

To ensure transparency and maintain stakeholders' trust, our 2008 report has been subject to independent assurance by Two Tomorrows previously known as Csrnetwork using the AA1000 Assurance Standard.

“The connected reporting framework introduced by the Prince of Wales's Accounting for Sustainability Project is fully aligned with our thinking. The reporting of sustainability is not always embedded in many other businesses, but we use it as a dynamic management reporting tool and now we can see if we delivering on all of our Sustainable Future commitments.

Mark Bromley Head of Business Performance

Independent Assurance Statement

Scope and objectives

Two Tomorrows (Europe) Limited has undertaken independent assurance of the EDF Energy Sustainability Performance Report 2008 (the Report).

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 all data and key claims in the report. We agreed with management the priority areas for checking claims as:

- Progress against Our Climate Commitments
- Safety
- Pricing and vulnerable customers

We did not review the GRI table or GRI application level in the report. Any financial information contained within the Report is excluded from the scope of this assurance process, as are any links leading beyond the 2008 Sustainability Performance Report section of the EDF Energy website.

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. In performing our assurance work, our responsibility is to the management of EDF Energy, however our statement represents our independent opinion and is intended to inform all of EDF Energy's stakeholders. We adopt a balanced approach towards all EDF Energy's stakeholders.

We were not involved in the preparation of any part of the Report and this is the third year that we have provided assurance. During the year we have had one other contract with EDF Energy to provide advice on their application for BITC Platinum Plus.

Our team comprised Jon Woodhead, Judith Murphy and Anne Euler. Further information, including individual competencies relating to the team can be found at: www.twotomorrows.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 evidence to support issues discussed. Interviewees were selected through discussion with the sustainability team.

- Review of EDF Energy's approach to stakeholder engagement
- Attended the March stakeholder panel and discussed the panel's perspective of EDF Energy's most material issues and performance in these areas
- Each year we choose a different business area for our site visit through discussion with the sustainability team. This year we went to the Exeter Customer Services Centre to review process and systems for collecting and reporting sustainability data. We choose customer services as it was linked to one of our priority areas of pricing and vulnerable customers
- Review of information provided to us by EDF Energy on its reporting and management processes relating to the Principles
- Review of supporting evidence for key claims in the report
- Review of the processes for gathering, checking and consolidating data and, for a sample, checking the data consolidation.

Findings

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.

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.

A variety of engagement efforts underpin the company's understanding of stakeholder concerns, and its ability to integrate them into its decision making processes. The stakeholder advisory panel, established in 2006, is particularly significant. It has built a strong working relationship with management and provides direct input that has shaped EDF Energy's sustainability strategy. We understand that the company continues to respond well to the panel's concerns and requests for information. Moreover, senior management is said to be willing to be open and candid about the sustainability challenges as the business strategy evolves.

Given the changes in the business, and following the acquisition of British Energy, we recommend that membership of the panel be reviewed to ensure it maintains the necessary expertise to challenge and support EDF Energy and its sustainability strategy.

Future reports should describe EDF Energy's process for agreeing Stakeholder Panel priorities and demonstrate how these have influenced the company's engagement with other key stakeholders.

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

The Report currently describes its performance on a wide range of areas across the business. In our opinion, the Report covers all material issues. Future reports could become even more focussed if EDF Energy were to prioritise the range of material issues they address. The process for determining material issues and prioritising them should also be outlined in the report.

EDF Energy's medium and long term targets - "Our Climate Commitments" and "Our Social Commitments" address the company's material issues and form a clear vision for the future. During 2008, EDF Energy has developed systematic internal reporting processes for measuring progress on initiatives to support each commitment. The current status of each commitment is summarised in the report and these provide a fair representation of progress and challenges in achieving them.

EDF Energy has responded to our previous comments and the performance indicators included "At a glance" have been expanded and now provide a more complete overview of sustainability performance.

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

EDF Energy engages with a broad range of stakeholders on a variety of sustainability issues. The report identifies issues raised by various stakeholder groups, together with actions taken during 2008 in response to issues identified. In future the company should consider expanding this discussion, to focus on feedback on specific issues, including observations and quotes from representatives of stakeholder groups or independent experts. This would more clearly describe the outputs of dialogue between the company and its stakeholders during the year.

We noted that EDF Energy has been proactive in increasing the number of customers benefitting from its social tariff. We recommend that in future EDF Energy should provide relevant information on price changes during the year, for example the reduced tariff for electricity only customers following the OFGEM price probe. Other customer issues regarding billing, including estimates, measures to prevent incorrect bills being issued and pre payment meters should also be explained. It would be helpful to expand reporting on the achievements of the energy efficiency work with business customers.

In 2008, the lost time accident rate improved and the business implemented a variety of safety programmes. Despite this the business reported two fatalities. EDF Energy should continue its priority focus on safety and consider reporting the findings from the new Health & Safety Assurance and Integrity Management System (AIMS).

Performance Information

EDF Energy has a well established internal validation process for all data and claims made in the Report, providing a central

data quality and reliability control point. This year, again, the amount and quality of evidence available to support the accuracy of data and claims reported was high, and this strengthened the assurance process. We recommend that data validation procedures should be further documented and responsibility for their use given to additional team members.

