

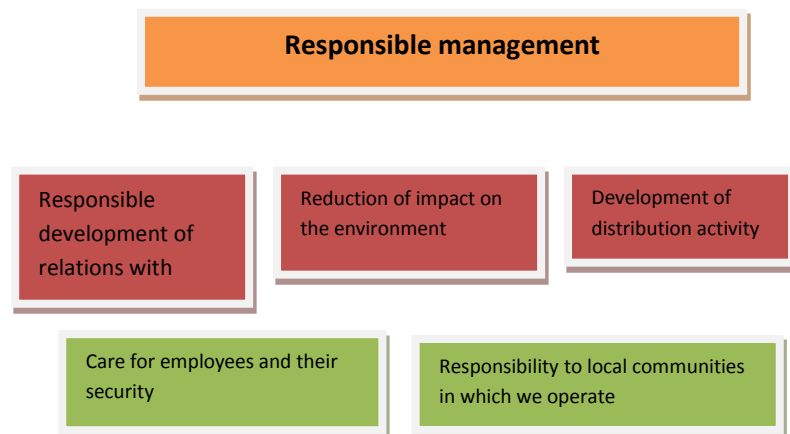
# Sustainable Development and Corporate Social Responsibility Strategy of the Energa Group

## 1. OBJECTIVE AND SCOPE OF APPLICATION OF THE STRATEGY

- 1.1. The sustainable development and corporate social responsibility strategy of the ENERGA Group is aligned to the “ENERGA Group’s Strategy for 2013-2020” with its objective being to provide support by propagating and monitoring the execution of CSR-related goals in the ENERGA Group.
- 1.2. The CSR strategy applies to all ENERGA Group Companies.

## 2. CSR STRATEGY AS EXTENSION OF ENERGA GROUP’S BUSINESS STRATEGY

- 2.1. The CSR strategy is made up of two strategic levels:
  - 1) the level of business pillars complementing the objectives defined in the “ENERGA Group’s Strategy for 2013-2020”;
  - 2) the level of support pillars encompassing employee matters and social activities undertaken by the ENERGA Group and its various Companies.
- 2.2. The overall strategic approach brings together the umbrella of managing the company’s operations in an ethical and responsible manner.



### 3.3 Business pillars

#### 1) Responsible development of relations with customers

*Development of relation with customers based on fair practices, transparency and openness to sensitive customers.*

The business objective will be supported by CSR objectives:

- a) customer service in accordance with the highest standards, combined with high financial efficiency,
- b) education of customers on efficient use of energy,
- c) policy and actions taken with regard to sensitive customers;

#### 2) Reduction of impact on the environment

*Continuous efforts to increase the share of energy from renewable sources, reduction of emission of pollutants into the air and care for biodiversity.*

The business objective will be supported by CSR objectives:

- a) efficient consumption of energy,
- b) increase of the share of energy generated from renewable sources,

- c) supporting research and investment in favor of sustainable development,
- d) reduction of emission of pollutants into the air;

### **3) Development of distribution activity**

*Continuous efforts to increase the public's access to energy and improvement of reliability and security of supply.*

The business objective will be supported by CSR objectives:

- a) increase of access of customers energy supplies,
- b) reliability and security of energy supplies.

## **3.4 Supporting pillars**

### **1) Care for employees and their security**

*Development of a workplace that is friendly and safe for employees and their engagement through different forms of dialogue and communication.*

The supporting objective will be executed through CSR objectives:

- a) continuous reduction of the number of accidents at work and improvement of efficiency of the tools used in communication with employees,
- b) ensuring balance between private life and professional life of employees,
- c) increase of employee satisfaction and engagement;

### **2) Responsibility to local communities in which we operate**

*Supporting the communities in which ENERGA Group Companies operate and developing social partnerships and assessment of the effectiveness of conducted activities.*

The supporting objective will be executed through CSR objectives:

- a) strategy of supporting local communities in response to their needs,
- b) development of cooperation with social partners,
- c) evolution and continuous improvement of efficiency of social activities.

## **Responsible management**

*Management based on ethical assumptions and commitments to transparency and openness to dialog is the plane that combines all the organization's business pillars and supports the CSR Strategy.*

Management objectives entail the following:

- 1) implementation of a code of ethics in all ENERGA Group companies,
- 2) regular corporate social responsibility reporting,
- 3) dialogue and involvement of stakeholders in assessment of the activities and the ENERGA Group's CSR reporting process,
- 4) taking into account CSR issues in supply chain management.

## **DEFINITIONS, TERMINOLOGY AND ADDITIONAL INFORMATION**

<b>CSR Strategy / CSR</b>	Sustainable development and corporate social responsibility strategy of the ENERGA Group.
<b>ENERGA Group Strategy for 2013-2020</b>	adopted by the ENERGA SA Supervisory Board Resolution No. 46/111/2013 of 17 June 2013.
<b>ENERGA Group/ENERGA Capital Group</b>	the capital group is made up of ENERGA SA and companies for which ENERGA SA has the status of a parent company.