

EDF

The Better Plan

2019 performance summary

The Better Plan is an integral part of EDF Group's 2030 vision – to be the efficient, responsible electricity company, and champion of low-carbon growth.

Our society depends on energy to live, work, develop and grow. Our customers depend on us to produce enough affordable energy and to do it in a sustainable way. And we depend on our people to help us take on new challenges and fulfil our ambitions.

We want to deliver Better Lives, Better Experience and Better Energy for all of society.

The Better Plan helps us to drive innovation, achieve profitable business growth, save costs and manage the risks of doing business in an increasingly volatile world – and, importantly, that we do all these things in a sustainable and a responsible way.

Within this, our six Better Energy Ambitions set out our short, medium and long-term goals and targets for improving our social, economic and environmental performance.

About this report

This report is a summary of our progress across all aspects of sustainability during 2019. It provides performance information on our specific targets, together with an overview of each of our Better Energy Ambitions that collectively make up our Better Plan. The scope of the performance data in this report is for EDF Energy Holdings Limited.

These targets are closely linked to both our parent company, EDF Group's Corporate Responsibility Goals and, in turn, the United Nations' long-term vision for sustainable development – the UN Sustainable Development Goals.

More detail about our 2019 non-financial performance and that of EDF Group can be found in section 3 of the [2019 Universal Reference Document](#).

Performance trend towards 2020 target

Deteriorating  Stable  Improving 



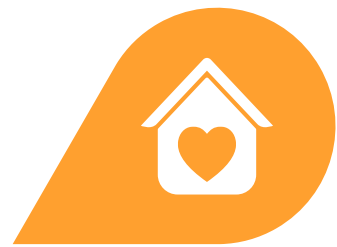


Zero Harm to People

Our ambition is to achieve zero harm to people.

We believe all harm is preventable. That's why Zero Harm is an enduring priority for us. This means making sure our workplaces are safe and healthy for everyone: our employees and anyone working on our behalf.

Our 2030 goals	Our 2020 targets	Performance trend towards 2020 target	2019	2018	2017	Commentary
To continue to deliver industry leading safety performance	Total recordable incident rate upper limit of 0.88 / million hours worked		1.03	1.13	0.59	Our 2019 performance was below target but still an improvement on 2018. 2017 was our best-ever safety performance. We analyse the root causes of all safety incidents and high potential events. This has shown that human factors are a significant driver of our incidents and therefore our focus for future improvement. In 2019 we increased cross-company working within our Health, Safety and Environment functions and this has enabled enhanced sharing of events, development of best practice and business unit improvement programs. In 2020 we will continue to work collaboratively across organisation boundaries and with Trade Union partners to act upon lessons learned from our historical performance and best practice as well as our anticipation of future challenges as the business and its activities and risks evolve.
	RIDDOR accident frequency rate / 100,000 hours worked over a 12-month rolling period for Hinkley Point C project		0.084	0.07	0.05	Hinkley Point C performed well relative to expectations and performed better than their 2019 upper limit. Our 2020 upper limit is 0.081 incidents per 100 hours worked over a 12-month rolling period for this project.
To support a healthy workforce	Employee sickness absence rate of 8 days / employee / year		8.63	8.24	7.85	Our 2019 short term absence is made up of 63% long-term absence and 37% short term absence. The importance of early management referral to Occupational Health is the optimum way to manage cases. Physical health accounts for 71% of absence whilst mental health accounts for 29%. Our growing focus on mental health and workplace well-being through 2019 has brought a significant shift in attention and drive to improve our performance in this area. In 2020 this will continue with the goal of "doing Well-being like Safety" building upon the success of our Company Safety Council Conference held in October and the work through our Mental Health Support Network.



Better for Customers

Our ambition is to be better than anyone else at solving our customers' energy needs.

We will achieve this by doing the basics brilliantly, whilst caring for the most vulnerable in society, and seizing the opportunities that demand for digital will offer; including digital energy efficiency solutions.

