










# Programme of CSR measures

The programme of CSR measures is defined by the central areas of action of the EVN materiality matrix. In the financial year 2010/11 a process for optimizing the existing programme of CSR measures was launched. In an iterative, multistage process in cooperation with all corporate areas new measures will be developed and existent ones will be supplemented.

- ▶ For the EVN materiality matrix, see page 5 of this report.
- ▶ The programme for CSR measures may be retrieved under [www.responsibility.evn.at](http://www.responsibility.evn.at).


Target	Measures	Milestone Deadline	Status as of September 30 <sup>th</sup> , 2011
<b>Area of action: Climate protection</b>			
Expansion of the use of renewable energy sources	Construction of a 50 MW wind power plant in Kavarna, Bulgaria	Spring 2012	Wind park in the stage of completion; construction of a radar and security system to protect birds
	Conversion of the Schütt hydropower station	Apr. 2011	Completed measure
	Construction of the Schaldorf hydropower station	Spring 2012	Under construction
Promotion of alternative drives and fuels	Observation and investigation of market developments in the field of electrical mobility; participation in implementation projects	ongoing	Purchase of two electric cars and two electric scooter
CO <sub>2</sub> reduction by means of afforestation measures	Afforestation and cultivation of 30 ha forest area (cedar) near Stara Zagora	Apr. 2013	Afforestation already completed; cultivation until April 2013
 EMAS target Reduction of the CO <sub>2</sub> footprint of the vehicle fleet of EVN Wärme	Substitution of 10% of diesel-powered company vehicles by natural gas-powered vehicles	2012	New measure
<b>Area of action: Resource conservation</b>			
Improvement in efficiency level	Optimisation of start-up procedure in the Korneuburg power station, as well as emission reductions and gas savings in the Dürnrrohr power station achieved through optimisation of district heating transmission	ongoing	Ongoing measure
 EMAS target Power saving in the Theiß power station through improvement and/or adaptation of ventilation and cooling systems	Inclusion of existing central air-conditioning system in the cooling circuit of the office building, enabling eleven small air-conditioning units operated with R22 to be replaced	Sep. 2011	Completed measure
Raising customer awareness on how best to use natural resources	Campaign with the slogan "Are you going to save nature by receiving information regarding your bill through email, e-invoice or SMS?"	ongoing	New measure
Raising customer awareness on how best to use energy in Macedonia	Workshops, cooperations, information via energy-saving campaigns	ongoing	Customer information by school projects, workshops with Romani on how best to use energy, cooperation with UNDP in the field of energy efficiency in municipalities, energy efficiency campaign

Target	Measures	Milestone Deadline	Status as of September 30 <sup>th</sup> , 2011
<b>Area of action: Resource conservation</b>			
 EMAS target	Energy savings in the maintenance of the Theiß power station	Exchanging the large-format screens, computers and their monitors as well as the control desk in the operations centre of the Theiß power plant with energy-saving and efficient screens and computers (expected saving of 50,000 kWh of energy per year)	2011 Measure mostly completed
 EMAS target	Energy savings in aircraft warning lighting	Conversion of the aircraft warning lighting on the chimney of the Dürnröhr power plant to energy-saving and long-lasting LED technology, thus achieving savings of about 20,000 kWh illumination energy per year and thus also reducing maintenance costs	2010 Completed measure
 EMAS target	Resource savings in the biomass facilities of EVN Wärme GmbH	Utilisation of 20% of the generated biomass ash per year as a valuable substitute material and thus saving resources, green-house gas emissions and waste dump costs	ongoing Utilisation of biomass ash as had been agreed with disposal contractor; ongoing efforts for direct recycling paths by EVN Wärme
	Enhance efficiency of district heating production and supply in Plovdiv, Bulgaria	Construction of a cogeneration plant	Dec. 2011 Measure mostly completed
		Reconstruction of the existing district heating facility	June 2011 Completed measure
 EMAS target	Energetic utilisation of sewage sludge	Conversion of the pilot plant to a concurrent sewage sludge combustion	2012–2014 New measure
 EMAS target	Efficiency improvement of EVN steam turbine	Additional evacuation system for leaking steam	2012 New measure
 EMAS target	Energy saving by 50% in the field of REA	Optimising the system for compressed air	2012 New measure
<b>Area of action: Security of supply and fair prices</b>			
	Increasing Group coverage ratio to 40% to 60% of total electricity sales	Implementation of power station projects in Austria and abroad, with the focus on expanding generation capacities from renewable sources	ongoing Part of Strategy 2020
	Ongoing firm pricing – avoidance of accumulated price rises passed on to customers over a longer period of time	Linking OPTIMA energy delivery prices (electricity/gas) for private customers to the Austrian electricity price index (ÖSPI)	ongoing Ongoing measure