This year EDF Energy has sought to provide greater clarity over a number of material data sets reported by identifying the data protocols it has used or providing definitions for the data. This enhances the accuracy and comparability of the report and we recommend that EDF Energy applies this approach to the remaining material data sets in the future.

This year data on oil leaks has not been provided as data systems have been upgraded. We understand this will be reinstated for 2009 reporting.

Two Tomorrows (Europe) Limited

London

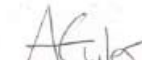
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Two Tomorrows™
Towards sustainable business



AA1000
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Two Tomorrows (Europe) Limited trading as Two Tomorrows was formed from the merger of Csmnetwork and Sd3 in January 2009. Two Tomorrows is an international consultancy that helps companies to perform better and create value by doing business in a sustainable way. www.twotomorrow.com

The Global Reporting Initiative (GRI) has pioneered the development of sustainability reporting framework. This framework sets out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. The following index is designed for helping you find some elements associated with GRI Performance indicators in this website.



G3 Report Structure		Scope of coverage	Reference sections
1	Strategy & Analysis		
1.1	Senior Management statement	✓✓	Chief Executive Message
1.2	Risks, Impacts & Opportunities	✓✓✓	Review of 2008 Introduction - CE Message - Health and Safety Our Sustainability Vision and Approach The Energy Challenge
2	Organisational Profile		
2.1	Name of Organisation	✓✓✓	Our Business
2.2	Primary brands, products, services	✓✓	Our Business Energy Supply Brand Awareness Our Marketplace
2.3	Operational Structure	✓✓✓	Our Business
2.4	Location of Headquarters	✓✓✓	Our Business
2.5	No. of Countries of operation	✓✓✓	Our Business
2.6	Nature of ownership and legal form	✓✓✓	Our Business
2.7	Markets served	✓✓	Our Marketplace Key Figures
2.8	Scale of reporting organisation	✓✓	Key Figures
2.9	Significant organisational changes during the reporting period	✓✓	Reporting measurement approach

G3 Report Structure		Scope of coverage	Reference sections
2.10	Awards received in the reporting period	✓✓✓	Case Study: Sustainability in EDF Energy - Platinum rank Case Study: Award winning employee support programme Investors in People Media Case Study: Operations Gold Travel Plan Case Study: Generation Electric Cars Case Study: Utility Week Awards Case Study: Community Support NE Contact Centre Case Study: Public Safety - Ofgem Award
EU1	Installed capacity (MW) by energy source and by country/regulatory regime	✓✓	Key Figures (Economic)
EU2	Number of residential, industrial and commercial customers	×	
EU3	Length of transmission and distribution line by voltage (km, aggregated by voltage)	✓	Public Networks
EU4	Allocation of CO2 emission permits, by country/regulatory regime.	×	
3	Report Parameters		
Report Profile			
3.1	Reporting period	✓✓✓	Reporting Period
3.2	Date of most recent previous report	✓✓✓	Reporting Period
3.3	Reporting Cycle	✓✓✓	About the Report
3.4	Contact Persons	✓✓	Contact Us

G3 Report Structure		Scope of coverage	Reference sections
Report Scope & Boundary			
3.5	Process for defining report Content	✓✓	About the Report Reporting Scope and Boundary
3.6	Boundary of the Report	✓✓	Reporting Scope and Boundary
3.7	Specific limitations on scope/boundary	✓✓	Reporting Scope and Boundary
3.8	Basis for reporting on joint ventures/subsidiaries	✓✓	Reporting Scope and Boundary
3.9	Data measurement techniques and basis of calculations	✓✓✓	Reporting Scope and Boundary Glossary
3.10	Explanation of re-statements of information provided in earlier reports	✓✓	Reporting measurement approaches
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods	✓✓	About this report Reporting measurement approaches
GRI content index			
3.12	Table identifying location of Standard Disclosures	✓✓✓	Reporting Standards and Audits + GRI Index Tables
3.13	Policy & practice for external assurance	✓✓✓	Reporting Standards and Audits + GRI Assurance Statement
4.	Governance, Commitment & Engagement		
Governance			
4.1	Governance structure of organisation.	✓✓✓	Our Board

G3 Report Structure		Scope of coverage	Reference sections
4.2	Indicate whether Chair is also Executive officer	✓✓✓	Our Board
4.3	For Unitary Board, no. of independent members (& non-exec composition)	✓✓✓	Our Board Our Executive Committee
4.4	Mechanisms for shareholders & employees to provide recommendations	✓✓	Employee Engagement
4.5	Linkage between compensation and organisations performance	✓✓	Economic/Social /Company Incentive Plan
4.6	Processes for governance body to resolve conflict of interest	✓✓	Our Board
4.7	Processes for determining the qualifications of highest governing body	✓✓	Our Board
4.8	Internally developed statements, missions, goals and codes of conduct	✓✓	Governance-How we manage risks Our Internal Control Policy
4.9	Procedures of governance body for overseeing the identification and management of EE&S performance	✓✓	Governing Sustainability Performance Governance-How we manage risks
Commitments to External Initiatives			
4.10	Processes for evaluating highest governing body's own performance	✓✓	Company Incentive Plan
4.11	Explanation of the use of the Precautionary Approach	✓✓	Our Approach to Sustainability

