

## Enedis unveils its industry and society project 2020-2025, with the aim of becoming France's preferred public service provider while supporting the environmental transition

*With its new industry and society project 2020-2025, Enedis aims to reconcile outstanding industrial performance with a sustainable, local and customer-centric approach, keeping pace with changes at work today and anticipating those of tomorrow. This is the essence of the industry and society project 2020-2025, designed in partnership with Enedis employees, customers and stakeholders.*

### "The world is changing, so is Enedis": three ambitious goals to speed up the environmental transition

In 2025, strong industrial and economic performance will not be possible without social and environmental excellence. With France fully mobilized to bring about its green economic renewal, Enedis, the public service in charge of the French electricity distribution network, intends to contribute actively to the environmental transition throughout the country and play a major role in the French electricity sector.

#### With this in mind, Enedis has set three ambitious targets:

- **21<sup>st</sup> century public service.** Thanks to its robust and high-quality network, Enedis already guarantees a quality power supply to all residents of France, 24 hours a day, all while maintaining the highest standards of health, safety, quality and economic efficiency. The digital transformation already underway in the company is leading to greater flexibility and innovative services to support new uses of electricity.
- **Leadership to inspire a revolution of confidence.** The future depends on Enedis' ability to retain the trust of its customers. This requires everyone to be actively involved, with each team taking on more responsibility to enhance efficiency in the company.
- **Close partnership with every region,** offering solutions tailored to local expectations and challenges with the aim of accelerating environmental transition.

Ambitious and innovative, **the company is committed to successfully implementing these changes through a dual focus:** reinforcing its expertise to better serve the environmental transition, and simplifying the day-to-day lives of its employees to in turn simplify the lives of its customers.

At the launch of this new business project, **Marianne Laigneau, Chairman of the Board of Directors of Enedis, said,** *"If I had to sum up Enedis' new industry and society project, I would use two words: technology and people. The green transition must be rooted firmly in our public service DNA in order to deliver a reinvented customer experience, with smarter grids offering greater operational efficiency. We are proud of this ambitious and innovative project, the fruit of our collective intelligence, and we are determined to implement it for the benefit all residents of France. With this in mind, we will be accelerating our investment schedule, with €70 billion planned between now and 2035. I firmly believe that working together to build the company of tomorrow means rising to the challenge of a responsible transformation to champion the environmental transition."*



A public service provider, Enedis manages the French electricity distribution network. The company's 38,000 employees serve 36 million customers, developing, operating and upgrading 1.4 million kilometres of low- and medium-voltage (230 and 20,000 volts) electricity networks while managing associated data. Enedis carries out customer connections, 24/7 troubleshooting, meter reading and all technical interventions. It is independent of the energy suppliers responsible for marketing and managing electricity supply contracts.



#### **In concrete terms, Enedis has made 8 commitments for 2025:**

- Aiming for zero serious or fatal accidents for its teams and service providers
- Halving the time it takes to connect customers by 2022
- Reducing its carbon footprint by 20% by 2025 and achieving carbon neutrality by 2050
- Restoring 90% of customers to the grid within 2 days in the event of a major weather incident on the network
- Offering one of the best value for money propositions in Europe
- Achieving an employee engagement index of 70% in 2024 (vs. 58% in 2019)
- Enabling 100% of customers to monitor their consumption via the smart meter, and to take advantage of innovative offers from their supplier
- Creating 20 new activities (energy communities, electro-mobility solutions, data services, etc.) through projects and/or partnerships

#### **Focus on 4 commitments**

##### **A commitment to quality public service: Enedis makes life easier for its customers**

- Enedis is committed to making access to electricity easier, faster and smoother thanks to a simpler, more digital customer journey that better meets customers' needs. To achieve this, the company is reinventing its internal approach, particularly for electricity connections, and intends to halve the time it takes to access the network by 2022. This means providing better support for customers, particularly individuals and professionals, throughout their relationship with Enedis.

##### **A commitment to regional energy efficiency: Enedis aims to make it easier to manage consumption**

- With Linky smart meters, Enedis is committed to supporting French regions by providing innovative solutions for greater control over energy consumption (monitoring consumption, option for suppliers to propose tailor-made offers, reduction of energy consumption in public buildings, optimisation of street lighting thanks to consumption data, solutions for reducing energy insecurity, easier installation of renewable energies, home generation projects).

##### **A commitment to the planet: Enedis is aiming for carbon neutrality by 2050**

- By 2025, Enedis intends to reduce its total CO<sub>2</sub> emissions by 20% compared to 2017. The company already boasts the 2<sup>nd</sup> largest fleet of electric vehicles in France, and aims for a 100% clean light vehicle fleet by 2030.
- By the end of 2025, the company will have begun replacing its current mobile generators with carbon-free mobile storage solutions (batteries or hydrogen fuel cells). Testing of these solutions will start in 2021 in Low Emission Zones (LEZ) in 2021, and they will be showcased at the 2024 Olympics.
- Finally, Enedis is also committed to eliminating 100% of single-use plastics by 2025.

##### **A commitment to society: Enedis aims to strengthen the impact of its CSR approach**

- Enedis has been awarded the Supplier Relations and Responsible Purchasing label (RFAR). In 2019, the company made purchases worth €4.7 billion, 53% of which were from small businesses. 95% of purchases are carried out in France.
- Enedis is committed to expanding and consolidating responsible procurement and operations by the end of 2022.

#### **Industry and society project 2020-2025: an unprecedented initiative**

From May to September 2020, the entire company came together, under the leadership of Marianne Laigneau, to build the new face of Enedis, setting out its ambitions and commitments for the benefit of customers and the electricity sector. This company project comes about in an exceptional context, with the Covid-19 crisis highlighting the fierce urgency of the environmental transition. The participatory design and planning process inspired considerable enthusiasm:

- almost 50% of employees participated,
- 10,000 employees contributed to developing the main thematic priorities,
- At the same time, 2,500 interviews were conducted with external stakeholders (customers, elected officials, distribution authorities, associations, service providers, suppliers).



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