

CASE STUDY

MAKING WORK WORK | EQUITY, DIVERSITY AND INCLUSION

To tackle inequality and provide accessible opportunities for all, EDF is working to support vulnerable customers and provide access to jobs and training opportunities to local communities. EDF aims to be a great place to work by enhancing equity, diversity and inclusion for colleagues and the supply chain.



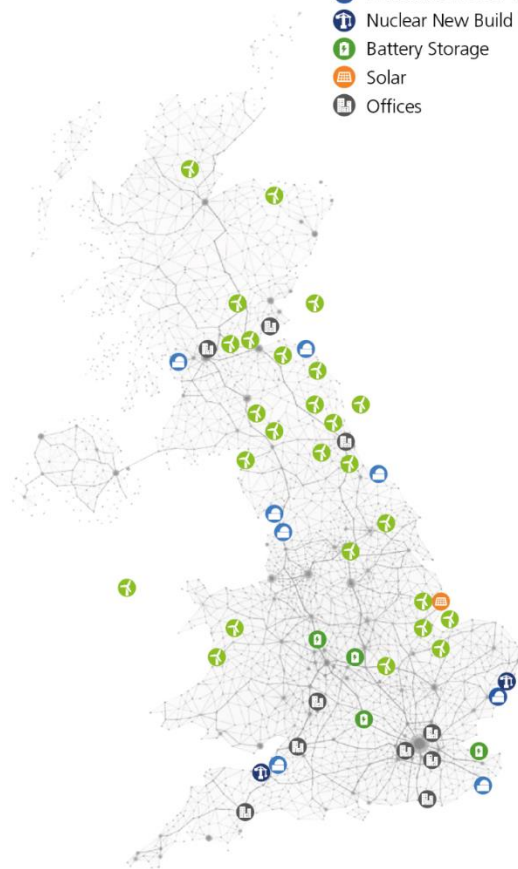
About the company

EDF is the country's biggest generator of zero carbon electricity and supports customers in decarbonising their energy usage. Its purpose is to help Britain achieve Net Zero.

EDF is a leading investor and industrial developer of wind, nuclear and solar generation alongside energy storage, efficiency and other new technologies to support the transition to a low-carbon economy.



- Windfarms
- AGR Nuclear Stations
- Pressurised Water Reactor
- Nuclear New Build
- Battery Storage
- Solar
- Offices





The issue

Inequalities in terms of income, education, gender, ethnicity, sexual orientation, disability and social mobility are key issues to address in the UK and globally.

What the company did

Helping customers

EDF is one of the biggest energy suppliers in the UK with 3.7 million residential and business customers. The company has a long-standing commitment to helping vulnerable and fuel-poor households by engaging with the Government and the industry to help identify and promote ways to make energy affordable and to support customers during the affordability crisis.

EDF supports vulnerable customers by providing financial support and efficiency services to reduce their energy costs. In August 2022, more than 100,000 of EDF's most vulnerable customers were contacted to outline additional support packages, including installing smart prepayment meters to help customers manage their energy better, as well as a new Fresh Start campaign, designed to support those with existing debt.

EDF spent £5 million in financial support to customers in need in 2021 and doubled this to £10 million in 2022 through the Customer Support Fund and Warm Home Discount. On top of this, £20 million has been allocated to energy efficiency measures for fuel-poor households in 2022 through the ECO scheme.

A great place to work

At EDF, everyone is welcome. It creates the right environment where people feel able to bring their whole selves to work and that starts at the top.

EDF has set ambitious goals across a number of indicators to ensure diversity and inclusion across the workforce. By 2030, EDF aims to have 50% of senior leaders with diverse characteristics (gender, ethnicity, sexual orientation and disability).

Employees are recruited from the widest possible pool of talent to make sure that the workforce is a true reflection of communities and customers. 50% of new starters in 2021 had one or more of these diverse characteristics and 62% of EDF's talent pipeline is female.



The Prince's Responsible Business Network

HOW BITC HELPED EDF

EDF is a founding member of BITC. Membership provides access to member-only tools, guides, case studies, networking opportunities and events. EDF is a proud signatory to the [BITC Race at Work Charter](#), to ensure ethnic minority employees are represented at all levels in the organisation.

Socio-economic contribution

EDF is making a strong socio-economic contribution in the UK, supporting customers, local economies and communities, and developing the STEM skills of tomorrow's energy innovators.

EDF aims to be a leader developing in nuclear skills with more than 980 apprentices trained to support the Hinkley Point C project to date and £3.2 billion spent directly with local businesses in the South West. The projected economic value to the UK from Hinkley Point C is £18 billion, with 3,800 British businesses involved and 15,000 new jobs created to date. The Hinkley Point C Jobs Service helps to ensure that local people can access employment opportunities during construction and operation.

The Sizewell C project, currently in planning, has the potential to build on the success of Hinkley Point C. EDF is leading a consortium of academic and industrial partners to explore ways of using low-carbon heat from Sizewell C to power a Direct Air Capture (DAC) system to remove carbon dioxide (CO₂) from the atmosphere.

IMPACTS AND OUTCOMES

- Wellbeing: Improved staff wellbeing and support for vulnerable people in the community.
- Diversity: A workforce and culture that reflects the diversity of the local community.
- Skills and employment: Improved opportunities for local and SME organisations and for young and disadvantaged people.

FOR MORE INFORMATION ON HOW EDF OPERATES AS A RESPONSIBLE BUSINESS, READ ITS SUSTAINABLE BUSINESS UPDATE: [EDFENERGY.COM/ SUSTAINABILITY](https://www.edfenergy.com/sustainability)



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Talk to one of our expert team today to learn how membership of BITC can help you take your responsible business journey further, and drive lasting global change.