Highlights 2022/23

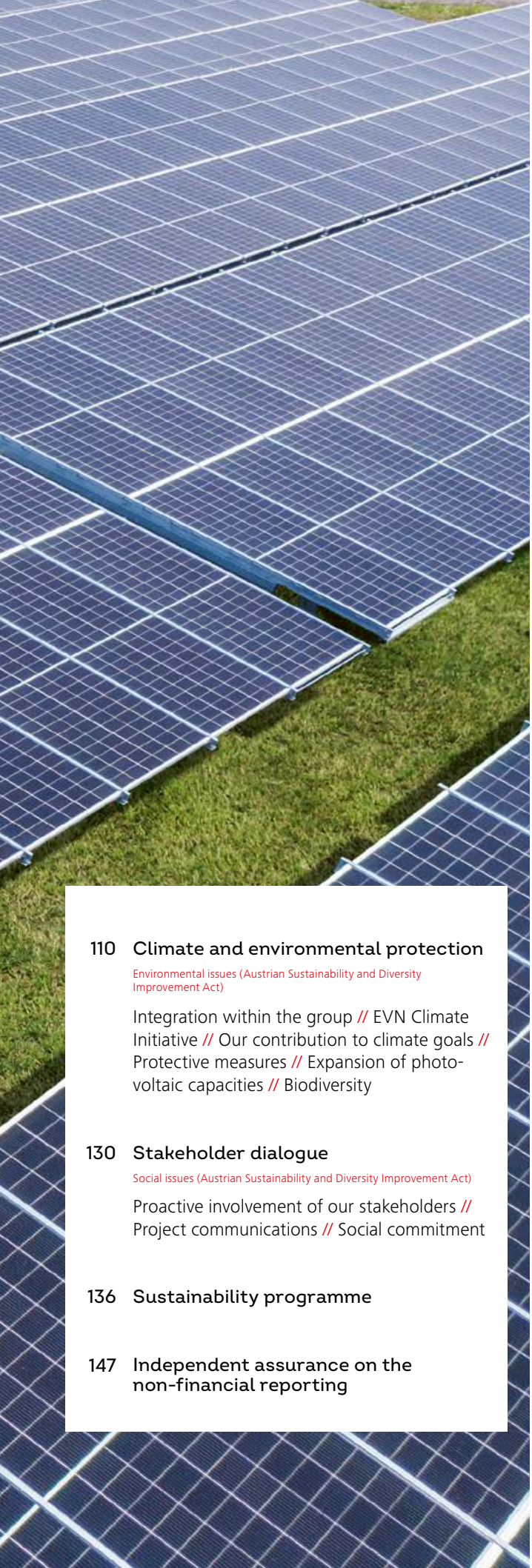
Revenue
EUR 3.8bn

EBIT
EUR 528.5m

Group net result
EUR 529.7m

Dividend proposal
EUR 0.52 + EUR 0.62 special dividend per share

Contents



About this report

Under the title "EVN Full Report", we publish an integrated annual and sustainability report for the previous financial year which covers the period from 1 October to 30 September. Our goal for this publication is to provide equal treatment for financial and non-financial information, including the corporate governance report.

Reporting in accordance with the Austrian Sustainability and Diversity Improvement Act

EU Directive 2014/95/EU on the disclosure of non-financial and diversity-related information (NFI Guideline) was implemented in Austria through the Sustainability and Diversity Improvement Act ("Nachhaltigkeits- und Diversitätsverbesserungsgesetz"). In order to meet the related requirements, we selected the option to prepare a separate non-financial report for the 2022/23 consolidated financial statements and integrate this information in our full report. The disclosures required by the Sustainability and Diversity Improvement Act on environmental, social and employee issues, respect for human rights and the fight against corruption are therefore presented under the section "Non-financial report" and listed separately in the table of contents for easier orientation.

EU Taxonomy Regulation

To fulfil the requirements of Article 8 of the EU Taxonomy Regulation (2020/852), the "Non-financial report" also includes our reporting on the EU Taxonomy Regulation.

For information on the reporting according to the EU Taxonomy Regulation, see page 41ff

Applied standards and guidelines

This full report meets the high standards of the UN Global Compact and presents our progress in the related areas. The following corporate departments were responsible for the collection and calculation of data in accordance with national and international standards and with the guidelines for financial and sustainability reporting: accounting, controlling and human resources management as well as the staff department for innovation, sustainability and environmental protection. The consolidated financial statements were prepared in accordance with § 245a of the Austrian Commercial Code based on the requirements of the IFRS issued by the International Accounting Standards Board (IASB) and the interpretations of the International Financial Reporting Interpretations Committee (IFRIC) which required mandatory application as of the balance sheet date and had been adopted by the European Union.

Non-financial reporting for the 2022/23 financial year is based on the applicable standards of the Global Reporting Initiative (GRI) "in accordance with the GRI standards 2021". The reported GRI indicators are summarised in the GRI content index to provide an overview of the subject matter.

For information on the GRI content index, see page 298ff

Reporting principles and structure

At EVN, we attach great importance to giving equal treatment to the interests and concerns of our various stakeholders. The selection of the non-financial reporting content is based on its relevance for sustainability and our goal to achieve a balanced and complete presentation of the most important current issues in line with the following principles:

- **Involvement of stakeholders:** The reporting content is based on legal requirements and the information needs of our stakeholders, which were last identified through a stake-

holder survey in 2021. This structured survey process takes place every three years.

- **Materiality:** EVN's most important activity and subject areas are defined by the EVN materiality matrix based on the results of the stakeholder survey and are reflected in the structure for this full report. The classification by area of activity is intended to give equal treatment to the diverse and varied information needs of EVN's target groups. In agreement with the GRI reporting standards, information of low importance is not provided in order to maximise relevance and transparency by concentrating on the most significant issues.

- **Completeness:** This reporting meets applicable legal requirements as well as the applied GRI standards.

For information on EVN's materiality matrix, see page 17

External verification

BDO Assurance GmbH Wirtschaftsprüfungs- und Steuerberatungsgesellschaft was responsible for an audit with limited assurance of the consolidated non-financial report for the 2022/23 financial year in agreement with the requirements of the Austrian Sustainability and Diversity Improvement Act and § 267a of the Austrian Commercial Code, the GRI standards 2021 and Article 8 and 9 letters a and b of the EU Taxonomy Directive (2020/852) in connection with Article 10 para. 4 of the Delegated Act of the European Commission (2021/2178) in connection with Article 1 of the Delegated Act of the European Commission (2023/2486).

The auditors' report can be found on page 292ff
For the independent assurance report on the consolidated non-financial report, see page 147ff

Additional information

We prepared this full report and verified the data with the greatest possible diligence. Nevertheless, rounding, typesetting and/or printing errors cannot be excluded. The use of automatic data processing equipment can lead to rounding differences in the addition of rounded amounts and percentage rates. This full report also contains forward-looking statements, estimates and assumptions which are based on the information available to us up to the editorial deadline. Such statements are typically connected with terms such as "expect", "estimate", "plan", "anticipate" etc. We would like to point out that actual circumstances – and, in turn, the company's performance and results – may differ from the expectations and forward-looking statements contained in this report for a variety of reasons.

We use the following signs in this report:

- Reference to additional information in this full report
- Reference to content on the internet
- Reference to GRI standards

EVN is committed to equal treatment in references to all genders in its internal and external publications, i. e. also in this full report.

This full report is available in German and English. In case of doubt, the German version takes precedence.

The editorial deadline for this report was 21 November 2023.

- For information on the Global Reporting Initiative, see www.globalreporting.org
- For information on the UN Global Compact, see www.unglobalcompact.org
- GRI indicators: GRI 1, GRI 3-1

Our EVN – the company for energy, water and environmental services

EVN's headquarters are located in Lower Austria,
further core markets are Bulgaria and North Macedonia.
In total, EVN is currently active in 14 countries.

Business areas

Energy business

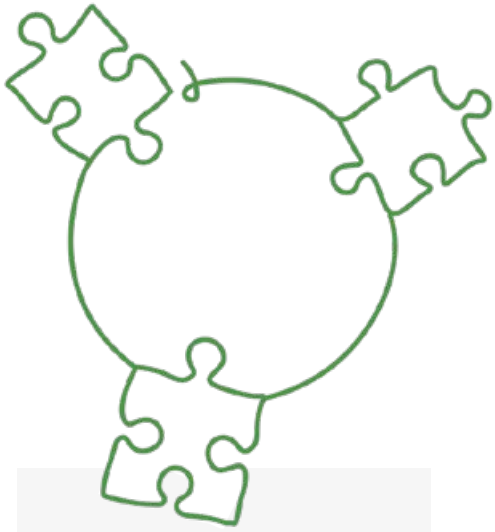
Our integrated business model covers the entire value chain:

- → Energy generation
- → Operation of distribution networks
- → Supply of electricity, natural gas and heat to end customers (with different focal points in our individual markets)

Environmental services business

The environmental services business covers the following activities:

- → Drinking water supplies in Lower Austria
- → In September 2023, a structured bidder process was initiated for the international project business which comprises the planning, construction, financing and operation of plants for drinking water supplies, wastewater disposal as well as thermal waste and sludge utilisation



Investments

Investments in areas related to the core business supplement and hedge our value chain:

- → Verbund AG (12.63%)
- → Burgenland Holding (73.63%), which, in turn, holds 49.0% of Burgenland Energie
- → RAG (50.03%)

Markets[1] and business areas

Germany
- → **Generation:** electricity
- → **Energy supplies:** electricity
- → **Environmental services business:** drinking water supplies and wastewater treatment, thermal sludge utilisation

Austria
- → **Generation:** electricity, heat, thermal waste utilisation
- → **Network operations:** electricity, natural gas, heat, cable TV, telecommunications
- → **Energy supplies:** electricity, natural gas, heat
- → **Environmental services business:** drinking water supplies

Bulgaria
- → **Generation:** electricity, heat
- → **Network operations:** electricity, heat
- → **Energy supplies:** electricity, heat

Croatia
- → **Network operations:** natural gas
- → **Energy supplies:** natural gas
- → **Environmental services business:** wastewater treatment

North Macedonia
- → **Generation:** electricity
- → **Network operations:** electricity
- → **Energy supplies:** electricity

Albania
- → **Generation:** electricity

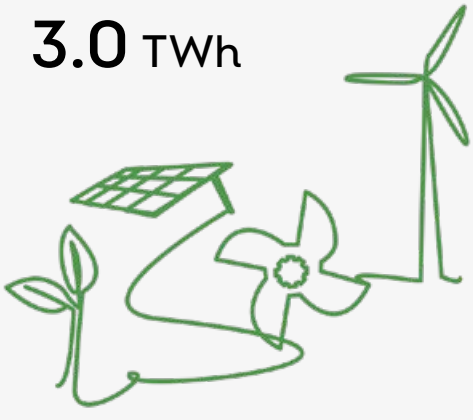
Other countries
- → **International project business:** WTE is responsible for the construction and operation of plants for drinking water supplies, wastewater treatment and thermal waste and sludge utilisation in Germany, Poland, Romania, Slovenia, Croatia, North Macedonia, Cyprus, Bahrain and Kuwait

1) Map outlines markets in the energy business

Value chain and key data

Electricity generation

3.0 TWh

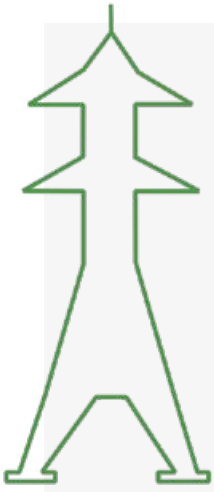


77.0%
Renewable

23.0%
Thermal

Trade and supply

Energy sales volumes
24.8 TWh

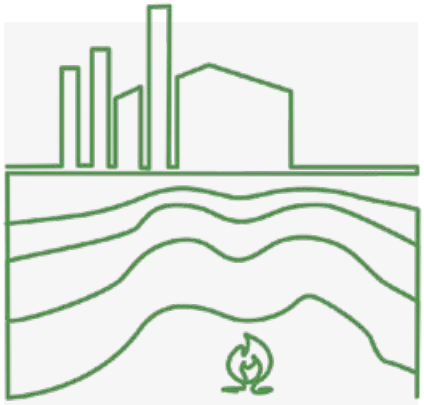


164,215 km
Networks

149,271 km
Electricity

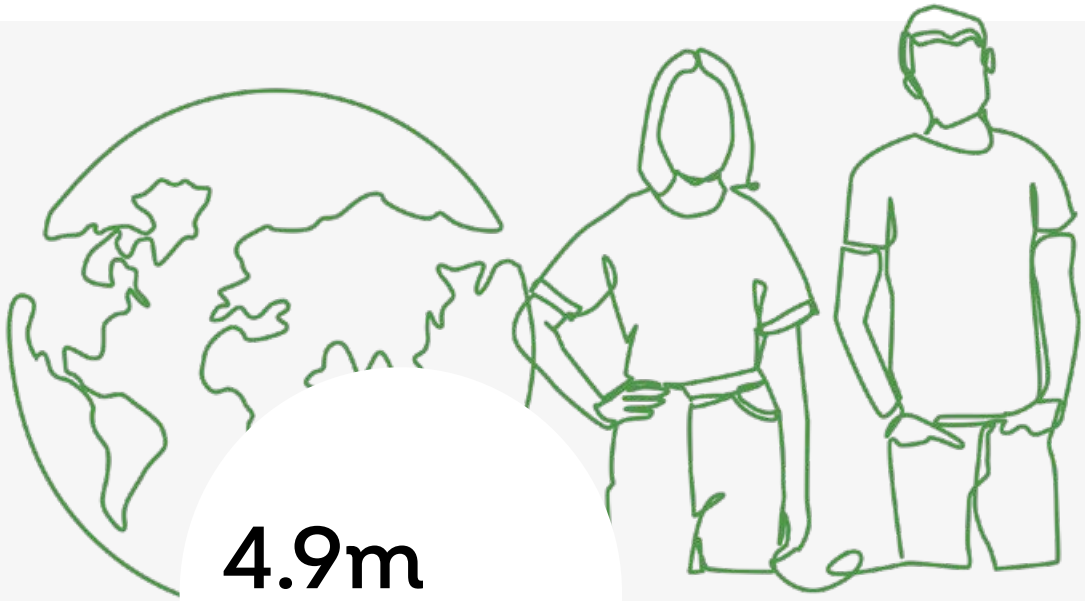
13,983 km
Natural gas

961 km
Heat



Storage

6.3 bn m^3
Natural gas storage capacity of RAG



4.9m
Customers

3.6m
Electricity

0.3m
Natural gas

0.1m
Heat

0.6m
Drinking water

0.3m
Cable TV and telecommunications

Environmental services business

Drinking water supply in Lower Austria and 12 international projects in realisation

Assuming responsibility

and acting with a vision.

EVN's activities are always focused on ESG – and that also makes the share attractive for sustainability-oriented investors.

The conversion of the energy system is a project for generations

Interview with the members of EVN's Executive Board, Stefan Szyszkowitz and Franz Mittermayer.

The development of renewable energies – meaning wind and photovoltaics as well as hydropower – has been extremely dynamic. Can we already depend entirely on green electricity?