Our 2030 goals	Our 2020 targets	Performance trend towards 2020 target	2019	2018	2017	Commentary
To be the best and most trusted for customers	Citizen's Advice League score (out of 5)	N/A	4.45	3.95	3.7	The most independent way of assessing customer trust are third party league tables. In the Citizen's Advice Complaints (domestic) League Table, EDF rose from 6th place to 2nd place behind SSE out of the 40 suppliers measured in Q4 2019. In 2019 customers have shown that they are very happy with the service they have received across all channels. Our Trustpilot score has increased to 4.4 (out of 5), securing a rating of "Excellent". The Advisor Recommendation Score (1) has steadily improved through the year to average +53 (on a scale from -100 to +100), with Digital Net Ease score scoring 4.4 out of 5.
	To increase the percentage of customers using self-serve (%)		67.5	68	67	EDF continues to work on changes in the digital arena to make it easy for our customers to interact with us through self-serve channels, thereby reducing unnecessary customer contact.
To offer all vulnerable people information about and support with energy use and energy benefits	<ul style="list-style-type: none"> Develop an updated internal vulnerable customer's strategy to support those who need it most Develop new third-party partnerships to help us give customers more holistic and specialist support Find ways to add long term value for customers who need it most 		On-track	On-track	On-track	We have a long-standing commitment of helping vulnerable customers, including households that have difficulty in covering the cost of fuel dating back many years. We've developed a deep understanding of what our customers think is important and as such, we've put together a range of additional services to meet their needs. These range from advice on paying bills, managing their money and energy efficiency, to checks to see whether they're receiving all the benefits they're entitled to. We have been proactive in working with Government and other agencies to develop policies and extra services and continue to work collaboratively with partners on these. The latest Energy Company Obligation, ECO3, commenced on 1st October 2018 and runs until 31st March 2022. Unlike previous obligations ECO3 is wholly aimed at vulnerable and fuel poor customers. We are one of a few of the obligated energy companies to have an ECO channel aimed at our own customers. We have worked with our Customer Insight and data teams to optimise our ability to reach out to and help customers who match the ECO eligibility criteria. We have continued to develop our long-term relationship with Plymouth Citizens Advice, now in its 10th year, by adding a Live Chat channel enabling customers to make contact in a different way which may help them if they find it difficult to talk about their circumstances. Our relationship with Macmillan has developed with a good flow of cases being referred to us of people affected by cancer whom we have been able to offer practical support such as tariff changes, energy advice or payment holidays. In 2019 we have continued to enhance these relationships to make them more impactful and targeted to help those most in need including proactive offering of referrals to customers on prepayment meters but run out of credit and also with our debt teams identifying those who can benefit from the trusted and practical advice Plymouth CA can provide. The EDF Energy Trust Fund has also continued to provide support to customer to lift them out of their difficulties through debt relief and future assistance awards. For those impacted by a bereavement, a webform was introduced in 2019 to give this option at a sensitive time. Click here for more information about the help and support we provide to those who need it most.
To innovate through digital energy efficiency solutions to enable all customers to manage energy better	Reporting on KPIs and case studies focussing on Connected homes, Energy Services and Business Services.		On-track	On-track	On-track	We offer our Business Customers a suite of products to manage their energy consumption and efficiency – from a remote audit all the way to automated control. PowerReport is a remote, data-driven audit of a business' energy use and efficiency with accompanying recommendations. PowerNow is a system that allows a business to see the consumption of its various activities in real time. PowerShift is a service to help businesses sell their demand flexibility back to the market. We are also continuing to work with innovative start-ups who are developing new solutions in Building Energy and Environmental Management systems with a view to expanding our product range in this quickly-growing area. For residential customers we are developing a range of products which leverage data from smart meters to drive intelligent insight about how customers can change their behaviours or augment their homes to reduce energy waste or carbon intensity. We have a major trial in progress to test the accuracy and value of state-of-the-art disaggregation technology to offer customers their own itemised breakdown of energy consumption in their homes. This service is likely to reach commercial rollout in 2020. Following initial launch, we expect to add additional insights – with tips and notifications aiming to help customers make a change at the right moment. In the longer term, we expect to integrate a technology solution which will allow automation of customers' homes to shift, reduce and flex their consumption. We have launched a smart home store offering connected devices and a battery offer for customers who generate the own power and apps for energy efficiency using smart meter data. For industry, solutions for renewable energy, storage, energy audits and a demand-side management aggregation trading platform have been successfully rolled out, providing ways to support EDF's customers in low-carbon transition. We met our 2019 objective to have delivered 56% of our ECO target by end of the year.



