

www.innogy.com/360

Innogy 360

Corporate Responsibility
Report 2002



We are delivering on our vision to
integrate corporate responsibility
from the core of our business

The aim of the Innogy 360 Report is to provide an overview of our approach to corporate responsibility. In this Report we aim to deliver a well-balanced assessment of our progress and to set out our future objectives.

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Front cover image: Snowdonia National Park. Innogy Hydro have sponsored a number of projects as part of the Park's Biodiversity Action Plan.

Chief Executive's Statement



I am pleased to present Innogy's first Corporate Responsibility Report, which covers the period from 1 April 2001 to 31 March 2002. This builds on last year's Environmental and Social Performance Review and continues the environmental performance reporting begun by National Power in 1992. The Report sets out our performance against existing targets over the past year and the challenges we have set ourselves going forward.

Over the last year Innogy has undergone significant change to become a leading integrated UK energy company. The acquisition of Innogy by RWE, a German multi-utility company, was completed on 27 May 2002. Our retail business npower has become one of the UK's largest suppliers of gas and electricity. As a result, we are conscious that we now have a significant responsibility to a large number of customers. We also remain one of the UK's biggest energy producers, and have established a significant trading capability. Our activities also encompass energy generation from renewable sources, generation from combined heat and power plant, and the development of new technologies, including our utility-scale storage business, Regenesys. We also offer energy consultancy services, and our engineering and operations expertise is in demand around the world.

We are committed to carrying out our business with a sense of responsibility for the environment, our customers, our employees and for the communities in which we work. We are also committed to integrating the wider principles of sustainable development into our business

practice through our approach to corporate responsibility. Whilst I believe that we have made a good start in relation to corporate responsibility, we are conscious that in some areas we are only just beginning to put in place systems that will deliver the first-class performance we expect for the future.

We are also keen to play our part in the wider industry debate on sustainable development. We have actively participated in the Government's review of energy policy and we endorse the Performance and Innovation Unit's (PIU) recommendations that market-based mechanisms are the best means to deliver energy and environmental policies. I was pleased to be appointed as the first Chairman of the newly established UK Business Council for Sustainable Energy (UKBCSE).

Key highlights of the year have included:

- Innogy has been included in the FTSE4Good index and the Dow Jones Sustainable Development index. We also achieved an average score of 96% in the Business in the Environment index of corporate engagement.
- For the second year running Innogy has received a RoSPA Gold Award which recognises the achievement of a very high standard of safety and health at work over a four year period, and is a credit to our staff.
- We have continued to expand our Health Through Warmth programme demonstrating our commitment to helping reduce the numbers of people living in fuel poverty. This programme will be developed over the coming year and will extend to new areas of the country.

- Over our portfolio of stations we have reduced emissions of sulphur dioxide per unit of electricity generated by nearly 40%. Emissions of carbon dioxide and nitrogen oxides per unit of electricity generated have remained at the same level whilst emissions of dust have fallen by around 20% per unit of electricity generated. This year we are reporting the details of our power station performance on our website rather than in this Report.

Targets for the coming year include:

- Continue to develop corporate responsibility management systems.
- Improve levels of customer services.
- Introduce energy efficiency products in the Industrial and Commercial and SME sectors.
- Encourage staff involvement in community projects.

We believe in open relationships with our stakeholders. We would therefore welcome your feedback on this Report. You can contact us on csr.feedback@innogy.com or by returning the enclosed feedback slip.

Finally, I am pleased to say that this Report has been independently verified by Lloyd's Register Quality Assurance.

Brian Count
Chief Executive Officer

"We are committed to carrying out our business with a sense of responsibility for the environment, our customers, our employees and for the communities in which we work." Brian Count, Chief Executive Officer

Vision and Strategy

Our vision is to create a leading integrated energy business that delivers value and profitable solutions to our stakeholders, while operating in an environmentally and socially responsible manner.

We recognise that our success cannot be measured solely by our financial performance. Environmental and social factors are important and in this context we are integrating the principles of sustainable development into our business practice. The UK Government's Sustainable Development Strategy states that an improved quality of life should incorporate improvements to the environment, the economy, natural resources and social progress. We support this Strategy and are committed to playing our part in it.

It is important, however, to recognise that there will be challenges between competing goals. We must find a balance between economic, social and environmental objectives. We are committed to supplying increasing amounts of electricity from renewable sources and offering our customers green energy products.

We believe that participation in activities which have environmental and social benefits can be strategically important, makes good business sense and is consistent with commercial objectives. Where appropriate, therefore, we seek to find innovative and practical solutions to social and environmental challenges. Our response goes from financial sponsorship of research projects (e.g. Factor Four, a project which looked at the problem of debt and financial exclusion) through to direct hands-on involvement (e.g. Health Through Warmth, our fuel poverty initiative).

Whilst we are keen to play our part, we believe that sustainable development will be best progressed in partnership with Government and with the contribution of all sectors of society.



Our vision is to create a leading integrated energy business that delivers value and profitable solutions to our stakeholders, while operating in an environmentally and socially responsible manner.

For more information please visit:
www.sustainable-development.gov.uk

Corporate Responsibility Policy

Our Corporate Responsibility policy sets out our approach to managing the environmental and social impacts of the business. This policy is also published on our website.

Throughout its businesses Innogy will operate in an environmentally and socially responsible manner that reflects the aims of sustainable development and is consistent with the following principles:

To integrate Corporate Responsibility into our business decision-making processes.

We recognise the importance for the company of Corporate Responsibility covering environmental, social and ethical issues and we are developing objectives and targets to support this.

To ensure effective communication and dialogue with stakeholders.

We recognise that effective communication is an essential component of our business performance. This includes dialogue with all our stakeholders, including shareholders, customers, employees, neighbours, Government and other interested parties. It means being responsive to concerns and complaints and adopting high standards of reporting on our environmental and social performance.

To continuously improve the management of environmental and social issues in our businesses.

We will meet and, where appropriate, exceed the requirements of all relevant legislation. We are establishing appropriate systems for environmental and social responsibility management at corporate, business and site level, and will set quantifiable targets to continuously improve our performance across environmental and social issues.

To recognise and encourage the contribution of our employees to improved business performance and also their contribution to the wider community.

We will educate, train and incentivise our employees to conduct activities in a manner consistent with our principles. In addition we will encourage and support employees in environmental and social action in the wider community.

