

# Sustainability areas of activity

<b>Area of activity</b>	<b>Description</b>
<b>Supply security</b>	... stands for reliable supplies, also in crisis situations. The key factors in the energy area include a proactive procurement strategy, a flexible generation mix with sufficient reserve and storage capacity as well as the technical quality of the networks.
<b>Customer satisfaction</b>	... stands for products and services that are transparent and meet individual needs, for high service quality, for target group-oriented communications and for support for our customers in the efficient use of energy.
<b>Sustainable increase in corporate value</b>	... stands for entrepreneurial actions that are focused, among others, on continuous adjustments to reflect our dynamic environment through targeted innovations, a value-oriented investment strategy and the stable development of dividends.
<b>Responsible management</b>	... stands for ethical, legally correct behaviour and the forward-looking development of the business model with a focus on digitalisation and innovative energy services. Also important is the acceptance of our responsibility as an employer in order to ensure sustainable human resources development in a constantly changing working environment.
<b>Environmental and climate protection</b>	... stands for the system conversion towards climate-neutral generation with energy storage for balancing purposes. Until this status is achieved, the thermal power plants will take on a bridge function to protect supply security. Efficiency improvements and innovation initiatives make an important contribution in all areas – because our products and services should generally be as environmentally friendly as possible.
<b>Stakeholder involvement</b>	... stands for a proactive dialogue with our stakeholder groups and the responsible handling of their concerns, e. g. through the involvement of neighbouring residents in the expansion and operation of our plants.
<b>Supply chain responsibility</b>	... stands for anchoring social and ecological aspects in procurement and tenders as well as ensuring compliance with human rights by our suppliers.
<b>Social commitment</b>	... stands for the acceptance of responsibility for people in challenging life situations, above all for children and young people. The focus is also on measures to fight energy poverty as well as the EVN art collection, EVN archive and EVN Social Fund.