

THE **BETTER** PLAN

Our framework for being a sustainable
and responsible energy business



**EDF ENERGY IS THE UK'S LARGEST
PRODUCER OF LOW-CARBON
ELECTRICITY, THE BIGGEST SUPPLIER
OF ELECTRICITY BY VOLUME IN
GREAT BRITAIN AND THE LARGEST
SUPPLIER TO BRITISH BUSINESSES**

THE **BETTER** PLAN

How and why we do business in a sustainable and responsible way

The Better Plan is EDF Energy's framework for being a sustainable and responsible energy business. It is an integral part of EDF Group's 2030 global vision to be the efficient, responsible electricity company that champions 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.



Through The Better Plan we want to deliver **Better Lives**, **Better Experience** and **Better Energy** for all of society.

BETTER LIVES - Innovating to transform people's lives with skills and job opportunities

BETTER EXPERIENCE - Innovating to help customers manage energy better

BETTER ENERGY - Innovating to lead the UK's transition to safe, low-carbon energy

These goals represent what EDF Energy stands for and what makes us distinctive.

OUR JOURNEY TO A SUSTAINABLE FUTURE

At EDF Energy we are on a journey to become a more sustainable energy business. The Better Plan is the next important stage in our sustainability journey which has been at the heart of our business strategy for many years.

EDF ENERGY'S SUSTAINABILITY JOURNEY – THE LAST 10 YEARS



OUR APPROACH

The Better Plan covers our priorities for the future, as well as what we measure to see how we're doing.

The framework is supported by frequent stakeholder engagement, regular review of key issues and an inclusive governance structure – with our reported annual progress externally assured.



BETTER LIVES

Innovating to transform people's lives with skills and job opportunities

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 and reaching out to our communities through our visitor centres.

We are at the forefront of our industry's transformation by investing in major new infrastructure, including the first nuclear power station in a generation, creating 25,000

employment opportunities in the construction of Hinkley Point C and 900 operational jobs for the 60 years of its operation.

We want to close the equality gaps that we see in our society today and engage young people in Science, Technology, Engineering and Maths (STEM) careers to make sure we have the best and balanced work force to drive innovation for years to come.

BETTER EXPERIENCE

Innovating to help customers manage energy better

The fundamental need for energy won't disappear, but traditional ways of working with our customers will change.

Our vision for our customers is to be simply better – better than anyone else at solving customer's energy needs. Our goal is to be the best and most trusted for customers.

We'll achieve this by doing the basics brilliantly and offering great service, then building on the trust this earns us by innovating and adding value for our customers. We're innovating to support our vulnerable customers and empowering everyone to use low-carbon electricity.

BETTER ENERGY

Innovating to lead the UK's transition to safe, low-carbon energy

We believe in a decarbonised future and are committed to leading the UK's transition to a safe, low-carbon energy. The Climate Change Act in 2008 committed the UK Government to reduce carbon emissions by at least 80% of 1990 levels by 2050. In 2016, the UK renewed this commitment when it ratified the Paris Agreement on Climate Change. By 2050, low-carbon nuclear and renewables will fulfil most of our electricity needs.

As the UK's largest low-carbon generator, EDF Energy is enabling this future.

We have extended the lives of our nuclear power stations so they can keep generating low-carbon electricity until the next generation of plants comes online. Until that time, our coal and gas power stations will also stand ready to provide electricity when needed.

Our multi-channel Pretty Curious campaign challenges misconceptions and encourages 11-16 year old girls to get into STEM careers. The Pod schools programme is part of our ambition to inspire the next generation to tackle climate change – helping children understand that a low-carbon, secure and affordable energy supply is vital for our future. Our technology investments transform

how we work, think and connect with each other – empowering our people to band together and do good, both in our business and their communities. And by reaching out to our communities we're inspiring a new generation of scientists and engineers – who we hope will one day join us on the journey to our low-carbon future.



Our aim is to support all vulnerable people with information about their energy use and the energy related benefits available to them.

Our online and digital platforms are supporting new services to give customers more choice and control over their energy use, helping everyone become champions of low-carbon growth.

Between now and 2030, we want to become a digital champion for residential and business customers. This includes working with customers so they make the most of connected smart homes, as well as connected public buildings, communities and cities.



We have an ambition to expand our renewables footprint in the UK as part of our diverse energy future.

We are also investing in new low-carbon technologies like battery storage, small modular reactors and tidal energy. And of course, the UK Government's decision to go ahead with our proposed new nuclear power station

at Hinkley Point C not only made 2016 a landmark year for EDF Energy, but opened a brand new chapter for nuclear energy in the UK.



THE BETTER PLAN MEASUREMENT AND PROGRESS

We update our progress against The Better Plan and our Better Energy Ambitions every year. These set out 16 goals and underpinning targets for improving our social, environmental and economic performance with delivery embedded in our strategic, medium and short-term business plans.



AMBITION SUMMARY

The safety and wellbeing of our people is our top priority. Our goal is to remain at the top of our industry for safety standards and performance and to support a healthy workforce. We will achieve this by having industry leading safety indicators and a suite of wellbeing packages to support our people.