Managing Corporate Responsibility

In order to develop an integrated approach to corporate responsibility across Innogy the Board established a Committee chaired by non-executive director Yvonne Constance. Yvonne will continue to chair this Committee over the next year. The Corporate Responsibility Committee is responsible for developing policy, setting targets and objectives for corporate responsibility and reviewing performance against those targets. The Committee has representatives from across the business and aims to ensure that corporate responsibility is fully integrated into business decision-making processes.

Over the past year the Committee has reviewed key issues relating to our corporate responsibility performance and has set targets. Issues discussed have included fuel poverty, our social action plan, customer satisfaction, environmental impacts of our operations, benchmarking our performance and issues associated with the supply chain.

In addition we have a Board-level Health and Safety Review Committee which promotes health and safety best practice, monitors performance against targets and tracks key internal and external issues.

Performance against Corporate Responsibility and Health and Safety targets is taken into account by the Remuneration Committee in judging overall levels of corporate performance in determining bonus levels.

Management Systems

All our major generating sites, our larger combined heat and power (CHP) stations and some headquarters functions have Environmental Management Systems (EMS) certified to ISO 14001.

npower have a programme to introduce EMS into those parts of the business that do not yet have one.

We have been actively involved in the Sigma project which is a joint project between the British Standards Institution (BSI), the Institute for Social and Ethical Accountability and Forum for the Future to develop an integrated approach to managing sustainability. As part of this pilot project we are reviewing our own management systems against the recommendations of the Sigma Guidelines.

Stakeholder Dialogue

Stakeholder dialogue is important for the effective management of corporate responsibility. We recognise that it requires communication and an appreciation of the needs of our stakeholders together with an understanding of how the business can address their needs.

Over the past year we have been involved in developing relationships with stakeholders engaged in the wider sustainable development debate, such as Green Alliance and Forum for the Future.

Our partnerships with organisations such as Greenpeace and National Energy Action (NEA) have been very successful in delivering initiatives on renewable energy and fuel poverty. We aim to identify and foster partnerships that can help to deliver our objectives on other key corporate responsibility issues.

Targets 2002/2003

Continue to develop corporate responsibility management systems and processes

Extend the scope of npower's existing certified Environmental Management System across the main areas of the business and achieve full certification by end 2003

Put in place a stakeholder action plan and associated feedback mechanisms including stakeholder audit

For more information please visit:
www.projectsigma.com

Performance 2001/2

The following sections set out our performance over the past year against the areas where we believe our operations have the most impact and also where our activities can contribute to the aims of sustainable development. We have set out our performance against the categories of:

- Marketplace
- Community
- Workplace
- Environment

Several of the areas we are reporting against are new to this year's Report and data are only reported for the current financial year. Where possible we have compared this year's performance with our performance in the year 2000/2001. In some areas we have been unable to collect data from all our sites particularly the Yorkshire and Northern parts of the retail business, due to their recent acquisition by the Group and the need to introduce robust data reporting systems. Where this is the case it has been highlighted. Progress against last year's targets is reported at the end of the Report on page 24.

Marketplace

Developing New Products

One of the ways in which we can contribute to the aims of sustainable development is through the products (tariffs and services) that we offer our customers. Some consumers want to choose products specifically for their lower environmental impact, which in the case of electricity supply can mean choosing electricity generated from renewable sources. Additionally services based on energy efficiency improvement contribute to delivering sustainable energy. We are committed to developing innovative products that allow our customers to make these choices.

This year we sold 353 GWh of green electricity (i.e. electricity linked to renewable sources of energy) contracts to large industrial users.

Through npower and our wind power business, National Wind Power, we have developed, in partnership with Greenpeace, a green electricity product called 'Juice' that enables domestic customers to buy electricity from renewable sources.

In August 2001 the UK Energy Minister, Brian Wilson, launched our innovative WindWorks service. WindWorks provides a 'one-stop-shop' for small wind energy projects. The service has been designed to help farmers and landowners develop a low-risk income stream from the wind and make a contribution to the UK's renewable energy targets.

Investment in domestic energy savings measures, such as insulation or more efficient appliances, can pay back their initial costs in a few years. We are working with Government and other agencies such as the Energy Saving Trust to identify ways to develop tariffs based on energy efficiency.

npower has established a Renewables and Consolidation Services business which offers a service to smaller and renewable generators in England and Wales. The service enables smaller generators to aggregate their output within a wider portfolio, thus reducing their risk and enabling them to compete in the wider marketplace. Since the launch of the New Electricity Trading Arrangements (NETA) in March 2001 over 50 smaller and renewable generation sites have utilised this service.

Helping Vulnerable and Disadvantaged Customers

Our supply licence conditions require us to meet a number of social objectives, particularly the needs of our customers who are vulnerable or disadvantaged. However, our approach is to go beyond the obligations set by our Regulator, Ofgem and to develop specific products that meet these customers' requirements.

We recognise that debt can be an important issue for our customers. npower has a representative on the Ofgem Advisory Group on Debt Management and Prevention. The remit of this group is to identify good practice in the prevention of debt and disconnection, and the management of debt recovery. This will be developed into guidelines for suppliers and will establish criteria for future performance reporting.

As part of our support of Ofgem's Social Action Plan we have sponsored a research project undertaken by NEA and the New Economics Foundation known as Factor Four.

Our approach is to go beyond our obligations and to develop products to meet the needs of our vulnerable or disadvantaged customers



Targets 2002/2003

Achieve 50,000 Juice customers ahead of commissioning North Hoyle

Introduce energy efficiency products in the Industrial and Commercial and SME areas

We can contribute to sustainable development through the tariffs and services we offer our customers.

For more information please visit:
www.npower.com/juice

For more information please visit:
www.windworks.ltd.uk

Developing greener energy

npower's green electricity product, Juice, is available at the same price as our normal tariff and allows domestic customers to demonstrate their support for both renewable electricity and our proposed offshore wind farm North Hoyle. When built, subject to planning consent, it will supply 50,000 Juice customers with green energy. Currently 8,000 customers have signed up for Juice. While the wind farm is being developed, green electricity will be supplied from our hydro plant and onshore wind farms.



This year we provided
11,000 of our customers
with energy
efficiency advice

The report, 'Ending Fuel Poverty and Financial Exclusion – A Factor Four Approach' looks at what role financial bodies, such as Credit Unions, could play to help the fuel poor and low-income households get access to cheaper energy payment tariffs. The Factor Four service model has been designed to integrate four key areas: energy advice; budgeting and money advice; take-up of energy efficiency measures; and bill payment.

