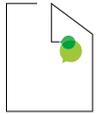


Case Study



Company profile

Company: EDF ENERGY

Contact: Ian Barker

Title: Manager, Health, Safety, Environmental & Quality

Continual development

EDF Energy is an integrated energy company, with operations spanning electricity generation and the sale of gas and electricity to homes and businesses throughout the United Kingdom.

Health and safety at EDF ENERGY

Customer Field Services (CFS) is the metering arm of EDF Energy. With over 500 office and 900 field staff covering most of the UK, CFS covers a range of duties from domestic meter reading, recertification and maintenance to building bespoke high voltage metering projects as well as gas metering in the domestic market.

As the industry leading meter operator, CFS provides services for organisations such as Canary Wharf, London Underground and British Airports Authority. EDF Energy offers professional advice on all issues relating to the energy industry from power generation to network distribution, metering and supply.

Every employee undergoes vigorous task specific and health and safety training prior to becoming operational. This is refreshed on a three yearly basis to maintain the high standards of proficiency. With a diverse workforce carrying out a range of duties in a potentially dangerous environment, health and safety is of paramount concern.

Customer Field Services has consulted RoSPA since 1998 on issues of health and safety, and an important factor when choosing the QSA audit was its flexibility. With a wide-ranging skills base it was important to tailor the audit to suit the business. QSA is adaptable to any industry, enabling specific areas to be investigated more thoroughly and providing direction for continued improvements. The audit can be performed by an accredited individual, which is a cost benefit to larger organisations.

“QSA is a means by which the capability and performance of a health and safety management system can be gauged. By examining specific policies, control measures and performance indicators, CFS has enhanced its safety record. Having stringent procedures is vital in a safety critical industry such as electricity distribution and metering.

“Obtaining a Level 5 Award and maintaining this certification is an indication of the hard work and dedication of the staff and management by an organisation widely recognised across the industry.”

Ian Barker



EDF Energy supplies gas and electricity to homes and businesses around the UK.