Leading Decarbonisation

Our ambition is to lead the decarbonisation of the electricity sector and achieve a net zero environmental impact.

We believe in a decarbonised future and are committed to leading the UK's transition to a safe, low-carbon energy system. By 2050, low-carbon nuclear and renewables will fulfil most of our electricity needs. As the UK's largest low-carbon generator, EDF is helping to enable this future.

Our 2030 goals	Our 2020 targets	Performance trend towards 2020 target	2019	2018	2017	Commentary
To bring the carbon intensity from our electricity generation to below 50g/kWh by the end of the fifth carbon budget (2032)			75	103	94	The carbon intensity of our generation in 2019 was 75g CO ₂ e/ kWh compared to a UK grid average of around 250g CO ₂ e / kWh due to the benefit of our low-carbon nuclear and renewable generation and the cessation of generation at Cottam coal station in September 2019. This metric is directly linked to the operational performance of our electricity generation fleet and UK electricity demand. Our coal and gas stations stand ready to meet peak demand when needed.
We will demonstrate real progress towards net zero emissions, waste, water, biodiversity impact and implement circular economy principles	To measure and implement improvement initiatives for: Emissions to air Scope 1 emissions (million tonnes CO ₂ e)		4.46	7.24	7.19	The Carbon Trust supported us in refreshing our approach to calculating our full carbon footprint (scope 1, 2 and 3 emissions) in line with the GHG Protocol. Our 2019 baseline results are: <ul style="list-style-type: none"> • Scope 1 emissions were 4.46 million tonnes CO₂e • Scope 2 emissions were 3,166 tonnes CO₂e • Scope 3 emissions were 9.9 million tonnes CO₂e. The vast majority of our direct (scope 1) carbon emissions equivalent come from the generation of electricity from coal and gas. Our emissions decreased significantly compared to 2018 as we ceased generation at Cottam coal station in September 2019. Around 60% of our scope 3 emissions are from the sale of gas to residential customers. As part of our aim to help Britain achieve net zero by 2050, we are investing in ways to help customers switch to low-carbon heating. We signed up to the EV100 initiative in December 2017. We will have switched our Customer Services vehicle fleet and cars provided to employees to electric by 2030. Our conversion plan is in line with the current vehicle lease end dates. This avoids early return penalties and enables us to run vehicle trials for our commercial fleet that accounts for 70% of our vehicles. We have also commenced a supporting infrastructure programme to install charge points at our main office sites with the first completed at Barnwood in November 2019.
	Sustainable use of water					Our goal has been to make sure our use of water is minimised and sustainably used throughout our operations. The volume of water we use at each of our power stations is largely driven by the station's cooling requirements, technology and maximum power output.
	Volume of fresh water abstracted from the River Trent for cooling purposes (million cubic metres)		62.5	62	64	We use freshwater for boiler make up and cooling at Cottam, West Burton A and B stations. West Burton B loses less water to atmosphere through evaporation because it uses hybrid cooling towers. The nuclear power stations use freshwater for boiler make up, but marine (sea water) for the cooling circuit. For our offices all water is potable freshwater and is discharged to sewer for processing by a water undertaker. We do not use brackish, grey or black water in our processes. Rainwater on the HPC project is captured and used for dust suppression. No other sites currently use grey water for industrial processes because the costs of re-engineering our systems is not aligned with the principle of best available techniques.
	Evaporated fresh water (hm ³)		10	11.8	10	Overall, more than 99% the water used by EDF for cooling purposes is drawn from the sea or estuaries, where there is no risk of water shortage. In 2019, EDF withdrew 7.3 billion m ³ of cooling water from the sea and estuaries adjacent to our nuclear power stations and 62.5 million m ³ of fresh water abstracted from the River Trent to cool our thermal generation plant. The closure of Cottam in September 2019 will halve the amount of water abstracted and lost to the atmosphere through evaporation.
Net positive biodiversity Maintenance of the Wildlife Trust Biodiversity Benchmark for our nuclear sites (Y/N)		Y	Y	Y	In 2019, we have continued to ensure that all our operational nuclear sites hold the Wildlife Trusts' Biodiversity Benchmark. The standard certifies our systems for achieving continual biodiversity protection and enhancement across all our nuclear sites. At Hinkley Point C, we are working to protect and enhance biodiversity for areas impacted by the construction of the station as well as once the project is complete. We have planted 65,000 trees and shrubs across the site to date and will plant hundreds of thousands more, creating important habitats for the species they support.	
Using less and using well					Conventional waste includes two types of waste: Hazardous waste (as defined by regulations); and non-hazardous waste has similar collection and treatment processes to household waste.	
Tonnes conventional waste disposed		19,706	20,980	26,354	We have decreased the amount of non-hazardous waste disposed of across our operational business by 25% since 2017. This reduction has been driven by programmes to reduce the use of paper cups and the amount of paper used for printing and to improve the recovery of materials from our waste streams.	
% waste recycled, recovered or incinerated		78.5	95.7	96.8	Our non-hazardous waste recycling rate is consistent year on year. The overall decrease in the percentage of waste recycled across our business between 2018 and 2019 is due to the increase in non-recyclable hazardous waste disposed of after the closure of our coal station at Cottam and from our nuclear power stations.	
Managing risk well Number of environmental incidents		0	0	0	Environmental incidents remain at historically low levels and we have had no (zero) environmental prosecutions or high potential events in 2019.	



