

# Chief Executive's Statement

## We recognise that our success as a company cannot be measured solely by our financial performance. We are therefore seeking to integrate the principles of sustainable development into our business practice. We are committed to carrying out our business with a sense of responsibility for the environment, our customers and for the communities in which we work.



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Design  
WPA Pinfold  
00/07/03

I am pleased to say that our Corporate Responsibility update is now available on our website [www.innogy.com/360](http://www.innogy.com/360). This covers the period from 1 January 2002—31 December 2002, and provides an update on our progress in meeting the challenges of being a responsible company. We will be publishing a full report for 2003 in 2004, bringing us in line with the reporting timescales established by our parent company RWE.

We are delighted to have scored 83% in Business in the Community's first Corporate Responsibility Index this year, placing us in the top twenty percent of companies participating. We also achieved a score of 93% in the Business in the Environment Index.

Engaging with our stakeholders to understand their views and concerns forms a key part of our Corporate Responsibility policy. This year we undertook a stakeholder review, providing us with valuable feedback which will help to shape our programme for the coming year.

This leaflet outlines some of the highlights of 2002 in our four reporting categories: marketplace, community, workplace and environment.

### Marketplace

Our Health Through Warmth Programme is now operational in twelve areas across the country. This year we trained over 2300 key workers to identify those most at risk from fuel poverty and accessed £1.1 million worth of grants. In addition we committed £122k from our own crisis fund for those people who are not eligible for grants.

We have continued to support the Sandwell, Northumberland and Hull Warm Zones. In total around 90,000 households have been assessed as part of these Warm Zone schemes. Of these households over 14% have had measures installed which will reduce the risk of fuel poverty.

Our aim is to meet and exceed our customers' expectations. During 2002, we implemented a number of initiatives, such as setting up new teams within our call centres to specifically handle complex customer complaints. We are also working with the energy industry to find practical ways of simplifying and improving the shared processes we all rely on to serve our customers.

### Community

Since April 2002, more than £248K has been raised for ChildLine through a combination of corporate donations together with the efforts of staff fundraising and event sponsorship.

In June 2002, a new Environmental Education Centre was opened at Sutton Courtenay close to Didcot Power Station. The centre will enable school children to learn about the environment and was partly financed with funding from Innogy.

### Workplace

Evaluated the performance of the Innogy leadership group through a Performance Management System (PMS) which includes an assessment of whether our values have been demonstrated and developed a 360 degree appraisal tool based around our values.

Launched a revised Equal Opportunities and Diversity (EOD) policy and strengthened our equal opportunities practices by developing an EOD action plan at each business, setting up an EOD steering group to monitor, co-ordinate and report on business performance against action plans, provided training and appointed managers as EOD Champions in each business.

ROSPA awarded 5 gold medals and 5 gold awards to power station locations and overall Innogy received its second gold award for improving health and safety performance.

Launched a company policy on stress including a training programme for managers and continued to track work related ill health with a commitment to achieving the Government's target set in 'Securing Health Together' for a reduction in the incidence of work related ill health.

### Environment

We have made a significant investment in renewable energy. Over the past year our renewables business has:

Secured consent for North Hoyle Offshore Wind Farm (with a capacity of 60MW) and completed the purchase of an additional consented offshore site at Rhyll flats in north Wales

Gained planning consent for five onshore wind farms with a total capacity of 67MW

Completed construction of Garrygulach – a 830kW hydro station in Scotland

Invested in redeveloping Cwm Dylli and Dolgarrog hydro power stations to increase plant efficiency

Our renewable generation saved around 400 ktonne of CO<sub>2</sub> in 2002 when compared with generation from fossil fuel-fired power stations

This update underlines my personal commitment to ensuring that Innogy is a responsible company and that we continue to contribute to the aims of sustainable development.

We would like to hear from you on any aspect of the report. Please send your comments and suggestions to us at: Corporate Responsibility, Corporate Communications, Innogy plc, Windmill Hill Business Park, Whitehill Way, Swindon SN5 6PB or email on [csr.feedback@innogy.com](mailto:csr.feedback@innogy.com).

Brian Court  
Chief Executive Officer

# Corporate Responsibility Update

WWW.  
innogy.com/  
360

**Workplace**

Valuing trust, innovation, leadership, commercial excellence and working together

**Marketplace**

Working in partnership to deliver sustainable solutions

**Community**

Seeking to be a good corporate citizen and developing partnerships which create trust in the community

**Environment**

Continuously improving the management of environmental issues in our businesses

