevention of Accidents (ROSPA) recognised our strong health and safety performance and Zero Harm programme with their prestigious industry sector award.
- BITC (Business in the Community) awarded us their Big Tick and shortlisted us for their Workwell Award.

THE ROYAL SOCIETY FOR THE PREVENTION OF ACCIDENTS (ROSPA)

recognised our strong health and safety performance and Zero Harm programme with their prestigious industry sector award.



SAFETY AND OUR PEOPLE



Safety is always our highest priority. We have robust health, safety and wellbeing management systems and a clear company-wide governance framework. Zero Harm is embedded in all company processes, including the induction and training of new starters.

As part of EDF Energy’s commitment to skills development for young people, we take on around 60 graduates each year across nine different schemes.

SOPHIE’S VIEW

“During the graduate scheme I’ve moved between stations and sites and worked with various departments. I enjoy the variety involved in the graduate scheme. It provides a wonderful opportunity to learn, whether you’re out on plant or receiving technical training at Barnwood.

“During my attachments so far, I’ve seen how safety is the key priority no matter what the task is that is being performed. I’ve been impressed by the commitment shown to continual monitoring of safety precautions.”



CUSTOMERS

We will be the best and most-trusted energy company, known for helping customers.

CUSTOMER SERVICE AND TRUST

What we measure	Status
Improvement in Best for Customer Index position	Behind target
Publication of Customer Commitments	On target

We use various measures to understand our position in the Best for Customer Index, including Net Promoter Score and a Trust Survey. Both these scores have improved but we narrowly missed our target this year.

Our service levels improved throughout 2014 as we adapted to the high numbers of new customers. From May onwards we answered 55% of calls within 60 seconds. After we relaunched our website and improved our web chat service, more customers have been choosing ways to contact us that suit them and live chats have increased from 7,000 to more than 24,000 per week, with 95% of chats started within 60 seconds. Email volumes stayed constant throughout 2014, and we responded to 88% of emails within 24 hours.

The level of complaints to the Ombudsman increased considerably across the industry in 2014, up 191% from 2013, however our relative share of complaints decreased substantially. While our market share of customers is 12%, our share of Ombudsman complaints fell from around 10% in 2013 to 5% in 2014.

Our Business-to-Business team achieved its service target, answering 85% of calls within 60 seconds. Written complaints, however, were above target. We're looking into why this was and how we can do better in 2015.

LIVE CHAT VOLUMES INCREASED FROM

7,000 **TO MORE THAN** 24,000

PER WEEK

95% OF CHATS STARTED WITHIN 60 SECONDS

ABOUT OUR TARIFFS

- Our Blue+Price Promise tariff comes with a price promise and no exit fees.
- 40% of our residential customers are on fixed tariffs. We believe this is the highest proportion among our major competitors.

THE YEAR AHEAD

We are continuing to offer new services to improve the customer experience. For example 9% of our customers have downloaded the EDF Energy mobile app and our new app, launched in January 2015, lets customers:

- view bills and account information
- live chat with EDF Energy advisers
- submit meter readings by photo
- manage direct debits.

ENERGY EFFICIENCY

What we measure	Status
Cost efficiency compared to other ECO Scheme suppliers	Data unavailable

The UK Government's Energy Company Obligation (ECO) scheme gives each large energy supplier a series of targets to achieve bill savings and carbon dioxide reductions. These are achieved by delivering energy efficiency improvements such as insulation in consumer homes.

We're committed to being the most cost-effective large supplier on the ECO scheme. As at the end of May 2015, Government data for the completion phase 1 (31.3.15) is not available, so we expect to be able to share our position in our 2015 report.

We've now fitted more than 32,000 replacement boilers through the ECO scheme. These will deliver lifetime energy bill savings of more than £550 million for some of our most vulnerable customers.

In December we signed a £15 million contract with Bristol City Council to fund Warm Up Bristol, an ambitious energy-saving initiative.