Strong finance and ethics

Our ambition is to achieve strong financial and ethical performance.

We are working to give back to society, share the value we create and help to grow the economy we all depend on. We provide an essential service to society and it's important that we do this responsible way. Being a company that thinks long-term and does business fairly and openly is central to how we do business. Our 2030 vision will see us invest significantly to deliver reliable low-carbon energy for the future of the UK. To fund those investments, we need to have money to invest from our operations today. This is what we mean by living within our means.

Our 2030 goals	Our 2020 targets	Performance trend towards 2020 target	2019	2018	2017	Commentary
To live within our means and have efficient, profitable operations	To deliver our targets for earnings before interest tax, depreciation and amortisation (EBITDA) £ millions		£979m	£699m	£899m	<p>The increase in EBITDA from 2018 to 2019 principally relates to the rise in energy prices, which was partly offset by the decrease in gas prices, since 2019 had no equivalent to the cold weather experienced in the first half of 2018, and lower consumption of nuclear fuel as a result of lower generation output.</p> <p>Every year, a large proportion of our revenue is invested back into our existing electricity generation operations, customers business and new nuclear development. In 2019, €659m / £536m* was invested back into our existing operations and €1.8 billion / £1.46 billion was invested into new nuclear. This continued investment helps ensure the UK has a safe, secure and affordable supply of electricity.</p> <p>In 2019, EDF Renewables UK acquired the British start up Pivot Power, specialist in infrastructure for storage and electric vehicle charging, further strengthening the Group's position in the UK storage and electric vehicle market.</p> <p>In late 2019, Dalkia and EDF Energy bought out UK energy performance specialists Breathe, via Imtech. Breathe develops bespoke solutions to reduce energy consumption and carbon footprints, modernise heat and cold production and distribution facilities, and improve building efficiency.</p> <p>*GBP 1 = EUR 1.23</p>
To add value to society and the UK economy	To report EDF Energy's direct and indirect economic value added to the UK		N/A	N/A	Y	<p>Our operations throughout the UK provide wider economic and social benefit to the people and communities with which we work. We support thousands of jobs and millions of pounds is invested both directly and in-directly into regional economies throughout the Country.</p> <p>Our latest report that analyses our performance in this area shows that that EDF Energy;</p> <ul style="list-style-type: none"> • Provides £3.9 billion of gross value added to the wider UK economy. • For every £100 in gross value added created directly by EDF Energy, a further £100 is spent in the wider economy through indirect and induced spending. • EDF Energy directly and indirectly supports 79,183 jobs across the UK economy. <p>We also report annually on the socio-economic benefits of the Hinkley Point C project.</p>
To do business in an ethical way	All employees compliant with the Company Ethics and Business Conduct Policy		N/A	N/A	N/A	<p>Our Ethics and Business Conduct Policy sets out standards for upholding ethical business practices at a company level and demonstrates our commitment to working with integrity, by being honest and transparent about our operations and performance. Our Code of Conduct sets out behavioural expectations for employees. The Policy and Code are aligned to EDF Group requirements and compliance is reviewed through the EDF Group Internal Control Self-Assessment process, by our Compliance team and through periodic internal audits. The 2019 self-assessment identified no significant issues. Minor enhancement actions were raised to improve efficiency and effectiveness of operations.</p>
Publish our policies / positions on fair tax, labour standards and annual performance against these standards	% paid on-time		80	67	61	<p>EDF Energy is committed to ethical business practice which includes paying our suppliers in accordance with contractually agreed terms. We monitor our payment performance as part of our normal business operations and take action to address the root cause of identified exceptions.</p> <p>In 2019, we made 80% of our payments on-time with our average payment period being 58 days. The improvement in 2019 was largely due to moving from one payment run each week for Nuclear Generation suppliers to two, in alignment with the rest of our business.</p> <p>Our standard payment terms are 60 days. To support the working capital requirements of our supply chain, we offer a free-to-join Supply Chain Financing facility enabling suppliers to draw down funds from approved invoices in exchange for a small financing fee.</p>
			Average payment period (days)	58	57	