Stefan Szyszkowitz: Sometimes yes, sometimes no. I particularly remember the 2 July 2023. There was so much renewably generated electricity in the European electricity system on that Sunday that it was momentarily traded at a negative spot price of EUR 500 per MWh – in other words: you were required to pay for feeding-in produced energy. The result was that renewable capacity was taken off the grid across Europe and wind parks were temporarily shut down. And at the Danube River power plants, water was diverted past the turbines.

This example leads us to a series of conclusions: First of all, the focus of society and politics on climate protection and the expansion of renewables is making great progress. We also see this in our Lower Austrian network area, above all due to the rapid growth in decentralised photovoltaic facilities. But secondly, as impressive as the expansion of wind and solar electricity is, we urgently need economically and technically mature solutions to use and – even more important – to make the seasonal storage of surplus production possible. The greatest challenge for an emission-free European energy system is the management of energy requirements during the winter – and here, I mean times when we normally don't have enough wind, solar and hydropower to cover demand.

What approaches do you see here, and what directions is EVN following?

Franz Mittermayer: One obvious approach involves sector integration, for example the use of renewable energy for room heating or as hybrid storage for district heat supplies. Another possibility is the operation of electrolysis plants for the conversion of solar energy into green hydrogen which can be changed back into electricity as needed. Our subsidiary RAG is currently working on a pilot project under the title "Underground Sun Storage", and we are involved as a cooperation partner. The idea behind this innovation – which is unique in Europe – is to store green hydrogen in RAG's abandoned geological natural gas reservoirs and to use it for electricity and heat generation at a later date. We are convinced that green molecules will be an important building block for the energy transformation because they help to protect supply security – and that is the most important requirement for an energy provider like EVN.

We are also seeing new ideas for networks that could ease the stress on the system by using special IT solutions that make consumption more flexible and, in so doing, prevent demand peaks. With the acquisition of CyberGrid, which has specialised since its founding in the development of software exactly for this application, we have secured expertise in this area for the EVN Group.

Let's turn to the numbers. You increased the level of investments again, this time to a range of EUR 700m to EUR 900m per year. What are the reasons behind these plans?

Szyszkowitz: The conversion of the energy system is a project for generations, also from an economic standpoint. Our plans for the further development of the network infrastructure speak a clear language. It's important to know that we will be making massive investments in additional transformer stations, substations and power lines at all network levels, including the related software. From 2019 to 2023, we doubled our network capacity in Lower Austria from 1,500 MW to 3,000 MW. And we now need to increase this capacity up to 6,000 MW by 2030. That's the only way we can guarantee the integration of the rapidly growing renewable generation from wind and solar power in the energy system and its transport into consumption-intensive regions. At the same time, the networks must be strengthened to better accommodate the demands of e-mobility and the increasing use of heat pumps. When you take all these issues together, we will need to invest up to EUR 450m per year in the Lower Austrian electricity network alone. In addition, we must address the expansion of renewable generation, the expansion of drinking water supplies in Lower Austria and investments in South East Europe.

Mittermayer: An additional investment focal point in the IT and software area can also be expected in the coming years – because the energy future can only function with the support of state-of-the-art, high-performance IT solutions. Highly efficient data management that meets strict security standards is a basic requirement for a new energy market design.

Continuing with renewables. What is happening here?

Mittermayer: At no point in our company's history was the increase in renewables as strong as it is now. As of 30 September 2023, we had an installed wind power capacity of 447 MW and, by year-end 2023, we will commission two further projects and add a total output of 30 MW to the grid. At the same time, we started construction on another wind park and a repowering project. We are committed to our expansion goal of over 750 MW for wind power by 2030, which is backed by a pipeline with a large number of different projects in different stages of devlopment.

Photovoltaic expansion is also proceeding rapidly. Here, we had roughly 42 MWp at the end of this past September – and this volume will double by the end of the year with the commissioning of large-scale plants in Dürnrohr and North Macedonia. Our plans for photovoltaics are consciously focused on regional diversification because we have significantly more sun hours on average in our South East European markets in North Macedonia and Bulgaria than in Lower Austria. Similar to wind power, we can also confirm our photovoltaic expansion goal of 300 MWp by 2030.

» Working on the **energy future,** supply security and customer satisfaction is a **meaningful occupation.** «

Stefan Szyszkowitz,
Spokesman of the Executive Board

What do all these upheavals and changes mean for your employees?

Szyszkowitz: In any event, a wide range of exciting issues. As the members of the Executive Board, we are impressed by and thankful for the enthusiasm, passion and professionalism with which our colleagues manage their different, important responsibilities every day. The challenges we are facing are wide-ranging and demanding, and mastering them will require, in part, new qualifications. For being well equipped at the personnel level, we are presenting EVN on the labour market as an innovative, future-oriented and responsible employer. We believe we can indeed make a very attractive offer here: Working on the energy future, supply security and customer satisfaction is a meaningful occupation. And in the end, it's always the people who have the answers to the major questions and challenges in our industry!

At the beginning of October 2023, EVN held its first capital markets day in several years. What topics formed the focal points?

Szyszkowitz: We took advantage of the opportunity to inform the capital market of our expanded investment programme as part of our strategy update. Renewables, possibilities to store surplus energy and network expansion also formed the central content at this event. In addition, we explained the medium-term prospects for our business based on our planning assumptions. We were able to demonstrate that EVN is gradually moving towards an all-electricity future and can cover the increasing demand for electricity.

A further point was the ESG positioning of the EVN share. We are working intensively on the target path agreed with the Science Based Targets initiative to gradually reduce greenhouse gas emissions in all our activities.

In this connection, we also announced that we want to strengthen our ambitions in support of climate protection. The science-based reduction goals agreed two years ago are based on the well-below 2 °C target, and we are now evaluating an adjustment to the more ambitious goal of 1.5 °C.

The energy supply business to end customers was under massive earnings pressure in 2022/23. What are your expectations for this business in the future?

Szyszkowitz: The historical distortions on wholesale markets had a massive negative influence on the energy supply business during the past two years. However, we have recently seen a gradual decline in spot and futures prices. And we therefore expect a return to a positive earnings contribution from EVN KG in the 2023/24 financial year.

You announced fundamental strategic changes for the international project business in September?

Mittermayer: EVN acquired WTE 20 years ago. Since that time, a variety of projects were successfully completed in East and South East Europe. WTE is currently realising the largest project in its history in Kuwait. This project is a great success for WTE. After corona-related obstacles, unluckily right at the project's start, everything is now on schedule. The wastewater treatment plant is, de facto, finished, and the pipeline infrastructure is two-thirds complete. With this project – and naturally all the other 120 contracts which were also completed, WTE has references that create opportunities for international growth. The company has also successfully established a position in thermal sewage sludge utilisation with interesting contracts in recent years. We, in EVN's management, concluded that we want to identify new investors who can better accompany WTE during its next growth phase. EVN will be faced with many challenges and growth

» The issues **sustainability, the energy future and investments** run like a **green thread** through our daily work routine. «

Stefan Szyszkowitz,
Spokesman of the Executive Board

» I am **convinced** that we will **successfully master the energy future** at all levels. «

Franz Mittermayer,
Member of the Executive Board

opportunities in the energy business over the coming years, and that will require our full attention.

What does all this mean for the performance of your share and your positioning on the capital market?

Szyszkowitz: As announced in May 2023, we plan to propose a dividend of EUR 0.52 per share plus a special dividend of EUR 0.62 per share for the 2022/23 financial year.

We are also redefining our dividend policy for the future. Our goal is to pay a minimum dividend of at least EUR 0.82 per share each year, and we are committed to appropriate participation for our shareholders in future earnings growth. Over the medium term, we are targeting a payout ratio equal to 40% of Group net result, adjusted for extraordinary effects. But, at the same time, we want to maintain our ratings in the solid A range.

Mr. Mittermayer, one personal question in conclusion: In view of your upcoming retirement, how would you summarise your professional life and your time with EVN?

Mittermayer: During the last 30 years of my professional life when I worked for EVN, I always had very interesting and responsible assignments. The company – and all my colleagues – were always very flexible in every situation. Challenges were seen as an opportunity for change and progress. I believe this sprit is deeply anchored in our DNA, and the younger employees see this as a positive aspect of our corporate culture that can be further developed from their generation's viewpoint. I am therefore convinced that we will successfully master the energy future at all levels – and I wish all my colleagues and the new Executive Board team the best of luck.

Clear values, focused strategy

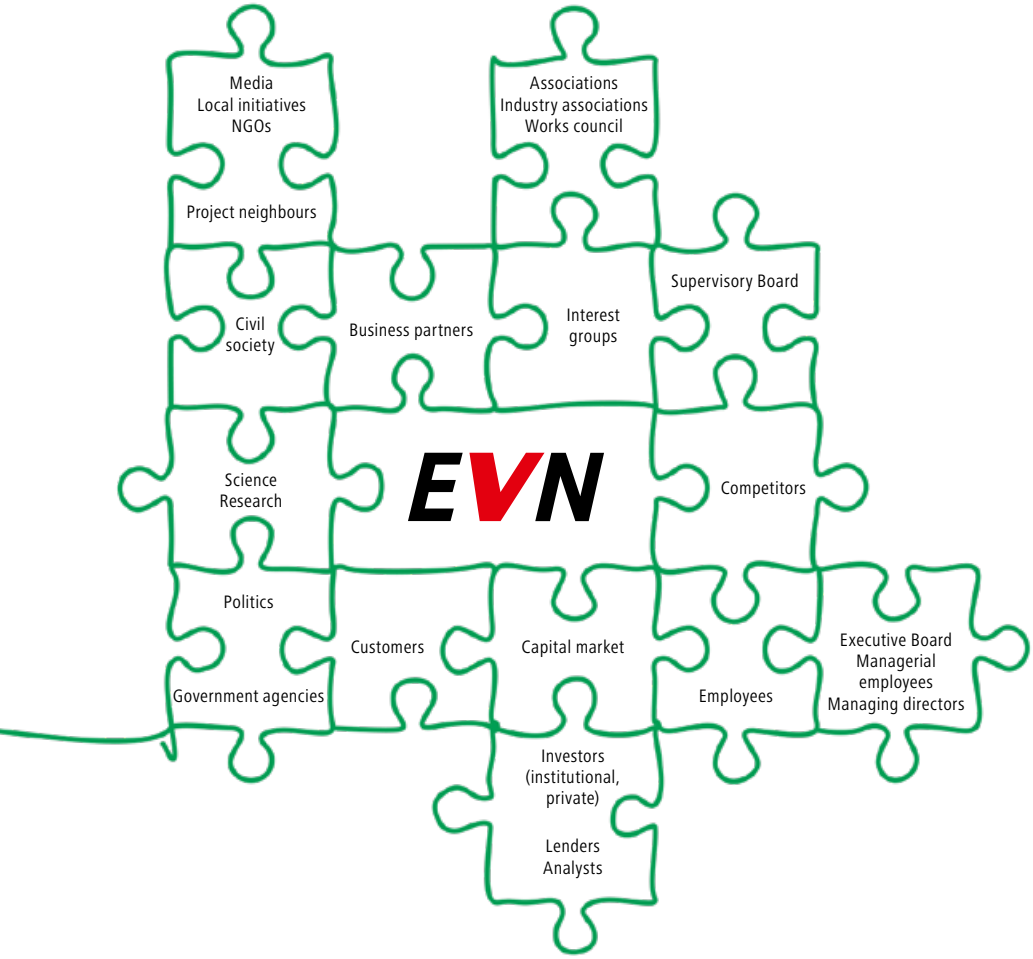
A clear set of values and a focus on areas of activity that we regularly review and prioritise together with our stakeholders form the basis for all our corporate actions. This structure determines the principles and rules for our interaction with our employees, suppliers and business partners – as well as our corporate strategy.

EVN's value structure includes fundamental statements on our vision, mission and corporate values as well as binding Group-wide standards for behaviour and actions. As a member of the UN Global Compact, we are expressly committed to compliance with the global principles of ethical business activities. Our strong sense of responsibility for our daily supply and disposal activities is reflected in strict standards for our business and the management of our Group. Compliance with ethical values and all applicable legal requirements is a matter of course.

We are committed to the concept of sustainable management and, in this sense, work to create a balance between economic, ecological and social factors. This covers the ethical, social and environmental aspects – meaning the subject areas summarised under Environment, Social and Governance (ESG) – which we combine under the term "sustainability". Our guiding principle is to achieve a fair balance between the concerns of everyone interested in our company – our stakeholders. The satisfaction of our customers is a crucial factor because it safeguards our long-term success. We meet our responsibility for the climate and the environment, in particular, by minimising emissions, conserving resources and increasing the use of renewable energy carriers. Continuous innovation and efficiency improvements play a decisive role in this process. Our value system is strengthened by a clear commitment to social responsibility.

☐ The EVN Code of Conduct: see page 28ff
○ Also see www.evn.at/Vision-Mission
○ Also see www.evn.at/sustainability-statement
○ Also see www.evn.at/integrity-clause
△ GRI indicators: GRI 2-12, GRI 2-23, GRI 2-24, GRI 2-29

EVN's major stakeholders

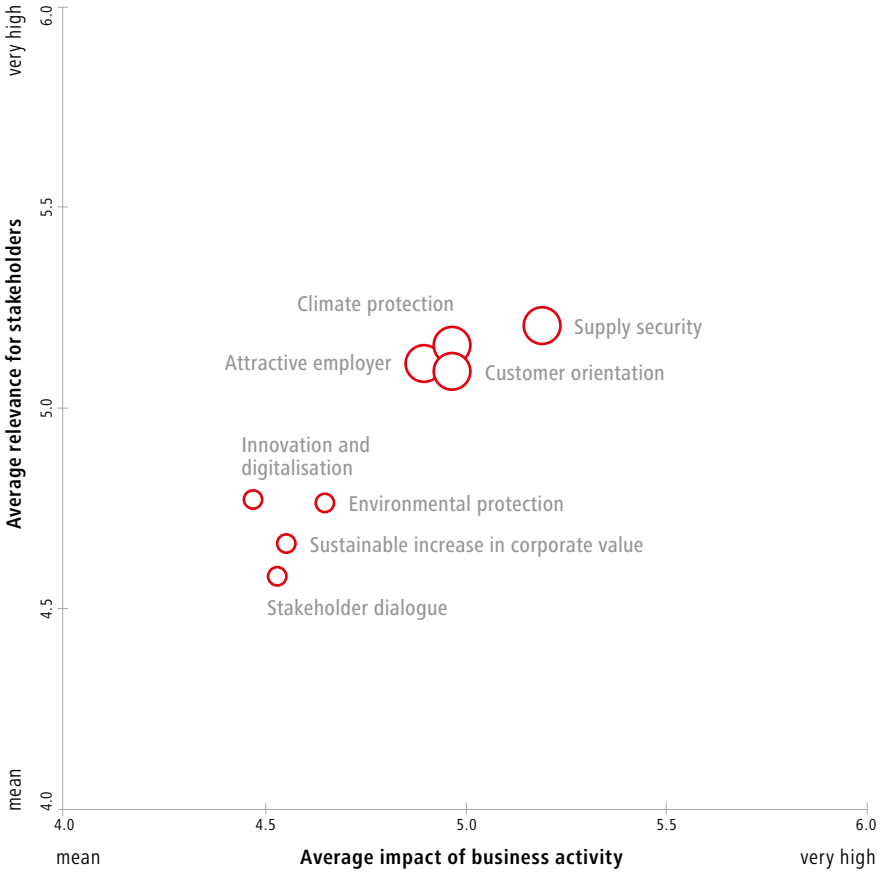


Strategy 2030: More sustainable. More digital. More efficient.

