

Improving the social impact of our network in the community

Challenges and business commitments

- Every year a significant number of people are injured or even killed as a result of coming into contact with our network.
- There are approximately 8,500 cable damage incidents – where our network is accidentally damaged by third parties.
- As well as the human cost, these incidents usually lead to power cuts, which prove difficult for the wider community.
- As a business we published a clear ambition to extend our ‘Zero Harm’ approach to health and safety into the community.
- By 2012, we will have reached at least one million children in the UK through our safety programme.

Spreading the word

UPDATE

Safety in education: In 2008 we boosted our team to eleven education advisors. As well as primary schools, we are extending our message to include secondary and infant schools. Our high-impact, interactive safety visits bring to life the dangers of coming into contact with our network equipment. We reached over 111,000 children in 2008, and are on course to reach 170,000 children this year.

The visits are supported by ‘Junior Citizen/ Crucial Crew’ community events together with other agencies such as the emergency services. We are planning to ensure continuation of Crucial Crew in Norfolk by taking over the principal sponsor role. These events also provide a wonderful opportunity for Networks staff to volunteer to help as part of the Helping Hands scheme which allows employees two days’ company time a year to do voluntary work.

Our highly-acclaimed ‘Power Up’ website provides an interactive learning resource, perfect for homework and enabling schools to share best practice. We are investing in a major update to improve the safety message and support for the curriculum – with the aim of doubling the number of children we reach every year.

IMPACT

We began 2009 with a head teacher survey to measure our impact and help plan future actions. Our survey of 100 schools proved that:

- Teachers at schools we visited are 49% more confident in their pupils’ understanding of the dangers of electricity and electrical equipment than those not visited.
- 98% of teachers agree the content is relevant to children’s needs.
- 76% of teachers have rated Safety in Education as an ‘excellent’ learning experience, and 87% of children rated it as ‘good’.
- 89% of schools surveyed have said that the Safety in Education programme has helped to teach citizenship to its pupils.

UPDATE

Air Ambulance safety: Last year we funded the CAA’s approval process and the purchase of a Powerline Detector, now in daily use by the East Anglian Air Ambulance. In the past, avoidance of the lines depended on the skill of the pilot and good visibility. This system detects the proximity of the overhead power lines and alerts the pilot. We are currently in discussion with the Kent Air Ambulance and we aim to support all air ambulance charities in our region during 2009.

IMPACT

- Providing line detection equipment in two air ambulances covers approximately 50% of our network area.
- Our support of the East Anglian Air Ambulance has now led to Sir David Jason’s high-profile patronage of the Air Ambulance Association

UPDATE

Substation watch: This invaluable partnership continues our links with Neighbourhood Watch groups and the police to encourage communities to report suspicious or dangerous activity to our hotline number. This helps us reduce vandalism, trespass and fly-tipping.

NEW

Preventing cable strikes: We offer site visits, safety presentations and plans to all contractors to minimise the likelihood of cable damage. We identified the Forestry Commission and the National Access Scaffolding Association as organisations whose employees and contractors are at particular risk of coming into contact with overhead lines, and work proactively with them to minimise risk.

IMPACT

We have improved the level of service to the communities by reducing cable strikes by 15% (the commonest cause of power cuts). Continuity of supply is particularly important to vulnerable customers for whom a power failure can be life-threatening.

NEW

Helping the leisure community: We raise awareness within the fishing, sailing and outdoor sports communities about the risk of hitting power cables, e.g. with fishing lines. We advise on techniques to stay safe and attend major events like Tacklefest and ‘Fish’O’Mania’, which attract thousands of people.

NEW

Reaching rural communities: We also take our very popular safety exhibit to county shows, where we have a dramatic ‘power pole’ demonstration showing what happens when electricity strikes. Almost 600,000 people attend the shows at which we exhibit.

IMPACT

- There has been an 18% reduction in the number of hospital admissions and fatalities in our network area when comparing 2008 to 2007.
- There were 10% fewer incidents due to contact with network equipment over the past year.