	Accredited living wage employer		Y	Y	Y	<p>EDF Energy is committed to fair employment practices. We continue to be an accredited Living Wage Employer, confirming we pay our own employees the Real Living Wage and ensure that the Real Living Wage is paid to the employees of our suppliers who work regularly^[1] on our sites.</p> <p>The principle of paying a real living wage is adopted into the Hinkley Point C Social Covenant Agreement reached with the Trade Unions and is aligned with our overall project values. In addition to paying a living wage, we also remain sensitive to the dynamics of the local labour market and are careful to avoid adversely impacting the labour market for local employers.</p> <p>^[1] Regularly is defined as suppliers working 2 hours per week at an EDF Energy controlled location for more than 8 or more consecutive weeks in a year</p>
	Modern Slavery Statement published		Y	Y	Y	<p>We recognise that Modern Slavery is a growing global concern and we are working to ensure that our own operations and those of our supply chain are appropriately evaluating the risk that it poses.</p> <p>We have published our Modern Slavery Statement in accordance with the Modern Slavery Act 2015 since 2017.</p>
	Gender Pay Gap report published		Y	Y	Y	<p>At EDF we are committed to being a diverse and inclusive employer. We work very hard to foster a work environment where everybody is paid fairly for the work they do and for the contributions they make to our success. Since 2018 we have published our Gender Pay Gap report.</p> <p>EDF has four distinct business areas: Generation, Customers, Hinkley Point C and Nuclear Development and Corporate Functions. In 2019, the mean gender pay gap in each of our business areas ranged from 17% to 22%</p> <p>Our mean gender pay gap figure is a reflection of the different roles performed across our business areas, market pay variations, and well as the gender and demographic mix. For example, average pay for specialist engineering roles is typically higher than for customer service roles. We employ proportionately more men than women in our Generation business (85% / 15%), which employs the greatest number of engineering roles in the company, whereas the gender mix in our Customers business is more even, where the majority of employees work in customer service roles.</p> <p>At a company-wide level, we remain committed to implementing actions towards improving gender diversity at all levels and with that, reducing our gender pay gap. We have made progress since 2017 and we will see the benefit from the measures we have implemented in future years as our talent pipeline increases, but there is clearly more we need to do. You can see how we are doing in more detail in our Gender Pay Gap report 2019</p>
	Mean gender pay gap range in our business areas %		17-22%	11-30%	15-24%	
Tax strategy published		Y	Y	Y	<p>We take a responsible and honest approach to tax, in line with our values:</p> <ul style="list-style-type: none"> • acting with integrity • planning tax to make sure our work is legitimate and done in an efficient way • maintaining an open, honest and positive working relationship with HMRC <p>EDF Energy is a UK company and part of EDF Group. All our profits and losses are appropriately taxed or relieved in the UK, regardless of where individual entities were originally incorporated.</p> <p>We always pay the right amount of tax at the right time according to both the letter and spirit of UK tax laws. We also sometimes discuss significant transactions with HMRC if there's any uncertainty about how they should be taxed.</p> <p>Our tax strategy is aligned with our Code of Conduct</p> <p>We always pay the right amount of tax at the right time according to both the letter and spirit of UK tax laws. We also sometimes discuss significant transactions with HMRC if there's any uncertainty about how they should be taxed.</p> <p>Our tax strategy is aligned with our Code of Conduct</p>	
Ethical supply chain (95% United Nations Global Compact compliance / Top 200 suppliers meeting Chartered Institute of Procurement & Supply Index or equivalent by 2020)		% supply chain expenditure UNGC compliant	>95	>95	>95	<p>During 2019, >95% of our supply chain expenditure was evaluated as compliant with the Ten Principles of the UN Global Compact.</p> <p>Suppliers Corporate Social Responsibility policies are evaluated through our supplier onboarding processes and reviewed as part of our Supplier Relationship Management framework and Supplier Compliance Review programme. We cease our relationships with companies that breach safe working practices or break other associated legislation (such as non-compliance with international sanctions or modern slavery expectations).</p> <p>Additionally, we have recently introduced a minimum 10% weighting for evaluating suppliers sustainability credentials within tenders for Shared Goods & Services.</p> <p>The Chartered Institute of Procurement and Supply (CIPS) have discontinued their Sustainability Index. We now consider the sustainability related accreditations our key suppliers hold through our programme of Supplier Compliance Reviews.</p>