Ofgem's Social Action Plan sets out a programme of work contributing to tackling fuel poverty. In addition the Plan requires energy suppliers to meet a number of requirements relating to provision of services to disadvantaged customers. npower has published five Codes of Practice for domestic customers focusing on this area:

- Paying for gas and electricity;
- Using electricity and gas efficiently in your home;
- Services for customers with sight or hearing difficulties;
- Services for customers who are of pensionable age, disabled or chronically sick; and
- Prepayment meter services.

The Codes are printed on the back of bills, statements and customer communications. They are sent to customers free on request and can be provided in Braille or on audio cassette. This year we sent out around 64,000 copies of the Codes to customers.

We keep a record of customers who have special needs (the Priority Service Register) and offer a range of services and facilities to these customers. Examples of these services include free gas safety checks, a password scheme for company representatives calling at customers' homes and special adapters for household appliances.

From April 2001 we have been required to report against a number of indicators to Ofgem. We have implemented changes to our information systems to be able to provide the data and because of the significant changes necessary this data is currently incomplete for some areas of the business. This year data is presented for our npower customers only and excludes data from Yorkshire Electricity and Northern customers. At the end of March 2002, 17,279 domestic gas and electricity customers were on our Priority Services Register and 15.1% of domestic electricity customers were on pre-payment meters. Less than 1% of domestic electricity customers were on pre-payment meters to recover a previously incurred debt, which they were unable to pay by other means.

This year we provided 11,000 of our customers with energy efficiency advice. Surveys indicate that a third of customers (based on 10% of customers surveyed) act on the advice provided.

Fuel Poverty

Fuel poverty is said to exist when a household needs to spend more than 10% of its income on energy to maintain an adequate standard of warmth. In 1998 around four million households in England alone were estimated to be living in fuel poverty. The Government has set an overall goal to end fuel poverty and in particular to ensure no vulnerable household is in fuel poverty by 2010.

Fuel poverty is caused by a number of factors: low incomes, poor insulation, high fuel costs or inefficient use of the heating system. Although energy suppliers can be part of the solution, eradicating fuel poverty will require a range of measures from different agencies.

Targets 2002/2003

Continue to implement systems for assessing environmental, social and ethical issues arising out of the supply chain

Improve levels of customer service

Assist 35,000 vulnerable households through Health Through Warmth and Warm Zones

For more information please visit:
www.ofgem.gov.uk

Providing essential home services

npower is one of the leading players in the energy marketplace. We are committed to developing innovative products which allow our customers to make sustainable energy choices.

npower



We are committed to helping the Government meet its fuel poverty targets and going beyond our statutory obligations. Our approach has been to work in partnership with others to improve the health and living conditions of the more vulnerable people in local communities.

Health Through Warmth

In 2000 we launched our Health Through Warmth scheme in partnership with the National Health Service, NEA and other local partners. Those who are living in fuel poverty may be reluctant to seek help, and the scheme aims to use the 'eyes and ears' of key health and community workers to identify those who seem to be suffering most. Once at-risk households have been identified they are referred to a specialist team which assesses the requirements and determines which grants are available to help fund improvements. In addition npower has set up a crisis fund providing funding for people and measures not covered by other schemes. The pilot scheme in Birmingham started in December 2000. In May 2001 the programme was extended to Wolverhampton and in October 2001 to Staffordshire, Dudley and Herefordshire. A further ten areas have been identified for the nationwide launch of the scheme in 2002.

A key aim of Health Through Warmth is to reduce the incidence of cold or damp related illnesses that result from living in energy inefficient homes. A research project is being set up (funded by the NHS with expertise from Birmingham University) to quantify the health benefits of the Health Through Warmth scheme.

Warm Zones

A similar approach is being developed through the Government's Warm Zones initiative in which npower is a key partner. This is a three-year pilot programme launched in April 2001 that draws together local partnerships involving energy suppliers, local authorities and voluntary groups.

The aims of the scheme are to reduce fuel poverty and also raise awareness of related health and energy conservation issues. In addition the scheme incorporates a benefits health check, financial advice and support programmes. Warm Zones operate by targeting all households in an area and then providing improvement measures through the grants available. Five pilot zones have been set up and npower is the main sponsor of three of these zones: Sandwell, Northumberland and Hull. npower are contributing £250,000 per year to the Warm Zone scheme.

Sandwell Warm Zone provides a good example of the benefits of this approach. Sandwell is among the 5% of the most deprived districts in England and around 35-45% of the 123,000 households are estimated to be in fuel poverty. The scheme aims to reduce fuel poverty by at least 50% giving priority to the most vulnerable households. The Warm Zones pilot schemes are being monitored to demonstrate the effectiveness of the approach. The Energy Saving Trust is undertaking this evaluation and is expected to report on results in 2002. In the period to March 2002 over 16,000 households in Sandwell had been assessed.

Energy Efficiency Standards of Performance Programme 2000-2002

We have obligations under our supply licences to achieve energy efficiency savings in customer properties – the Energy Efficiency Standards of Performance (EESoP) scheme. These obligations aim to reduce fuel poverty and to contribute to meeting the Government's targets for the reduction of greenhouse gases.

This requirement has existed for electricity suppliers since 1994 (and in future will be known as the Energy Efficiency Commitment) and was extended to gas suppliers in 2000. The Government's climate change strategy has indicated that the Energy Efficiency Commitment (EEC) programme will be key to delivering domestic savings of greenhouse

Our approach has been to work in partnership with others to improve the health and living conditions of the more vulnerable people in local communities

Health Through Warmth

Our targets for the full duration of the scheme are to:

- Extend the scheme to 20 NHS areas
- Train 20,000 key workers nationally
- Help 300,000 households

Over the past year (April 2001 to March 2002) we have:

- Provided free training for over 1700 key workers
- 1300 referrals made resulting in up to £700,000 of Government grants for these households
- Spent £155,000 of the npower crisis fund to support non-grant funded measures

For more information please visit:
www.nea.org.uk

gases over the next five years. The basis for setting targets has been revised for the next programme which will run from 2002-2005.

Under EESoP 2000-2002, npower has a total of 16 projects for delivering electricity and gas savings.

These projects include supply of low energy light bulbs, improvements in home insulation, upgrading of gas boilers to condensing boilers and the replacement of old fridges with the latest energy efficient models. We also work with Local Authorities and Housing Associations to help them achieve better energy efficiency standards in their housing stock. More details are available from npower's Energy Efficiency Standards of Performance Report 2001/2002. Finally through Health Through Warmth 800 households will receive energy efficiency measures such as hot water tank insulation, cavity wall and loft insulation. The main target for EESoP investment has been the disadvantaged and we have committed 65% of our funding to helping this group of customers.