UPDATE

Employee engagement: EDF Energy encourages all staff to volunteer through its Helping Hands scheme which gives two work days a year to get involved in the community. We also have a network of volunteer ambassadors, allowed two hours a week, set up to develop stronger links between EDF Energy and the communities it serves. In 2008/9 a modular framework was introduced covering Community, Environment and Education to provide support, focus and training. Our annual Networks Recognition Awards celebrate the success of our people with categories such as Environmental Advocate and Community Award.

IMPACT

- 216 Networks colleagues have signed up as ambassadors
- Over 1,000 hours volunteered per year to support our Safety in Education message
- Six teams totalling almost 50 employees carried out a programme of works in partnership with The Broads Authority.

Forging internal and partnership initiatives to improve our environmental performance

Challenges and business commitments

Challenges:

- As well as being an energy company, we also recognise that we are a major energy consumer.
- Our vehicles cover 80m miles/year.
- In 2006, we only recycled or re-used 18% of excavated street works waste material.
- In 2006 our recycling rates were 41%.
- A growing skills gap with an ageing skilled workforce and an insufficient supply of new recruits and students of science, engineering and technology.

As published in our Climate Commitment, we have committed to:

- cut CO₂ emissions from our offices and depots by 30% by 2012.
- cut CO₂ emissions from our transport by 20% by 2012.
- eliminate waste to landfill from streetworks completely by 2020.
- increase the recycling rate for our office and depot waste to beyond the national average (minimum 65%) by 2012.

Initiatives

NEW

A 'drive' towards reducing CO₂ from transport:

We have introduced a range of measures to drive our emissions down:

- Tyre pressure indicators, speed limiters, weight checks and removal of unnecessary roof racks.
- Fleet changes, down-sizing, Euro 5 for HGVs, and bolt-on hybrid trials for Ford Transit vans.
- Annual replacement programme matched to CO₂ savings.
- New driver risk assessment, driver permits and driver training plan.
- UK plug-in hybrid trials – only one in UK
- Electric Smart car trials

IMPACT

- We have cut transport CO₂ emissions by 7% from 2006 to 2008 and are on target to meet our 20% goal by 2012.
- EDF Energy's Head of Transport, Chris Pascall was named Fleet Manager of the Year at the Green Fleet Awards in September 2008.

NEW

Vegetable oil transformer: EDF Energy Networks has switched on what is believed to be the world's first purpose-built transformer using vegetable oil. If the trial in Luton is successful we plan to roll this out to other substation sites.

IMPACT

This greener alternative to mineral oil has better coolant and insulation properties as well as greater fire resistance. Should a spillage occur it is much less harmful to the environment.

UPDATE

Streetworks initiative: In partnership with Surrey University, this research continues to help contractors reduce the waste they send to landfill when excavating and refilling more than 80,000 holes in roads each year.

IMPACT

We have reduced waste to landfill from 56% and last year only put 18% of street works material in landfill.

NEW

Project RAKE: In partnership with Veolia Environmental Services, our scheme to improve recycling, reduce waste and reduce the amounts we send to landfill from our offices and depots. All sites, wherever practicable, have similar recycling containers and signage so that employees know where, how and what to recycle. Having achieved a level of success we are now focusing on providing field colleagues with the opportunity to segregate and recycle waste.

IMPACT

- Recycling in our main offices and depots has risen from 18% in 2005 to 41% in 2008.
- In addition we have reduced the energy consumption of our offices and depots by 15.7% between 2006 and 2008.

NEW

Bankside substation: Our substation at Bankside is undergoing a re-build which includes the installation of six transformers. As the substation is co-located within the Tate Modern Gallery, the opportunity was taken to install a developmental heat recovery system from the heat generated from the transformer losses. We are working with other partners such as Westminster City Council to develop similar systems.

NEW

Greening the supply chain: In terms of partnerships, we have also committed to encourage our suppliers to adopt our high environmental standards in the key areas of Health and Safety, waste management and carbon reduction.

We do this by:

- Agreeing targets with suppliers that directly link to our Climate and Social Commitments – waste to landfill, training days and Health and Safety.
- Setting 'improvement plans' to translate these targets into action and regularly reviewing progress against them at quarterly meetings.
- Running workshops to help them learn how to improve.