The 2019/20 financial year set the stage for the future-oriented development of our corporate strategy in a Group-wide process by EVN's management in close coordination with the Supervisory Board. Following the start of a structured sale process for the international project business in September 2023, the corporate strategy now covers seven core strategies which are presented on the following double page.

Our strategy process is significantly influenced by the international frameworks applicable to the energy sector. Included here are the Sustainable Development Goals of the United Nations (SDGs) and the goals of energy and climate policy (e. g. the Paris Climate Agreement and European Green Deal). These goals and policies

EVN materiality matrix



are leading, in part, to massive changes in the environment and in the legal and regulatory requirements on energy providers. The determining change for our industry – and a central factor for our strategy – is the result of social and political efforts to achieve the fastest possible transition to a functioning CO_2-free energy system in order to minimise sector-specific climate effects faster and even more clearly. Our answer to these developments is the EVN Climate Initiative, which is based on the Strategy 2030. It links relevant objectives, which include the decarbonisation goals coordinated with the Science Based Targets initiative and the climate neutrality of selected group companies, with EVN's overall strategy.

The development of many basic market and environmental factors is connected with uncertainty. Our strategy process therefore includes sensitivity and scenario analyses to support reliable conclusions for the identification of concrete measures. We also continuously monitor energy sector conditions and regularly discuss developments, including deviations from plan assumptions and their effects, at the management level – for example, at the quarterly segment steering committee meetings where the members of the Executive Board and managers exchange information with internal experts. The Executive Board then regularly discusses the aggregated findings with the Supervisory Board.

For the EVN Climate Initiative, see page 114f

GRI indicators: GRI 2-12, GRI 2-16, GRI 2-29, GRI 3-2, GRI 413-1

Stakeholder interests and the EVN materiality matrix

We attach high importance to maintaining an institutionalised dialogue on strategic issues with our various stakeholder groups. Apart from the event-driven contacts at different levels that are related to our normal business activities, the regular updating of our materiality matrix – generally in a three-year cycle – forms the core of our stakeholder management in the area of sustainability. The last stakeholder survey was conducted in spring 2021.

A representative selection of our internal and external stakeholders was asked to complete an online questionnaire and evaluate the relevance of the areas of activity and their impact on business activities. This structured survey process was designed to focus on the issues which have the highest priority for our stakeholders and, at the same time, represent the greatest economic, ecological or social impacts on our business activities. Our reporting is also directed to the key issues and areas of activity which have a mean to very high relevance for EVN in the materiality matrix. The sustainability steering committee validated and confirmed that the key issues and areas of activity remained valid for EVN during the reporting period.

For information on the areas of activity, see page 23ff

For information on the project-related stakeholder dialogue, see page 133f

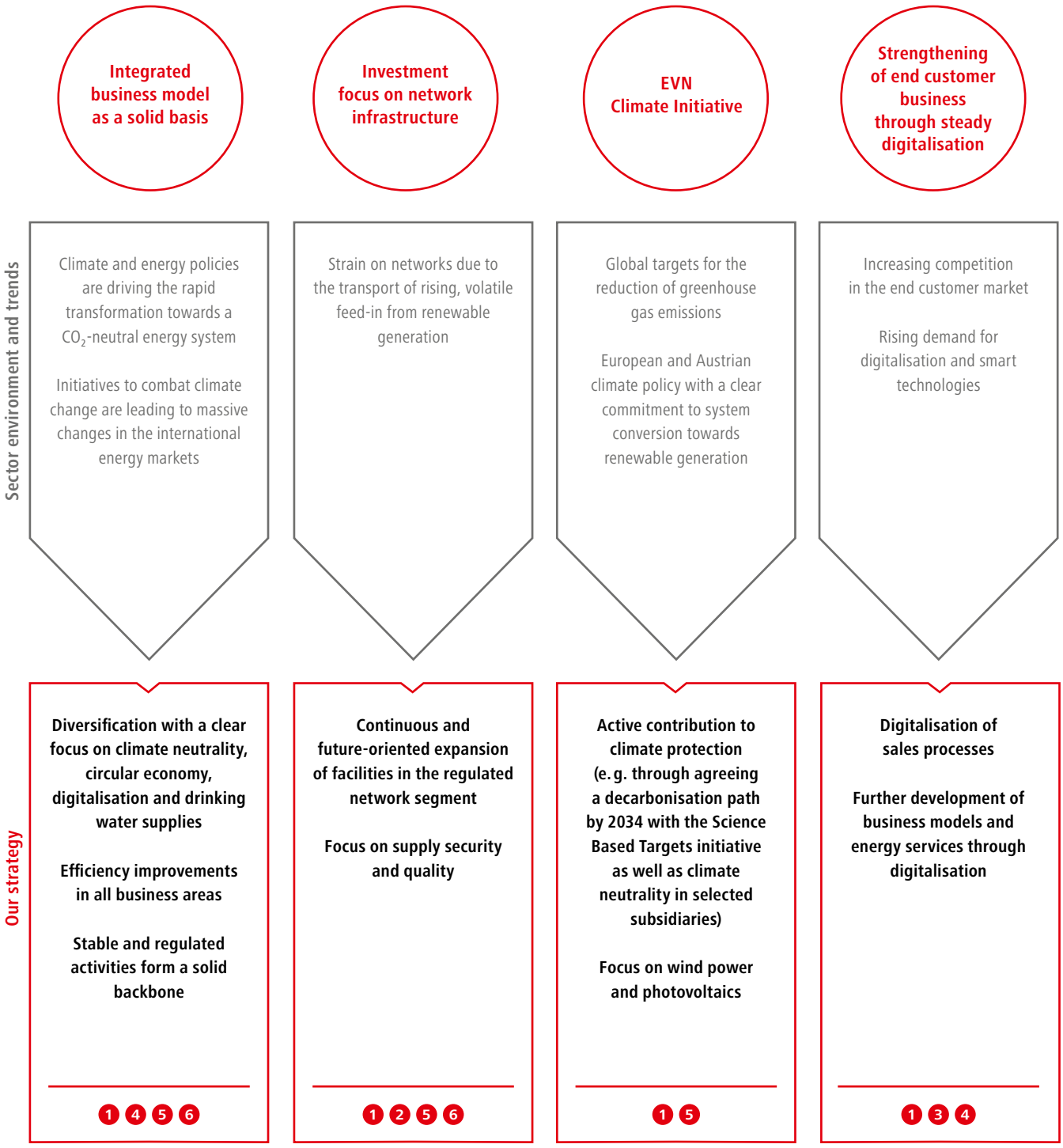
GRI indicators: GRI 2-16, GRI 3-2

Efficient sustainability organisation

The responsibility for ESG and its further development lies with the Executive Board, i. e. at the highest corporate level. All these issues flow into our sustainability strategy which, in turn, is derived from the corporate

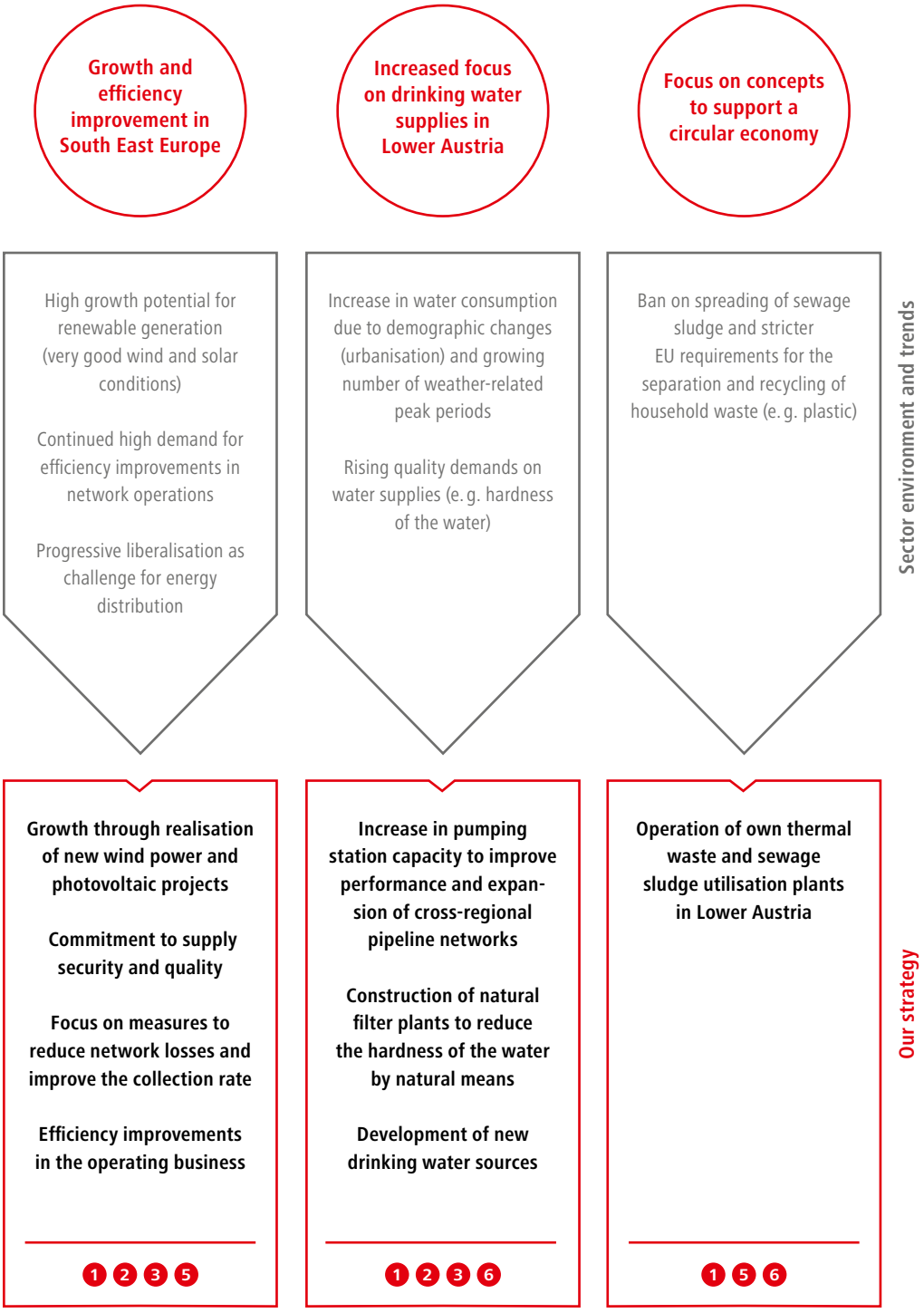
Continued on page 20 →

Our core strategies 2030



Areas of activity

1. Sustainable increase in corporate value
2. Supply security
3. Customer orientation
4. Innovation and digitalisation
5. Climate protection
6. Environmental protection


Growth and efficiency improvement in South East Europe
Increased focus on drinking water supplies in Lower Austria
Focus on concepts to support a circular economy
High growth potential for renewable generation (very good wind and solar conditions)
Continued high demand for efficiency improvements in network operations
Progressive liberalisation as challenge for energy distribution
Increase in water consumption due to demographic changes (urbanisation) and growing number of weather-related peak periods
Rising quality demands on water supplies (e. g. hardness of the water)
Ban on spreading of sewage sludge and stricter EU requirements for the separation and recycling of household waste (e. g. plastic)
Sector environment and trends
Growth through realisation of new wind power and photovoltaic projects
Commitment to supply security and quality
Focus on measures to reduce network losses and improve the collection rate
Efficiency improvements in the operating business
1 2 3 5
Increase in pumping station capacity to improve performance and expansion of cross-regional pipeline networks
Construction of natural filter plants to reduce the hardness of the water by natural means
Development of new drinking water sources
1 2 3 6
Operation of own thermal waste and sewage sludge utilisation plants in Lower Austria
1 5 6
Our strategy

→ Continued from page 17

strategy (which is also the responsibility of the Executive Board). Moreover, the Executive Board exchanges information on the sustainability strategy with the Supervisory Board on a regular basis and reports quarterly on the principal developments and measures involving ESG.

The staff department for innovation, sustainability and environmental protection, which reports directly to the Executive Board, is responsible for coordinating sustainability activities and for environmental and climate protection. Management conferences, in particular the biannual all-day innovation conferences, provide a platform for the department to report on the innovation and research projects under its direction. The primary objective of these projects is to make a positive contribution to environmental and climate protection and to customer benefits.

The innovation, sustainability and environmental protection department also coordinates an intradepartmental sustainability team which ensures compliance with our high sustainability standards and the operational development and implementation of new ESG aspects in our Group. The aspects of climate change that are relevant for our business activities also have high priority for this team.

In view of the high relevance of ESG issues and to further strengthen sustainability expertise, a sustainability expert was appointed to the Supervisory Board's Audit Committee in 2022/23.

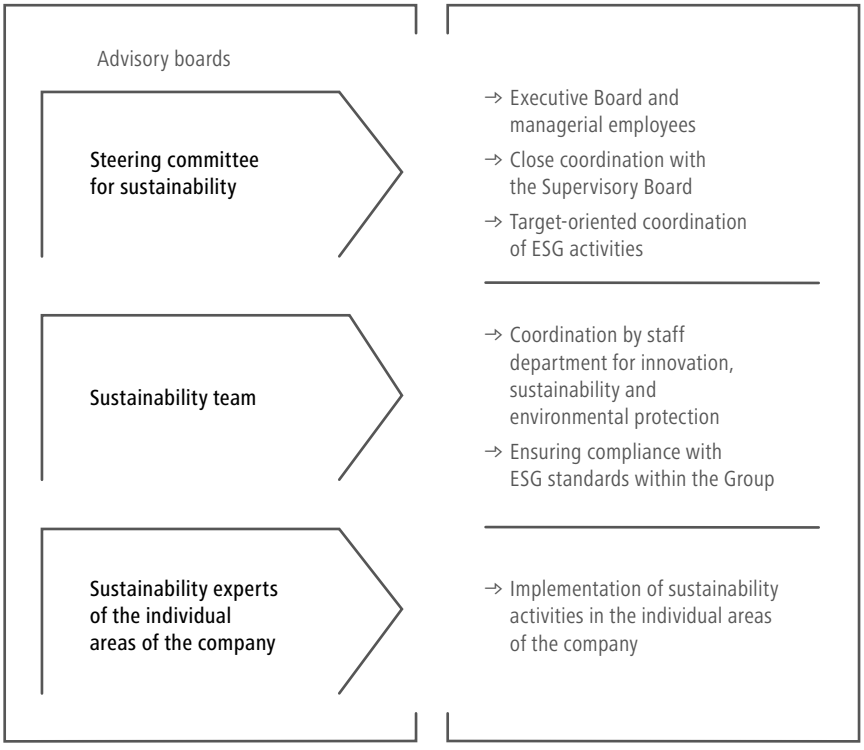
Our sustainability steering committee, which also meets four times each year, includes the members of the Executive Board, key managers from various areas of the company, the managing directors of the most important Austrian and international subsidiaries and the members of the intradepartmental sustainability team. This committee deals with current ESG issues, approves major ESG activities and, based on its broad composition, ensures that the strategies, measures and goals defined in these meetings are rolled out and implemented in operating activities throughout the EVN Group.

