



Energy for development



© La Médiathèque EDF – Stéphane Remael

EDF's commitment to quality public service in the electricity sector has always been based on values of excellence and corporate responsibility to the community. Today, as a global energy company, EDF aims to constantly enhance Group performance while contributing to a sustainable global energy future. We have thus made sustainability an integral part of all our businesses. We remain convinced that our staying power is closely linked to the well-being and prosperity of our staff, our customers and the wider community.

As proof of our collective commitment to sustainability, we signed the Global Compact in 2001. It is our collective commitment which is the key to our success. At all levels of the Group, EDF staff are actively involved in contributing to the implementation of the company's global sustainable development strategy. This translates into objectives of social and environmental responsibility implemented Group-wide through daily behaviour and decisions and guaranteed by a focus on long-term profitability.

Our environmental commitment, which is deeply rooted in our values of corporate responsibility, is to optimise energy efficiency and constantly upgrade our environmental performance. In 2003, certification was a key objective leading to 90% certification by the beginning of 2004. We are well on our way to reaching our initial objectives to achieve full ISO 14001 certification for all EDF Group facilities by the end of 2004.

Our social commitment, which applies to our staff, our customers and to the wider community, centres on health, safety, education and assisting vulnerable customers. We sponsor educational programmes in Argentina and Brazil, engage in vaccination programmes for the Laibin B employees and their families in China, and assist low income customers. Our objective to ensure equal access for all customers under the best possible conditions is based on our commitment to quality public service.

These initiatives, grounded in our ethics policy, are being supported and developed by a Group-wide effort to enhance awareness of sustainability issues. In 2003, we launched our Sustainable Development Awards which brought together hundreds of EDF teams and their partners.

Responsibility and accountability are at the centre of all our businesses, as expressed in our Agenda 21 charter of Group-wide commitments.

- In generation, we ensure that our balanced energy mix meets demand at competitive prices, even under challenging climatic conditions, such as the summer heatwave we experienced in 2003. We work hard to ensure safety and the preservation of natural resources. Wherever we are active, we are developing sustainable solutions which tap into local resources: gas in Egypt, Mexico and Ivory Coast; hydro-power in France, Latin America and China. We are committed to other forms of renewable energy, with one of the largest wind-power capacities worldwide, and R&D programmes on solar energy and fuel cells. All our facilities operate under stringent safety standards.
- In distribution and transmission, we guarantee continuity of service in urban and rural environments, including in remote areas, in ways which are safe and do not impact destructively on the environment. Recent events have shown how crucial this is to the very fabric of society.
- In sales and marketing of electricity, gas and energy related services throughout the world, we provide a wide range of global solutions at competitive prices to suit the diverse and specific needs of all customers, whether industrial, commercial, residential or local authorities. We work closely with these customers to develop innovative, environmentally sound and energy-efficient options. We are also committed to helping low-income customers worldwide with appropriate and viable solutions.

We are preparing for further market opening in France, where 70% of the market will open in July 2004, and we are operating successfully in a competitive environment in Europe and in the rest of the world. We are committed to constantly improving the quality of our dialogue with all stakeholders, which will be one of our key priorities in coming years. Our European works committee provides an important forum for constructive exchange. Open dialogue with all outside stakeholders is also one of our top priorities. In France we launched the *Gagner Ensemble* initiative in 2003, bringing together staff, customers and local officials. We also work with a wide variety of associations, administrations and elected officials to ensure constant accountability of our activities and to promote environmental and social partnerships.

We are convinced that our long-standing values of service and excellence, and our commitment to sustainability give us a valuable competitive edge.

François Roussely
Chairman and CEO of Electricité de France