IMPACT

A supplier survey demonstrated that 81% of suppliers have invested more to improve their environmental performance (25% investing "substantially") specifically as a result of their engagement with EDF Energy.

Partnerships to tackle the skills gap

We work in partnership to tackle skills shortages and provide employment for the community, and a steady supply of quality engineers to service the network into the future.

Initiatives

NEW

Secondary schools: We have contacted all secondary schools in our area with a careers and recruitment message. Every science and technology specialist status school (approximately 140) has been approached by phone and sent a tailored message.

IMPACT

School careers visits to our locations in Bury St. Edmunds and Potters Bar with more to follow.

NEW

Suppliers: Our supply chain plays an important role in the environment, so suppliers are set targets in terms of training and employee skills development.

IMPACT

A supplier survey revealed that nearly three-quarters of our suppliers are investing more in training specifically as a result of their relationship with EDF Energy, and over 40% are investing more in apprenticeships.

NEW

Power Academy: We are co-founders and sponsors of the Power Academy supporting engineering university students with scholarships, help with fees, living expenses, work placements and long-term career prospects.

IMPACT

25 students a year are supported through the Power Academy.

NEW

Royal Academy of Engineering: We are investing £80k per year in a four-year project sponsored by the Royal Academy of Engineering, with London South Bank University as the lead academic partner

UPDATE

Industrial Trust: We continue to support The Industrial Trust with the fully-financed secondment of a senior manager to the SE Regional Director role and a manager for the East of England area.



Our support of the East Anglian Air Ambulance has now led to Sir David Jason's high-profile patronage of the Air Ambulance Association.



The green vegetable oil-filled transformer installed at a substation in north Luton. The fluid is made from edible seeds.



Our dramatic 'Power Pole' demonstration shows what happens when electricity strikes.

External recognition of our social responsibility

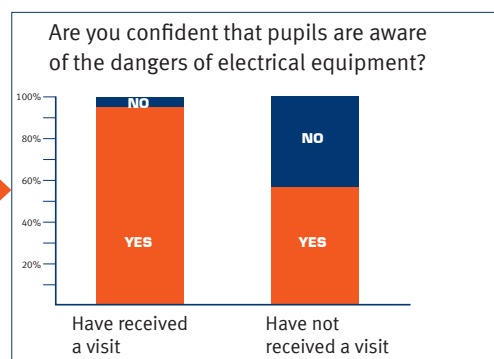
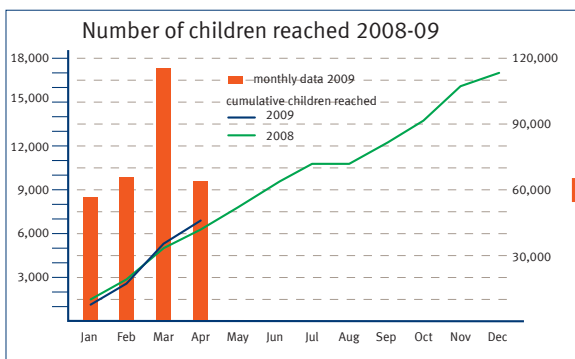
2008: EDF Energy awarded Platinum status in Business in the Community's 'Corporate Responsibility Index'. Our score of 99% ranks us as one of the most socially responsible businesses in the UK, and the most socially responsible energy company. Further confirmation came with the Chairman's Special Commendation in their 2008 'Company of the Year' category.

2008: EDF Energy Networks earned two recognitions in the Utilities Achievement Awards, one for our supply chain, one for our support of vulnerable customers.

2008: Head of Transport Chris Pascall won Fleet Manager of the Year at the Green Fleet Awards.

2009: EDF Energy Networks earned three prestigious BITC Big Tick Awards for our work in the supply chain, public safety and safety in education.

Safety in Education: children reached and impact



"Now I know how powerful substations are, I am trying my best to be even more careful when I am out and about"

A child from Prettygate Junior School, Colchester

"I really feel that the children learned significantly from the input"

Rebecca Davis, Christ Church School, Purley

"I am sure that the message will be remembered for a long time to come"

Miss L Farley, Wrotham School, Sevenoaks