Responding to Customers

We recognise that being available to our customers at the time they choose to contact us is a key aspect of the services we provide. Our call centres are open from 8am to 8pm Monday to Friday and 8am to 6pm on Saturday. We aim to resolve customer issues as soon as possible and when contacted by telephone we aim to ensure the issue is resolved in 48 hours. For written communications we aim to provide an initial response within five days. We publish annually the Standards of Service that we work to and our performance against these standards.

Customer Satisfaction

We welcome feedback from customers on the level of service they have experienced. Where this may have fallen short of expectations we ensure that corrective action is taken.

We will be publishing a Complaints Handling Code which will be published on bills, statements and in our customer communications. Our booklet 'Putting Things Right' will guide customers through the complaints procedure, outline how we deal with complaints and how to follow up any unsatisfactory response. The booklet will be sent to customers free on request.

Complaint Levels Within the Industry

Complaint levels for the electricity and gas supply industry are published by energywatch, the gas and electricity consumer watchdog. We closely monitor complaint levels and are working closely with Ofgem to improve our overall performance. Over the last year we have reduced marketing complaints by more than half and the changes we have made are designed to go on delivering improvements.

During the next few months we will be working hard to reduce the levels of transfer and account complaints we receive by examining both internal and external processes that can give rise to problems for customers.

Suppliers

We recognise the importance of supply chain issues within the context of corporate responsibility. Our procurement system requires major suppliers and contractors to inform us of their environmental policy and practice. We also subscribe to the Utilities Vendor Database which provides information (including environmental information) on potential suppliers of products and services. The Business in the Environment (BiE) index of Corporate Engagement indicated that our performance in this area could be improved and we are committed to reviewing our performance over the coming year.

Energy Efficiency Targets and Performance (Energy savings over the lifetime of the measure)

| | | |
|--|---------------------------|--|
| EESoP III (2000-2002) npower (excludes Yorkshire and Northern) | Target 606 GWh | Actual* 700 GWh 160 ktonnes CO ₂ |
| EESoP II (1998-2000) npower | Target 246 GWh | Actual 249 GWh 63 ktonnes CO ₂ |
| EEC (2002-2005) npower (includes Yorkshire and Northern) | Target 8365 GWh | |

* These savings are based on the predicted savings of the projects as notified to Ofgem. Actual savings will be reported following closure of the projects which are currently anticipated to be around 625 GWh, slightly below the number notified to Ofgem. More details are available from npower's Energy Efficiency Standards of Performance Report 2001/2002.

www.innogy.com/360/marketplace

Community

Community Involvement

We seek to be a good corporate citizen and to develop partnerships which create trust in the local community. We recognise that our operations, particularly of our power stations, have the potential to impact negatively on local residents and we aim to keep this to a minimum. Throughout the company we have committed to supporting local initiatives, as well as national programmes, whether through sponsorship, volunteer schemes or charitable giving. The following section outlines some of our key activities.

Community Sponsorship

National Wind Power's practice is to establish community funds at each operating wind farm in consultation with local councillors. These funds benefit the community and typically include student sponsorships, equipment for schools and village hall repairs. One such example is the provision of IT and other equipment worth up to £60,000 to support 19 schools near St Columb Major in Cornwall (associated with our nearby Bears Down Wind Farm). Local schools also received two days energy efficiency training as part of the £30,000 scheme funded by the wind farm and Cornwall Energy Efficiency Advice Centre.

npower supports a wide range of initiatives covering education, environment and supporting people with disabilities. We have supported projects in inner-city Birmingham and in rural areas.

The npower Study Support Centre at Birmingham City Football Club is a good example of partnership working at a local level that fits into a national scheme, 'Playing for Success'. The out of hours

club provides educational support for young people in the Birmingham area and makes the link between sport and education by promoting learning as fun.

We have continued to support the Federation of Disability Sports which Yorkshire Electricity has sponsored for the past eight years. In the past year we have given this organisation £50,000. The project involves sponsorship of 40 different sports for disabled people across Yorkshire.

We have continued to use landfill tax credits to fund a number of environmental and community projects around power stations and offices. Over the last year this has amounted to a total of £290,000 spent on projects including continued support for Casehill wood near Aberthaw power station, support for the Oxford to Didcot route of the Sustrans National Cycle network and a new sports pavilion at a community scheme near Swindon.

Community Volunteers Scheme

We have continued to support our employees' active involvement with local communities. This support may be in the form of direct financial assistance, use of our facilities or employees' time.

Staff are offered a range of volunteering opportunities through the Community Service Volunteer Scheme either individually or as team building activities. Over the past year over 130 employees have volunteered through this scheme.

Volunteer involvement awards are also made to staff already involved in community schemes and during this year 177 awards totalling £42,000 have been made to the projects.

We seek to be a good corporate citizen and to develop partnerships which create trust in the local community

Target 2002/2003

Undertake one significant community involvement initiative involving staff at each major location

www.innogy.com/360/community

For more information please visit:
www.natwindpower.co.uk

Supporting educational initiatives

Innogy has sponsored the National Curriculum related Science and Technology key stage 1 and 2 notes for the Mill and Engine House at Warwick Castle. The Mill was one of the earliest places to generate electricity.



Innogy is committed
to staff involvement
with charitable giving

Charitable Giving

Innogy has established a Charities Committee which makes donations on behalf of all the businesses. This Committee is administered by representatives from across the company.

Examples of donations over the past year include £10,000 to Swindon's Prospect Hospice, a charity local to our corporate headquarters, which helps people with life threatening illness. The donation was given towards the running costs of the hospice, which the administrators always find difficult to raise through donations since many companies prefer to give to a specific project or to buy something tangible. A number of staff already raise funds independently for the hospice and we were keen to support a local initiative which already captures staff enthusiasm.

Innogy is committed to staff involvement with charitable giving. We have a £ for £ policy to match staff fundraising and we have matched £53,500 over the past year. We have appointed ChildLine as our charity of the year and they will be the major recipient of our donations for 2002.

Power Station Sites

All of our power stations have local liaison committees that allow local groups to put any concerns to power station management and for the stations to present information on environmental and business performance. This year complaints around stations have increased slightly from last year. We had ten justified complaints from power station operations compared with eight last year.