G3 Report Structure		Scope of coverage	Reference sections
4.12	Externally developed Economic, Environmental & Social (EE&S) charters which the organisation subscribes/endorse	✓✓✓	Politics, Donations and Lobbying Activities International Standards Sales Support Materials Responsible Procurement Human Rights and Our Contractors The Energy Challenge Reporting measurement approaches Community Support http://www.edfenergy.com/about-us/energy-generation/environmental-performance/landscape-recovery.shtml
4.13	Membership in associations or advocacy organisations	✓✓	Associations, Affiliations & External Memberships
Stakeholder Engagement			
4.14	Lists of stakeholders engaged	✓✓✓	Our Stakeholders
4.15	Basis for identification and selection	✓✓	Our Stakeholders
4.16	Approaches to stakeholder engagement	✓✓	Our Stakeholders
4.17	Key topics and concerns raised by stakeholders and responses within report	✓✓✓	Customer Feedback STAKEHOLDER ADVISORY PANEL PERSPECTIVE Case Study: Stakeholders_DCPR5 Public Safety Connecting with Vulnerable customers Affordability Customer Satisfaction Employee Engagement
✓✓✓ comprehensively addressed ✓✓ sufficiently described ✓ part-addressed × not addressed /deferred			

GRI Code	Description	Scope of coverage	Reference sections
Economic - Management Disclosure			
Disclosure on management approach	Provide a concise disclosure on the Management Approach items outlined with reference to the following Economic Aspects: Economic Performance, Market Presence, and Indirect Economic Impacts	✓✓	Decarbonising Energy Energy Affordability 2008 Highlights Strategic Supply Planning Support Programmes Economic Situation
Goals and performance	Organisation-wide goals regarding performance relevant to Economic Aspects. Use organisation-specific indicators (as needed) in addition to the GRI Performance Indicators to demonstrate the results of performance against goals.	✓✓	AT A GLANCE Our Sustainability Vision and Approach Business Performance Energy Affordability Company Incentive Plan
Policy	Brief, organisation-wide policy (or policies) that defines the organisation's overall commitment relating to the Economic Aspects listed above, or state where this can be found in the public domain.	✓✓	Chief Executive's Message Distribution for the Future Competitive Procurement http://www.edfenergy.com/careers/rewards-benefits/pensions.shtml http://www.edfenergy.com/careers/rewards-benefits/supporting-your-lifestyle.shtml
Additional contextual information	Additional relevant information required to understand organisational performance such as key successes and shortcomings, major organisational risks and opportunities, major changes in the reporting period to systems or structures to improve performance, and key strategies for implementing policies or improving performance.	✓✓	Review of 2008 Health and Safety Case Study: Affordability-CERT Case Study: Ethical Procurement SSEP
EU5	Planning to ensure short and long-term electricity availability and reliability	✓✓✓	Strategic Supply Planning Distribution Overview Distribution for the future

GRI Code	Description	Scope of coverage	Reference sections
EU6	Demand-side management programmes including residential, commercial and industrial programs	✓	2008 Highlights Energy Supply
EU7	Research and development activity aimed at improving reliable and affordable electricity and promoting sustainable development	✓✓	Product Development
EU8	Provisions for decommissioning nuclear power sites	✓✓	Long-Term Capacity Planning
Environment - Management Disclosure			
Disclosure on management approach	Provide a concise disclosure on the Management Approach items outlined below with reference to the following Environmental Aspects: materials, energy, water, biodiversity, emissions, effluent and waste, products and services, compliance, transport, and any overall	✓✓✓	Our environmental challenges REACH Responsible Procurement Investing in low carbon generation technologies Biomass Building standards Building management systems Waste Management Customers Generation Excavation Recycling Biodiversity Fluid-filled cables Noise Water Product development http://www.edfenergy.com/about-us/energy-generation/environmental-performance/landscape-recovery.shtml http://www.edfenergy.com/about-us/energy-generation/environmental-performance/nature-reserves.shtml

GRI Code	Description	Scope of coverage	Reference sections
Disclosure on management approach +	Specific disclosure on: 1. Materials [PCBs - L-Term strategy managing/ phasing out High/Low level PCBs], 2. Water [L-term planning for securing water resources & max/min water flow determination & maintenance + watershed management & collaborations] , 3. Biodiversity [use of integrated Pest & Vegetation Management] ,4. Emissions, Effluent & Waste [strategy & storage methods, safety impact and security measures for high/ low/ intermediate/ mixed radioactive waste]	✓✓✓	In-use PCBs Material Use Biodiversity & Habitat Management Hazardous Wastes
Goals and performance	Organisation-wide goals regarding performance relevant to Environmental Aspects. Use organisation-specific indicators (as needed) in addition to the GRI Performance Indicators to demonstrate the results of performance against goals.	✓✓✓	http://ourvision.edfenergy.com/climatechange.html http://www.edfenergy.com/sustainability/index.shtml http://www.edfenergy.com/sustainability/our-vision/sustainability-in-action.shtml REACH Environmental Additions
Policy	Brief, organisation-wide policy (or policies) that defines the organisation's overall commitment relating to the Environmental Aspects listed above, or state where this can be found in the public domain.	✓✓✓	Our environmental challenges Investing in low carbon generation technologies Building management systems Responsible Procurement REACH http://www.edfenergy.com/about-us/energy-generation/environmental-policy/index.shtml http://www.edfenergy.com/about-us/energy-generation/renewable-generation/index.shtml http://www.edfenergy.com/about-us/sponsorship/regional-sponsorships/sustainability.shtml
Organisational responsibility	The most senior person with operational responsibility for Environmental Aspects or explain how operational responsibility is divided at the senior level for these aspects.	✓✓	Our Environmental Management Systems Biodiversity & Habitat Management Ozone Depleting substances – Hazardous Wastes
Training and awareness	Procedures relating to training and raising awareness in relation to the Environmental Aspects	✓✓	Environmental Training & Awareness Engagement of Employees Habitat Management CO2 Ratios

