

STAKEHOLDER dialogue



Electricity is an essential commodity, the generation, transmission and sales of which are fundamental to structuring the activities of society. The EDF Group, in every country where it is active, endeavors to build constructive dialogue with numerous stakeholders: public authorities, local authorities, customers, service providers and subcontractors, associations, shareholders, employees and unions.

Publication

of a booklet on “60 citizen initiatives for society” and distribution to all EDF stakeholders.

The publication can be consulted online at developpement-durable.edf.com

LISTENING TO THE EXPERTS

The EDF Scientific Advisory Board was created twenty years ago. Chaired today by Pierre-Louis Lions, *Collège de France* Professor and member of the French *Académie des sciences*, the Scientific Advisory Board provides EDF with insight from eminent scientific personalities that helps to direct decision-making on middle and long range research priorities. In 2007, the Board examined two issues directly related to sustainable development: research on energy efficiency and research on climate change. On both issues, the Board stressed the wealth of EDF R&D research and the quality of collaboration with the scientific community. The Scientific Advisory Board also joined with the Environment Board and the Sustainable Development Panel in thinking led by EDF

on the occasion of France's national conference on the environment (*Grenelle de l'environnement*). The discussions revolved around EDF initiatives for reducing CO₂ emissions in end-uses, particularly construction, and in electricity generation. Issues of governance were also broached.

PARTICIPATING IN NATIONAL AND INTERNATIONAL DISCUSSIONS

The national conference on the environment (*Grenelle de l'environnement*) held in France in 2007 was a major event gathering together companies, public authorities, consumer associations and environmental organizations. EDF experts contributed actively, underscoring the indispensable contribution of electricity generation based on fossil-free resources and of the use of fossil-free energy in all sectors (domestic, transportation, housing) to reducing CO₂ emissions. In terms of its generation fleet, EDF announced its intention to go beyond the European target of 20% emission reduction by 2020. It also stressed its determination to lower emissions in end-uses by using very low-emission electricity and optimal insulation.

EnBW sponsored the 2nd German Climate Congress on “The Economics of Climate Change”. This congress gathered a number of government officials and international experts, including speaker Al Gore. In conjunction with the Land and its research foundation, EnBW organized the second Baden-Württemberg Forum on Nuclear Energy. In the UK, EDF Energy contributed to thinking on national energy choices in the



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The main expectations of local authorities (here, London): proximity, social cohesion, and a commitment to helping vulnerable customers.



EDF is working with the Foundation for Action to Combat Exclusion (*Fondation agir contre l'exclusion* - FACE) to help the reintegration of those in difficulty.

face of dwindling gas production in the North Sea and of climate change. The company demonstrated the advantages to combining energy efficiency, nuclear and renewable energy.

At Group level, EDF participated in global thinking "after Kyoto". Its experts shared their insights at the UN Climate Change Conference in Bali. The Group also contributed actively to drafting the WBCSD report, which recommends the technical solutions proposed by major energy players to reduce greenhouse gases by 50% between 2003 and 2050 without compromising economic development. In 2007, EDF's

Chairman and CEO, Pierre Gadonneix was named Chair of the World Energy Congress, which brings together energy companies from more than 100 countries.

ENGAGING IN LOCAL DIALOGUE

EDF's business is deeply rooted in every corner of France. EDF representatives participate in numerous discussions in areas surrounding generation facilities (hydro, fossil-fired, nuclear, wind). Its specialized subsidiaries RTE and the distributor, now ERDF, also organize dialogue around their infrastructures, especially where new power lines are concerned.

? UNDERSTANDING

Local Information Commissions (CLI)

For each of EDF's nuclear sites, a Local Information Commission (*Commission locale d'information* - CLI) brings together 50% local authorities and 50% government representatives, chambers of commerce, labor unions and environmental associations. The final composition is set down by decree by county commissions.

The CLI meets with EDF, organizes visits, publishes newsletters and finances outside experts. The law of June 13, 2006 reinforced the CLI's role in monitoring, information and dialogue, and enables it to refer cases to the French Nuclear Safety Authority (*Autorité de sûreté nucléaire* - ASN).