In addition National Wind Power received four complaints in the past year, two of which have been resolved and two are currently under investigation. The two new wind farms brought into operation during the year resulted in pockets of TV reception disturbance. This can be a consequence of any large structure in areas where existing TV signal strength is weak. National Wind Power works with local contractors to satisfactorily resolve each situation as soon as cases are reported. There was one complaint at our hydro sites.

A new database has been developed to enable us to follow up complaints around our property sites (such as closed power stations) more efficiently.

Charitable Giving 2001/2002



We helped to fund a new location for Swindon's Greendown Playgroup which was threatened with closure.

Sponsoring community schemes

Innogy has used landfill tax credits to provide ongoing support for the Oxford to Didcot route of the Sustrans National Cycle network.



We recognise that our people need to know what we stand for as an organisation and have spent time defining our values

Integrating Our Values

We are clear that the success of our business depends on our staff. We recognise that our people need to know what we stand for as an organisation and have spent time defining our values.

Our values state that: 'In the service of our customers, shareholders, employees and our community, we value Innovation, Trust, Leadership, Commercial Excellence and Working Together.' We have specified what we mean by each of these values and are developing indicators to judge the extent to which individuals are using them in their work, and the measures we will use to judge their impact on our organisation as a whole. Each business will incorporate the shared values into their own value statements and their business practices.

Performance of the Innogy leadership group (numbering around 100 senior managers and directors) will be evaluated through a new Performance Management System (PMS) by considering the extent to which each manager has achieved their objectives and has demonstrated these values in their work.

The values also form the basis of a new Leadership Development Programme to help senior managers understand and practice the values in their daily work.

Surveys

This year two of our businesses, Trading and Asset Management and npower, have conducted employee surveys and have published the findings to their staff. Each business now has follow-up actions to which they have committed to improve the working climate in their organisations.

In the coming year, the process will be extended to cover all businesses in order to establish baselines. We intend to monitor our

values and our working climate in such a way that all our businesses, and each team manager, receives feedback from our people.

Equal Opportunities and Diversity

In February 2002 we published our Equal Opportunity and Diversity Policy which sets out our commitment to delivering equal opportunity and diversity in our employment practices. Fairness at work is essential for attracting and retaining employees, developing and sustaining good working relationships and increasing productivity and efficiency. We believe that a diverse workforce, which more accurately reflects society as a whole, is also better placed to meet the needs of a diverse customer base.

To demonstrate the Management Team's commitment, Brian Count has taken up the role of Board Champion for equal opportunity and diversity, and Diversity Champions have been appointed within each of the businesses to assist in the delivery of their business's Equal Opportunity and Diversity Action Plan.

To ensure that we continue to build on the progress we have made to date, we are undertaking a monitoring exercise to assist with the delivery of genuine equality of opportunity and diversity at all levels. We will be reporting statistics relating to its implementation in next year's Report. We continue to be active members of Opportunity Now, the Employers Forum on Age and the Employers Forum on Disability.

Health and Safety

We are committed to ensuring a safe working environment, the prevention of work-related ill health and the promotion of staff well-being. We have once again received a RoSPA Gold Award which recognises the achievement of a very high standard of health and safety at work and is a credit to our staff.



Targets 2002/2003

Undertake corporate employee survey, provide feedback to staff and act on major findings

Continue to develop key performance indicators for employee issues

Integrate values into business processes through implementation of performance management system

We value innovation, trust, leadership, commercial excellence and working together.

Building team motivation

We are, first and foremost, a people business. The Innogy sailing team comprises crew members from all parts of the company – epitomising our team spirit.



Workplace continued

Regrettably, in the course of the year there was a contractor fatality at a closed power station undergoing demolition. In addition an asbestos incident at Tilbury power station in January 2001 involving a contract electrician resulted in Innogy being fined £2,500 for a breach of asbestos regulations. The company has taken both incidents very seriously and as a result has reviewed relevant control and management systems making improvements in training and provision of information where necessary.

Through the Health and Safety Review Committee we have identified corporate objectives and targets for measurement of health and safety performance. Our overall Group objectives are to:

- Ensure continuous improvement in health and safety.
- Review performance against external health and safety benchmarks.
- Ensure zero prosecutions for health and safety.

Benchmarking by external groups, including RoSPA, has demonstrated good overall performance and we achieved upper-quartile performance and a Gold award.

Employee Driven Safety

Our behavioural safety programme remains a key element of safety improvement within Innogy. Site-based teams work to unlock the value of behavioural safety intervention and employee-led teams have developed three active pilot processes designed to engage the site workforce, maintain attention on frontline safety and verify and check the frontline risk assessment.

Occupational Health*

Our voluntary health screening programme enables employees to have a 'check up'

which includes advice on modification of disease risk factors which relate to lifestyle.

The programme has been running in parts of Innogy for several years and in those areas the data show a 66% uptake for screening. The programme is currently being extended to other parts of the company, including npower. A large survey of staff perceptions of pressure was carried out in July 2001 with 1000 questionnaires completed. This demonstrated differences in perceptions both between the businesses and within each business and has led to a commitment to improve training in stress for managers and to enhance stress awareness in staff. The training will ensure that managers have a greater understanding of the subject, can recognise and assist staff who may be experiencing stress and can perform statutory risk assessments. Systems are currently being established to collect additional data for future years.

Work-Related Ill Health

Benchmarking has demonstrated that most of our businesses have better quality data on work-related ill health than many UK companies and we have begun to install similar data collection systems in npower. It will then be possible to quantify the amount of occupationally related illness in that business. Elsewhere our systems show there are very few cases of occupational skin disease, low back pain or work-related musculoskeletal disorders. Measurement of hearing in those staff exposed to hazardous noise has identified ten employees who have suffered any damage to hearing in the past three years. This confirms that our noise control measures are generally effective.

* This section excludes data from npower.

Our behavioural safety programme remains a key element of safety improvement within Innogy

Health and Safety

Key indicators for monitoring performance are Accident Frequency Rates (AFR), Recordable Injury Rates (RIFR) and the number of Dangerous Occurrences (DO – as defined in RIDDOR) for both staff and contractors.

| | Staff* | | Contractors | |
|--|--------|--------|-------------|--------|
| | Actual | Target | Actual | Target |
| AFR (Accident Frequency Rates) | 0.18 | 0.14 | 0.6 | 0.5 |
| RIFR (Recordable Injury Rates) | 3.18 | 2.8 | 6.7 | 6.7 |
| No. Of DO's (Dangerous Occurrences) | 3 | <9 | N/A | N/A |

* Excluding O&E staff based overseas.

www.innogy.com/360/workplace

Ensuring a safe and healthy working environment

We are committed to ensuring a safe working environment, the prevention of work-related ill health and the promotion of staff well-being.