Valuable external inputs

In addition to the regular exchange of information with internal experts, our Executive Board and Supervisory Board are supported by various advisory boards. These panels include external experts from different disciplines who contribute their expertise and outside perspectives on the ESG aspects of our activities.

☐ For the Sustainability Advisory Board, see page 115f
☐ For the EVN Social Fund, see page 135
○ For the Sustainability Advisory Board, see www.evn.at/sustainability-advisory-board
○ For the EVN Social Fund, see www.evn.at/social-fund
○ For the EVN Art Advisory Board, see www.evn-sammlung.at (German only)
△ GRI indicators: GRI 2-9, GRI 2-12, GRI 2-13, GRI 2-16, GRI 2-17, GRI 2-24

EVN sustainability organisation



Impact of our business activities

In accordance with the requirements of the Sustainability and Diversity Improvement Act and the EU Taxonomy Directive, our annual risk inventory covers potential risks and the related effects of EVN's business activities and business relations on environmental, social and employee-related issues, the observance of human rights and the fight against corruption. It also includes an assessment of the resulting financial impact on the EVN Group.

This gives us a clearly structured and defined process to identify and analyse potential risks and their effects on various organisational and hierarchical levels and, in turn, develop suitable countermeasures. We ensure the involvement of the management and Executive Board levels by presenting and discussing the results and findings of the risk inventory in the risk working group and the Group Risk Committee.

The following table summarises the most important potential effects.
It also includes examples of the instruments and measures used or taken – in agreement with the EVN Code of Conduct and our overriding behavioural standards for compliance – to minimise any negative effects.

Focus on sustainability and, above all, on climate risks

We analyse climate risks based on climate scenarios in accordance with the EU Taxonomy Directive. As part of our risk inventory, we identify potential climate risks and the impact of our business activities on climate change. Climate risk is, however, intentionally not defined as a separate risk category but – where appropriate – assigned to the individual risk categories as an interdisciplinary issue. We differentiate between transition risks and physical risks. Transition risks represent the uncertainties resulting from the transformation towards a renewable energy system. Physical risks involve events and changes that are triggered directly by the climate.

We identify climate-related fluctuations in our earnings through our risk management and evaluate the potential

quantitative effects with sensitivity and scenario analyses as part of our planning process. Comparable issues also influence the selection of the scenarios for the future development of energy and primary energy prices. This information forms the basis for discussions on climate change and its impact on our business activities at the management, Executive Board and Supervisory Board levels.

Damages caused by extreme weather events represent a threat to supply security. In a broader sustainability context, the risks in this area also include supply interruptions or physical dangers caused by explosions or accidents. In order to guarantee trouble-free operations and the technical security of our power plants – both of which are essential to protect reliable supplies – we conduct regular inspections and maintenance work that also involves scheduled downtime. We measure and monitor actual interruptions in network electricity supplies with the System Average Interruption Frequency Index (SAIFI) – which shows the mean supply interruption – and the System Average Interruption Duration Index (SAIDI) – which shows the average annualised duration of unplanned power interruptions.

Occupational safety and accident prevention are also prominent issues in all our business units. We guarantee the required high level of safety, above all, through training and by raising employees' awareness. In addition to legal requirements, we have developed an extensive set of internal rules, directives and guidelines. All work accidents in the EVN Group are recorded and analysed centrally by the occupational safety department. As shown in the following table under the area of activity "sustainable increase in corporate value", employee-related risks also cover the loss of highly qualified staff. We address this risk, among others, through the creation of an attractive work environment and flexible working time models. The risk analysis also includes the intended or unintended misrepresentation of transactions or positions in the annual financial statements, which we work to prevent with our internal control system (ICS).

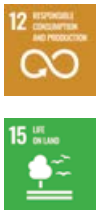
The staff department for innovation, sustainability and environmental protection is responsible for the identification and analysis of the ecological impact of our business activities with regard to the use of resources, energy and water consumption, emissions, biodiversity and transport as well as wastewater and waste disposal (environmental risks). Based on its analyses, this department supports the operating units in preventing or minimising their impact on the environment.

❑ For information on the Group-wide risk management process, which includes the identification of sustainability risks, see page 177ff
❑ For information on SAIFI and SAIDI, see page 72
❑ For information on occupational safety, accident prevention and compliance, see pages 103ff and 28ff
❑ For information on the ecological impact of EVN's activities, see page 112ff
△ GRI indicators: GRI 2-22, GRI 2-23, GRI 2-24

Overview of the major potential effects of our business activities (selected items)

EVN area of activity and definition	Impact assessment (excerpt) "–" = negative; "+" = positive	Management instruments and measures (excerpt)	Sustainable Development Goals
Sustainable increase in corporate value … stands for entrepreneurial actions which, in connection with strategic decisions, are intended to maintain a balance between value-oriented investments and an attractive return for our shareholders. Ethical and legally compliant behaviour by our employees is a matter of course. The anchoring of social and ecological aspects in procurement as well as in the awarding of contracts and compliance with human rights by our suppliers and business partners represent further focal points in this area.	– Risk of a loss in value for equity and debt investors – Compliance violations + Stable development of dividends + Improvement of the infrastructure in countries/regions where projects are in progress or were carried out + Job security + Regional added value through cooperation + Solid capital base eases effects of economic crises + Fair and transparent tenders	→ Goal: balance between investment projects and an attractive return for shareholders → Protection of projects through guarantees and insurance → Integrated business model with focus on regulated and stable activities → Goal: ratings in solid A-range → EVN Code of Conduct → EVN values → Corporate compliance management → Compliance training → EVN integrity clause as an integral part of every supplier relationship → Sustainable focus of all EVN procurement procedures → Self-reporting form for all bidders in tenders → Anonymous whistle-blowing procedure → Regular control of compliance with human rights and workers' rights in the supply chain	7, 8, 9
Supply security … stands for reliable supplies, also in crisis situations. Uninterrupted supplies of the required energy and the technical quality of the networks are the key factors in the energy area. We focus on the sustainable expansion of our networks and technical infrastructure and on the reliable supply of and increase in the quality of drinking water.	– Influence on habitats (people, animals and nature)/negative impact on biodiversity through network expansion, hydropower plants and the construction of wind power plants – Consumption of natural resources – Emissions – Impact of network breakdowns on society and the economy + Increase in the share of renewable energy + Reliable energy supplies for society and the economy + Provision of infrastructure + Provision of high-quality drinking water	→ Certified environmental management systems → Goal until 2030: expand wind power from currently 447 MW to 770 MW and photovoltaics from currently 42 MWp to 300 MWp → Top priority for supply security and quality → EVN-internal crisis and emergency plans (e. g. flooding, pandemics) → Extensive monitoring activities (e. g. water quality) → Low network losses and electricity supply interruptions → Ongoing investments to improve network infrastructure and drinking water supplies → Cybersecurity	6, 7, 9, 12
Customer orientation … 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 and safe use of energy. The protection of personal data also has high priority.	– Rising exchange prices endanger the affordability of energy – Data protection incidents + Improved, more efficient use of energy + Cooperation projects protect jobs in the region + High standards for supply security + High availability of EVN power plants	→ Top priority for supply security and quality → Top priority for data protection → Extensive monitoring activities (e. g. water quality) → Monitoring of mean electricity supply interruption → Support for customers in improving consumption efficiency → Various communication channels for customers → Combatting energy poverty	7, 10, 12, 13

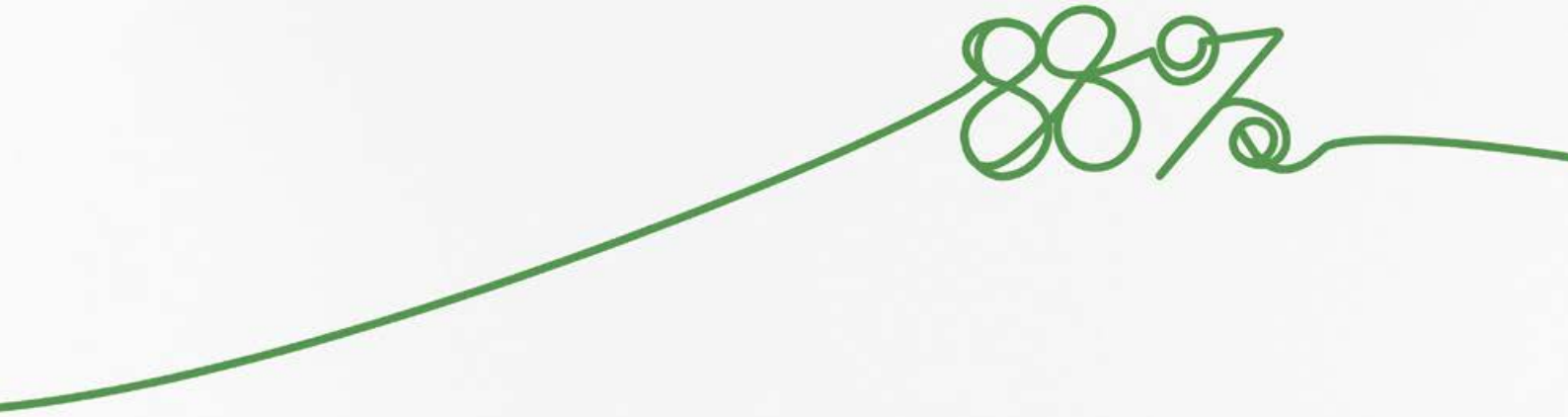
Overview of the major potential effects of our business activities (selected items)

EVN area of activity and definition	Impact assessment (excerpt) "–" = negative; "+" = positive	Management instruments and measures (excerpt)	Sustainable Development Goals
Attractive employer ... stands for our claim to be a responsible, fair and crisis-resistant employer. We support diversity and equal opportunity, are committed to employee training and to offering a wide range of responsibilities in a modern working environment. That allows us to pursue targeted and efficient human resources development in a continuously changing working world – and all this within the context of comprehensive occupational safety and health protection.	– Work accidents – Effect of stress on employees' health – Compliance violations + Job creation + Job security + Attractive working environment + Flexible working conditions + Macroeconomic contribution through training and continuing education	→ EVN values → Corporate social partnership → Sustainable human resources development → Principles and guidelines of the International Labour Organization (ILO) and UN Global Compact → High standards for health protection and occupational safety → Flexible working time models → Internal control system (ICS) → Re-entry of employees on parental leave; retention periods that exceed legal requirements → Group health insurance → Compliance training	
Climate protection … stands for the step-by-step system conversion towards climate-neutral energy generation while, at the same time, protecting supply security. Efficiency improvements and innovation initiatives – also to reduce greenhouse gas emissions – make an important contribution in all areas.	– Greenhouse gas emissions + High standards for supply quality + Efficient and environmentally friendly energy supplies for society and the economy + Contribution to meeting international and national climate targets + Reduction of greenhouse gasrelevant emissions + Necessary adjustments to business model to reflect climate change	→ Goal up to 2030 (at the Group level): expand wind power from the current level of 447 MW to 770 MW and photovoltaics from currently 42 MWp to 300 MWp → Decarbonisation targets according to SBTi (by 2034) → Climate neutrality for selected Group companies → Network investments to integrate electricity from volatile renewable generation → Focus on efficiency improvements, above all through minimisation of GHG emissions → Heat generation from biomass and heat pumps → Suitability of natural gas network for renewable and CO_2-free gas	
Environmental protection … stands for minimising the environmental impact of our activities, for the responsible use of resources, e. g. materials and water, for the protection of flora and fauna and for conservation of the natural habitats of the animals and plants in the areas surrounding our plants and projects. Environmentally compatible waste management represents another focal point. Full compliance with environmental regulations and requirements in all our activities is a matter of course.	– Influence on habitats (people, animals and nature)/negative impact on biodiversity through network expansion, hydropower plants and the construction of wind power plants – Consumption of natural resources – Emissions + High environmental standards for supply quality + Efficient and environmentally friendly energy supplies for society and the economy	→ Certified environmental management systems → EVN-internal crisis and emergency plans (e. g. flooding) → Wide-ranging measures for species conservation, protection of biodiversity and the protection and restoration of natural habitats → Use of state-of-the-art environmental technology → Ongoing modernisation of natural gas pipeline network → Focus on efficiency improvements → Efficient and effective waste management → Restoration of contaminated sites and locations	

Overview of the major potential effects of our business activities (selected items)

EVN area of activity and definition	Impact assessment (excerpt) "–" = negative; "+" = positive	Management instruments and measures (excerpt)	Sustainable Development Goals
Innovation and digitalisation … stand for the future-oriented development of our business model, among others with a focus on continuing adjustments to keep pace with our constantly changing environment through targeted innovations and digitalisation.	– Lack of customer acceptance for innovative products – Growing risk of cybercrime + Protection of competitive ability + More flexible working conditions for employees + Macroeconomic contribution through innovation initiatives, infrastructure projects and investments	→ Continuous monitoring of innovation processes → Extensive IT security measures → Innovation, research and development activities → Goal: balance between investment projects and attractive return for shareholders	
Stakeholder dialogue … stands for the acceptance of responsibility towards EVN's various interest groups through wide-ranging social and cultural initiatives, also outside our core operating business. The key element is 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. Our social commitment is also reflected in the transfer of knowledge to children and young people and in the improvement of the quality of life for people in challenging situations, e. g. through measures to combat energy poverty.	– Asymmetric involvement of various stakeholder groups – Lack of identification with the expectations and requirements of the various stakeholder groups – Adverse effects of air pollution from power plants – Adverse effects of noise from plant construction and operations + Protection of the interests of major stakeholder groups + Protection and improvement of the quality of life through reliable energy supplies + Protection of the quality of life through supplies of high-quality drinking water + Support for children and young people in challenging life situations + Improvement in customers' consumption behaviour + Instruction for elementary school children on the scientific and practical basics of electricity	→ Easily accessible digital feedback tools to protect the interests of the different stakeholder groups in a balanced way → Advisory Committee for Environmental and Social Responsibility → Regular stakeholder survey → Proactive stakeholder involvement → Project-related stakeholder communications → EVN materiality matrix as an instrument to reconcile corporate and stakeholder interests → Combatting energy poverty → Support for customers in improving consumption efficiency → Responsibility for art and culture through the evn art collection → EVN Social Fund → EVN School Service → Initiatives to strengthen digital competence	

△ GRI indicator: GRI 2-23



Growth, a focus on the

EVN is making massive investments in the future, and doing so sustainably: 88% of its investments are officially classified as “green” under the EU Taxonomy.


but with
enviroment

Act effectively, and design a sustainable future

Honest, ethical, goal-oriented – this is the way we must and want to act. We always want to be a fair contract partner, also for our many suppliers and business partners.

Human rights, ethics and integrity

At EVN, we place particular importance on ethical and legally compliant behaviour by all our employees, business partners and suppliers. To guarantee full support for this commitment, we have implemented a series of compliance guidelines and measures that apply throughout the EVN Group. The starting point is the EVN Code of Conduct with its ten subject areas. It is based on the EVN values and regulates, among others, the aspects of our business activities in the areas of human rights, governance, corporate ethics, the prevention of corruption, data protection, confidentiality and competitive behaviour, occupational safety and accident prevention as well as climate and environmental protection. Full compliance and strict observance of the EVN Code of Conduct represent Group-wide binding guidelines for our behaviour. The Code of Conduct is supplemented by additional guidelines for specific target groups such as employees or suppliers and for specific issues such as the prevention of corruption or competition regulations.