In the same month we announced a £1 million initiative in Tower Hamlets. We expect 500 homes to benefit from the scheme – one of the largest ECO projects we've worked on in London.

VULNERABLE CUSTOMERS

What we measure	Status
Publication of how we help vulnerable customers	On target

We set out to provide vulnerable customers with:

- help finding a better tariff and way to pay
- help reducing energy use
- help with specific needs
- help beyond energy
- help with debt.

We added 125,966 vulnerable customers to our Priority Services Register.

The EDF Energy Trust Fund made 4,036 awards worth a total of £2.75 million.

Our Debt Advice Helpline – delivered through Plymouth Citizens Advice Bureau – helped 7,215 customers with debts totalling £8.28 million.

Between 1 April and 31 December, 211,745 vulnerable customers received a Warm Home Discount Rebate off their electricity bill. We're on target to make sure 261,611 of our most vulnerable customers receive a rebate by 31 March 2015 – 30% more than the previous scheme year.

In June we launched our Benefit Entitlement Check and Support helpline, delivered through IncomeMAX. So far, 1,315 vulnerable customers have completed a benefit check.

THE YEAR AHEAD

We'll continue to implement our own plans and strategy in response to Ofgem's Consumer Vulnerability strategy, including:

- considering vulnerable customers at every stage of the customer journey, including when we design new products and services
- reviewing existing processes
- training front-facing staff to respond to vulnerable customers' needs.

CUSTOMER COMMITMENTS

1 FAIR VALUE	2 BETTER SERVICE	3 SIMPLICITY
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EDF Energy met its government-set ECO targets in December 2014, months ahead of the deadline in March 2015. The company supported the installation of 170,000 energy saving measures in 144,000 homes across England, Scotland and Wales.

EMMA'S VIEW
"As an ECO Quality and Compliance Executive, I work with Technical Monitoring Agents and internal partner managers to ensure the energy efficiency measures funded by EDF Energy via ECO are completed to high standards of quality and safety. I love working with the rest of the team and I enjoy the opportunity I have to go out on site and see first hand the difference EDF Energy is making to the everyday lives of the people who benefit from our ECO funding."



ENVIRONMENT

We will lead the decarbonisation of the UK electricity sector while achieving an increasingly positive environmental impact across our operations.

CARBON EMISSIONS

What we measure	2014	Status
Emissions from electricity generation in grams of CO ₂ equivalent per kilowatt-hour (gCO ₂ /kWh)	Baseline complete	On target

We remain the UK's largest low-carbon generator.

The new Greenhouse Gas Protocol Scope 2 Guidance from the World Resources Institute identifies nuclear as a low-carbon fuel. This means the emissions associated with both our nuclear and wind power are lower than the national grid average.

The total amount of electricity we generated was down 6% on 2013. The amount we generated from:

- coal was down 15%
- wind was down 12% because of low wind speeds in February and March
- nuclear was down 7% because of outages.

Our new Combined Cycle Gas Turbine entered service, offsetting some of this reduced output.

We generated 56.7TWh of low-carbon electricity after shifting our fuel mix to include more cost effective low-carbon alternatives. Our low-carbon fuel mix now outperforms the UK grid average¹.

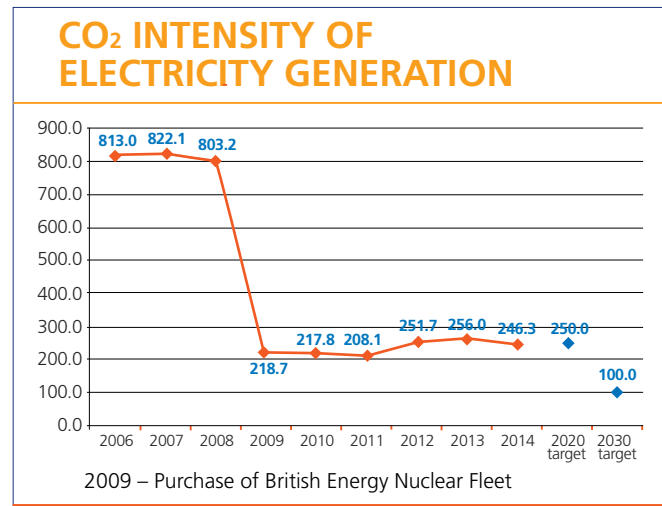
We increased the capacity of the renewable electricity generation that we operate from 529MW to over 550MW by bringing new wind farms online.

