

# EVN. Responsibility with Foresight.

As a responsible energy and environmental services company, we have long addressed the issues of social responsibility, sustainable business management as well as protecting the environment and conserving resources.

## What does sustainability mean for EVN

We see our challenge to be reliably fulfilling the daily needs of our customers and contributing to their quality of life. Responsibility to future generations has a special meaning for us. For this reason, we orient our actions and behavior to enable us to achieve as many positive effects as possible and to avoid adverse effects to the greatest possible extent. This applies to people and social cooperation just as much as to the regional economy, the environment and the use of natural resources. This is what we understand sustainability to be. And this is what we take responsibility for!

## Corporate Social Responsibility (CSR) in detail

Companies are part of the society in which they operate. As such they also bear responsibility for it. In short, this is the idea underlying the term "CSR" (corporate social responsibility).

CSR focuses on three areas: society, ecology and economy – or more simply speaking, on people, the environment and business. These areas are called "dimensions". Companies should pursue activities in such a manner enabling them to take into account the needs of people, the environment and business – but do so above and beyond legal requirements. Every business activity should evaluate and optimise its impact on these areas.

## For EVN, this means, for example:

→ **In the economic dimension („Business“):** A sustainable increase in the company's value as well as the proactive and joint pursuing of goals based on corporate values to ensure the Group's success across countries and business areas.

→ **In the ecological dimension („Environment“):** Making an active contribution to environmental and climate protection on the basis of the increased use of renewable energy sources and enhanced energy efficiency – by the company and our customers.

→ **In the social dimension („People“):** Consistently taking the interests of people into account (for example neighbouring residents, interest groups, citizens' groups – our "stakeholders") in all our activities. The focus of our social initiatives is on supporting children and youth. We want to act as a fair and attractive employer to our employees.

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## EVN CSR Areas

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Together with our stakeholders we have compiled those issues which currently embody the biggest opportunities and risks for EVN. From this we developed 12 areas of action presented in the „EVN Materiality Matrix 2014“. These twelve areas of action serve as "guidelines" for all activities carried out by the EVN Group, and can change as a consequence of our strategic positioning as well as the changing expectations of our stakeholders:

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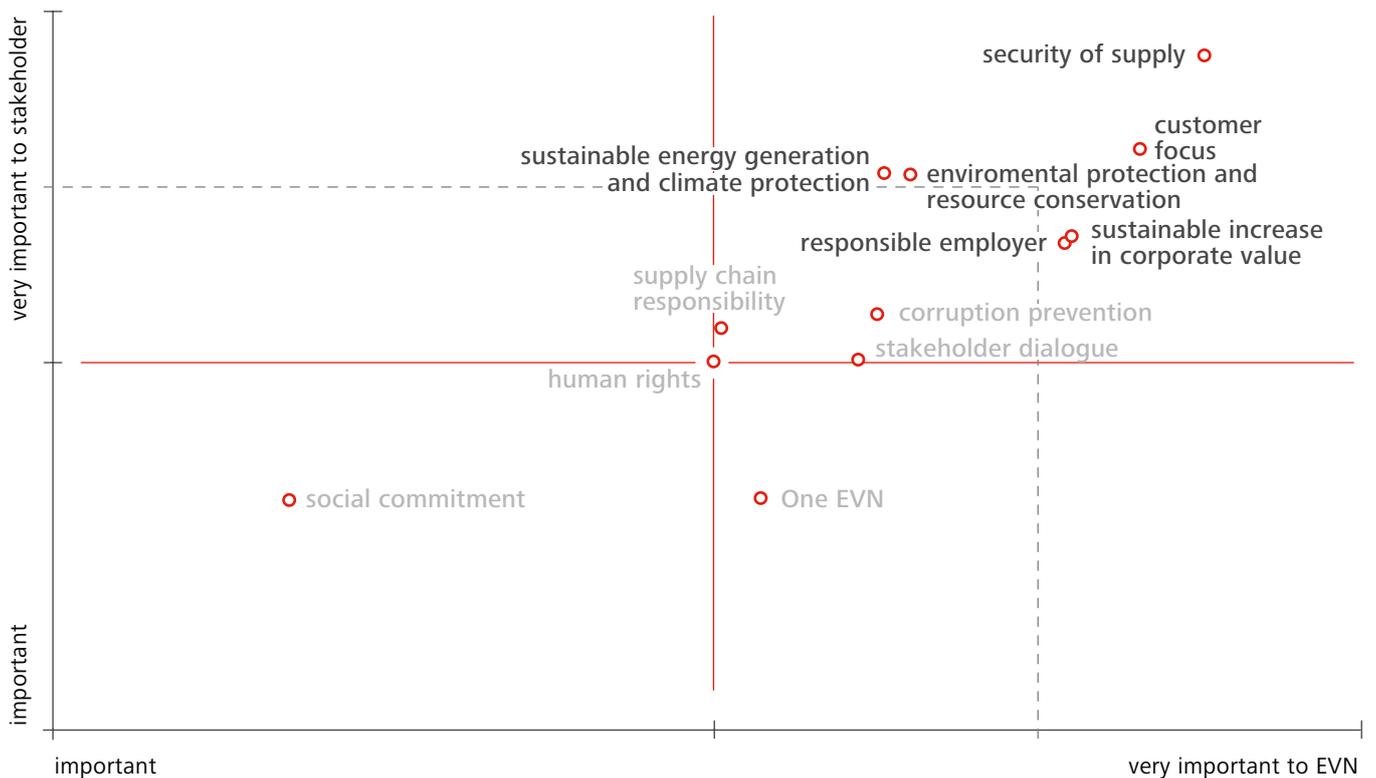
### 1. The area of action supply security