Innogy is committed to growing its renewables business

Climate Change

Evidence suggests that emissions of greenhouse gases caused by human activity are accumulating in the atmosphere and are starting to change our climate. Climate change is a global issue and will require a global response through measures such as the Kyoto Protocol. The UK climate change programme sets out how the Government proposes to meet its targets under the Protocol.

The electricity sector is currently responsible for around 20% of greenhouse gas emissions in the UK and Innogy is committed to playing its part in helping to meet the UK's climate change targets. The Government's recent Energy Review recognised the need to balance the potentially conflicting aims of secure, affordable energy and tightening environmental constraints. Innogy has participated in the Review and we are in broad agreement with the initial findings of the Review on how a sustainable energy future can be delivered. We believe that market-based measures such as emissions trading and the Renewables Obligation are the best means of delivering energy and environmental policy and allow industry scope to develop innovative solutions.

National Wind Power has submitted an application to build the North Hoyle wind farm off the coast of North Wales. The application is for a 30 wind turbine project with a total installed capacity of up to 90 MW. The aim is to start construction in early 2003 with the wind farm operational by Autumn 2003. We are consulting with the local community and others about the construction of this project. Onshore, National Wind Power is developing several hundred megawatts of wind power capacity.

Innogy is committed to growing its renewables business. Obtaining planning permission for new projects remains the biggest barrier to investment. We are supportive of the Government's intention to revise planning guidance and to set regional targets for the development of renewables and believe that these measures, along with the Renewables Obligation, will assist the growth of the UK renewables industry.

Over the last year our hydro business has acquired an additional 580 kW of capacity and is currently constructing a further 1730 kW of capacity.

In the UK two wind farms, Bears Down and Tow Law (with a total gross capacity of 11.9 MW) and in the US Indian Mesa Wind Farm (82.5 MW) commenced operation.

Increasing competition in the electricity market coupled with the introduction of the New Electricity Trading Arrangements in March 2001 has resulted in a significant reduction in wholesale electricity prices over the last two years. This together with increasing gas prices has led to a reverse in the decline in output from coal-fired power stations and a subsequent increase in carbon dioxide (CO₂) emissions from the electricity sector of 12.6% between 1995 and 2001. Market conditions have resulted in a reduction of output, and therefore CO₂ emissions, from Innogy's plant over the last year. However emissions of CO₂ per unit of electricity generated have remained broadly similar to last year.

Atmospheric Emissions

Emissions of pollutants such as sulphur dioxide (SO₂), nitrogen oxides (NO_x) and particulates are a key environmental issue for our power stations.



Targets 2002/2003

Aim for no exceedences of authorisation limits that result in improvement conditions from the Environment Agency

Optimise SO₂ emissions per unit of output

Continue to implement the biodiversity plan for power station sites

Introduce an environmental 'near miss' reporting system to identify possible trends

Improve energy efficiency, resource use and recycling in office accommodation and develop targets for more efficient water use at power stations

We support the Woodland Trust's plans to plant thousands of native trees at a 209 acre woodland site in South Wales.

For more information please visit:
www.defra.gov.uk

Detailed data can be found on our website at www.innogy.com/360/environmentaldata

Improving our environment

Our hydro business has sponsored a number of projects as part of the Snowdonia National Park Biodiversity Action Plan. This has included improvements to streamside corridors for the benefit of otters and water voles.



Environment continued

Concerns about acidification and the potential health effects from these pollutants have led to increasingly stringent limits set at both EU and UK level.

Authorisations from the Environment Agency for our power stations set limits on the amounts of pollutants that we can emit and also require us to have air quality monitoring and management plans. These plans will provide a mechanism to ensure that operation of our power stations does not lead to exceedences of the EU and UK Government's Air Quality Strategy targets which come into effect in 2004 and 2005 respectively.

We believe that, within the constraints set by environmental limits, a flexible regulatory approach can ultimately lead to the most cost-effective ways of reducing emissions. Over the past year we have implemented our internal market for SO₂ emissions. The 'SO_x shop' enables the company to value SO₂ abatement both internally and externally. In addition we have been working with the Environment Agency and other generating companies to develop approaches to regulation of NO_x emissions based on market-based mechanisms to protect the local environment at lowest cost. Power stations' Air Quality Management Plans have been approved by the Environment Agency. We will use a combination of monitoring and computer modelling to assess compliance with air quality limits and modelling to assess the likely compliance of anticipated future operations. Monitoring sites are now operational around all our coal-fired power stations and Littlebrook power station. We will report quarterly on the results of the monitoring to the Environment Agency and a full review of monitoring and modelling will be reported annually.

This year we installed low NO_x burners in two of the three units at Tilbury power station. These new burners, along with modifications to the boiler, will reduce NO_x emissions from these units by about 50%.

The Environment Agency has set tighter environmental standards and this has led to our SO₂ limit being reduced from 190 ktonnes in 2000/1 to 122 ktonnes in 2001/2. This has resulted in the increased use of low sulphur fuel to ensure that we can maintain the output from our coal plant. Overall there has been a reduction of 37% in SO₂ emissions per kWh generated compared with last year. Emissions of NO_x per unit of electricity generated are unchanged although the reported emissions do not currently allow for the reduction achieved by the installation of low NO_x burners at Tilbury. Overall emissions of NO_x reduced due to the reduction in output from our stations.

Biodiversity

The need to halt the loss of biodiversity as a result of human activity was recognised at the 1992 Earth Summit in Rio de Janeiro when over 150 countries – including the UK – signed the Convention on Biological Diversity. The UK Government has developed a national Biodiversity Action Plan for the conservation of key species and habitats to meet its obligations under this Convention.

Innogy recognises the important role that business can play in conserving biodiversity and has developed a three-tier Biodiversity Framework which is:

- Conserving and enhancing biodiversity within our boundaries;
- Minimising the effect of our operations beyond our boundaries where we may have a direct effect;
- Promoting biodiversity beyond any effects of Innogy's operations by supporting the UK's biodiversity initiatives.

Our approach to biodiversity is outlined in our booklet 'Innogy Working for Biodiversity'.