GOALS AND TARGETS

To continue to deliver industry leading safety performance:

- By 2020, total recordable injury rate target <0.68 million hours

To support a healthy workforce:

- By 2020 employee sickness absence rate of 8 days/employee/year



AMBITION SUMMARY

As a responsible business we aim to be simply better than anyone else at solving 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.

GOALS AND TARGETS

To be the best and most trusted for customers:

- By 2020, customer trust index score of 100
- Continue to increase % of customers using self-serve

To offer all vulnerable people information about and support with energy use and energy benefits:

- Develop an updated internal vulnerable customers 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

To innovate through digital energy efficiency solutions to enable all customers to manage energy better:

- Reporting on KPIs and case studies from R&D and Blue Lab: Connected home, Energy Services and Business Services



AMBITION SUMMARY

We will continue to play our part in limiting the rise in global temperatures to below 2 °C. Our goal is to be ahead of the UK's 2050 climate change targets and to keep our position as the UK's largest low-carbon electricity generator. We will also work towards a net-zero impact on the environment and encourage our customers to switch to low-carbon electricity for heat and transport.

GOALS AND TARGETS

To be ahead of the Government's ambitious trajectory to deliver the UK's 2050 climate targets, and to keep our position as the UK's largest low-carbon electricity generator:

- To bring the carbon intensity from our electricity generation to below 50g/kWh by the end of the fifth carbon budget
- We will lead by example by championing innovation and R&D in electric heating and transport in our operations

To achieve a net zero environmental impact:

- By 2020, we will demonstrate real progress towards a net zero emissions, waste, water, biodiversity impact and implement circular economy principles



STRONG FINANCE AND ETHICS

AMBITION SUMMARY

Being in a strong financial position is vital to our ability to give back to society, share the value we create and help to grow the economy we all depend on. We will always live within our means and look for ways to make our operations more efficient. It's important that we do this in a responsible and ethical way and ensure that our suppliers follow our high standards of ethical behaviour.

GOALS AND TARGETS

To live within our means and have efficient, profitable operations:

- By 2020 we will deliver our targets for earnings before interest and tax and free cash flow

To add value to society and the UK economy:

- To report EDF Energy's direct and indirect economic value added to the UK

To do business in an ethical way:

- All employees compliant with the Company Ethics and Business Conduct Policy
- Publish our policies / positions on fair tax, labour standards and annual performance against these standards
- Ethical supply chain (95% United Nations Global Compact compliance / Top 200 suppliers meeting Chartered Institute of Procurement & Supply Index or equivalent by 2020)



EXCELLENCE IN NUCLEAR

AMBITION SUMMARY

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 aim is to be world leaders in the field of nuclear operational excellence, and we are committed to addressing environmental, financial and stakeholder expectations.

GOALS AND TARGETS

To embed sustainability principles and standards in our generation development projects:

- Sustainability principles and standards incorporated into design & engineering and project processes and criteria

To achieve world class standards of nuclear operational excellence:

- By 2020 zero nuclear reportable events
- In 2017 collective radiation exposure 714 man mSv (targets are set on an annual basis)
- By 2020 unplanned capability loss factor of 2%

To ensure the safe and responsible management of our energy legacy:

- Sustainability principles and standards are incorporated into decommissioning and deconstruction plans



PEOPLE AS A FORCE FOR GOOD

AMBITION SUMMARY

Our major investments are not just about new infrastructure or technologies; they are about training and jobs, skills and education and providing our people the opportunities to do great things in the communities we serve. We want to build an inclusive, open and welcoming workplace where everyone can be themselves and do their best.

GOALS AND TARGETS

Investing in the communities we serve:

- Enable our people to achieve great things in the communities we serve

To build an inclusive, open and welcoming workplace where everyone can be themselves and perform their best:

- We will have maintained the National Equality Standard (NES) and delivered our inclusion strategy by 2019
- % women and ethnic minorities in senior leadership positions
- Inclusion index score of 80%

To inspire the next generation and build a stronger future:

- Deliver our skills and education strategy

THE **BETTER** PLAN AWARDS, PARTNERSHIPS AND BENCHMARKS

We cannot deliver The Better Plan alone. We need to foster stronger collaboration both within our business and with external partners to achieve our ambitious goals.

There is a great deal that we are proud of over the last 10 years in our journey to be a sustainable and responsible energy company. External recognition gives us the confidence that we are on the right track. We work with many partners and have received recognition through various benchmarks and awards. Here are a few examples...

<p>BETTER LIVES</p>	
<p>BETTER EXPERIENCE</p>	
<p>BETTER ENERGY</p>	
<p>SUSTAINABLE & RESPONSIBLE</p>	

WANT TO KNOW MORE?

Through The Better Plan, we want to “turn up the dial” and to be bold about being a sustainable and responsible energy business in a low-carbon and digital age.

Find out more about The Better Plan:



2030
STRATEGIC VISION

FEEL **BETTER** ENERGY

[edfenergy.com](https://www.edfenergy.com)

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Design: Design Motive