The approval to extend the expected life of Dungeness B in 2014 will avoid around an additional 12 million tonnes of CO₂ equivalent (mtCO₂e) that would otherwise have been emitted by fossil fuels. By achieving all the expected life extensions of our nuclear fleet we would avoid around an additional 65 mtCO₂e.

To minimise the carbon intensity of our generation, we are investing to improve the reliability and efficiency of our generation fleet.

We're also monitoring and reducing carbon arising from our other operations, including:

- commercial buildings
- transport
- supply chain.



THE YEAR AHEAD

We are on track to achieve our 2020 and 2030 carbon intensity targets.

Future improvements in our carbon intensity are strongly linked to our nuclear new build project, which should produce a significant change in emissions before 2030.

BIODIVERSITY

What we measure	2014	Status
Power stations with the Wildlife Trusts' Biodiversity Benchmark	70%	On target

Our power stations at Hunterston and Torness achieved the Wildlife Trusts' Biodiversity Benchmark.

All our nuclear sites have now achieved and retained the Benchmark.

THE YEAR AHEAD

We will review our biodiversity strategy, looking at future options for managing both our power stations and the land around our other sites.

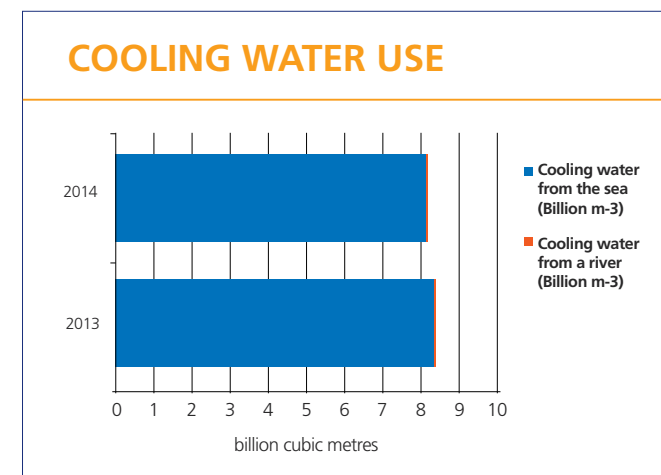
WATER

What we measure	2014	Status
Operational water footprint in m ³	Baseline complete 8.2billion m ³ pa	On target

Power generation consumes cooling water, process water and potable water. We've been analysing how much water we use for each purpose.

The amount of cooling water we use at our power stations depends on the amount of electricity the market requires us to generate, so our ability to control how much we use is very limited.

Our total water footprint in 2014 was 8.2 billion m³. Most of that was seawater for our coastal nuclear power stations which is returned after it has passed through the cooling system.



At our thermal stations some of the cooling water is lost to the atmosphere as evaporation, and this represents around 40% of the freshwater we abstract for this purpose. We abstract 0.0091 billion m³ of freshwater for our inland coal and gas power stations.

Our power stations also use potable water for sanitation, drinking water and other operational processes. We're looking into cost-effective process and potable water management programmes to make sure we're using water wisely. As well as protecting the environment, managing water reduces business risks and costs.

THE YEAR AHEAD

We're looking into analysing water usage at individual power stations, to help identify efficiency improvements and make our water use across different sites more transparent.

We will launch Resourceful Me, an environmental behaviour programme that aims to improve decision-making, behaviour and reduce costs by creating a strong sustainability culture.



EDF Energy's offshore wind farm at Teesside produces enough low-carbon power for around 40,000 homes – reducing the overall carbon intensity of the company's electricity generation.