GRI Code	Description	Scope of coverage	Reference sections
Monitoring and follow up	Procedures related to monitoring and corrective and preventive actions, including those related to the supply chain. Lists of certifications for environment-related performance or certification systems, or other approaches to auditing/verification for the reporting organisation or its supply chain.	✓✓	Employee Engagement Our environmental challenges Environmental incidents in 2008 REACH Operations
Additional contextual information	Additional relevant information required to understand organisational performance, such as Key successes and shortcomings, major organisational environmental risks and opportunities related to issues, Major changes in the reporting period to systems or structures to improve performance and Key strategies and procedures for implementing policies or achieving goals	✓✓	http://www.edfenergy.com/products-services/for-your-home/energy-saving-advice/index.shtml Case Studies Case Study: Generation - Electric Cars Case Study: Operations - Green Transformer Case Study: Generation - Hove Fleet Car Case Study: Environment - Solar Panels Case Study: Customers - Café Energy
Social - Labour Practices - Management Disclosure			
Disclosure on management approach	Provide a concise disclosure on the Management Approach items outlined below with reference to the following Labour Aspects. The ILO Tripartite Declaration Concerning Multinational Enterprises and Social Policy (in particular the eight core conventions of the ILO) and the Organisation for Economic Co-operation and Development Guidelines should be the primary reference points: employment, labour/management relations, occupational health and safety, training and education, and diversity and equal opportunities.	✓✓	Zero Harm Employee Health and Safety Responsible Procurement http://www.edfenergycfs.com/AboutUs/IMSP.htm Occupational Health Recruitment http://www.edfenergy.com/careers/diversity-inclusion.shtml
Goals and performance	Organisation-wide goals regarding performance relevant to Labour Aspects. Use organisation-specific indicators (as needed) in addition to the GRI Performance Indicators to demonstrate the results of performance against goals.	✓✓	Health and Safety Policy Health & Safety Performance in 2008 Workforce Profile Diversity

GRI Code	Description	Scope of coverage	Reference sections
Policy	Brief, organisation-wide policy (or policies) that defines the organisation's overall commitment relating to the Labour Aspects, indicating their linkage to internationally recognised standards. Use organisation-specific indicators (as needed) as well as GRI Performance Indicators	✓✓✓	Zero Harm 'big conversation' Employee Health and Safety in 2009 Collective Bargaining Freedom of Association http://www.edfenergycfs.com/AboutUs/OurCommitments.htm http://www.edfenergy.com/careers/diversity-inclusion.shtml http://www.edfenergy.com/careers/your-development/index.shtml http://www.edfenergy.com/careers/rewards-benefits/staying-healthy-at-work.shtml
Organisational responsibility	The most senior person with operational responsibility for Labour Aspects or explain how operational responsibility is divided at the senior level for these aspects	✓✓	Diversity http://www.edfenergycfs.com/AboutUs/IMSP.htm Collective Bargaining
Training and awareness	Procedures relating to training and raising awareness in relation to Labour Aspects	✓✓	Zero Harm 'big conversation' Living Our Values
Monitoring and follow up	Procedures related to monitoring and corrective and preventive actions, including those related to the supply chain. Lists of certifications for labour-related performance or certification systems, or other approaches to auditing/verification for the reporting organisation or its supply chain.	✓✓	Responsible Procurement Collective Bargaining Health and Safety Engagement http://www.edfenergycfs.com/AboutUs/OurCommitments.htm
Additional contextual information	Additional relevant information required to understand organisational performance such as: key successes and shortcomings, major organisational risks and opportunities, major changes in the reporting period to systems or structures to improve performance, and key strategies for implementing policies or improving performance.	✓✓	Health and Safety Health and Safety management Employee Health and Safety in 2009 Health and Safety Performance Case Study Award Winning 'Employee Support Programme' Case Study: Supporting diversity and inclusion across our business
EU15	Processes to ensure retention and renewal of skilled workforce, including apprenticeships for new workers, specialist skilling of existing workers, higher education of technical workers, and strategies for sourcing new skilled staff	✓✓	Recruitment Diversity http://www.edfenergy.com/careers/your-development/index.shtml http://www.edfenergy.com/careers/career-opportunities/index.shtml