Excellence in nuclear energy

Our ambition is to achieve world-leading excellence in nuclear construction, operation and decommissioning; and to shape a diverse, low-carbon electricity system.

We are currently in a transitional phase to a diverse low-carbon energy future where we believe nuclear and renewables have a key part to play. We aim to incorporate sustainability principles and standards into all stages of the generating lifecycle to ensure we design, construct, operate and decommission our generating assets safely and responsibly.

Our 2030 goals	Our 2020 targets	Performance trend towards 2020 target	2019	2018	2017	Commentary
To embed sustainability principles and standards in our generation development projects	To make progress against our 2030 goal.		on track	on track	on track	<p>Our Hinkley Point C and Sizewell C nuclear new build projects will play a vital role in tackling the climate change crisis and supporting the UK's move to a net-zero future. Each project will provide secure, low-carbon electricity to 6 million homes.</p> <p>During the ten years of construction for each project, we are also building the new power stations in a way that helps to minimise the impact on the environment and that delivers socio-economic benefits. Detail about our progress on the Hinkley Point C project can be found in our Realising the socio-economic benefits 2020 report.</p> <p>The Sizewell C Project has adopted the following sustainability principles that present opportunities for improvement which will be further explored during stages of the Sizewell C Project's design and interactions with the supply chain. These principles are supported by enablers that ensure these principles continue to drive decision making through the detailed design, construction and operation.</p> <p>Principle 1 – Design and Construct for a Low Carbon Future. Principle 2 – Adopt a Circular Economy Model. Principle 3 – Use Water Wisely. Principle 4 - Deliver long term socio-economic benefits. Principle 5 - Promote wellbeing. Principle 6 - Value the importance of biodiversity</p>
To achieve world class standards of nuclear operational excellence	Zero nuclear reportable events		0	1	0	Nuclear Generation's nuclear safety record shows sustained high performance, with only two tier 1 events reported to the Office for Nuclear Regulation in the past 7 years. The most recent event, reported at Dungeness B in December 2018, relates to a potential loss of defence in depth following the discovery of corrosion on pipework and/or supports to numerous systems important to safety. It was judged that a number of these systems may have been challenged under significant external hazard such as seismic or severe flooding. Repairs and remediation have now given us confidence that our systems will perform as designed.
	To meet our annual collective radiation exposure target		704	798	570	Our advanced gas cooled reactors continue to have the lowest collective radiation exposure of all the operating nuclear reactors worldwide.
	Unplanned capability loss factor % to be in the upper quartile of worldwide operator performance		26	11.7	7.2	Operational performance during 2019 was significantly adverse to plan following extended shutdowns at Hunterston B and Dungeness B. However, sustained investment in people, plant and process improvements have substantially reduce unplanned losses since 2009, delivering the equivalent of an additional nuclear power station in terms of increased output per annum, avoiding significant carbon emissions for the UK.
