

**EDF Energy recognises that what our people do can make the difference between being a successful company and one that falls short of expectations – so investing in their development makes good sense. We believe that motivated, inspired employees deliver a better service for customers and more innovative solutions for our business. Their energy and achievements help us to attract the most talented people into EDF Energy.**

We sustained our efforts to make EDF Energy a learning business and a great place to work throughout 2007.

### Skills Pledge

In June 2007, we signed the Skills Pledge, as promoted by the UK Government, a voluntary commitment to support our employees in developing their basic skills, including literacy and numeracy, by working towards relevant and valuable qualifications at Level 2 (5 Good GCSEs) or above.

### Investors in People

We were awarded company wide Investors in People (IIP) recognition in November 2007, the culmination of four years structured effort that reflects our corporate standards. The IIP standard is a business tool designed to improve an organisation's performance through its people. Being recognised as an IIP organisation will ensure EDF Energy is viewed as a business which values its employees and will help it attract the best quality job applicants.

The standard is a good validation of the strengths in the business and these are routes through which we can address other issues, such as our renewed focus on safety through the current Zero Harm campaign.

We will review our performance every year to make sure we retain Investors in People recognition.

### Employee opinion survey

We run an annual opinion survey to gauge employee satisfaction levels across a range of issues. The results tell us what our employees think and help us to set priorities for future improvements.

In all, 71% of our employees responded to the Employee Opinion Survey in 2007, recording an average satisfaction level of 75.1% – up 2% points on 2006 and up 19.7% points compared to our first survey in 2003. Given the challenges we faced in 2007, this is a significant achievement.

### Communication skills

Responding to views shared through our employee opinion survey, we launched a Communication Skills workshop for managers in 2007. To date, approximately 300 of our key communicators have attended the workshop, with another 1500 set to do so in 2008.

As part of our Integrated Management Development Programmes, we've also launched a number of separate training courses, covering topics such as negotiation, influence and persuasion, assertiveness and listening skills, to help our employees improve their interpersonal skills.

### Finance training

In line with one of our key management competencies 'managing finance', we launched Finance Training in October 2007, to help managers build a better understanding of the key drivers of profitability and critical financial indicators for EDF Energy.



### Learning for all

As part of our "great place to work" philosophy, EDF Energy has a policy of Learning for All to encourage

personal development. All employees are eligible for up to £150 per year to study non-vocational or vocational subjects in their own time.

While the course does not have to be work-related, the programme must have a recognisable learning and educational content, and must be offered by a recognised educational establishment.

In 2007, over 500 employees took part in the Learning For All scheme and we look forward to being able to support more employees in future years.

### Talent management and succession planning

We've put in place an integrated development framework to identify and support the most talented and ambitious individuals in EDF Energy. This is in line with our ambition to provide a steady pipeline of new talent to move through our business and into key leadership roles.