GRI Code	Description	Scope of coverage	Reference sections
Social - Human Rights - Management Disclosure			
Disclosure on management approach	Provide a concise disclosure on the Management Approach items outlined below with reference to the following Human Rights Aspects. The ILO Tripartite Declaration Concerning Multinational Enterprises and Social Policy (in particular the eight core conventions of the ILO) and the Organisation for Economic Co-operation and Development Guidelines should be the primary reference points: investment and procurement practices, non-discrimination, freedom of association and collective bargaining, abolition of child labour, prevention of forced and compulsory labour, complaints and grievance procedures, security practices, and indigenous rights.	✓✓	Our approach to Human Rights and Anti-Discrimination Responsible Procurement Collective Bargaining Privacy Labour Practices Workforce Profiles
Goals and performance	Organisation-wide goals regarding performance relevant to Human Rights Aspects. Use organisation-specific indicators (as needed) in addition to the GRI Performance Indicators to demonstrate the results of performance against goals.	✓✓	Human Rights and our Contractors Collective Bargaining Labour Practices
Policy	Brief, organisation-wide policy (or policies) that defines the organisation's overall commitment relating to the Human Rights Aspects, indicating their linkage to internationally recognised standards. Use organisation-specific indicators (as needed) as well as GRI Performance Indicators	✓✓✓	Creating Integrity and Values Our approach to Human Rights and Anti-Discrimination International Standards Responsible procurement Ethics Anti-Corruption
Organisational responsibility	The most senior person with operational responsibility for Human Rights Aspects or explain how operational responsibility is divided at the senior level for these aspects.	✓✓	Collective Bargaining Human Rights and our Contractors
Training and awareness	Procedures relating to training and raising awareness in relation to Human Rights Aspects	✓✓	Creating Integrity and Values

GRI Code	Description	Scope of coverage	Reference sections
Monitoring and follow up	Procedures related to monitoring and corrective and preventive actions, including those related to the supply chain. Lists of certifications for human rights-related performance or certification systems, or other approaches to auditing/verification for the reporting organisation or its supply chain.	✓✓	Responsible procurement Collective Bargaining Human Rights and our Contractors
Additional contextual information	Additional relevant information required to understand organisational performance such as: key successes and shortcomings, major organisational risks and opportunities, major changes in the reporting period to systems or structures to improve performance, and key strategies for implementing policies or improving performance.	✓✓	Case Study: Ethical procurement SSEP Competitive Procurement
Social - Society - Management Disclosure			
Disclosure on management approach	Provide a concise disclosure on the Management Approach items outlined with reference to the following Society Aspects: community, corruption, public policy, anti-competitive behaviour, and compliance	✓✓✓	http://group.edf.com/the-edf-group/presentation-of-the-group/commitments/code-of-ethics/ethics-alert-95148.html http://group.edf.com/the-edf-group/presentation-of-the-group/commitments/mediation-95151.html Minimising Operational Impact Anti-Corruption Business Planning Our Stakeholders Our Ambassador programme London Benchmarking group
Goals and performance	Organisation-wide goals regarding performance relevant to Society Aspects. Use organisation-specific indicators (as needed) in addition to the GRI Performance Indicators to demonstrate the results of performance against goals.	✓✓	Minimising Operational Impacts Anti-Corruption Politics, Donations and Lobbying Activities
Policy	Brief, organisation-wide policy (or policies) that defines the organisation's overall commitment relating to the Society Aspects, indicating their linkage to internationally recognised standards. Use organisation-specific indicators (as needed) as well as GRI Performance Indicators	✓✓	Anti-Corruption Minimising Operational Impacts Politics, Donations and Lobbying Activities http://group.edf.com/the-edf-group/presentation-of-the-group/commitments/code-of-ethics-95147.html

GRI Code	Description	Scope of coverage	Reference sections
Organisational responsibility	The most senior person with operational responsibility for Society Aspects or explain how operational responsibility is divided at the senior level for these aspects.	✓✓✓	Anti-Corruption Politics, Donations and Lobbying Activities Human Rights and our Contractors
Training and awareness	Procedures relating to training and raising awareness in relation to Society Aspects	✓✓	Living Our Values Minimising Our Impacts
Monitoring and follow up	Procedures related to monitoring and corrective and preventive actions, including those related to the supply chain. Lists of certifications for systems, or other approaches to auditing/verifying the reporting organisation or its supply chain.	✓✓	London Benchmarking group Responsible Procurement http://group.edf.com/the-edf-group/presentation-of-the-group/commitments/code-of-ethics/ethics-alert-95148.html http://group.edf.com/the-edf-group/presentation-of-the-group/commitments/mediation-95151.html Reference to AA1000 auditing / GRI verification process
Additional contextual information	Additional relevant information required to understand organisational performance such as: key successes and shortcomings, major organisational risks and opportunities, major changes in the reporting period to systems or structures to improve performance, and key strategies for implementing policies or improving performance.	✓✓	Case Study: Ethical Procurement SSEP Case Study: Community Support NE Contact Centre Case Study: Utility Weeks Awards
EU 18	Participatory decision-making processes with stakeholders and outcomes of engagement (re: asset/line sitting and ref: timing and degree of engagement and vulnerable customer engagement assurance)	✓✓	Financial Assistance and Support Programmed Political institutions and the regulator The Media Case Study: Stakeholders DCPR5
EU19	Managing involuntary displacements (especially no. affected, consultation types, resettlement plans, compensation & grievance mechanisms, and cultural preservation plans for indigenous people)	×	
EU20	Contingency planning measures and disaster/emergency management plans and training programs and recover/restoration plans (include particular emphasis to nuclear and large-scale hydro plants)	✓✓	Business Planning