stands for the reliable supply of electricity, natural gas, heat and water, as well as Internet and telecommunication services. The expansion of generation capacity, high technical network quality, the integration of renewable energy sources (among others by offering storage solutions), a flexible generation mix and preparations for crisis situations play an important role in this area.

### 2. The area of action customer focus

stands for high customer satisfaction based on a fair and transparent price policy, understandable products and services in the area of electricity, heat, water, internet and telecommunication, and the efficient use of energy and resources.

## EVN Materiality Matrix 2014



The vertical Y axis shows the assessment of our external stakeholders, thus how important (“material”) certain issues defined by external experts are evaluated. In turn, the horizontal X axis shows the internal assessment of EVN. Accordingly, for example, “security of supply” and “customer focus” are two areas of action which are considered to be very material for EVN, both internally and externally.

**3. The area of action sustainable increase in corporate value** stands for reasonable business operations, the adjustment to a dynamic environment based on targeted innovation, a value-oriented investment strategy, sustainable dividend development, fairness and transparency.

**4. The area of action responsible employer** stands for the creation and safeguarding of jobs, responsible human resources development, training and further education, occupational health and safety, open communications, work-family balance, workforce diversity, and equality of opportunity.

**5. The area of action environmental protection and resource conservation** stands for eco-friendly energy, water, waste disposal and telecommunication services, the systematic improvement of our environmental impact, and the efficient as well as responsible use of energy and resources.

**6. The area of action sustainable energy generation and climate protection** stands for the expanded use of renewable energy, the minimisation of our environmental impact, increased efficiency as well as innovation, development and research activities.

**7. The area of action corruption prevention** stands for preventing corruption on the basis of preventive and control measures realised in the context of compliance management within the entire Group.

**8. The area of action stakeholder dialogue** stands for our proactive dialogue with and our openness towards the concerns of our interest and stakeholder groups.

**9. The area of action One EVN** stands for the proactive and joint pursuing of goals based on corporate values to ensure the Group’s success across countries and business areas.

**10. The area of action human rights** stands for the strict observance of human rights as well as compliance with the guidelines contained in our Code of Conduct both in Austria and abroad. This is reflected in how we treat our employees and how we award contracts.

**11. The area of action supply chain responsibility** stands for an economic, social and environmental approach to procurement and commissioning, an appreciative and transparent approach towards business partners, and mutual learning.

**12. The area of action social commitment** stands for the EVN Social Fund, measures against energy poverty, the educational programme for assisting children and youth in Austria and abroad, our art collection as well as our support of culture and history.