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<b>Area of action: Responsible employer</b>				
Improvement in satisfaction and corporate identification of employees	Introduction of Feedback and Orientation Talks	ongoing	Introduction completed; meetings conducted on an annual basis; preparations for the introduction in South East Europe completed – talks in Macedonia will be conducted in the financial year 2011/12	
	Project "Internal Branding"	ongoing	Measure mostly completed; introduction in South East Europe will be in the business year 2011/12	
Promotion of women in technical professions	Teenies' Day	Spring 2012	The event aims at lessening one's inhibitions for atypical occupations – particularly for girls – and motivating them to enter technical professions.	
Promotion of health awareness among employees	First aid courses and preventive healthcare examinations	ongoing	Ongoing measure	
	Preparation of a health programme in the business year 2011/12	Sep. 2012	New measure	
 EMAS target	Improvement of occupational safety for working with cranes and upgrading to state of the art	Specific instructions for each type of cranes; central system for authorizing releases and technical measures	2012	New measure
<b>Area of action: Human rights and prevention of corruption</b>				
Code of Conduct for the entire EVN Group	Implementation and mediation concept as well as training	Mar. 2010	Completed measure	
Raising employee awareness and active contribution towards human rights and avoidance of corruption	Training through e-learning modules on human rights and anticorruption as well as implementing preventative measures. Roll-out of e-learning programme is pending approval of the Austrian data protection commission	Sep. 2010	Delays due to pending approval of the Austrian data protection commission	
<b>Area of action: Stakeholder dialogue</b>				
Continuous dialogue with all stakeholders	Firm establishment and implementation of the prepared stakeholder concept	Sep. 2011	Measure mostly completed; stakeholder survey for the areas of action "responsible employer" carried out in June 2011	
	Introduction of EVN Customers' Board	Apr. 2011	Completed measure	
Active communication and cooperation with other companies; organising and participating in CSR events	Exchange through external CSR events, Member of the Steering Committee of UN Global Compact	ongoing	Participation in e.g.: Supporting the CSR Day 2011, UNGC COP Working Group	

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<b>Area of action: Stakeholder dialogue</b>			
Raise awareness in the company as well as ongoing optimisation of the CSR organisation and communication	Training, workshops and exchange of experiences, internal communication	ongoing	Conducting CSR workshops with EVN Croatia for developing a materiality matrix
Project "renewable energies" together with municipalities	<ul style="list-style-type: none"> <li>&gt; Expansion of wind power in Lower Austria, considering all relevant factors (population acceptance, jusnaturalistic principles, sound and shadow)</li> <li>&gt; Planning in close consultation with community representatives, population and all relevant stakeholders</li> <li>&gt; Utilisation of wind power for investments in the fields of energy efficiency (energy-check, energy advice) and renewable energy (particularly sun, water, biomass)</li> </ul>	ongoing	Ongoing info events, round-table and opening ceremonies with municipalities
Acceptance for, and identification with, renewable energy projects with municipalities	<ul style="list-style-type: none"> <li>&gt; Consistent involvement of all relevant stakeholders (e.g. politics, population, associations, citizens' groups, NGOs) at every stage of planning</li> <li>&gt; Proposals for info events, round-tables, information leaflets</li> <li>&gt; Supporting local politics in decision-making with population (e.g. preparation of public opinion polls)</li> </ul>	ongoing	Ongoing talks, info events, round-tables and opening ceremonies with municipalities
	Establishment of information panels for all new and existing wind parks in Lower Austria	May 2012	Basic concept completed; initial prototypes being planned
Solid partnership with all relevant NGOs and citizens' groups	Consistent contact and coordination with all relevant NGOs and citizens' groups particularly for planning-relevant environmental concerns and concerns from neighbours	ongoing	Ongoing measure
<b>Area of action: Social commitment</b>			
Focusing the social sponsoring activities on projects relating to promoting children and youth in Lower Austria	Endowing the EVN social fund with EUR 100,000 annually	ongoing	Ongoing measure
Raise awareness for energy saving in Lower Austria	Energy-saving team with information on energy saving in households across Lower Austria	Oct. 2011	Completed measure
Intensified cooperation with NGOs/NPOs	Preparation of the study "energy [r]evolution 2050" together with Greenpeace and vida	Apr. 2011	Completed measure
	Participation in the market place „Gute Geschäfte“	Nov. 2011	Completed measure
Increasing safety when dealing with electricity in Lower Austria	Raising awareness with children and youth	ongoing	Ongoing measure