GRI Code	Description	Scope of coverage	Reference sections
Social - Product Responsibility - Management Disclosure			
Disclosure on management approach	Provide a concise disclosure on the Management Approach items outlined with reference to the following Product Responsibility Aspects: customer health and safety, product and service labelling, marketing communications, customer privacy, and compliance	✓✓✓	Public Safety Connecting with Vulnerable Customers Safety in Education Team Security and Signage Sales Customer satisfaction Privacy http://www.edfenergy.com/safety-emergencies/safety-around-electricity-gas/index.shtml http://www.edfenergy.com/safety-emergencies/index.shtml
Goals and performance	Organisation-wide goals regarding performance relevant to Product Responsibility Aspects. Use organisation-specific indicators (as needed) in addition to the GRI Performance Indicators to demonstrate the results of performance against goals.	✓✓	Safety in Educational Team Case Study: Affordability Case Study: Energy Assist
Policy	Brief, organisation-wide policy (or policies) that defines the organisation's overall commitment to the Product Responsibility Aspects, or state where it can be found in the public domain	✓✓	Public safety Sales
Organisational responsibility	The most senior person with operational responsibility for Product Responsibility Aspects or explain how operational responsibility is divided at the senior level for these aspects.	✓✓	Privacy Marketing
Training and awareness	Procedures relating to training and raising awareness in relation to the Product Responsibility Aspects	✓✓	Extra Services for Vulnerable Customers Sales
Monitoring and follow up	Procedures related to monitoring and corrective and preventive actions, including those related to the supply chain. Lists of certifications for product responsibility performance or certification systems, or other approaches to auditing/verification for the reporting organisation or its supply chain.	✓✓	Affordability Sub-station Watch Customer satisfaction

GRI Code	Description	Scope of coverage	Reference sections
Additional contextual information	Additional relevant information required to understand organisational performance such as: key successes and shortcomings, major organisational risks and opportunities, major changes in the reporting period to systems or structures to improve performance, and key strategies for implementing policies or improving performance.	✓✓	Community Support Case Study: OFGEM Award Case Study: Warm Zone Case Study: Safe, Warm, Well
EU22	Programs, including those in partnership with government, to improve or maintain access to electricity services	✓✓	Connecting with Vulnerable Customers Our Stakeholders Case Study: Stakeholders DCPR5
EU23	Practices to address language, cultural, low literacy and disability related barriers to accessing and safely using electricity services (including billing information, safety information, energy efficiency, complaints and customer surveys)	✓✓	Extra Services for Vulnerable Customers Signage and Security
✓✓✓ comprehensively addressed ✓✓ sufficiently described ✓ part-addressed × not addressed /deferred			

GRI Code	Description	Scope of coverage	Reference sections
Economic			
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments	✓✓✓	Business Performance Key Figures AT A GLANCE Product Development Public Networks Distribution for the Future Energy Supply Improving Efficiency Pensions Support Programmes Learning for All Match Funding Environmental Incidents in 2008 Fluid-filled cables Case Study: Energy Related Products Case Study: Generation_ETI Case Study: Affordability Energy Assist Case Study: Warm Zone Case Study: Notts Wildlife Trust
EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change	✓✓	Decarbonising Energy-Chief Executive Message Low Carbon Future -Chief Executive Message
EC3	Coverage of the organisation's defined benefit plan obligations	✓✓	Company Incentive Plan Pensions
EC4	Significant financial assistance received from government	✓✓✓	Support Programmes Connecting with Vulnerable Customers Case Study: Warm Zone
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation	×	

GRI Code	Description	Scope of coverage	Reference sections
EC6	Policy, practices and proportion of spending on locally-based suppliers at significant locations of operation	✓✓	Competitive Procurement
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation	✓✓	Recruitment
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement	✓✓	Case Study: Energy Assist Case Study: Employees MAC cycling Community support Case Study: Communities - Notts. Wildlife Trust
EC9	Understanding and describing significant indirect economic impacts including the extent of impacts	✓	Chief Executive Message
EU9	Planned capacity (MW) against projected electricity demand over the long term, broken down by energy source and country or regulatory regime	✓✓✓	The Energy Challenge Product Development Strategic Supply Planning EDF Energy Renewables
EU10	Estimated capacity (MW) saved through demand-side management programs	✓	Case study – Playing our part in meeting the UK’s Carbon Emissions Reduction Target Case Study: Energy Efficiency Toolkit
EU11	Estimated energy (MWh) saved through demand-side management programs, broken down by residential, commercial and industrial customers	×	
EU12	Average generation efficiency by energy source and by country or regulatory regime	✓✓	Energy Efficiency & CO2 Savings Case Study: Affordability_CERT
EU13	Transmission and distribution efficiency	×	