KARL'S VIEW

"My role involves keeping wind turbines operational. It offers me the opportunity to be involved in a range of activities and projects, like climbing a wind turbine to conduct routine inspections, remotely interrogating the turbines to assess performance, and compiling technical fault information and generation data."

"I feel a great sense of pride knowing I am involved in the production of low-carbon energy and doing my part to address climate change."

¹ Source: DECC

FINANCE AND ETHICS

We will make strong and trusted financial and ethical performance central to how we do business, providing an essential service in a responsible way.

FINANCIAL PERFORMANCE

What we measure	Status
Free cash flow	Beyond target
Return on capital	Behind target

Our operating profit, or earnings before interest and tax (EBIT), was £649 million.

This is 25% lower than in 2013, because:

- market conditions were challenging
- underlying profitability was down 10% thanks to a one-off charge of £136 million related to gas generation and storage equipment falling in value
- we had less power to sell this year after taking the precaution of shutting down Heysham 1 and Hartlepool nuclear power stations for a programme of boiler inspections.

Heysham 1 and Hartlepool have now been safely returned to service. Meanwhile, our other nuclear power stations performed very strongly. In particular:

- Heysham 2 generated a record 10.4TWh
- Hinkley Point B achieved its highest output in 10 years, and had no unplanned outages.

We officially opened a new Combined Cycle Gas Turbine at West Burton in Nottinghamshire and our first offshore wind farm, at Teesside.

Our residential customer business has taken steps to reduce its operating costs through increased efficiency. It is now close to breaking even.

£1.2 BILLION
(184% OF OPERATING PROFIT)
REINVESTED
BACK INTO
OUR BUSINESS
IN 2014

COMPLIANCE WITH TAX POLICY

What we measure	Status
Compliance with EDF Energy tax policy	On target

Based on our 2014 profits, we expect to pay around £110 million in corporation tax.

We also paid £250 million in loan interest. We reinvested all our operational profit and more back into the business, spending £1.2 billion on our existing nuclear and coal power stations, our new nuclear project and our customers' business.

Among other things, this investment let us extend the expected life of the Dungeness B nuclear power station in Kent by 10 years, to 2028.

£110 MILLION
PREDICTED 2014
CORPORATION TAX

ETHICAL PERFORMANCE

What we measure	2014	Status
Suppliers compliant with UN Global Compact	97.2%	Behind target

All parts of EDF Energy worked together on our sustainable supply chain strategy. We measure ourselves against the Chartered Institute of Purchasing and Supply (CIPS) Sustainable Procurement Review, which builds on Defra's flexible framework.

Our target is to confirm that 100% of our strategic and critical suppliers comply with the principles of the UN Global Compact. We've shown continuous improvement against the baseline we set in our strategy, but we're still slightly behind on this target. We'll be working on this in 2015.

Each part of EDF Energy has Sustainability Champions to keep the supply chain improvements going.

Our activities include:

- classroom and online training
- embedding sustainability criteria and considerations into our supply chain processes and contracts, and our recruitment and performance management of suppliers.

THE YEAR AHEAD

We're hoping to achieve Silver accreditation in the CIPS Sustainability Procurement Review. We'll carry out the self-assessment in mid-2015.

We plan to use the CIPS Sustainability Index to engage our top 200 suppliers. The index quizzes businesses about their environmental, social and economic activities. It will help us embed sustainability in all our supplier contracts and manage risk throughout our supply chain.



FRAZER GREENSHIELDS

Due to open in 2015, Cannington Court is a showcase training centre for our people and the local community around Hinkley Point. To build it we refurbished an 877 year old building, fitting it with pioneering low-carbon technology. EDF Energy is not only equipping staff with the right skills – it's giving this unique building a new lease of life and supporting sustainable learning for many years to come.

FRAZER'S VIEW

"We've gained a facility that is both functional and has an amazing feel. The car park doubles as an energy centre, able to provide 50 percent of our energy needs.

