



RWE The energy to lead

RWE npower – Our Sustainable Future
How are we supporting vulnerable customers?

Responsible Business

How Corporate Responsibility is a fundamental building block of our business

- [more](#)

Our Customers

How we are meeting our customers' current and future needs

- [more](#)

Low Carbon and the Future of Energy

How we will achieve reliable, sustainable and affordable energy generation and supply for the UK

- [more](#)

Community Investment and Employee Engagement

How we are supporting our employees and the communities in which we operate

- [more](#)

Welcome to the RWE npower Corporate Responsibility Report 2010: Our Sustainable Future.

As one of the major energy companies in the UK, we recognise that the successful energy company of the future has sustainability as its foundation. In order to have an open dialogue about the challenges faced, we have produced our eighth full Corporate Responsibility (CR) report, covering the period January-December 2010. We have structured our report around our three strategic CR pillars – Low Carbon, Customer Service, and Community Investment and Employee Engagement – and have focussed on the issues material to our stakeholders as well as to our business.

Our CR report covers the activities of RWE npower, an operating company of the RWE Group, and RWE npower renewables, the UK subsidiary of RWE Innogy plc. We do not cover the UK operations of RWE Supply and Trading or RWE Dea.

We commissioned Two Tomorrows (Europe) Limited to undertake independent assurance of our 2010 Corporate Responsibility Report – the assurance process was conducted in accordance with AA1000AS (2008). A thorough and in-depth process, we value this as it allows us to demonstrate that our report is as accurate and reliable as possible.

In order to make the information in our report as accessible and comprehensive as possible, we have retained our website format - and we have only produced our summary report in hard copy so as to have minimal environmental impact.

We have also tried to make the report as user-friendly as possible – there are several ways to navigate. You can navigate traditionally from page to page using the navigation trail at the top and at the left of each page; you can use the interactive [material content matrix](#) (featured on the right-hand menu) to dip into key issues; and you can use the interactive [site map](#) to access topics (also featured in the right-hand menu). Also, for quick and easy access to the report data, the [supporting resources page](#) holds all the resources contained within the report site itself.

Thank you for taking the time to read our CR report – we are always searching for further improvements, so if you have any feedback about the report we would love to hear it at csr.feedback@rwenpower.com