GRI Code	Description	Scope of coverage	Reference sections
Environment			
EN1	Materials used by weight & volume	✓✓	Material Use by our company
EN1 +	In-use inventory of solid & liquid high level/low level PCB's (Kg or L)	✓✓	In-Use PCB's
EN2	% materials used as recycled input materials	✓✓✓	Material Use – Recycled Input Environmental Impacts of Products & Services Excavation Waste management
EN3	Direct energy consumption by primary energy source	✓✓✓	Material Use - Fuel Material Use - Energy Use by Buildings
EN4	In-direct energy consumption by primary energy source	✓✓✓	Material Use - Energy Use by Buildings Material Use - Electricity Used by Generation Plants
EN5	Energy saved due to conservation & efficiency improvements	✓✓✓	Energy Efficiency & CO2 Savings – Summary Case Study: Energy Assist Case Study: Warm Zone
EN6	Initiatives to provide energy-efficient or renewable energy-based products & services, and reductions in energy requirements as a result of these initiatives	✓✓	http://www.edfenergy.com/products-services/for-your-home/our-green-products/index.shtml Climate Change-Electricity Generation Product Development
EN7	Initiatives to reduce indirect energy consumption and reductions achieved	✓	Energy Efficiency & CO2 Savings – Summary Case Study: Energy Assist Case Study: Warm Zone
EN8	Total water withdrawal by source	✓✓	Water Use in our Buildings Water use in Generation
EN8+	Water used for processing, cooling & consumption in thermal and nuclear plants (including use of water in ash handling)	✓✓✓	Water Use in Generation

GRI Code	Description	Scope of coverage	Reference sections
EN9	Water sources significantly affected by withdrawal of water	×	
EN10	% and total volume of water recycled and re-used	✓✓	Water Use in Generation
EN11	Location & size of land owned, leased, managed in, or adjacent to, protected areas and areas of high bio-diversity value outside protected areas.	✓✓	Biodiversity
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	✓✓	Biodiversity & Habitat Management Biodiversity
EN13	Habitats protected or restored	✓	Biodiversity
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity	✓	Biodiversity & Habitat Management Minimising our Impacts
EN14+	Report the impacts and mitigation measures of new/existing sites re: forested areas, landscape, water/wetland ecosystems	✓	Biodiversity & Habitat Management
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk	×	
EN16	Total direct & indirect greenhouse gases emissions by weight	✓✓	CO2 Ratio – Summary
EN16+	Report CO2 equivalent per MWh re: Net generation (all capacity), fossil fuel generation & net delivery estimates (own generation, purchased power & power losses)	✓✓✓	CO2 Ratio – Summary
EN17	other relevant indirect greenhouse gas emissions by weight	✓✓	CO2 Ratio – Summary

GRI Code	Description	Scope of coverage	Reference sections
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved	✓✓	Climate Change-Electricity Generation Improving efficiency Energy Efficiency & CO2 Savings Environmental Impacts CO2 Ratio – Summary Case Study: Electric Cars Case Study: Solar Panels
EN19	Emissions of ozone-depleting substances by weight	✓✓	Ozone Depleting substances – Summary
EN20	NOx, SOx and other significant air emissions by weight	✓✓	Emissions from our power stations Emissions to Air Table under Hazardous Wastes
EN20+	Report emission per MWh net generation & other emissions (mercury, coal pile, ash lagoons/ponds, precipitator dust and reservoir drawdown dust)	✓✓	Emissions from our power stations Mercury and Precipitation Dust Table/Test Hazardous Wastes
EN21	Total water discharge by quality and destination	✓✓	Water Recycled Input Water Use in Generation Water Use in our Buildings
EN21+	add thermal discharges	✓✓	Water Discharge Quality Water Use in Generation
EN22	Total weight of waste by type and disposal method	✓✓	Hazardous Wastes Environmental Impacts of Products & Services Waste management At a glance Environmental Impacts Generation Material Use – Recycled Input
EN22+	include PCM waste, nuclear waste & volume of spent nuclear fuel sent for processing and reprocessing each year (+ per MWh of nuclear generation)	✓✓	Hazardous Waste

GRI Code	Description	Scope of coverage	Reference sections
EN23	Total number & volume of significant spills	✓✓	Environmental incidents
EN24	Weight of transported, imported, exported or treated waste deemed hazardous (Basel Convention Annex I,II,III & VII) and % of transported waste shipped internationally	×	
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation's discharges of water and run-off	×	
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	✓✓	Environmental Impacts of Products & Services Case Study Generation_ETI Case Study: Green Transformer Case Study: Gold Travel Plan
EN27	% of products sold and their packaging materials that are reclaimed by category	✓✓	Environmental Impacts of Products & Services
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	✓✓✓	Environmental incidents
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce	✓	Minimising our Impacts

GRI Code	Description	Scope of coverage	Reference sections
EN30	Total environmental protection expenditures and investments by type	✓✓	Improving Efficiency Distribution for the future Energy supply Fluid-filled cables Support Programmes Green Fund Case Study: Generation_ETI Case Study: Energy Related Products Case Study: Affordability Energy Assist Case Study: Warm Zone
EU14	Biodiversity of replacement habitats compared to the biodiversity of the areas that are being replaced	×	
Social - Labour Practices			
LA1	Total workforce by employment type, employment contract and region	✓✓	Workforce profiles
LA1+	Total contractor workforce by employment type, employment contract & region	✓✓	Workforce Profiles
LA2	Total no. and rate of employee turnover, by age, gender and region	✓✓	Workforce Profiles
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations	×	
LA4	% of employees covered by collective bargaining agreements	✓✓✓	Collective Bargaining
LA4+	% of contractors covered by collective bargaining agreements	✓✓	Collective Bargaining
LA5	Minimum notice period(s) regarding significant changes, including whether it is specified in collective agreements	✓✓	Collective Bargaining

