

WHAT IS EXPECTED OF US?

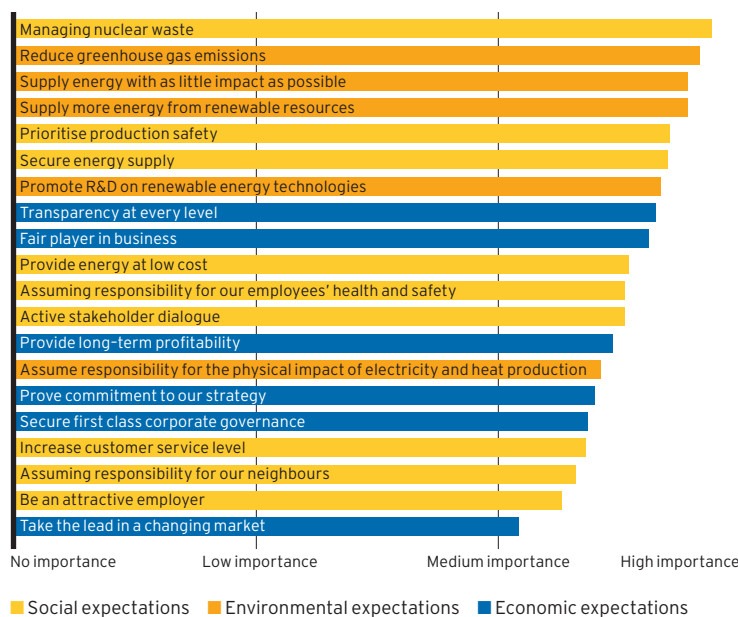
Sustainable development requires access to energy – Vattenfall’s assignment is to provide electricity and heat to its customers and to serve the society. To be successful in this endeavour, we interact with and are dependent on many stakeholders.

A company of Vattenfall’s size and influence, which delivers fundamental products like electricity and heat, cannot restrict its focus just to delivery of these products to customers. To be successful we must work for the benefit of the society using a more holistic approach.

We have many stakeholders, all with specific and often differing interests and sometimes even conflicting needs. Being a responsible energy company means balancing the various needs and interests of different stakeholders and handling the trade-off between environmental impact and energy generation in all our decisions.

We have identified a number of expectations regarding Vattenfall’s role in society – in the course of running our business and from input from various stakeholders. We break down expectations into environmental, social and economic expectations.

Ranking of the expectations – Summary



In spring 2008 we invited a number of key stakeholders to confirm these expectations by rating them in relation to how important the issues are to them as Vattenfall stakeholders.

All expectations were rated medium importance or above, indicating that we are focusing on the right issues and that the expectations we have listed are valid among our stakeholders. Overall, stakeholders have assigned the highest importance to environmental expectations. The issues that were assigned the highest importance were managing nuclear waste, which is categorised as a social expectation, and reduction of greenhouse gases, a result that confirms that the most important challenges for Vattenfall regarding sustainability are related to environmental challenges and climate change.

The expectations that are rated as the least important are to take the lead in a changing market and to be an attractive employer, showing that economic expectations and expectations internal to the company are rated as having a relatively lower importance.

A total of 36 respondents participated, representing the stakeholder categories Financial (capital providers & owners), Business and Industrial Customers, Society (authorities, NGOs, politicians, potential employees/academia) and Internal (employee representatives & Executive management). Vattenfall wishes to thank all stakeholders that took part, giving us valuable input for our continued work and prioritisation of sustainability issues.