"The variety of my role is the most enjoyable aspect. I can be deciding how to display archaeological finds in the morning and managing how we integrate 3D technology into training in the afternoon."



NUCLEAR

We will continue to deliver the highest standards of nuclear safety in our existing and new build activity, and help shape long-term solutions to radioactive waste.

NUCLEAR SAFETY

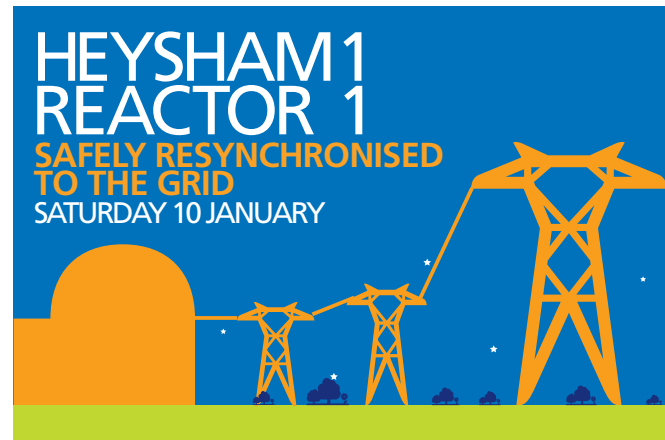
What we measure	2014	Status
Nuclear Reportable Events (NRE)	1	On target
Collective Radiation Exposure (CRE) in man millisieverts (mSv)	1,406	On target

EXISTING POWER STATIONS

Our advanced gas-cooled reactors are among the best in the world for CRE, and our pressurised water reactor at Sizewell B is in the top 25%.

Hinkley Point B recorded its best ever CRE in 2014. We finished work on the boiler spine inspections at Heysham 1 within our planned CRE target and without any contamination events.

Nuclear safety performance continues to improve strongly. The single event in 2014 was related to the legacy boiler spine issue at Heysham 1.



NUCLEAR NEW BUILD

To meet the requirements of the Hinkley Point C (HPC) Nuclear Site Licence we have established:

- a Nuclear Baseline which demonstrated that our organisational structure, staffing and competencies are, and will remain, suitable and sufficient to meet the required safety and quality standards
- training for staff in nuclear baseline roles that might affect safety.

We issued the Pre-Construction Safety Report (the highest level of safety justification in this phase) and delivered the first Reference Configuration. We have also commenced detailed design for the first nuclear structures that will be constructed and we have developed our procedures and arrangements for the management of construction activities on site.

We continue to embed a strong nuclear safety culture into our organisation and are assessing the nuclear safety culture of selected contractors and suppliers. Good progress has been made in promoting an open reporting culture and in developing and delivering nuclear safety culture training.

THE YEAR AHEAD

We are working hard to complete all the necessary steps to enable the final investment decision for Hinkley Point C at the earliest opportunity.

LONG-TERM SOLUTIONS TO RADIOACTIVE WASTE

What we measure	2014	Status
Progress to milestone plan	On plan	On target

We're working with the UK Government, non-governmental organisations and others to develop a UK Geological Disposal Facility (GDF) as a long-term solution to radioactive waste. As members of the GDF users' group, we're involved in future design considerations.

With our support, the Scottish Government, Nuclear Decommissioning Authority and Radioactive Waste Management Ltd are working out ways to implement Scotland's policy of near-surface, near-site storage or disposal.

We've almost finalised Hinkley Point C's Funded Decommissioning Programme with the Government.

This is a legally binding document, required by the Energy Act 2008 and approved by the Secretary of State for Energy and Climate Change, that shows how we'll set aside enough money over the plant's lifetime to pay for its decommissioning, including waste management and disposal.

We hope to formally submit these plans for approval in 2015.

THE YEAR AHEAD

Our Sustainable Business Panel will respond to stakeholder feedback by considering how we could communicate more strongly about our involvement in finding long-term solutions to UK radioactive waste.