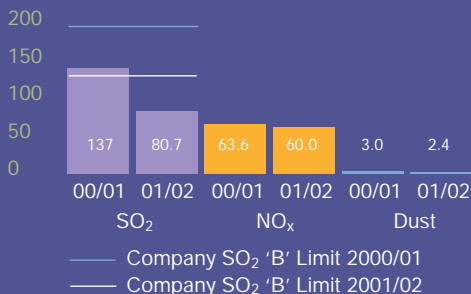
Conserving biodiversity within our power station boundaries is a key component of our Biodiversity Framework. Appropriate biodiversity initiatives and targets have been established for each of our power stations according to the value of the biological resources on the site.

One of our key initiatives is to implement a Biodiversity Action Plan (BAP) at Aberthaw power station in South Wales. Habitat and species management plans have been drawn up in the context of Local and National BAPs and these are currently being prioritised for a phased implementation programme. We will be working with local conservation organisations to achieve the objectives of the BAP which will be fully integrated into Aberthaw's certified Environmental Management System.

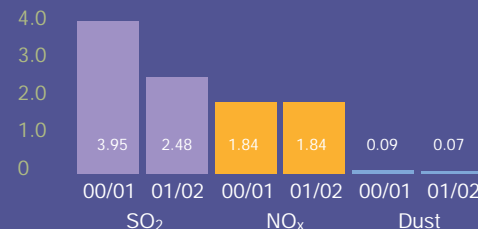
At Fawley power station a detailed survey of biological resources has been carried out and species and habitat action plans have been drawn up. The implementation phase will start next year.

We have continued our support (both financial and through secondment of Innogy environmental specialists) for the Government's Business and Biodiversity Resource Centre run by Earthwatch. The Business and Biodiversity website was

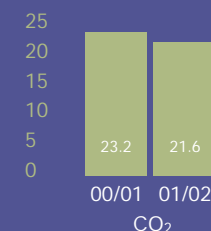
SO₂, NO_x and Dust emissions (ktonnes)



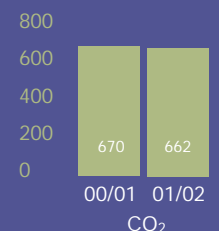
SO₂, NO_x and Dust emissions (g/kWh)



CO₂ emissions (mtonnes)



CO₂ emissions (g/kWh)



For more information please visit:
www.businessandbiodiversity.org

launched by the Environment Minister Michael Meacher at an event in November 2001 sponsored by Innogy. The website provides information and practical advice on how business can engage with biodiversity issues.

Use of Resources and Waste

Prudent use of natural resources is a key objective of the Government's Sustainable Development Strategy. This means using non-renewable resources efficiently and using renewable resources in ways that do not endanger the resource or cause serious damage or pollution.

Efficient use of resources is important to Innogy both at our power stations and in our office buildings. A more efficient use of fuel and materials helps to reduce operating costs and meet environmental limits.

This year the efficiencies of our power stations remained broadly similar to last year. We are currently undertaking work at Little Barford power station to improve the performance of the cooling towers by improving the flow of water through the towers. In addition to improving the efficiency of the station by around 0.3%, the temperature of the water discharged to the river will fall by about 4°C. Once these modifications have been completed the annual savings of CO₂ will be around 12,000 tonnes.

Following the return to service of one of the units at Tilbury power station there was a need to upgrade the water treatment plant. The 30-year old plant used ion exchange resin which resulted in the discharge of effluent to the Thames. This has been replaced with a reverse osmosis plant which provides improved environmental

performance by reducing the amount of chemicals used and is also more economic.

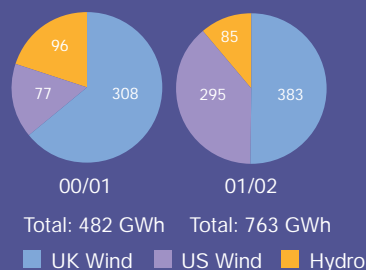
Although our power stations are our major users of resources and producers of waste we recognise that use of energy and water in our office buildings is also important. This year we have started to present data from our office buildings. We have not been able to collect information from all our offices this year but the information shown below is indicative of the resource use in some of our major offices.

We have started to introduce electronic billing in npower and we estimate that this has saved around 0.6 tonnes of paper in our Industrial and Commercial business.

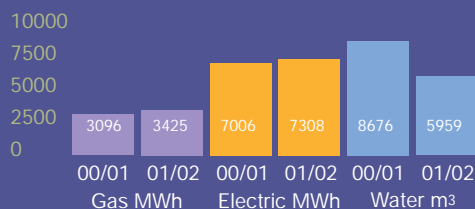
We have introduced travel plans at a number of npower sites. This has included car sharing schemes, providing facilities and discounts for cyclists and increased use of teleconferencing and videoconferencing to reduce travel between sites.

Efficient use of resources is important both at our power stations and in our office buildings

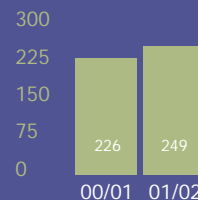
Renewable Electricity Generated (GWh)



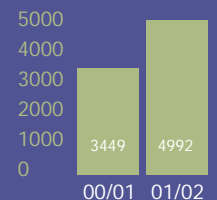
Use of Resources in Innogy's Headquarter buildings



Sales of Ash (ktonnes)



Recycled Waste* (tonnes)



* The increase was due to a major outage at Didcot power station which also resulted in an increase in total waste disposed.