The rules in our Code of Conduct are based on a diverse group of principles and policies that were adapted to meet our company's characteristics and requirements. They range from national laws and international regulations, such as the OECD and UN Global Compact guidelines and agreements, to the policy statements and principles issued by the International Labour Organisation (ILO) as well as internal organisational directives and corporate principles that go beyond legal requirements. Reliability, transparency, trust and quality in our interaction with internal and external partners are the central guidelines. The EVN Code of Conduct was issued in German, English and the languages of our foreign subsidiaries. It is also available to the general public on our website together with our human rights policy. Interested business partners can obtain detailed information on our compliance management at any time.

For EVN's integrity clause for suppliers, see page 36
Also see www.evn.at/code-of-conduct and www.evn.at/human-rights-policy
GRI indicator: GRI 2-24

Organisation of compliance management

EVN has had a separate compliance management system (CMS) since 2012. It defines a standardised framework for the entire Group, which supports the honest and legally compliant behaviour of our employees in their everyday business activities. The CMS is built on three main elements:

- → Prevention through the creation of awareness and training
- → Identification of compliance risk areas and violations of the Code of Conduct
- → Reaction through information and improvement as well as the introduction of any necessary measures

Corporate compliance management (CCM), a staff department that reports directly to the Executive Board, is charged with the operation and continuous improvement of the CMS. In addition to the chief compliance officer and CCM staff, national compliance officers were installed in Bulgaria, North Macedonia and at WTE. Eight staff members in total are responsible for implementing compliance measures throughout the EVN Group in line with regional requirements.

In the more than ten years since its formation, EVN's CMS has been continuously improved and expanded to integrate new aspects. The improvements to the compliance-related structures, processes and organisational rules that were implemented with the responsible managers ensure that our CMS meets all international requirements. In conjunction with extensive training and communication measures, a high level has now been reached and the role of the decentralised compliance officers in the Austrian Group companies was therefore restructured in 2022/23. Their responsibilities have been transferred to the CCM staff, who will continue to receive support from the heads of the respective organisational units, for example with training, responses to inquiries or the clarification of compliance reports.

The chief compliance officer reports to the full Executive Board and the Supervisory Board's Audit Committee several times each year.

Prevention of corruption

We are decisively opposed to all types of corruption and define this term very broadly. For EVN, it covers illegal payments (e. g. bribes, kickback payments, fictitious services, false classification/ account assignment), as well as all forms of gratuities (e. g. gifts, invitations, bene-

fits not reflecting arm's length, immaterial advantages like awards and patronage). Our employees and their close family members are prohibited from accepting or granting any form of such advantages – with the exception, for example, of small mementoes that reflect local or national practices and which they receive in the course of dutifully settled transaction.

Apart from our restrictive internal catalogue of rules and values, all EVN employees and corporate bodies must comply with the strict Austrian laws for public officials. Corruption law is intended, among others, to prevent public officials from misusing their position to create an advantage for themselves or for third parties.

A comprehensive set of preventive measures – including internal behavioural guidelines and specific training programmes – has been implemented to create a greater awareness for the prevention of corruption among our employees. Accordingly, the issue of corruption represents a special focal point of our regular compliance risk surveys.

The following measures and control mechanisms – in addition to EVN's values, behavioural rules and extensive training programme – are designed to prevent the violation of legal requirements and our company-specific compliance guidelines:

- → Anchoring of the principles for dual control and the separation of functions to ensure agreement with all compliance rules in our business activities (especially activities involving frequent contacts with suppliers, customers and public officials in connection with procurement, tenders, approvals, expert opinions, research and subsidy issues, real estate matters, recruiting and management skills)
- → Strict automated, system-supported procedures for the approval, invoicing and documentation of expenses incurred in connection with business trips, invitations etc.
- → Provisions in employment contracts to prevent conflicts of interest under labour law (e. g. requirement to report and obtain approval for secondary employment activities from the human resources department)
- → Integrity review of business partners
- → Strict criteria, rules and procedures in connection with the commissioning, execution and invoicing of consulting, brokerage and lobbying services
- → Group guidelines on sponsoring and donations (requirements, rules, procedures)

△ GRI indicators: GRI 2-23, GRI 205-1, GRI 205-2

Compliance risk analysis

Within the framework of the CMS, a compliance risk analysis was carried out in agreement with the subject areas in the EVN Code of Conduct. It will be repeated at regular intervals. The comprehensive steps in this analysis, which are described below, – in addition to the further development of preventive measures and controls to prevent compliance violations – have improved awareness and strengthened compliance knowledge at all hierarchy levels.

We identified the business areas and processes which have a high or very high risk potential in a two-stage analysis and assessment process together with managers and representatives of the corporate units.

Both external and internal criteria were used (e. g. precedence cases of compliance violations in specific branches or countries, respectively the design of business processes and control measures at EVN). The next step involved ranking the results of this specific risk assessment on a four-point scale. We then entered the business transactions with a high or very high probability of

risk occurrence in a risk-control matrix and implemented specific process controls that are also reviewed by internal auditors.

Data on compliance risks, which also include the protection of human rights and the prevention of corruption, are systematically collected each year from different viewpoints for the entire corporation. An important occasion is the annual risk inventory because compliance violations represent a risk factor from the perspective of EVN's risk management. Our internal audit department also reviews compliance with all rules and regulations during its audit work. The results of these reviews are communicated to management, the Executive Board and the Audit Committee of the Supervisory Board.

△ GRI indicators: GRI 2-25, GRI 2-26, GRI 205-1

Whistle-blowing procedure

Internal and external persons have access to a confidential and anonymous whistle-blowing procedure, which permits the reporting of (presumed) compliance violations. Concerns over unethical or illegal conduct can be reported easily in person, by telephone, over specific compliance e-mail addresses or over a whistle-blower system hosted by an external service provider. These options are available throughout the Group and in the main languages of the EVN Group. The whistle-blowing procedure was designed to ensure the complete, objective and efficient clarification of reported violations of the EVN Code of Conduct. Anonymous reports are always taken seriously by EVN.

In 2022/23, the whistle-blowing procedure and related organisational rules were adapted to meet the new legal requirements of the Austrian Whistle-blower Protection Act. A separate Group guideline regulates, in particular, the procedure for handling reported concerns and precautions to protect the whistle-blower from reprisals. We place high value on ensuring confidentiality for the reporting person.

Training and communication measures provide employees with regular information on these low threshold communication channels, possible applications and the underlying principles of the whistle-blowing procedure.

Compliance violations represent a breach of employees' responsibilities and may lead to consequences under criminal law, whereby decisions are the responsibility of the designated institutions. Confirmed suspicions result in prosecution under labour and/or civil law, depending on the severity of the case and the scope of the damage. Therefore, employees who unintentionally come into conflicts of interest or loyalty during their work should contact EVN's compliance officer directly and without delay.

There were no cases of alleged discrimination in 2022/23, but we did receive nine reports of suspected corruption. The internal investigations confirmed the reported violations in three cases. These cases did not result in lawsuits or the termination of employment. However, internal and external steps were taken to prevent similar cases in the future. The related investigations for two of the reported cases were still in progress at the end of the reporting year.

In the case regarding accusations made against an employee of EVN Croatia in October 2022 and already reported in the previous year, we are not aware of any new findings by the authorities. The ongoing internal investigations initiated by us have so far not resulted in any confirmation of the existence of a compliance violation by the accused employee.

No contracts with business partners were terminated in 2022/23.

○ For information on the whistle-blowing procedure, also see www.evn.at/whistle-blowing

△ GRI indicators: GRI 205-3, GRI 406-1

Review of business partners

Our business partners are also required to comply with strict ethical standards. We give high priority to the issues of human rights, working conditions and labour laws, environmental and climate protection and business ethics. Throughout the entire EVN Group, we attempt to avoid business relations with companies charged or convicted of direct or indirect involvement in offences against human rights or violations of corruption, anti-trust or commercial law. The review process for potential business partners, which also includes the screening of sanction lists, follows a risk-based approach that is focused on industry and country risks We also use the compliance database and software of a specialised external service provider. Risk-minimising measures are implemented if the screening reveals any sensitive issues.

△ GRI indicator: GRI 2-26

Compliance training

EVN's CMS is based on a carefully developed and continuously improved training and communication concept to ensure that all employees familiarise themselves regularly with compliance issues. Training on the subject areas in the EVN Code of Conduct is repeated each year and is focused, above all, on the following aspects:

→ Human rights
→ Corporate ethics
→ Prevention of corruption
→ Competitive behaviour

The multi-level compliance training programme on the EVN Code of Conduct was redesigned in agreement with management and launched in 2021/22. It sets a mandatory Group-side training standard for the EVN Code of Conduct and must be completed by all new employees (including external workers):

→ Compliance basics
→ Compliance e-learning
→ Compliance update

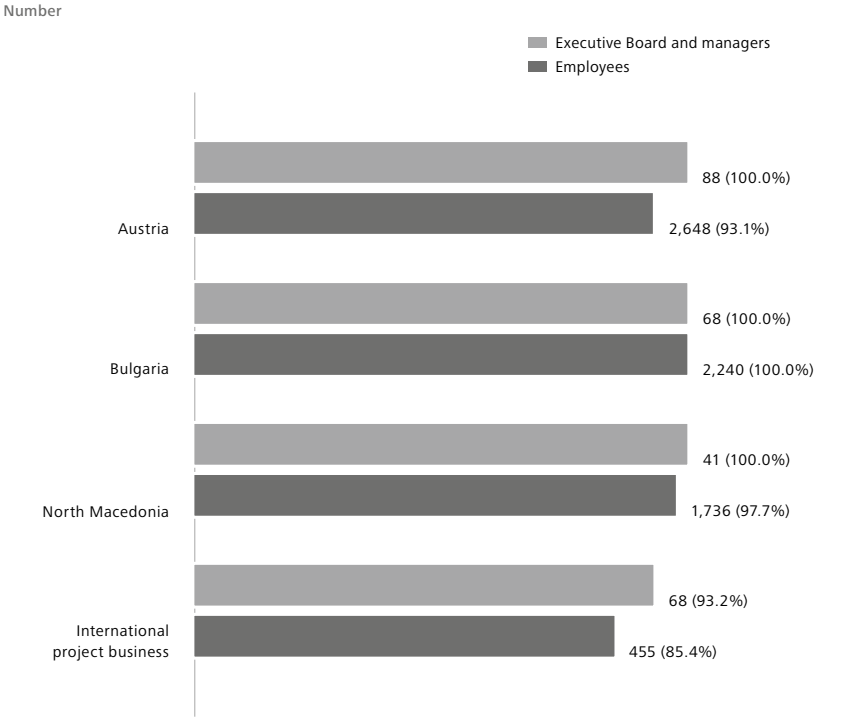
→ Compliance fresh up
→ Refresher courses and special training

These training programmes are also mandatory for all managers, and we offer separate complementary formats as needed. The course content and methods are adapted to meet regional requirements in order to optimally reach the target groups.

The modules in this intensive learning path have a high degree of interaction and practical orientation. The in-house training, webinars and e-learning modules combine self-study units with knowledge checks and the opportunity for collaborative work on case studies. The compliance update webinar and refresher courses include case studies that are tailored to the employees' individual area of responsibility. That makes it possible to train for the specific challenges involved in the correct application of the EVN Code of Conduct, for example in connection with the prevention of corruption. We offer special coaching for persons in areas exposed to increased risk, e. g. employees in highly competitive business fields or the international project business and employees with direct contacts to public authorities. Members of the Supervisory Board have also received additional comprehensive training from external experts.

In addition to this extensive training programme, CCM also relies on alternative communication channels (e. g. the Intranet or EVN's employee newsletter) and on know-how transfer from managers who are closely integrated in the strengthening and further development of our ethical principles as well as our compliance principles and rules. The content developed with these managers in multi-hour workshops is then regularly transferred to their staffs. In this way, the CMS is also supported by management.

Participation in mandatory compliance training
(as of 30.09.2023; not fully consolidated companies are also included)



Human rights and minimum social protection

A central subject area in our Code of Conduct has always been the unlimited and unequivocal commitment to the respect, observance and protection of human rights and ethical principles in the interaction with our employees at all our locations and in all our business relations. The rejection of child labour and forced labour is an integral part of this subject area as are the prohibition of discrimination based on gender, age, ethnic origin, skin colour, sexual orientation, religion, ideology or any impairment. Other elements are the protection of co-determination rights, occupational safety measures and human rights issues along the supply chain (especially on international projects).

The framework for the observance of human rights and minimum social protection is created by internal policies which, in turn, are based on the relevant laws and international directives – above all on the ten principles of the UN Global Compact and the guidelines issued by the OECD, the United Nations and the International Labour Organisation. As an international corporation, we are also active in countries with a different history and understanding of human rights issues. Although the respective governments are primarily responsible for protecting human rights, we consider it our responsibility to ensure the observance of human rights and – within our possibilities – to encourage compliance in this area outside our direct scope of operation.

Human rights and minimum social protection issues are dealt with as interdisciplinary subjects in the EVN Group and are the responsibility of different organisational units (in particular human resources, occupational safety, procurement and purchasing as well as the staff department for corporate compliance management). In 2021/22, we reviewed and improved our internal processes and guidelines

FAIR TAX POLICY

Based on the particularly high ethical standards defined by the EVN Code of Conduct, we have prepared a binding tax strategy for the EVN Group. We consider it an obligation towards business, the environment and society to make a fair contribution to tax revenue in all countries where we conduct business operations. This commitment – together with the observance of all relevant national and international tax laws and legal requirements – forms the basis for the following premises of the EVN Group's tax strategy:

- → High compliance standards with regard to taxation, in particular the legally compliant, timely and complete fulfilment reporting, clarification, submission and payment requirements
- → The exclusion of risks under financial criminal law, especially the risks arising from tax evasion or reduction
- → Fair, constructive, cooperative and transparent dialogue with the fiscal authorities
- → Proactive tax controls based on the evaluation of tax-relevant risks and tax risks through the identification, analysis and assessment of these risks (documentation via risk control matrix)
- → The avoidance of aggressive tax planning, in particular no use of artificial structures whose main purpose is tax reduction

△ GRI indicators: GRI 207-1, GRI 207-2, GRI 207-3

on human rights and minimum social protection – also with a view towards first-time reporting in accordance with the EU Taxonomy Regulation. In this way, we can ensure full compliance with all management approaches and organisational rules that have been developped for these subject areas. The organisational units which are particularly involved with human rights aspects were part of an intense dialogue on human rights issues during the past two financial years, which was also accompanied by external experts. The Executive Board and management were regularly informed of progress and newly implemented measures.

In addition, EVN prepared a human rights policy in 2022, which was approved by the Executive Board. A human rights officer was also appointed and installed in the corporate compliance management department. Further development measures are scheduled to start in 2023/24, which will begin with awareness measures and mandatory training. They are intended to create a deeper Group-wide understanding for the various aspects of human rights.

An impact assessment on human rights will also be carried out to identify potential risks and their effects, to assess these risks and to develop further measures where necessary.

Risks related to non-compliance with human rights are identified and assessed throughout the Group as part of the annual risk inventory.

❐ Additional principles to protect the human rights of our employees (especially non-discrimination, co-determination rights and occupational safety) are described on page 93ff

○ For information on EVN's human rights policy, see www.evn.at/human-rights-policy

Secure and sustainable supplies

Our entire procurement process is directed to maintaining high standards for economy, quality, sustainability and supply security.