2,700
INSPECTIONS
INSIDE HEYSHAM 1
REACTOR VESSELS



1,406mSv
COMPANY-WIDE
CRE



On 11 August 2014, after discovering a crack on a boiler spine at Heysham 1, EDF Energy announced Heysham 1 and Hartlepool (which is of a similar design) would shut down for boiler inspections.

The company devised a detailed boiler inspection programme involving more than 2,700 Vessel Entries (instances of workers entering the reactor vessels).

On 10 January 2015, the Office of Nuclear Regulation gave the go-ahead to resynchronise Heysham 1 reactor 1 to the grid.

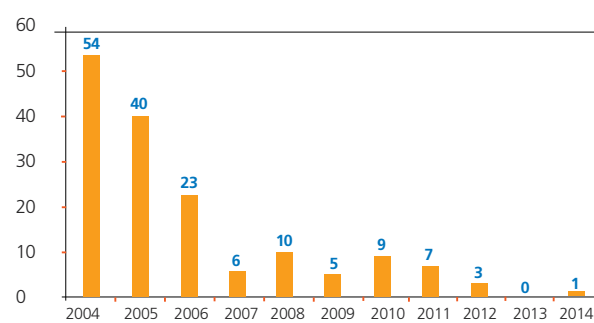
JOSEPH'S VIEW

"I work as an Accredited Health Physicist at Heysham 1. This involves providing risk assessment and advice on working with radiation on site.

"The most critical jobs on the station involve a greater radiation or contamination risk, so I get involved with the most interesting work across the plant.

"I was involved with the Vessel Entry campaign as part of the 1D1 Boiler Spine outage. This provided me with great experience, enabling me to enter the reactor vessel and see first-hand what it is like to work inside a reactor."

NUCLEAR REPORTABLE EVENTS



The NRE definition was updated in 2007 as a result of changes in our operating procedures. The long-term improvement trend reflects the benefits of our performance improvement programme.

We publish disclosures in line with the FTSE4Good Nuclear criteria. For further information please [visit Our Journey Towards Zero Harm](#).



PEOPLE

We will inspire and enable our people to perform as a force for good, driving progress at work and across the communities we serve.

INCLUSION

What we measure	2014	Status
Inclusion Engagement Index	80%	Stable
National Equality Standard (NES)	On plan	On target

A culture of inclusion is the basis of a strong, fresh-thinking, and truly sustainable business.

We aim to:

- make inclusion part of our culture change programmes
- attract, retain and engage the widest pool of talent.

We started a working parents' network, which joins our existing diversity networks (LGBT², Disability and Carers, BAME³).

THE YEAR AHEAD

We are on target to submit and achieve the National Equality Standard by the end of 2015. We will also start a new Forces Support Network.


SKILLS

What we measure	2014	Status
Skills development and Campus experience	Index	On target
Apprentices/graduates joining from early careers programmes	36%	Behind target



8,858
VISITORS TO MYCAMPUS,
OUR ONLINE TRAINING
PLATFORM
(target: 9,000)

² Lesbian, Gay, Bisexual and Transgender
³ Black, Asian and Minority Ethnic



90%
OF STUDENTS SAID THE
POD TAUGHT THEM
TO USE ENERGY
RESPONSIBLY

CAMPUS EXPERIENCE

Campus is an integrated network of learning, development and knowledge made up of a number of training centres, a state-of-the-art learning facility and an innovative online hub.

- 8,858 unique visitors to MyCampus, our online training platform (target: 9,000).
- 278 employees attending EDF Energy & Me, the company induction programme (target: 250).

THE YEAR AHEAD

Cannington Court, our showcase training centre with pioneering low-carbon technology and Smart Metering throughout, will open in 2015.

The Campus experience should tangibly improve people's performance and productivity at work and we are developing the evaluation and governance that will enable us to measure this impact in the future.

APPRENTICES AND GRADUATES⁴

Our objective is to ensure that high calibre Interns and Industrial Placement Students return to us for their career, either on our graduate programmes or straight into EDF Energy. In 2014 we were behind target at 36% against a target of 40%.

