



The Code of Conduct

ENEDIS

The Code of Conduct

As a public electricity utility, Enedis ensures the delivery of electricity across France as well as access to the distribution network and the data it holds, under objective, transparent and non-discriminatory conditions.

It also facilitates the ecological transition of territories by supporting them to develop and plan their production of electricity from renewable sources. As a distribution system operator, and according to concession licence specifications, it develops, operates and modernizes the electricity network and manages the relevant data.

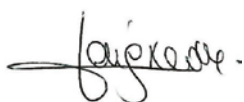
Enedis carries out connections, 24/7 troubleshooting, meter readings and all technical operations. It delivers the same quality of service regardless of the supplier chosen by the customer. It is independent of energy suppliers which are responsible for the sale and management of electricity supply contracts.

As required by law, Enedis has drawn up a Code of Conduct which specifies the framework and measures for fulfilling the above obligations and activities in the public interest and for implementing the operating rules of the electricity market.

We are committed to complying with the principles and commitments of the Code of Conduct, and to ensuring compliance with them at every level of the company, in order to uphold and maintain the public electricity service every day for all Enedis customers and stakeholders.

The Board of Directors,

Marianne Laigneau



Christian Buchel



Hervé Champenois



Olivier Duhagon



Corinne Fau





Principles of conduct

EQUAL TREATMENT

Enedis provides identical service and treatment to customers in the same situation; it does not favour some to the detriment of others. The same applies to other market players.

OBJECTIVITY

In dealing with its customers and other market players, Enedis refers to official published guidelines derived from legislation and regulations or from established technical and customer practice.

INFORMATION PROTECTION

Enedis protects information of an economic, commercial, industrial, financial or technical nature that it may hold in the course of its business and whose communication could have an adverse effect on fair and open competition. Enedis also complies with regulations on personal data.

INDEPENDENCE

Enedis' executives independently manage the operations and the human, material, technical and financial resources required to carry out its missions, subject to its shareholder EDF's financial oversight and to the possible use of shared services with contracts drawn up under market conditions.

TRANSPARENCY

Enedis publishes and communicates information to its customers and other market players to assist them in their decision-making and to help them track the progress in dealing with their requests.

IMAGE DISTINCTION

In its brand strategy and communication practices, particularly with consumers and suppliers, Enedis maintains a distinction between its own activities and those of the other entities in the EDF group which operate in the competitive market.

Commitments

CUSTOMER RELATIONS

Distribution system connection

- Providing applicants with the technical, contractual and financial terms and conditions for their connection, sequencing and monitoring of works.
- Carrying out studies and establishing connections based on transparent, objective and non-discriminatory procedures, and technical and financial requirements.

System utilization and energy distribution

- Providing all users, on request, with the qualitative and quantitative information used to manage their contracts.
- Performing switch of supplier operations in a non-discriminatory manner within a set time frame or one requested by the customer.
- Carrying out operations and technical work in a transparent and non-discriminatory manner, particularly in the event of supply disruptions or a crisis situation.

Processing claims

- Providing information on the steps to be taken, the processing procedures and the possible appeals.
- Responding to the customer within a set time frame following a claim (15 days).

HUMAN RESOURCES AND MANAGEMENT

- Enedis' executives are responsible for implementing the Code of Conduct and the associated commitments.
- Enedis' executives draft an Annual Action Plan in light of the reports by the French energy regulator CRE (Commission de Régulation de l'Énergie) and the Enedis Compliance Officer. This Plan is sent to the regulator and reviewed within the governance bodies.
- The Enedis national and regional directors are assisted by Code of Conduct coordinators. They draft their own annual compliance programme, based on the Code of Conduct and the Annual

Data protection and access

- Implementing the necessary measures to ensure the confidentiality and protection of information and data related to the distribution network, connections, electricity delivery and metering.
- Giving access to information and data held by the network operator within the regulatory framework with objectivity and transparency and without discrimination, with regard to the requests made by customers and stakeholders.

Communication

- Informing customers and others about Enedis' obligations and remit in the electricity market structure.
- Informing customers about the Enedis services and how to access them.
- Publishing and updating all reference documents on the Enedis website, providing a basis for objectivity and a proper understanding of its services.
- Every Enedis staff member or representative upholds the principles and commitments of the Code of Conduct in their dealings with customers and market players.

Action Plan and adapted to their particular context. They integrate this into the running of their department or unit.

- The Enedis business lines and business process managers are responsible for implementing the Code of Conduct from the design phase and throughout operational processes and activities.
- In addition to regular monitoring, at the end of the year, each department or unit conducts a self-assessment of its compliance programme and reports on its performance. This information is sent to the Enedis Compliance Officer.
- All Enedis staff are trained in the Code of Conduct.

The Enedis Compliance Officer

As required by law, Enedis has a Compliance Officer who is in charge of ensuring that the Distribution System Operator's practices comply with the Code of Conduct.

The Enedis Compliance Officer, as defined by the French Energy Code, is Mr. François MARCHIN.

He is Head of the Compliance Department and is assisted by other colleagues.

The Head of the Compliance Department maintains regular contact with the regional and national executive levels and their staff. He leads the national network of Code of Conduct coordinators.

He draws up and carries out his own inspection programme. He drafts and publishes the annual report on the implementation of the Enedis Code of Conduct, and presents it to the French energy regulator CRE (Commission de Régulation de l'Énergie).



Mr. François MARCHIN
Head of Compliance Department

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FURTHER INFORMATION ON THE CODE OF CONDUCT IS AVAILABLE AT:

<http://www.enedis.fr/le-code-de-bonne-conduite>



- Articles L. 111-61 and L. 111-62 of the French Energy Code (Code de l'Énergie):

Any company managing an electricity distribution network that serves [...]

over 100,000 customers [...] shall bring together in a Code of Conduct, for the attention of the French energy regulator (Commission de Régulation de l'Énergie), all internal organizational measures taken to prevent discriminatory practices with regard to third-party access to that network and the data it holds ». [...].




Such companies shall appoint a compliance officer in charge of ensuring compliance with the commitments set out in that Code of Conduct [...]. Each year, this officer shall draft a report on the implementation of the Code of Conduct, and shall submit this report to the Commission de Régulation de l'Énergie. This report shall be made public."

- Article 19 IV of the statutes of Enedis S.A.:

"The Chair of the Board of Directors is responsible for setting out and implementing the Code of Conduct, as required under paragraph 2 of Article L111-61 of the French Energy Code.

The Compliance Officer shall report annually on this to the Commission de Régulation de l'Énergie in accordance with Article L111-62 of the French Energy Code. He has access to all meetings relevant for the performance of his activities."

Enedis is a public service company that manages the electricity distribution system and employs 38,000 people. Serving 37 million customers, it develops, operates and modernizes 1.4 million kilometres of low -and medium- voltage electricity network (230 and 20,000 volts) and manages the associated data. Enedis carries out customer connections, 24/7 troubleshooting, meter readings and all technical interventions. Acting on behalf of local authorities, owners of the networks, it is independent of the energy suppliers, which are responsible for the sale and management of the electricity supply contract.

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A limited company with a board of directors and a supervisory committee, with capital of 270,036,000 euros R.C.S. (French commercial register) 444 608 442
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