To ensure the safe and responsible management of our energy legacy	Sustainability principles and standards are incorporated into decommissioning and deconstruction plans		N/A	N/A	N/A	<p>Cottam coal power station stopped generating in autumn 2019 after over 50 years of operating safely and efficiently. Sustainability principles are continuing to be embedded into decommissioning and deconstruction plans and activities through our tenders and contracts, metrics, policies, and by capturing the learning and developing case studies, which will be used to inform future decommissioning elsewhere in the fleet. To date: over 520 items have been resold, redeployed across EDF or gifted to local businesses and schools. Redeploying equipment across the EDF fleet has saved at least £1.6 million.</p> <p>Prior to closure, a People Hub was set up at Cottam by staff volunteers to help people make informed choices as they started considering their future options. The physical hub proved successful and on the back of that, a Digital People Hub was created within the company online learning portal, providing a wider range of resources and information including links to learning opportunities and health and wellbeing materials. The Digital Hub was accessible from any computer or mobile device connected to the internet – enabling people to involve their families in exploring the options</p>
	LLW sent off site (m ₃) ILW generated (m ₃) Spent fuel (t)		444 161 144	474 161 194	453 161 197	<p>In the UK, radioactive waste is classified into four categories:</p> <ul style="list-style-type: none"> • Low Level Waste (LLW), for which a near surface disposal route exists – including the LLW Repository at Drigg West Cumbria; • Intermediate Level Waste (ILW), for which no disposal route is currently available in the UK; • High Level Waste (HLW) is defined as radioactive waste in which the temperature may rise significantly as a result of the radioactivity, so this factor has to be taken into account in the design of storage and disposal facilities; • Higher Activity Waste (HAW) – this is effectively HLW, ILW and any LLW that are unsuitable for near-surface disposal. <p>EDF Energy nuclear generation's strategy for LLW and HAW reflects that the UK and Scottish governments are focused on application of the waste hierarchy (reduce, reuse, recycle, recover). The use of a range of waste recycling and disposal routes will help to make the best use of the UK's Low-Level Waste Repository (LLWR) in Cumbria. Only a disposal route for LLW currently exists in the UK.</p> <p>HAW is stored for the medium-term in safe, purpose-built facilities at EDF Energy's stations while longer term national solutions are being established within England and Scotland.</p> <p>Under historic contractual arrangements, spent fuel from the AGRs is transported to Sellafield nuclear reprocessing site (owned by NDA) for long-term storage. Heat generating HAW from the reprocessing of spent AGR fuel are converted into glass blocks for safe, long term storage.</p> <p>Regarding Sizewell B, the spent fuel is stored on site and EDF Energy has built a further spent fuel dry storage facility on the Sizewell B site to allow the station to continue to safely store all of the spent fuel that will be generated over Sizewell B's life. Following long-term surface storage, the Sizewell B PWR spent fuel will be disposed to a future UK geological disposal facility.</p> <p>The nature of EDF Energy nuclear generation's business and its historic government link means that the strategy for spent fuel and the management of radioactive waste from EDF Energy nuclear generation's power stations is approved by the NDA.</p> <p>However, EDF Energy has policies to continually improve and minimise the spent fuel and waste arising through the company's wider safety, sustainability and environmental policies.</p>



People as a force for good

Our ambition is to empower our people to be a force for good.

