
We want to be recognised as a leading and respected point of reference on energy policy

We work with various organisations in order to understand our stakeholders' views on sustainability, climate change, security of supply, energy affordability and other key issues. These insights are taken into account when we plan our business activities and provide us with confidence that we are identifying and addressing the most important material sustainability issues. This enables us to improve our operations, products, services, develop strategy and policy and demonstrate transparency in our work.

Each year we engage with a broad spectrum of stakeholders on a range of topics, these include:

Business in the Community (BiTC)

Through our membership of [BiTC's Environmental Leadership Team](#) we discuss the potential of decentralised and local energy solutions to provide lower carbon heat and power to communities. This provided us with greater understanding of the potential of our Combined Heat and Power (CHP) assets in the London area.

Communities

Our employee volunteering programme, 'Helping Hands' provides two days of company time to support organisations or partnerships with local community interests. Our environmental stakeholders worked with us to ensure the opportunities available to employees more directly aligned with Our Better Energy Ambitions.

We have developed our biodiversity plans working with the Wildlife Trust and have been awarded the Wildlife Trust Biodiversity Benchmark at all landholdings around our nuclear stations. We continue to hold regular meetings with stakeholders around our nuclear generation sites to discuss all the issues associated with our operations. Formal meetings are also held with stakeholder groups which take place quarterly or a minimum of three times each year, depending on the site and the requirements of the community. Ad-hoc meetings also take place to discuss concerns on any issues raised locally.

Every station publishes a monthly printed newsletter that provides monthly updates on activities. These are hosted on the EDF Energy website and circulated to local councils and public offices. These newsletters are available at:

<http://www.edfenergy.com/energy/power-station/daily-statuses>

Corporate Leaders Group

Through our membership of the [Corporate Leaders Group on Climate Change](#) we also signed the Trillion Tonne Communique. This enables us to align with other progressive businesses calling for a strong global agreement on climate change and carbon reduction.

Customers

We have a number of research programmes that engage with our customers at all levels of product and service development. Each year we speak to thousands of consumers through various market research and proposition testing methods. Our surveys cover qualitative and quantitative approaches, using focus groups, in depth interviews, online surveys, 'mystery' shopping, telephone and face-to-face interviews.

Customer feedback has enabled us to deliver products and services that will best meet the needs of our customers. We have gained insights into developing product names that consumers understand, and identified areas of sustainability where our customers want to hear more about. It has also provided us with greater understanding of the customer experience including the complaints process and how we can improve on it.

Employees

We have developed a range of employee engagement forums and channels across a wide variety of platforms to ensure maximum participation. These include regular team meetings, road shows, an intranet feedback forum, our company magazine, focus groups and cross-site meetings.

We have always focused on the communities that we serve and in 2015, more than 1,100 employees took part in **Helping Hands**, and **STEM** volunteering.

Our annual employee engagement survey allows employees to provide feedback on a range of areas on a confidential basis. We publish the results which are reviewed at Director and team level and form the basis for action plans for improvement.

Financial

EDF Energy is a wholly owned subsidiary of [EDF Group](#), which is part-listed on the Paris stock exchange. Our biggest lender (EDF Group) is represented on our Board, which meets quarterly. It is consulted on all significant environmental decisions and involved in our large project approvals. We also work with EDF Group on the development of group policy.

Media

The media plays a vital role in covering climate change and sustainability issues. Our external communications and media unit works hard to respond to media enquiries and proactively produces coverage across: social media, print and broadcast, which keeps external stakeholders informed of our business activities. For more information on our media communications please visit: [Our Media Centre](#)

Nuclear Stakeholders

The Nuclear Communications Programme has continued to bring together all of the EDF Energy Nuclear communications activities under single governance with the key objective of maintaining and improving public support. Outlined below are some of the initiatives we are undertaking:

Lessons from polling

EDF Energy polling includes a monthly tracker monitoring 2000 respondents' views and an annual 7 site survey monitoring local opinion in communities around nuclear power stations.

- Within a context of declining consumer interest towards energy, perceptions of nuclear remain relatively positive, with 46% of the population in favour
- 61% believe that the benefits of nuclear are about the same or even outweigh its risk
- 65% agree that it is needed as part of the country's energy mix.
- Polling around the Hinkley Point C nuclear new build sites confirms that there is a high level of support for new build (67%) and the benefits it brings in the UK.

Visitor Centre programme

- Our visitor centre programme has been very successful and by the end of 2015 we welcomed over 48,000 people to the sites.
- Our mobile centre has visited many high profile events, interacting with around 60,000 people so far this year.

Local Communities

- Our STEM Ambassadors have been to many events in the communities and schools talking about our activities, we have also had a presence at a number of major local events.