Energy procurement

We cover the electricity supplies for our Austrian customers – via EnergieAllianz – through medium-term supply contracts and through purchases over the wholesale market. These supplies are purchased directly over the electricity exchange, through bilateral transactions with various trading partners or over-the-counter (OTC) platforms – and include the production from our own power plants. We also purchase green energy, which is allocated in accordance with the Green Electricity Act based on our share of electricity sales in the respective control area. In addition, we take over the surplus electricity produced by our customers' own generation equipment (especially photovoltaic equipment).

For information on electricity labelling, see page 84

Our electricity supply subsidiaries in Bulgaria and North Macedonia are required by law to purchase the electricity for sale to customers in the regulated market segments from the state-owned producers, i. e. NEK and ESM respectively. The remainder of the electricity required for customers in previously liberalised segments is purchased over wholesale markets.

Long-term supply contracts cover a large part of our natural gas purchases. The remaining volumes are purchased on wholesale markets over national and international OTC trading centres and exchanges, for example in Austria (CEGH) or Germany (NCG). Natural gas imports follow the international flows of pipeline and liquid gas volumes.

Procurement of products and services

EVN's business activities as a whole and, above all, the investment focal points on network infrastructure, renewable generation and drinking water supplies require intensive cooperation with construction firms, plant, pipeline and cable line construction companies as well as suppliers of electrotechnical equipment and components, pipes, transmission and cable lines, meters, hardware, software and work clothing. WTE serves as a general contractor and commissions subcontractors, in particular construction firms and suppliers of machinery, electrotechnical equipment and components, to perform additional services.

The procurement volume at our main locations in Austria, Bulgaria and North Macedonia totalled EUR 1,337.6m in 2022/23 (previous year: EUR 762.4m). In Austria, EVN maintained direct supplier relationships with 841 suppliers and contractors during this financial year.

GRI indicator: GRI 2-6

Organisation of procurement activities

Responsibilities for the procurement of products and services in the EVN Group are based on the relevant activity. All EVN purchase orders with a volume of EUR 10,000 or more are handled over a web-based procurement portal. The entire procurement process – from EU-wide announcement to the tender, submission of offers and contract award – is processed online. The broad-based roll-out of e-procurement over this new platform has not only increased transparency but also paved the way for the introduction of strategic procurement.

GRI indicator: GRI 204-1

Strategic supplier management at EVN

"We are creating a systematic, standardised and sustainable procedure for the analysis and evaluation of current and potential suppliers. Its objective is to improve our performance with regard to economy, quality, sustainability and supply security along the entire procurement chain." This statement marked the beginning of an extensive project on strategic supplier management that was successfully concluded in March 2023. Strategic supplier management was rolled out across the Group in May 2023.

Supply security and sustainability

The primary objective of this new procurement strategy is to ensure the exact analysis and management of all procurement flows to improve performance – from an economic as well as a sustainability viewpoint. EVN wants to meet the high demands placed by ESG not only on its own business activities but also on its suppliers in their role as partners. At the same time, supplies of goods and services must always be available in sufficient quality and volumes. They represent the requirements for EVN's operations and the continuous expansion of its equipment and networks as well as key factors for meeting the Group's service mission. Supply security and sustainability are among the most important motives behind the new strategic supplier management.

The need to fundamentally analyse – and where necessary, refocus – procurement management was reinforced by the economic distortions and international supply chain interruptions caused by the Covid-19 pandemic, which were intensified by the war in Ukraine. Added factors were the increasingly new and further expected regulations from supranational and

national lawmakers, additional reporting requirements like the EU Taxonomy Regulation and the CSRD, and the growing demands of sustainability-oriented investors.

Ongoing development

This strategy represents the continuation of a development that began a long time ago. In addition to conventional purchasing criteria – price, quality, volume, market environment and legal requirements – sustainability aspects have always been part of the Group's procurement processes. These involved the assessment of the ordered products as well as the selection of suppliers who were explicitly required to comply with environmentally compatible, ethical and social standards. The specific requirements are stated in the EVN Integrity Clause, which represents a fixed part of every procurement contract.

These two focal points – the analysis and evaluation of products, on the one hand, and of suppliers, on the other hand – as well as the connection of the resulting information are now available in an even more structured and detailed form following the conclusion of the strategic supplier management (SLM) project.

Analysis and impact assessment for all products and services

All products and services were aggregated into merchandise groups based on the standard European classification system for public procurement (Common Procurement Vocabulary structure) and, among others, evaluated for their sustainability impact and/or potential sustainability risks. This process was followed by the definition of the most important purchasing and decision criteria in close coordination with the involved departments. The same applies to the demands placed on the individual supplier. Each merchandise group was linked to a certificate which is required for consideration as a potential suppliers. As a result, every procurement procedure can be easily refined.

Detailed supplier audits based on ESG criteria

All suppliers – existing as well as potential – are evaluated in advance and, after that, regularly with a tool created by a well-known international rating provider based on defined ESG criteria. The criteria include greenhouse gas emissions, energy management, land use, biodiversity and waste management as well as community commitment, data protection, employee rights, ethical business practices, shareholders' rights and transparency. Any negative media reports also flow into the evaluation. Compensatory measures are implemented to deal with any identified risks.

This procedure is supplemented by the extensive self-declarations required from every EVN supplier as part of their on-boarding in the procurement portal, and as part of the ongoing contractual relationship. A special focus on ESG criteria and sustainability measures are an integral part of these self-evaluations.

Definition of a precise procurement strategy

The result of the detailed assessment of products and suppliers is a matrix that can be used to derive optimal procurement procedures for each merchandise group. A separate tool set gives employees all necessary instruments and templates – from the calculation of lifecycle costs to the definition of technical specifications, contract award criteria and the optimal processes for procurement and due diligence. Detailed training for the procurement staff is currently in progress as part of the transfer of the SLM projects to line responsibility, and follow-up courses are planned.

In addition to conventional procurement procedures, EVN also draws on innovative models and actively supports suppliers, e. g. in obtaining the necessary certification. "Green" tenders, which require compliance with specific sustainability criteria are also becoming more frequent.

Full compliance

It is an obvious fact that the standards and criteria defined by a tender are explicitly included in all awarded contracts and any violations will be sanctioned. A clear procedure was also defined to deal with any contract violations – from the requirement to remedy defects up to cancellation of the contract if necessary. EVN wants to ensure the fulfilment of all contracts in the mutual interest of the involved parties and develop long-standing cooperative business relationships. In its relations with suppliers, EVN relies on sustainable, responsible partnerships.

Sustainably attractive for our investors

EVN's business activities always reflect the economic interests of our investors. Not least for this reason, we concentrate on regulated and stable business areas. They form the basis not only for plannable cash flows, but also for continuity in our dividend policy. This clear strategic orientation is also crucial for the ratings which establish the conditions for our positioning on the debt market.

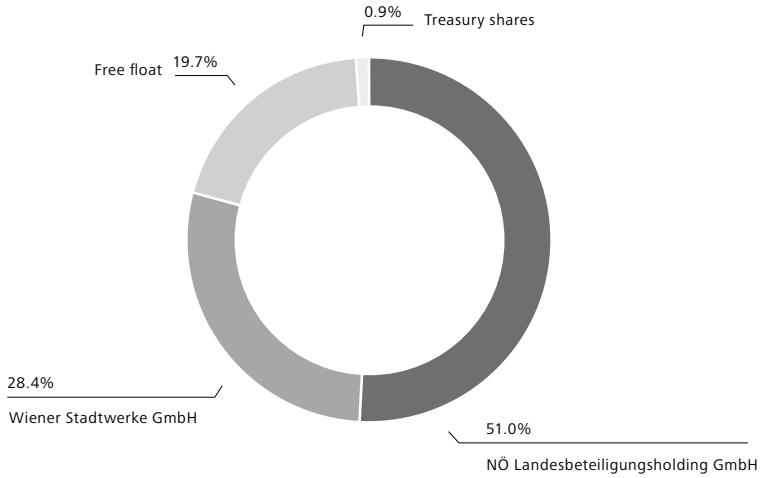
Our strategic decisions are intended to balance value-oriented investments and an attractive return for our shareholders. In addition to economic aspects, ecological and social issues are firmly anchored in our core strategies. We are therefore increasingly positioning the EVN share as an alternative for sustainability-oriented investors. This orientation is underscored by our efforts to achieve good evaluations from sustainability rating agencies, with whom we also maintain a proactive dialogue. Our website includes content on environmental, social and governance issues which is edited for specific target groups to provide transparent information for sustainability analysts and investors.

Information for ESG investors and on ESG ratings can be found under www.evn.at/sustainability and www.evn.at/ESG-ratings

Our focus on a sustainable increase in EVN's value is also communicated by the core points of our investment story:

→ Integrated business model
→ High share of regulated and stable activities

Shareholder structure[1)]



1) As at 30 September 2023

→ Active role in the transformation of the energy system
→ A clear sustainability and climate strategy
→ Stable home market in Lower Austria
→ Solid capital structure
→ Attractive and reliable dividends

We attach immense importance to achieving and maintaining a position as a reliable partner on the capital market and meeting the expectations of our equity and debt investors. Our capital market operations are based on a commitment to providing timely, transparent, understandable and substantial information. We work to strengthen the confidence of the capital market in EVN through active, regular and target-group oriented communications with all capital market participants.

Also see www.investor.evn.at

Dividend policy

The Executive Board will make a recommendation to the 95th Annual General Meeting which calls for the distribution of an ordinary dividend of EUR 0.52 plus a special dividend of EUR 0.62 per share, in total EUR 1.14 per share, for the 2022/23 financial year.

Our future dividend policy is directed to paying an annual dividend of at least EUR 0.82 per share. We are also committed to appropriate participation for our shareholders in future earnings growth. In the medium term, we aim for a payout-ratio of 40% of Group net result, adjusted for extraordinary effects.

External ratings

Independent evaluations by the Moody's and Scope rating agencies represent an important part of EVN's financing strategy. Our goal is to maintain ratings in the solid A range. Both agencies confirmed the following ratings in April 2023 and May 2023:

→ Moody's: A1, outlook stable
→ Scope Ratings: A+, outlook stable

Market environment and performance

Despite numerous global challenges and the sharp increase in interest rates triggered by central banks' restrictive monetary policies across the world, the performance of the international stock markets – without exception – was positive during the 2022/23 financial year. The German benchmark index DAX rose by 27% from October 2022 to September 2023, and Vienna's benchmark index ATX gained 18%. The US benchmark index Dow Jones increased by 17% during this same period.

The DJ Euro Stoxx Utilities, the relevant industry index for EVN, recorded an increase of 13% during the past financial year. The EVN share topped this performance with an increase of 49%.

A steady trading volume of roughly 100,000 shares per day in the last months provides a comfortable margin for the continued inclusion of the EVN share in Vienna's ATX benchmark index.

EVN share		2022/23	2021/22	2020/21
Share price at 30 September	EUR	25.30	17.04	22.95
Highest price	EUR	25.30	27.70	24.75
Lowest price	EUR	15.56	16.92	13.38
Price performance	%	48.47	–25.8	60.7
Total shareholder return	%	51.53	–23.5	64.2
Performance ATX	%	17.69	–26.4	73.5
Performance Dow Jones Euro Stoxx Utilities	%	12.48	–10.9	1.4
Value of shares traded[1]	EURm	507.8	490.0	350.6
Average daily turnover[1]	Shares	99,237	84,288	72,753
Market capitalisation at 30 September	EURm	4,551	3,065	4,128
Weighting ATX prime	%	2.50	1.93	1.96
Earnings per share[2]	EUR	2.97	1.18	1.83
Dividend per share	EUR	0.52 + 0.62[3][4]	0.52	0.52
Price/earnings per share		8.5	14.5	12.6
Dividend yield	%	4.5	3.1	2.3

1) Vienna Stock Exchange, single counting
2) Shares outstanding at 30 September
3) Proposal to the Annual General Meeting
4) Special dividend of EUR 0.62 per share

CAPITAL MARKETS DAY 2023

On 5 October 2023, we invited analysts and institutional investors to a Capital Markets Day, which was also transmitted via live webcast. The presentations by Stefan Szyszkowitz, Spokesman of the EVN Executive Board, and five members of senior management from the energy business and supply, renewable generation, networks, innovation and sustainability as well as controlling provided an update on the Strategy 2030. The most important topics were:

- → The focal points and growth drivers for EVN's Strategy 2030
- → Energy sector developments and market trends in EVN's core markets
- → Future developments in the energy supply business
- → E-mobility as a new business field
- → Expansion goals for renewable generation capacity (wind power and photovoltaics)
- → The expansion, modernisation and digitalisation of network infrastructure against the backdrop of current European climate policy and the regulatory framework in EVN's core markets
- → Pillars of the EVN Climate Initiative and CO_2 reduction targets
- → Planned transition to a 1.5°C goal based on the Paris Climate Agreement
- → Innovative approaches and solutions for the development of new business fields
- → Investment programme and financial ambitions at the segment and Group level up to 2030

A video recording and the presentation documents are available under www.evn.at/cmd.

Andrea Edelmann, head of innovation, sustainability and environmental protection

Value creation for our stakeholders

EVN's economic success is significantly influenced by our stakeholders who, at the same time, share in our financial results. Our most important stakeholder groups – shareholders, society as a whole, the public sector, employees, suppliers and debt investors – also receive a direct financial benefit from our activities.

On the revenue side, in particular the income generated by our business operations and investments contributes to the creation of value. This value is distributed primarily to our investors and lenders (dividends, interest), to the public sector (taxes, duties) and to society as a whole (donations, sponsoring, social programmes) as well as to our employees (wages, salaries, social security contributions) and suppliers (primary energy carriers, materials and purchased services). The table below shows the economic value generated by EVN as well as the composition of the distributed economic value. The difference between revenues and the amounts distributed represents economic value retained which is available, among others, for the further development of our company through important future-oriented investments.

△ GRI indicator: GRI 201-1

Direct economic value generated

EURm	2022/23	2021/22	2020/21
Direct economic value generated	3,563.8	3,904.3	2,478.0
thereof economic value distributed	3,206.6	3,686.8	2,252.0
thereof economic value retained	357.2	217.4	226.0
Economic value distributed	3,206.6	3,686.8	2,252.0
thereof energy suppliers	1,632.1	2,278.2	1,064.7
thereof other suppliers	777.6	806.9	595.0
thereof employees	409.9	372.2	361.3
thereof providers of capital (equity and debt)	313.0	158.1	173.0
thereof public sector	70.1	69.3	56.2
thereof society	3.9	2.0	1.8

EU Taxonomy Regulation

To implement the requirements of Regulation (EU) 2020/852 of the European Parliament and the Council as of 18 June 2020 on the establishment of a framework to facilitate sustainable investment and amending Regulation (EU) 2019/2088 ("EU Taxonomy Regulation") on non-financial reporting, the EVN Group already launched a Group-wide project before the 2021/22 financial year which included legal, business and technical experts from the relevant Group companies as well as the responsible corporate functions and staff departments. This also applied analogously to the development of measures to meet the criteria for (social) minimum safeguards in accordance with Art. 18 of the EU Taxonomy Regulation. The project was divided into a number of working packages and steps in order to develop a uniform system for the collection and (technical) screening of EVN's economic activities. The Executive Board, management and the managing directors of the relevant Group companies were regularly informed of progress on the project and involved in the process.