We know that what we do has a lasting impact on people's lives so we are investing in training and job creation, skills and education programmes. We want to be at the forefront of the UK's long-term industrial transformation, and in doing so, help to close the equality gaps that we see in our society today. An investment in people is an investment in our country and our company's future – whether it's creating thousands of job opportunities or reaching out to our communities through our visitor centres.

Our 2030 goals	Our 2020 targets	Performance trend towards 2020 target	2019	2018	2017	Commentary
Enable our people to achieve great things in the communities we serve	Achieve our charitable fundraising target for our partner, Breast Cancer Now		Y	Y	Y	Breast Cancer Now was chosen by over 7,000 of EDF's employees as our charity partner from 2016 – 2019. Employees raised more than our target of £450,000 over the three years, and with the additional donation from EDF Energy, our fundraising total was in excess of £600,000. Through our Force for Good volunteering programme, our employees have the opportunity to spend two days of company time each year supporting local community and environmental projects. By donating their time and energy, employees build relationships with community groups and charities, as well as contributing to projects that support the delivery of our sustainability strategy.
	To enable our people to participate in our Force for Good volunteering programme		Y	Y	Y	
To build an inclusive, open and welcoming workplace where everyone can be themselves and perform their best	To maintain our accreditation to the National Equality Standard		Y	Y	Y	In 2018 we were reaccredited with the National Equality Standard (NES). Supported by the Equality and Human Rights Commission, the Home Office, and the Confederation of British Industry, EDF was recognised as being fully compliant in 32 of the 35 NES competencies. The Inclusion Index is made up of questions from our annual employee engagement survey about whether our people feel respected, the workplace atmosphere, having ideas listened to, EDF's support of diversity and being a good place to work. Whilst the overall score has slightly improved in 2019, we have identified that disabled colleagues reported feeling much less included than other employee groups identified by gender, race and sexual orientation. This is a key focus area for improvement going forward.
	Inclusion index score of 80%		80%	78%	78%	
To inspire the next generation and build a stronger future	Delivery of our skills and education strategy		on-track	on-track	on-track	<p>Visitor Centres and STEM Outreach</p> <p>EDF has 8 Visitor Centres attached to the power stations. In 2018, these centres hosted over 54,000 visitors. Visitors are primarily from the education sector with the majority from schools. VCs have drop-ins, special sessions for families and schools and tours of the power stations. Over 1,700 power station tours took place in 2019. The visitor centre teams also support STEM and education outreach in the communities and through our sponsorships at events.</p> <p>Through sponsorships, EDF supports education outreach at large events such as Cheltenham Science Festival, Edinburgh Science Festival, SmartSTEMs and Greenpower, where young people are inspired in science, technology, engineering and maths. Our volunteers give their time to speak with young people at these events and locally in schools to share their stories as role models for the energy industry.</p> <p>EDF have remain committed to supporting the #iwill campaign recognising the value of youth social action and the benefit to employability skills for young people.</p> <p>Hinkley Point C</p> <p>The Hinkley Point C education, skills and employment pipeline continues to ensure that the huge opportunities available throughout the construction of the new power station can be accessed by individuals across the region and the UK, whether they are in school, exploring careers or accessing apprenticeships and other career routes.</p> <p>HPC Socio-economic Report can be viewed here.</p> <p>The Pod</p> <p>In 2019, The Pod was gifted to the Wastebuster (CIC) UK with sponsorship from EDF. Wastebuster, a community interest company, had been a long-term partner of The Pod and will be able to take The Pod onto to great things and continue the success of 10 years with EDF.</p> <p>Since the launch of The Pod in 2008 more than 22,000 schools and 38,000 teachers registered plus over 200 schools across 56 countries including Hong Kong, India, Costa Rica, Japan, Russia, South Africa and Australia.</p>