FOCUS ON

The Dismantling Observatory for the Brennilis nuclear power plant brings all of the site's stakeholders together for regular discussions on monitoring the local environment. In 2007, a study conducted by a radioactivity monitoring association for western France¹ and the Laboratory for Climate Sciences and the Environment² revealed that traces of radioactivity detected in the environment in 2002 (actinium 227) were of natural origin. These results were presented to the Observatory in 2007, concluding several years of study on the subject.

1. (*Association pour le Contrôle de la Radioactivité dans l'Ouest* - ACRO).
2. (*Laboratoire des Sciences du Climat et de l'Environnement* - LSCE).

Our stakeholders



Customers and consumer associations

MAIN EXPECTATIONS

- Quality-price ratio, service, reliability of supply, market and product information, transparency, advice, fair treatment, consideration.

VEHICLE

- Satisfaction surveys.
- Organized consultative processes.
- Claims service.
- Social mediation and representatives.
- Business clubs.
- Customer Relations Charter.

MAIN ACHIEVEMENTS 2007

- Creation of a National Consumer Service notably in charge of measures toward vulnerable customers.
- CSR Agreement dialogue committee review on handling of vulnerable customers before and after market opening.
- Development of energy offers and/or services that promote customer energy efficiency.
- Development under industrial partnerships of "distributed" renewable energies on the scale of entire buildings.
- In the UK, partnership between EDF Energy and Mencap.
- In France, continued implementation of agreement to promote social cohesion in the city for 2005-2007.
- In Poland, launch of a project for vulnerable customers by EC Krakow in partnership with Krakow City Hall.

Government, local authorities, populations living near facilities

MAIN EXPECTATIONS

- Quality public service.
- Regional responsibility: local service, social cohesion, vulnerable customers, local development.
- Responsibility to society at large: human rights, principles of the Global Compact.

VEHICLE

- Contracts, agreements, partnerships, cooperation with government and local officials.
- Support for local employment and economic development.

MAIN ACHIEVEMENTS 2007

- Continued application of Public Service Agreement signed with French government.
- In France, participation at all power plants in Local Information Commissions that bring together local officials and representatives from unions and environmental associations.
- In the UK, EDF Energy cooperation with British authorities on future energy strategy as part of the "Energy White Paper" program.
- Continued partnership with the French Agency for Environment and Energy Management Ademe to promote access to energy through lasting, environmentally sound solutions in developing countries.
- Participation in the economic development committee and continuation of program in Meuse Haute Marne, France.

Civil society

MAIN EXPECTATIONS

- Respect for Group values and commitment to sustainable development.
- Transparency and open dialogue.

VEHICLE

- Measures taking into account the legitimate expectations and interests of organizations representing civil society.
- Dialogue bodies: Environment Board, SD Panel, Scientific Advisory Board, etc.

MAIN ACHIEVEMENTS 2007

- In France, creation and deployment of a new ethical reference framework and of a network of correspondents in all EDF branches and divisions.
- Adoption of the EDF corporate social responsibility policy in October 2007.
- Meeting of EDF's SD Panel, Scientific Advisory Board and Environment Board in follow-up to the French national conference on the environment.

Employees and unions

MAIN EXPECTATIONS

- Working conditions, health, safety, respect for social and union rights, equality, recognition of work, training, diversity.
- Extension of employee rights to subcontractors.
- Awareness and training on sustainable development.

VEHICLE

- In-house surveys and communication: yearly reviews.
- Local, national and European (European Works Council) bodies of social dialogue.
- Social agreements and equality tracking.

MAIN ACHIEVEMENTS 2007

- Meeting of the EDF Group's global CSR Agreement dialogue committee in April 2007.
- Toll-free number "life in the workplace" for 30,000 EDF employees tested for six months.
- In France, signature of eight agreements in 2007, notably one on gender equality.
- In France, negotiations on the reform of special pension schemes and signature of an employee agreement on January 29, 2008 by four union federations. Employee communications campaign on the reform.
- Organization of Group-wide Sustainable Development Awards.
- Launching of the in-house information program *Action Planète*.





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Suppliers and subcontractors

MAIN EXPECTATIONS

- Loyalty, fair treatment, lasting business relationships.