- We have re-launched the EDF Energy website and updated our station information pages providing greater access and flexibility to reach our communities.
- We update our newsletters regularly with local news about our operations to ensure local people are kept up to date with our activities and plans.
- We proactively notify local stakeholders in the event of an incident occurring on one of our sites, and publish online to ensure that we maintain our openness and transparency commitments
- Almost 100,000 homes are regularly sent updates on the progress of the nuclear new build project keeping the communities surrounding the sites informed.

Schools

Our work with schools is an essential part of inspiring future generations. **The Pod**, our sustainability education programme, continued to be a useful resource about energy and environment, reaching 3,660 new schools in 2015 with a total of over 20,900 schools and community groups registered.

With diversity in mind, in September we launched **#PrettyCurious**, a new campaign aimed at encouraging teenage girls to take up careers in science and engineering. More than 150 girls have already taken part in one of our three workshops organised across the UK and more than 7,500 have engaged through our social and digital channels including 1.6 million video views of our content.

Our ambition through the campaign was to start a positive debate and we achieved that. It has always been an exciting challenge for an industry like ours to engage with younger generations. We have also continued to invest in education sponsorships such as the Cheltenham and Edinburgh Science Festivals.

Political institutions and the regulator

We engage with political and regulatory stakeholders to help them understand our business better and to shape the policy environment in which we operate.

We engage with Members of the Parliament who represent constituencies within our communities or have an interest in energy policy, including climate change. We focus on key events in Parliament, including debates, bills and select committees, and highlight specific environmental and social issues at these.

We also consult with an increasing number of civil servants from several different Government departments, working collaboratively with Government departments like DECC and DEFRA and our regulator Ofgem often responding to consultations on a diverse range of topics. We have strong relationships with the Environment Agency and work with them on strategy as well as on an operational level through our power station teams and local inspectors.

We work closely with other bodies such as the Scottish Parliament, the Welsh Assembly and local authorities.

Stakeholder Advisory Panel

The Stakeholder Advisory Panel meets with the EDF Energy Executive Team quarterly to offer strategic counsel and expert guidance on the overall approach of the business.

We believe it is vital to maintain a transparent and open dialogue with our stakeholders. This goes right to the heart of our determination to be a leader in sustainability and a point of reference in our sector in the UK. In 2006, we set up a Stakeholder Advisory Panel to help our Chief Executive and our Executive Team discuss key strategic issues for our business with a range of expert independent advisors. We use the panel members to:

- Challenge the development of our strategy, and business approach;
- Support the development of our position as a point of reference on key topics; and
- Act as advocates on the company's behalf. edfenergy.com

The Panel meets quarterly but we also engage members on an ad-hoc basis. The Panel does not have legal or fiduciary responsibilities and any actions proposed are subject to the normal governance process of the company. Since 2006 the Panel has played a major role in shaping our sustainability strategy with members actively participating in the launch of Our Sustainability Commitments and the development of our Better Energy Ambitions. In doing so, they have helped draw up a range of ambitions specifically designed to improve the transparency of our operations and improve the sustainability of our business across energy generation and customer services.

Panel Members:

The Panel has five externally appointed members from backgrounds including commercial, political and not-for-profit sectors. The Panel is chaired by Sir Richard Lambert, Chancellor of Warwick University and former Director General of the CBI. He took over from Will Hutton, Principal of Hertford College, Oxford, in November 2013. Will Hutton, who held the role for seven years, continues to provide independent advice to the company.

Other Panel members are:

- Lord Patten of Barnes, Former Chair of the BBC Trust and the former Governor of Hong Kong;
- Sir Simon Robertson, Non-Executive Deputy Chairman, HSBC Holdings and Former Chairman of Rolls Royce;
- Diane Coyle OBE, Vice-Chair of the BBC Trust and Professor of Economics, Manchester University;
- Dame Helen Alexander, Chairman of UBM plc, non-executive director of Rolls-Royce and of Huawei UK.

Suppliers and contractors

We have developed alliances and strategic partnerships with many of our key suppliers. We have developed a shared balanced scorecard to demonstrate the effectiveness of our partnerships and have regular meetings with our key contractors. Health and safety issues feature prominently in these discussions. We also work collaboratively with our suppliers to ensure they comply with the 10 principles of the UN Global Compact. This is to ensure a focus on ethical procurement.

Sustainable Business Panel

We have engaged sustainability stakeholders in our [Better Energy Ambitions](#) through our Sustainable Business Panel (formally known as the Sustainability Panel). The panel membership now includes three independent stakeholders offering challenges and support to the company on sustainability issues. These panel members are:

- Stephen Farrant, Director, Environment and Market Solutions, Business in the Community
- Giles Bristow, Director of Programmes, Forum for the Future
- Eliot Whittington, Development Director, Cambridge Institute for Sustainability Leadership

Topics covered in these meetings have included our decarbonisation targets, radioactive waste, decentralised energy, performance against our Better Energy Ambitions, energy efficiency, and health and safety.