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<b>Area of action: Social commitment</b>			
Saving energy in the everyday life of children in Lower Austria	Energy saving campaign in schools; curriculum planner on the topic energy supplied by nature; redevelopment of the teaching material for elementary schools, kindergarten project: 2 <sup>nd</sup> expansion on the topic of energy saving	ongoing	Ongoing measure
Increasing safety when dealing with electricity in Bulgaria	Project "energy efficiency in schools" (years 2 and 3)	ongoing	Providing education for 180 school classes, reaching 4,000 pupils; conducting a school competition
Increasing safety when dealing with electricity in Macedonia	National school competitions and lessons on the topic	ongoing	Providing education for 70 school classes, reaching 5,000 pupils
Tennis weekend for children "Master your Energy! Turn it into health, knowledge and skills."	For the next three years tennis weekends for children aged between five and ten will be organised every three months in Bulgaria, where EVN not only guarantees the award funding for the duration of the tennis weekends, but also ensures the training of 120 children.	2010–2013	Ongoing measure
Increase interest in technical professions, higher quality of education	Cooperation with schools and universities in Bulgaria	ongoing	New measure
Focussing on projects for child and youth promotion in Bulgaria	Fundraising campaign together with the Bulgarian association for mothers noxco collection of clothes and utilitarian objects from EVN employees and distribution to children and social care homes	Nov. 2011	New measure
<b>Area of action: Sustainable increase in shareholder value</b>			
Further development of documentation and control of financial reporting processes	Successive further development of the risk-oriented internal control system (RIKS) implemented in 2009/10	ongoing	RIKS implemented; further development
Introduction of sustainability controlling	Integration of sustainability risks into the risk management, improved presentation of the cost-benefits relationship and CSR benefits	Sep. 2010	Measure partially implemented
Expanding the profitability calculation models to include sustainability aspects	Request made to the department in the company, setting up of a working group	Sep. 2011	Measure has not been started yet
<b>Area of action: Integration SEE</b>			
Integration and modernisation	Internal events and know-how transfer across divisions and countries	ongoing	Ongoing measure, e.g. EVN SUN Academy
Establishment of CSR standards	Establishment of a structural and procedural organisation in South East Europe of the same structure as in Austria, communication with the persons responsible in Bulgaria and Macedonia	Sep. 2012	Building an organisational structure in consultation with the management; integration through a CSR coach

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<b>Area of action: In-house consumption of resources</b>			
Efficient handling of CO <sub>2</sub> emissions	Preparation of a Group-wide mobility concept	2013	New measure
Optimisation of the use of resources at the work place	Assess current state of EVN-wide use of energy and resources to evaluate further measures	ongoing	Ongoing measure
Reduce emissions related to EVN publications and events	Climate-neutral Annual General Meeting and climate-neutral printing of annual reports, sustainability reports and quarterly reports	ongoing	Annual General Meeting 2011 held climate-neutral; climate-neutral printing of reports
<b>Area of action: Environmental protection</b>			
Reduction of the NO <sub>x</sub> emissions in the Dürnrohr power plant starting from 2010 by 25% (annual average) as compared to the legally prescribed value	Voluntary agreement NO <sub>x</sub> : Despite the age of the plants, additional requirements etc. this goal is sustainably maintained through: <ul style="list-style-type: none"> <li>&gt; catalyzer washing to increase the filtration efficiency</li> <li>&gt; purchase of types of coal with lower nitrogen content</li> <li>&gt; primary measures, e.g. optimisation of combustion</li> </ul>	ongoing, starting 2010	Ongoing measure; optimising catalyst and plant
Bird protection in Macedonia	Protecting stork nests and constructing nesting platforms in Macedonia	ongoing	Since 2009, installation of 811 protection insulations and 749 stork platforms (thereof 100 in the financial year 2010/11)
Bird protection in Austria	Cabling and labeling of overhead powerlines to protect great bustard in Lower Austria (LIFE+ project)	2015	New measure
Bird protection in Bulgaria	Isolation of dangerous masts and power lines through supporting the project of the Bulgarian Bird Protection Association (BDZP, bird life) "Save the Imperial Eagle and the Gyrfalcon"	2013	Installation of 359 platforms and 801 insulations in the financial year 2010/11
Recording of all environment-related costs in the Group by means of allocating costs to the responsible cost centres	Analysis of operational environmental costs in accordance with International Federation of Accountants (IFAC)	Dec. 2010	Completed measure
Operational environmental protection in Bulgaria and Macedonia	Establishing a documentation system for environmental controlling	June 2010	Milestone postponed due to issues related to legal compliance being brought forward
 EMAS target	Continuous improvement of the plant performance indicators for the district heating plants of EVN Wärme GmbH	Continuous improvement of data quality, data capture and control, introduction of assessment models for optimisation as part of the technical controlling and hence achieving an improvement in the plant performance indicators such as plant efficiency	multi-year target