VEHICLE

- Information sessions.
- Supplier clubs.
- Partner clubs.
- CGPME (French federation of SMEs) watch committee.

MAIN ACHIEVEMENTS 2007

- Supplier charter included as appendix to all EDF contracts.
- First supplier audits by EDF and Demasz.



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Shareholders, investors, financial community, rating agencies

MAIN EXPECTATIONS

- Economic performance profitability.
- Transparent, reliable, exhaustive information on the organization, business results, strategy and sustainable development.

VEHICLE

- Reporting.
- Information sessions.
- Specific actions aimed at shareholders.

MAIN ACHIEVEMENTS 2007

- SD Report, *Document de référence*, Management Report.
- Improved procedure for upward flow of a selection of environmental and social indicators published in EDF Group's Sustainable Development Report (moderate assurance).
- Processing of investor survey on CSR during roadshow.
- Free distribution of shares to employees.

Non-governmental organizations (NGOs), associations that help the vulnerable and environmental associations

MAIN EXPECTATIONS

- Open dialogue and transparency.
- Partnerships.
- Support for general operations and specific projects.

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- Partnerships, cooperation, support through foundations.

MAIN ACHIEVEMENTS 2007

- Cooperation with Care France to roll out a prevention program against HIV/AIDS.
- Electrification operations using renewables in the Mékong region and in West Africa with the Energy for the World Foundation (*Fondation Energies pour le Monde* - Fondem).
- EDF Foundation support for *Samu Social*, *Secours Populaire*, Red Cross, *Restos du Cœurs*, French paralytic association, French muscular dystrophy associations (Telethon).
- See EDF Foundation report 2007 at www.edf.com.
- Global Village Energy Partnership (GVEP): EDF participation on project committee.
- Continued skills support for ESF (new and existing projects).
- Signing of partnerships between EDF Foundation, *Diversiterre*, the French Nature Reserves, the Littoral Conservancy, the Nicolas Hulot Foundation and the French birding association the *Ligue de Protection des Oiseaux*.
- Distribution in China of a booklet for children in the countryside on wise use of electricity thanks to the women's association *Association des femmes de Chine*.
- Partnership with Aquitaine regional environmental office (*Direction régionale de l'environnement* - DIREN) for the protection of the bearded vulture in the Pyrenees Mountains.
- Signature of a three-year partnership agreement between EDF and the Berre Marsh fishermen's federation in September 2007.

International organizations

MAIN EXPECTATIONS

- EDF contribution to public energy policy.

VEHICLE

- Participation in international organizations and meeting on energy and on sustainable development.

MAIN ACHIEVEMENTS 2007

- Pierre Gadonneix named Chairman of the World Energy Council in 2007.
- Active contribution to developing the WBSCD's "Caring for Climate" project.
- Cooperation with the World Bank, European Development Fund, the German development bank KfW and the French Development Agency to define models on how to improve access to energy in developing countries.
- Participation in hydroelectric plant project in Madagascar within the framework of the Clean Development Mechanisms (CDM) supported by the e8.

Research partners (schools, universities, international institutions)

MAIN EXPECTATIONS

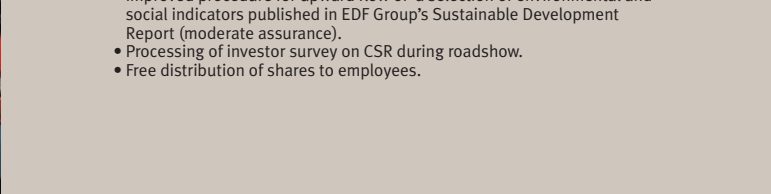
- Support for university research and training.
- Cooperation with research organizations.

VEHICLE

- Partnerships with universities.
- Participation in conferences.
- Learning institutions (Chairs).

MAIN ACHIEVEMENTS 2007

- Creation of the European Center and Laboratories for Energy Efficiency Research (Ecleer) in Renardières, France, in association with the Paris *Ecoles des Mines* and the Lausanne Federal Polytechnic.
- In Germany, EnBW hosted the 2nd German Climate Congress gathering government officials and scientists.
- Continued EDF support for Chairs of sustainable development at the *Ecole Polytechnique*, Paris Dauphine and the University of Troyes.



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