GRI Code	Description	Scope of coverage	Reference sections
LA6	% of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	x	
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities by region	✓✓	Health and Safety Performance 2008 Occupational health and social well-being
LA7+	Report on health & safety performance of contractors and sub-contractors (on site or on behalf of org.)	✓✓	Health and Safety and our Contractors Zero harm Responsible procurement
LA8	Education, training, counselling, prevention, and risk control programs in place to assist workforce members, their families, or community members regarding serious diseases	✓✓	Occupational health and social well-being Health and Safety Engagement
LA9	Health & safety topics covered in formal agreements with trade unions.	x	
LA10	Average hours of training per year per employee by employee category	✓✓	Health and Safety Engagement
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing their careers	✓✓	Recruitment
LA12	% of employees receiving regular performance and career development reviews	x	
LA13	Composition of governance bodies and breakdown employees per category according to gender, age group, minority group membership, and other indicators of diversity	✓✓	Diversity
LA14	Ratio of basic salary of men to women by employee category	✓✓	Recruitment
EU16	Total subcontracted workforce	✓	Collective Bargaining

GRI Code	Description	Scope of coverage	Reference sections
EU17	Percentage of contractors and sub-contractors that have undergone relevant health and safety training	✓	Health and Safety and our Contractors
Social - Human Rights			
HR1	% & total number of significant investment agreements that include human rights clauses or that have undergone human rights screening	✓✓	Human Rights and Our Contractors
HR2	% of significant suppliers and contractors that have undergone screening on human rights and actions taken	✓✓	Responsible procurement Human Rights and Our Contractors
HR3	Total hours of employee training and policies and procedures concerning aspects of human rights that are relevant to operations, including the % of employees trained.	×	
HR4	Total no. of incidents of discrimination and actions taken	✓✓✓	Anti-Discrimination Practices
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk and actions taken to support these risks	✓✓	Freedom of Association and Collective Bargaining
HR5+	Management mechanisms to address the right to strike or lock-out instances. Discuss remedial measures re: binding arbitration	✓✓	Freedom of Association and Collective Bargaining
HR6	Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour.	✓✓	Labour Practices
HR7	Operations identified as having significant risk for incidents of forced or compulsory labour, and measures taken to contribute to the elimination of forced or compulsory labour	✓✓	Child Labour and Forced Labour
HR8	% of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to the organisation	×	

GRI Code	Description	Scope of coverage	Reference sections
HR9	Total no. of incidents of violations involving rights of indigenous people and actions taken	x	
Social - Society			
S01	Nature, scope and effectiveness of any programs and practices that assesses and manage impact of operations on communities, including entering, operating, and exiting	✓✓✓	Minimising our Impacts
S01+	Discuss programs related to: worker influx/impacts on communities, changes to land use (e.g. global commons), impacts on infrastructure & access to services, and changing landscape aesthetics/quality	✓	Minimising our Impacts
S02	% and total no. of business units analysed for risks related to corruption	✓✓	Responsible Business Practice
S03	% of employees trained in the organisation's anti-corruption policies and procedures	✓✓	Responsible Business Practice
S04	Actions taken in response to incidents of corruption	✓✓	Responsible Business Practice
S05	Public policy positions and participation in public policy development and lobbying	✓✓✓	Politics, Donations and Lobbying Activities
S06	Total contribution of financial and in-kind contributions to political parties, politicians, and related institutions by country	✓✓	Politics, Donations and Lobbying Activities
S07	Total no. of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	✓✓	Politics, Donations and Lobbying Activities
S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	✓✓	Politics, Donations and Lobbying Activities

GRI Code	Description	Scope of coverage	Reference sections
EU21	Number of people displaced by new or expansion projects related to generation facilities and transmission lines, broken down by physical and economic displacement	x	
Social - Product Responsibility			
PR1	Lifecycle stages in which health and safety impacts of products and services are assessed for improvements, and % of significant products and services categories subject to such procedures.	✓✓	Substation Watch
PR1+	Process for assessing community health risks (incl. monitoring, prevention & if necessary long-term health risks). Identify assessed health risks.	x	
PR2	Total no. of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services, by types of outcomes	x	
PR3	Type of product and service information required by procedures and % of significant products and services subject to such information requirements	✓✓	Public safety Security and Signage Processing of complaints
PR4	Total no. of incidents of non-compliance with regulations and voluntary codes concerning product and service information labelling, by types of outcomes	x	
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	✓✓	Customer satisfaction
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	✓✓	Sales

GRI Code	Description	Scope of coverage	Reference sections
PR7	Total no. of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes.	✓✓	Marketing
PR8	Total no. substantiated complaints regarding breaches of customer privacy and losses of customer data	✓✓✓	Privacy
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	✓✓	Substation Watch
EU24	Number of injuries and fatalities to the public involving company assets, including legal judgement, settlements and pending legal cases of diseases	×	
EU25	Percentage of population unserved in licensed distribution areas, broken down by population in rural areas and urban areas	×	
EU26	Number of residential disconnections for non-payment	×	
EU27	Power outage frequency	×	
EU28	Average power outage duration	×	
EU29	Average plant availability factor	×	
✓✓✓ comprehensively addressed ✓✓ sufficiently described ✓ part-addressed × not addressed /deferred			