Identification and evaluation of economic activities

The first step involved the identification of the economic activities carried out by the EVN Group. The basis for this identification was formed by the economic activities listed in Delegated Regulation (EU) 2021/2139 of the Commission as of 4 June 2021 concerning the environmental objectives "climate change mitigation" and "climate change adaption" and on Regulation (EC) No 1893/2006 of the European Parliament and the Council as of 20 December 2006 on the installation of the statistical system for economic sectors defined by NACE Revision 2 and the amendment of Regulation (EEC) No 3037/90 of the Council as well as certain other regulations of the EC for specific areas of the economic activities listed in the statistics. For this purpose, technical experts in the subsidiaries carried out screenings based on the above regulations together with the managing directors.

This process was repeated in 2022/23 – again involving technical experts in the subsidiaries and managing directors – for the environmental objectives "climate change mitigation" and "climate change adaption" and, for the first time – based on the Delegated Regulation (EU) 2023/2486 on the other four environmental objectives and on Annex 5 – also on the four environmental objectives "sustainable use and protection of water and marine resources", "transition to a circular economy", "pollution prevention and control" and "protection and restoration of biodiversity and ecosystems". Reporting on the four additional environmental objectives is not yet mandatory for EVN's 2022/23 financial year. However, we decided to voluntarily report EVN's taxonomy-eligible and – subsequently taxonomy-aligned – economic activities for these four objectives as well as the key performance indicators (KPIs) for turnover, capital expenditure (CapEx) and operating expenditure (OpEx) in order to provide our stakeholders – in particular investors, analysts and lenders – with comprehensive information.

For the first time, an initial assessment for the reporting period was also made on the basis of the Delegated Regulation (EU) 2022/1214 of the Commission as of 9 March 2022 amending the Delegated Regulation (EU) 2021/2139 on economic activities in certain energy sectors (nuclear energy and fossil gas) and amending the Delegated Regulation (EU) 2021/2178.

See page 52ff for the templates on activities involving nuclear energy and fossil gas

The focal points of EVN's business activities are the generation of electricity and heat from renewable sources and the operation of distribution networks. Consequently, the economic activities in the EU Taxonomy related to these activities are of paramount importance for EVN with a view towards taxonomy reporting.

The table on page 42 lists all economic activities to which KPIs were allocated in the 2022/23 financial year. This table also shows the changes versus the previous financial year and the changes resulting from the scope of consolidation (see note **4. Scope of consolidation** in the notes to the consolidated financial statements for 2022/23) as well as the changes resulting from the initial application of the Delegated Regulation (EU) 2022/1214 (nuclear energy and fossil gas) and Delegated Regulation (EU) 2023/2486 on the additional four environmental objectives.

Assignment of EVN's economic activities to the segments

The following section describes the economic activities by segment which were identified for the 2022/23 financial year together with the material aspects of KPI data collection in accordance with the EU Taxonomy Regulation. To facilitate reading, references to the economic activities only include the number of the respective activity. The

full designation of the economic activity can be found in the table on "Taxonomy-eligible economic activities".

Based on our evaluation, the Energy Segment carries out taxonomy-eligible economic activities in the areas of heat generation and distribution which can be assigned to the economic activities 4.15., 4.16., 4.20., 4.24., 4.30. and 4.31. according to the different fuels and technologies. The since 2022/23 fully consolidated energy services have also been included here; they cover the taxonomy-eligible economic activities 6.15., 6.16., 7.3., 7.4., 7.5., 7.6., 9.1. and 9.3. The turnover from trading included in this segment – which covers, above all, the marketing of EVN's own electricity generation and natural gas trading – is not included in the economic activities defined by the EU Taxonomy Regulation.

The Generation Segment includes electricity production from the renewable energy sources water, wind and solar, which are assigned to the economic activities 4.1., 4.3. and 4.5. This segment also includes heat generation from natural gas at the energy hub in Dürnrohr, which represents economic activity 4.31. Other identified economic activities in connection with heat generation are included in the Energy Segment to prevent double counting.

The Networks Segment covers the network infrastructure for electricity and for renewable and low-carbon gases in Lower Austria, which represent the economic activities 4.9. and 4.14. Shared equipment that is necessary for the infrastructure operated by Netz Niederösterreich is allocated 75% to the electricity network and 25% to the natural gas network. The EU Taxonomy Regulation currently provides no criteria for the economic activities carried out by the Group companies kabelplus (telecommunications) and EVN Geoinfo (geographic information systems).

The South East Europe Segment covers the network infrastructure for electricity in Bulgaria and North Macedonia and for renewable and low-carbon gases in Croatia. This represents the economic activities 4.9. and 4.14. In contrast to the electricity meters installed in Austria, the meters in Bulgaria and North Macedonia do not meet the technical criteria of the EU Taxonomy Regulation at the present time. This segment also includes electricity and heat generation from natural gas (economic activities 4.30. and 4.31.) as well as heat supplies (economic

Taxonomy-eligible economic activities		**2022/23**	2021/22
2.1.	Water supply	Yes[1)]	No
4.1.	Electricity generation using solar photovoltaic technology	Yes	Yes
4.3.	Electricity generation from wind power	Yes	Yes
4.5.	Electricity generation from hydropower	Yes	Yes
4.9.	Transmission and distribution of electricity	Yes	Yes
4.14.	Transmission and distribution networks for renewable and low-carbon gases	Yes	Yes
4.15.	District heating/cooling distribution	Yes	Yes
4.16.	Installation and operation of electric heat pumps	Yes	Yes
4.20.	Cogeneration of heat/cool and power from bioenergy	Yes	Yes
4.24.	Production of heat/cool from bioenergy	Yes	Yes
4.30.	High-efficiency co-generation of heat/cool and power from fossil gaseous fuels	Yes[2)]	No
4.31.	Production of heat/cool from fossil gaseous fuels in an efficient district heating and cooling system	Yes[2)]	No
5.1.	Construction, extension and operation of water collection, treatment and supply systems	Yes	Yes
5.3.	Construction, extension and operation of waste water collection and treatment	Yes	Yes
6.15.	Infrastructure enabling low-carbon road transport and public transport	Yes[3)]	No
6.16.	Infrastructure enabling low carbon water transport	Yes[3)]	No
7.3.	Installation, maintenance and repair of energy efficiency equipment	Yes[3)]	No
7.4.	Installation, maintenance and repair of charging stations for electric vehicles in buildings (and parking spaces attached to buildings)	Yes[3)]	No
7.5.	Installation, maintenance and repair of instruments and devices for measuring, regulating and controlling energy performance of buildings	Yes[3)]	No
7.6.	Installation, maintenance and repair of renewable energy technologies	Yes	Yes
9.1	Close to market research, development and innovation	Yes[3)]	No
9.3.	Professional services related to energy performance of buildings	Yes[3)]	No

1) Voluntary initial application of Delegated Regulation (EU) 2023/2486 on the four additional environmental objectives
2) Initial application of Delegated Regulation (EU) 2022/1214 (nuclear energy and fossil gas)
3) Changes in the scope of consolidation

activity 4.15.) in Bulgaria. Electricity generation from renewable energy sources (solar power and hydropower) in North Macedonia represents economic activities 4.1. and 4.5. The energy trading which is also included in the South East Europe Segment does not represent an economic activity listed in the EU Taxonomy Regulation.

The Environment Segment includes drinking water supplies and wastewater disposal in Lower Austria, which are allocated to the economic activities 5.1. and 5.3. The international project business, which is managed by WTE, is also part of this segment and includes the construction and operation of plants for drinking water supplies and wastewater disposal (economic activities 2.1. and 5.3.) as well as the – non-taxonomy-eligible – thermal sewage sludge utilisation. Apart from drinking water supplies in the international project business, which are allocated to the economic activity 2.1. and as such to the environmental objective "sustainable use and protection of water and marine resources", all of EVN's economic activities fall under the environmental objective "climate change mitigation".

Mandatory reporting of taxonomy alignment

The EVN Group was required to report for the first time in accordance with Art. 8 of the EU Taxonomy Regulation for 2021/22. Since EVN elected to voluntarily report on taxonomy alignment for the 2021/22 financial year, the prior year data on taxonomy alignment for the first two environmental objectives "climate change mitigation" and "climate change adaption" are presented voluntarily as comparative values in the tables.

A second step involved the technical screening of the identified taxonomy-eligible economic activities – separated by environmental objectives – to determine whether taxonomy-aligned economic activities were involved. This applied to all economic activities that meet the requirements of Art. 3 of the EU Taxonomy Regulation.

With the exception of the economic activity water supply (WTR 2.1), which is classified by Delegated Regulation (EU) 2023/2486 under the environmental objective "sustainable use and protection of water and marine resources" as one of the four other environmental objectives, the economic activities classified as taxonomy-aligned were all allocated to the environmental objective "climate change mitigation" based on the technical screening. This prevents double counting in the assignment of the key performance indicators.

For this purpose, technical and business experts in the respective Group companies reviewed the previously identified taxonomy-eligible economic activities based on the applicable technical screening criteria and documented the findings in a transparent and comprehensible manner.

Minimum safeguards as defined by Art. 18 EU Taxonomy Regulation

Compliance with the minimum (social) safeguards required by Art. 18 of the EU Taxonomy Regulation was classified according to the set of rules defined by Art. 18 as well as the Final Report on Minimum Safeguards by the Platform on Sustainable Finance (October 2022) for the subject areas of human rights,

Turnover		2022/23
Turnover (= denominator of KPI)	EURm	3,768.6
thereof taxonomy-aligned (= numerator of KPI)	EURm	1,403.8
Turnover KPI	%	37.2

CapEx		2022/23
Additions to intangible assets, fixed assets and rights of use (= denominator of KPI)	EURm	722.6
thereof taxonomy-aligned (= numerator of KPI)	EURm	634.3
CapEx KPI	%	87.8

OpEx		2022/23
OpEx (= denominator of KPI)	EURm	70.5
thereof taxonomy-aligned (= numerator of KPI)	EURm	53.1
OpEx KPI	%	75.3

workers' rights and occupational safety, the prevention of corruption and fair competition, and tax policy. Compliance is ensured by the application of Group-wide established and relevant management approaches as well as organisational rules (e. g. guidelines, instructions). Moreover, processes and measures have been implemented in procurement to ensure that the principles and rules which apply to these areas in the EVN Group also apply to business partners and suppliers.

For management approaches and rules for

- human rights, see page 28f
- employee rights, see page 93
- occupational safety, see page 103ff
- corruption prevention and fair competition, see page 29f
- tax policy, see page 33
- procurement, see page 34f

Analysis of climate risks

Against the backdrop of progressive global warming, EVN is working intensively to analyse possible new climate risks and their effects on its business model. We use the findings to meet expanded reporting requirements, for example by the EU Taxonomy Regulation or, in the future, also the European Union's Corporate Sustainability Reporting Directive. The results of these analyses also form the basis to prepare EVN's plants and infrastructure for future climatic developments and to protect performance capability.

EVN carried out a standardised evaluation process on this subject for the first time in 2021/22. It was based on a methodology developed by a specially created EVN team and has since been successively refined. The process is based on the requirements of the EU Taxonomy Regulation and is embedded in EVN's risk management. Potential climate risks for the years up to 2100 were identified and assessed.

A differentiation was made between chronic and acute risks: An example of a chronic climate risk is the expected long-term global warming. Higher temperatures can have a negative effect on EVN's plants and equipment – for example, when a wind turbine automatically shuts down at a specific operating temperature or the capacity of an electric power line declines under extreme heat. In contrast, acute risks include storms, heavy rains and flooding. All these factors must be considered in the design of plants and infrastructure.

The basis for the analysis of climate risks is formed by scenarios that were developed by Austrian and European authorities together with meteorological institutes. In interviews with technicians from the entire Group, the effects of these scenarios on EVN's plants were evaluated. New and adapted meteorological data are regularly included in the risk analyses. The data situation for the evaluation of chronic climate risks, in particular, is already very good, and increasingly better estimates for the development of extreme weather events are also possible.

The analyses to date showed that EVN's plants and infrastructure are well prepared for potential climate risks. The ongoing refinement of the analysis process based on an increasingly better data situation will also make it possible for EVN to securely fulfil its important supply mandate in the coming decades.

Key performance indicators for taxonomy-aligned economic activities

EVN defines the reportable performance indicators listed in Annex I of Delegated Regulation(EU) 2021/2178 as of 6 July 2021 as follows:

Key performance indicator related to turnover (turnover KPI)

This indicator shows the share of turnover generated by taxonomy-eligible and – subsequently – taxonomy-aligned economic activities.

The denominator represents the total net revenue generated by the EVN Group during the reporting period, which was calculated in accordance with the definition provided by IFRS 15 (see note **25. Revenue** in the consolidated financial statements for 2022/23).

The numerator represents the part of total net revenue generated by the EVN Group from taxonomy-eligible and – subsequently – from taxonomy-aligned economic activities in the reporting year.

As in the previous year, a large part of non-taxonomy-eligible net revenue (EUR 1,828.0m; previous year: EUR 2,309.7m) as defined by the EU Taxonomy Regulation was attributable to electricity trading.

The share of taxonomy-aligned net revenue generated by EVN equalled 37.2% in 2022/23 (previous year: 27.2%).

A major driver for the improvement of this indicator is the downward trend in electricity prices and the resulting decline in trading revenue, which is classified as non-taxonomy-eligible and is only included in the denominator. Another positive factor was the increase in network revenue and revenue from the marketing of electricity production based on electricity procurement rights from the Danube River power plants following first-time confirmation by Verbund AG that the Danube River power plants, which are owned by them, are taxonomy-aligned (economic activity 4.5.). The share of non-taxonomy-aligned revenue was also reduced by the decline in revenue from the international project business due to the largely completed wastewater treatment plant in Kuwait.

Key performance indicator related to capital expenditure (CapEx KPI)

This indicator shows the share of capital expenditure in taxonomy-eligible and – subsequently – taxonomy-aligned economic activities.

The denominator represents the additions to intangible assets and property, plant and equipment recorded by the EVN Group during the reporting period in accordance with IAS 38 (additions to intangible assets), IAS 16 (additions to property, plant and equipment) and IFRS 16 (additions to rights of use) (see the line item "additions" in the tables to notes **35. Intangible assets** and **36. Property, plant and equipment** in the notes to the consolidated financial statements for 2022/23). The EVN Group recorded no additions to investment property (IAS 40) during the reporting period.

The numerator equals the part of capital expenditure included in the denominator, which was spent by the EVN Group during the reporting period on taxonomy-eligible and – subsequently – taxonomy-aligned economic activities.

The share of EVN's taxonomy-aligned capital expenditure (CapEx) equalled 87.8% in 2022/23 (previous year: 84.7%). The increase resulted from a higher volume of taxonomy-aligned investments in the network infrastructure and the expansion of renewables.

A CapEx plan as defined in Annex I of Delegated Regulation(EU) 2021/2178 was not prepared during the reporting period.

Key performance indicator related to operating expenditure (OpEx KPI)

This indicator shows the share of operating expenditure for taxonomy-eligible and – subsequently – taxonomy-aligned economic activities.

In contrast to revenue and capital expenditure (CapEx), the denominator for operating expenditure cannot be allocated to specific positions in the IFRS consolidated financial statements. Annex I of the Delegated Regulation (EU) 2021/2178 as of 6 July 2021 only permits the inclusion of certain expenses for reporting in accordance with the EU Taxonomy Regulation.