To increase the percentage of graduates and apprentices joining from our internship and industrial placement programmes, we're planning:

- a targeted Insight and Work Experience Programme
- a Keeping in Touch programme for students
- visitor centres doing outreach into communities and local colleges.

COMMUNITIES

What we measure	2014	Status
Employee volunteering levels	9%	Beyond target
The Pod	Index	On target

VOLUNTEERING

We offer all EDF Energy employees two days of work time a year for volunteering.

Our main volunteering programmes are Helping Hands (community volunteering) and STEM ambassadors, where employees promote science, technology, engineering and maths in schools.

In our Company Makers programme, volunteers work on projects to support our Better Energy Ambitions from within the company.

THE YEAR AHEAD

Our current priorities mean employees in some areas can't spare time to volunteer. We're also aware of some under-reporting.

In 2015 we are bringing in a new reporting system, and all parts of the business will work to raise awareness of Helping Hands and STEM programmes among employees.

THE POD

The Pod is our award-winning energy, science and sustainability education programme for schools and community groups.

We now have a total of 19,340 schools and groups registered – 60% of all the schools in the UK.

In a survey about The Pod:

- 80% of all users said it made teaching energy easier
- 71% of users called it "a valuable educational experience"
- 90% of students said it taught them to use energy responsibly.

Our partners include EcoSchools, the Met Office and Wastebusters. In 2014 we started a new partnership with Keep Scotland Beautiful initially to develop professional learning programmes for educators in Learning for Sustainability.

⁴An apprentice is defined as a participant in a training programme pre-degree level. A graduate is defined as a participant in our graduate level programmes, such as industrial placement.

THE YEAR AHEAD

We will launch new science activities on The Pod with the British Trust for Ornithology.

In April 2015, we launched a new youth social action campaign – The Pod's Helping Hands. This supports the national Step Up To Serve campaign, which encourages young people to volunteer in their local communities.

BAME NETWORK



DONNA FRASER

EDF Energy believes that a culture of inclusion forms the basis of a truly sustainable business and is vital to shaping a strong and fresh-thinking organisation. Our employee networks support this culture and provide a platform for employees to share their views and help us improve.

DONNA'S VIEW

"As a member of EDF Energy's BAME Employee Network, I feel a great sense of achievement trying to inspire other employees. Our group actively promotes ethnic diversity in the workplace through cultural awareness events, workshops and personal development opportunities. I am proud to work in a company which puts Inclusion and Diversity at the core of its people strategy and constantly challenges itself on race and ethnicity issues."

EDF ENERGY

EDF ENERGY is one of the UK's largest energy companies and its largest producer of low-carbon electricity. A wholly-owned subsidiary of the EDF Group, one of Europe's largest energy groups, we generate around one fifth of the UK's electricity and employ about 15,000 people. We supply electricity and gas to some 5.9 million residential and business customer accounts.

The company is organised into the following business units:

- **Generation** encompasses all of our generation activities – Nuclear, Coal, Gas and Renewables.
- **Nuclear New Build** is tasked with the delivery of the new generation of nuclear plants in line with EDF's global programme of producing safe, affordable, reliable, low-carbon electricity in the UK.
- **Customers** is responsible for supplying energy to our business and residential customers in the UK.

Our mission is "Driving progress for people" – a successful and responsible long-term energy business, trusted by customers and powering a thriving society and a healthy environment.

We'll deliver our mission through our company ambitions – the Better Energy Ambitions. These form our plan for a sustainable business.

If you have any comments or suggestions about this report please contact sustainability@edfenergy.com



Assurance

Corporate Citizenship has undertaken a limited verification of the data and assertions contained in this report. On the basis of the work performed, nothing came to our attention that causes us to believe that the selected performance data and assertions in the report are materially misstated. A full assurance statement for this report and the online content will be available on completion of the assurance at: edfenergy.com/about and corporate-citizenship.com



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