For more information and data please visit: www.innogy.com/360/environment

Progress To Date

| Section | Target 2001/2002 | Progress |
|-------------------------------|---|--|
| Stewardship | Implement a consolidated environmental management system at the corporate level. | We are reviewing our approach to corporate responsibility (including environmental) management as part of the remit of the Corporate Responsibility (CR) Committee. npower is preparing a business case for extending implementation of ISO14001 across the retail business. |
| | Continue to implement systems for assessing the environmental, social and ethical issues arising out of the supply chain. | Ongoing. Our procurement system requires major suppliers and contractors to inform us of their environmental policy and practice. We also subscribe to the Utilities Vendor Database which provides information (including environmental information) on potential suppliers of products and services. |
| | Obtain IPPC permits at relevant Cogen plants. | Permits issued by the Environment Agency for all relevant plants. |
| | Aim for no breaches of environmental authorisations. | We recorded three exceedences of conditions of our authorisations although these did not result in any significant environmental impact and no further action has been taken by the Environment Agency. Appropriate modifications have been made to minimise the chance of re-occurrence. This compared with one exceedence in 2000/1. |
| | Implement processes to ensure effective stakeholder dialogue. | Stakeholder engagement processes were reviewed by the CR Committee, recommendations on developing a stakeholder action plan and feedback mechanisms were developed. A new post has been established at corporate level. |
| Protection of the Environment | Incorporate the recently enlarged retail business into reporting and target setting process. | npower are represented on the CR Committee and are being included in reporting and target setting processes. |
| | Optimise generation of electricity from retained plant to ensure emissions of SO ₂ and NO _x remain below continuously decreasing limits. | Emissions of SO ₂ per unit of electricity generated have reduced and emissions of NO _x remained the same compared with 2000/1. |
| | Implement air quality management plans as agreed with the Environment Agency with the aim of no exceedences of UK National Air Quality Objectives by our operations by 2005. | The plans have been completed and approved by the Environment Agency. Implementation has commenced and monitoring sites are being installed. |
| | Continue the implementation of the biodiversity framework. | This work is ongoing. |
| | Review landscape report and implement recommendations as appropriate. | Current development practices take account of landscape issues. Following internal scoping of issues and assessment of tenders from consultants, it was decided not to proceed with further detailed work on landscape issues in 2001/02. |
| Resource Use | In our offices: <ul style="list-style-type: none"> • Reduce usage of electricity & water by 2% • Reduce usage of gas by 5% • Increase recycling by 5%. | Data collection systems for all our office sites are being established to ensure robust information is available for future reporting. |
| | Exceed Energy Efficiency Commitment targets. Develop energy efficiency products for domestic and industrial customers. | EESoP 3 projects will run beyond April 2002. Final data will be available following completion of these projects and will be reported next year. Preliminary work is being undertaken on developing domestic products. |
| | Sell 'Green contracts' equal to 3rd party generation acquired by Concert Energy. | 353 GWh green electricity sold to Industrial and Commercial customers. |
| | Generate 490 GWh from wind and 92 GWh from hydro plant. | 383 GWh from UK wind generation and 85 GWh from hydro generation. |
| | Assess the feasibility of schemes to improve station water usage, recycling and ash improvements and assess changes to station efficiencies reflecting increased flexible operation. | Little Barford power station is undertaking work to improve the performance of the cooling towers. This will lead to improvements in the efficiency of the station. Following feasibility studies of water use on site, Didcot power station has set targets for reduction of water usage. |
| Cultural and Social | Aim for no justified complaints from power station operations. | Ten justified complaints from our power station operations. |
| | Encourage increased participation in the Community Volunteers Scheme. | Scheme advertised in other locations with visits from CSV team. 133 employees involved in Community Volunteers including 2 team building exercises. |
| | Continue the implementation of our Health Through Warmth programme and assess the number of homes implementing advice received from Health Through Warmth. | Health Through Warmth extended to a further four areas. A research project is being set up to quantify the health effects of the scheme. |
| | Develop suitable employee metrics including employee surveys. | Ongoing. npower and Trading and Asset Management have undertaken surveys. An Innogy wide survey is scheduled for later in 2002. |

Verification Statement



Lloyd's Register Quality Assurance Limited (LRQA) was commissioned by Innogy plc to verify its 'Corporate Responsibility Report 2002' (CRR) for the financial year ending 31 March 2002. Based on the verification scope, information in the CRR was found to be accurate. However, the report remains the responsibility of, and has been approved by, the Directors.

LRQA has verified the web-based version of Innogy's CRR (www.innogy.com/360), together with additional environmental data and power station information, as launched on the Internet (July 2002). Each web page displays our logo only where information and data have been verified.

Scope of LRQA's Verification

The verification was conducted on a sampling process¹ and covered the following activities:

- reviewing accuracy and balance² of the CRR to report business practices by gathering sufficient evidence from interviews, company records and other strategic papers to validate published statements.
- appraising Innogy's in-house checks to prevent erroneous information from being published.
- identifying and assessing key data gathering systems together with the validation of data samples³.
- verifying health and safety data by assessing corporate data collection and reporting mechanisms.
- sampling of Innogy's Retail site activities for monitoring, measuring and reporting performance data to corporate offices.

LRQA's verification did not extend to secondary hyperlinks and .pdf files.

Progress against Recommendations

- Internal verification audits have still to be established for Social, Health and Safety performance data. Innogy's various committees should review audit findings in order to support recently set corporate responsibility objectives.
- With acquisition of additional companies within the Retail Business, reporting systems for consistent environmental data are developing. Likewise validating the reliability and accuracy of this source data remains an ongoing issue.
- Innogy's Corporate Responsibility Committee reviewed the nature of topics and information to be managed, set objectives at a corporate level and future CRR's will report achievement of these objectives across Innogy's businesses.

Recommendations

Whilst Innogy's commitment towards continually improving the accuracy and completeness of data presented is evident, in the opinion of LRQA the following areas are suggested for future improvement:

- further report social performance indicators such as:
 - Employment Diversity
 - Involvement in demonstrating Corporate Responsibility throughout its entire supply chain
 - Health & Safety, as defined by the Health & Safety Commission's guidance for annual reporting
- establish mechanisms that allow the updating of web-pages to provide timely information for publication.

on behalf of LRQA:

expiry date: June 2003

1. Sampling was based on the requirements in ISO 14010, ISO 14011 and ISO 10011 (international guidelines relating to the general principles of auditing and audit procedures)

2. Innogy's CRR was not evaluated for conformance with corporate social responsible indexes such as World Business Council for Sustainable Development (WBCSD) & Global Reporting Index (GRI)

3. The verification covered all reported aspects of Innogy's UK operations and only environmental performance data for National Wind Power, America. Where data associated with parts of the Retail Business have been excluded, Innogy has highlighted this within their report.

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Corporate Communications
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SN5 6QZ



1. Is there anything you particularly liked or disliked about the report?

2. Is there any additional information you would like to see included in future reports?

3. Have you any comments on our approach to Corporate Responsibility?

4. It would be helpful if you could identify your interest in Innogy:

- | | | | |
|------------|--------------------------|------------------------|--------------------------|
| • customer | <input type="checkbox"/> | • government/regulator | <input type="checkbox"/> |
| • employee | <input type="checkbox"/> | • competitor | <input type="checkbox"/> |

other please specify

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Designed by Black Sun plc.

Printed in the UK by Royle Corporate Print.

Document number: 68-23/05/02