The denominator includes direct, non-capitalised costs related to research and development, building refurbishment measures, short-term leasing, maintenance and repairs as well as all other direct expenditures connected with the daily maintenance of property, plant and equipment by the company or by third parties.

The numerator equals the part of operating expenditure included in the denominator, which was spent by the EVN Group during the reporting period on taxonomy-eligible and – subsequently – taxonomy-aligned economic activities

The share of EVN's taxonomy-aligned operating expenditure (OpEx) equalled 75.3% in 2022/23 (previous year: 75.2%).

Reporting on EU Taxonomy Regulation as of 30 September 2023 – Detail turnover[1)2)]

Economic activities	Code(s)	Absolute turnover	Proportion of turnover
A. TAXONOMY-ELIGIBLE ACTIVITIES		EURm	%
A.1. Environmentally sustainable activities (taxonomy-aligned)			
2.1. Water supply	WTR 2.1	37.7	1.0
4.1. Electricity generation using solar photovoltaic technology	CCM 4.1	5.5	0.1
4.3. Electricity generation from wind power	CCM 4.3	162.8	4.3
4.5. Electricity generation from hydropower	CCM 4.5	122.9	3.3
4.9. Transmission and distribution of electricity	CCM 4.9	679.2	18.0
4.14. Transmission and distribution networks for renewable and low-carbon gases	CCM 4.14	103.3	2.7
4.15. District heating/cooling distribution	CCM 4.15	186.9	5.0
4.20. Cogeneration of heat/cool and power from bioenergy	CCM 4.20	15.5	0.4
4.24. Production of heat/cool from bioenergy	CCM 4.24	4.6	0.1
5.1. Construction, extension and operation of water collection, treatment and supply systems	CCM 5.1	43.9	1.2
5.3. Construction, extension and operation of waste water collection and treatment	CCM 5.3	21.9	0.6
6.15. Infrastructure enabling low-carbon road transport and public transport	CCM 6.15	3.8	0.1
6.16. Infrastructure enabling low carbon water transport	CCM 6.16	0.0	0.0
7.3. Installation, maintenance and repair of energy efficiency equipment	CCM 7.3	9.7	0.3
7.4. Installation, maintenance and repair of charging stations for electric vehicles in buildings (and parking spaces attached to buildings)	CCM 7.4	0.5	0.0
7.5. Installation, maintenance and repair of instruments and devices for measuring, regulating and controlling energy performance of buildings	CCM 7.5	0.0	0.0
7.6. Installation, maintenance and repair of renewable energy technologies	CCM 7.6	5.2	0.1
9.3. Professional services related to energy performance of buildings	CCM 9.3	0.2	0.0
Turnover of environmentally sustainable activities (taxonomy-aligned) (A.1)		1,403.8	37.2
of which enabling		698.7	49.8
of which transitional		–	–
A.2. Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities)			
2.1. Water supply	WTR 2.1	2.6	0.1
4.3. Electricity generation from wind power	CCM 4.3	6.0	0.2
4.5. Electricity generation from hydropower	CCM 4.5	25.3	0.7
4.9. Transmission and distribution of electricity	CCM 4.9	28.6	0.8
4.14. Transmission and distribution networks for renewable and low-carbon gases	CCM 4.14	3.4	0.1
4.15. District heating/cooling distribution	CCM 4.15	11.6	0.3
4.16. Installation and operation of electric heat pumps	CCM 4.16	0.6	0.0
4.24. Production of heat/cool from bioenergy	CCM 4.24	0.8	0.0
4.30. High-efficiency co-generation of heat/cool and power from fossil gaseous fuels	CCM 4.30	71.5	1.9
4.31. Production of heat/cool from fossil gaseous fuels in an efficient district heating and cooling system	CCM 4.31	28.3	0.8
5.1. Construction, extension and operation of water collection, treatment and supply systems	CCM 5.1	0.0	0.0
5.3. Construction, extension and operation of waste water collection and treatment	CCM 5.3	358.1	9.5
Turnover of taxonomy-eligible but not environmentally sustainable activities (not taxonomy-aligned activities) (A.2)		536.8	14.2
TOTAL (A.1 + A.2)		1,940.6	51.5
B. TAXONOMY-NON-ELIGIBLE ACTIVITIES			
Turnover of taxonomy-non-eligible activities (B)		1,828.0	48.5
Total (A + B)		3,768.6	100.0

1) "0.0" means: small amount.
2) "–" means: no value.

Substantial contribution criteria						DNSH criteria ("Does Not Significantly Harm")									
Climate change mitigation	Climate change adaption	Water and marine resources	Circular economy	Pollution	Bio-diversity and eco-systems	Climate change mitigation	Climate change adaption	Water and marine resources	Circular economy	Pollution prevention	Bio-diversity and eco-systems	Minimum safe-guards	Proportion of taxono-my-aligned (A.1.) or non-taxon-omy-eligi-ble (A.2.) turnover, FY 2021/22	Category (enabling activity)	Category (tran-sitional activity)
%	%	%	%	%	%	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	%	E	T
–	–	100.0	–	–	–	Y	Y	Y	Y	Y	Y	Y	–		
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	0.1		
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	3.6		
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	1.1		
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	13.9	E	
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	2.6		
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	3.9		
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	0.2		
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	0.1		
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	1.1		
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	0.7		
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	–	E	
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	–	E	
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	–	E	
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	–	E	
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	–	E	
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	0.0	E	
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	–	E	
													27.2		
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y		E	
–	–	–	–	–	–	–	–	–	–	–	–	–	–		T
													–		
													0.3		
													2.3		
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													–		
													–		
													0.2		
													12.2		
													15.9		
													43.1		

Reporting on EU Taxonomy Regulation as of 30 September 2023 – Detail CapEx[1)2)]

Economic activities	Code(s)	Absolute CapEx	Proportion of CapEx
A. TAXONOMY-ELIGIBLE ACTIVITIES		EURm	%
A.1. Environmentally sustainable activities (taxonomy-aligned)			
4.1. Electricity generation using solar photovoltaic technology	CCM 4.1	16.7	2.3
4.3. Electricity generation from wind power	CCM 4.3	96.0	13.3
4.5. Electricity generation from hydropower	CCM 4.5	0.7	0.1
4.9. Transmission and distribution of electricity	CCM 4.9	394.5	54.6
4.14. Transmission and distribution networks for renewable and low-carbon gases	CCM 4.14	48.5	6.7
4.15. District heating/cooling distribution	CCM 4.15	25.8	3.6
4.20. Cogeneration of heat/cool and power from bioenergy	CCM 4.20	17.9	2.5
4.24. Production of heat/cool from bioenergy	CCM 4.24	12.7	1.8
5.1. Construction, extension and operation of water collection, treatment and supply systems	CCM 5.1	20.4	2.8
6.15. Infrastructure enabling low-carbon road transport and public transport	CCM 6.15	0.6	0.1
7.4. Installation, maintenance and repair of charging stations for electric vehicles in buildings (and parking spaces attached to buildings)	CCM 7.4	0.4	0.1
9.1 Close to market research, development and innovation	CCM 9.1	0.2	0.0
CapEx of environmentally sustainable activities (taxonomy-aligned) (A.1)		634.3	87.8
of which enabling		395.7	62.4
of which transitional		–	–
A.2. Taxonomy-eligible but not environmentally sustainable activities (not taxonomy-aligned activities)			
4.1. Electricity generation using solar photovoltaic technology	CCM 4.1	0.0	0.0
4.3. Electricity generation from wind power	CCM 4.3	0.8	0.1
4.5. Electricity generation from hydropower	CCM 4.5	2.1	0.3
4.9. Transmission and distribution of electricity	CCM 4.9	10.0	1.4
4.14. Transmission and distribution networks for renewable and low-carbon gases	CCM 4.14	1.8	0.2
4.15. District heating/cooling distribution	CCM 4.15	0.9	0.1
4.20. Cogeneration of heat/cool and power from bioenergy	CCM 4.20	0.3	0.0
4.24. Production of heat/cool from bioenergy	CCM 4.24	1.0	0.1
4.30. High-efficiency co-generation of heat/cool and power from fossil gaseous fuels	CCM 4.30	0.1	0.0
4.31. Production of heat/cool from fossil gaseous fuels in an efficient district heating and cooling system	CCM 4.31	12.8	1.8
5.3. Construction, extension and operation of waste water collection and treatment	CCM 5.3	0.2	0.0
CapEx of taxonomy-eligible but not environmentally sustainable activities (not taxonomy-aligned activities) (A.2)		29.9	4.1
TOTAL (A.1 + A.2)		664.3	91.9
B. TAXONOMY-NON-ELIGIBLE ACTIVITIES			
CapEx of taxonomy-non-eligible activities (B)		58.3	8.1
Total (A + B)		722.6	100.0

1) "0.0" means: small amount.
2) "–" means: no value.

Substantial contribution criteria						DNSH criteria ("Does Not Significantly Harm")									
Climate change mitigation	Climate change adaption	Water and marine resources	Circular economy	Pollution	Bio-diversity and eco-systems	Climate change mitigation	Climate change adaption	Water and marine resources	Circular economy	Pollution prevention	Bio-diversity and eco-systems	Minimum safe-guards	Proportion of taxono-my-aligned (A.1.) or non-taxon-omy-eligi-ble (A.2.) CapEx, FY 2021/222	Category (enabling activity)	Category (tran-sitional activity)
%	%	%	%	%	%	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	%	E	T
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	1.1		
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	6.4		
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	0.3		
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	60.4	E	
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	5.6		
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	3.8		
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	3.6		
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	0.3		
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	3.3		
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	–	E	
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	–	E	
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	–	E	
													84.7		
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y		E	
–	–	–	–	–	–	–	–	–	–	–	–	–	–		T
													–		
													0.5		
													0.5		
													3.0		
													2.3		
													0.1		
													0.0		
													0.0		
													–		
													–		
													–		
													6.4		
													91.1		

Reporting on EU Taxonomy Regulation as of 30 September 2023 – Detail OpEx[1) 2)]

Economic activities	Code(s)	Absolute OpEx	Proportion of OpEx
A. TAXONOMY-ELIGIBLE ACTIVITIES		EURm	%
A.1. Environmentally sustainable activities (taxonomy-aligned)			
4.3. Electricity generation from wind power	CCM 4.3	7.4	10.5
4.5. Electricity generation from hydropower	CCM 4.5	3.6	5.1
4.9. Transmission and distribution of electricity	CCM 4.9	22.7	32.2
4.14. Transmission and distribution networks for renewable and low-carbon gases	CCM 4.14	5.7	8.1
4.15. District heating/cooling distribution	CCM 4.15	1.9	2.6
4.20. Cogeneration of heat/cool and power from bioenergy	CCM 4.20	0.9	1.3
4.24. Production of heat/cool from bioenergy	CCM 4.24	1.6	2.3
5.1. Construction, extension and operation of water collection, treatment and supply systems	CCM 5.1	9.0	12.8
6.15. Infrastructure enabling low-carbon road transport and public transport	CCM 6.15	0.1	0.2
7.6. Installation, maintenance and repair of renewable energy technologies	CCM 7.6	0.0	0.0
9.1 Close to market research, development and innovation	CCM 9.1	0.1	0.1
OpEx of environmentally sustainable activities (taxonomy-aligned) (A.1)		**53.1**	**75.3**
of which enabling		22.9	43.1
of which transitional		–	–
A.2. Taxonomy-eligible but not environmentally sustainable activities (not taxonomy-aligned activities)			
4.5. Electricity generation from hydropower	CCM 4.5	1.0	1.4
4.14. Transmission and distribution networks for renewable and low-carbon gases	CCM 4.14	0.0	0.0
4.15. District heating/cooling distribution	CCM 4.15	0.2	0.3
4.16. Installation and operation of electric heat pumps	CCM 4.16	0.0	0.0
4.20. Cogeneration of heat/cool and power from bioenergy	CCM 4.20	0.2	0.3
4.24. Production of heat/cool from bioenergy	CCM 4.24	0.3	0.4
4.30. High-efficiency co-generation of heat/cool and power from fossil gaseous fuels	CCM 4.30	0.2	0.2
4.31. Production of heat/cool from fossil gaseous fuels in an efficient district heating and cooling system	CCM 4.31	5.3	7.5
5.3. Construction, extension and operation of waste water collection and treatment	CCM 5.3	0.0	0.0
CapEx of taxonomy-eligible but not environmentally sustainable activities (not taxonomy-aligned activities) (A.2)		**7.2**	**10.1**
TOTAL (A.1 + A.2)		**60.3**	**85.5**
B. TAXONOMY-NON-ELIGIBLE ACTIVITIES			
CapEx of taxonomy-non-eligible activities (B)		**10.2**	**14.5**
Total (A + B)		**70.5**	**100.0**

1) "0.0" means: small amount.
2) "–" means: no value.

Substantial contribution criteria						DNSH criteria ("Does Not Significantly Harm")									
Climate change mitigation	Climate change adaption	Water and marine resources	Circular economy	Pollution	Bio-diversity and eco-systems	Climate change mitigation	Climate change adaption	Water and marine resources	Circular economy	Pollution prevention	Bio-diversity and eco-systems	Minimum safe-guards	Proportion of taxono-my-aligned (A.1.) or non-taxon-omy-eligi-ble (A.2.) OpEx, FY 2021/22	Category (enabling activity)	Category (tran-sitional activity)
%	%	%	%	%	%	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	%	E	T
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	12.7		
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	1.0		
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	24.1	E	
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	16.3		
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	3.0		
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	0.8		
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	1.2		
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	16.1		
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	–	E	
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	–	E	
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y	–	E	
													75.2		
100.0	–	–	–	–	–	Y	Y	Y	Y	Y	Y	Y		E	
–	–	–	–	–	–	–	–	–	–	–	–	–	–		T
													0.6		
													0.6		
													0.3		
													0.0		
													0.3		
													0.2		
													–		
													–		
													–		
													2.0		
													77.2		

Templates 1 to 5 for turnover (with respect to nuclear and fossil gas related activities)

Template 1 – Nuclear and fossil gas related activities

Nuclear energy related activities		
1.	The undertaking carries out, funds or has exposures to research, development, demonstration and deployment of innovative electricity generation facilities that produce energy from nuclear processes with minimal waste from the fuel cycle.	No
2.	The undertaking carries out, funds or has exposures to construction and safe operation of new nuclear installations to produce electricity or process heat, including for the purposes of district heating or industrial processes such as hydrogen production, as well as their safety upgrades, using best available technologies.	No
3.	The undertaking carries out, funds or has exposures to safe operation of existing nuclear installations that produce electricity or process heat, including for the purposes of district heating or industrial processes such as hydrogen production from nuclear energy, as well as their safety upgrades.	No
Fossil gas related activities		
4.	The undertaking carries out, funds or has exposures to construction or operation of electricity generation facilities that produce electricity using fossil gaseous fuels.	No
5.	The undertaking carries out, funds or has exposures to construction, refurbishment, and operation of combined heat/cool and power generation facilities using fossil gaseous fuels.	Yes
6.	The undertaking carries out, funds or has exposures to construction, refurbishment and operation of heat generation facilities that produce heat/cool using fossil gaseous fuels.	Yes

Template 2 – Taxonomy-aligned economic activities (denominator)

Amount and share (information in EURm and %)

		CCM + CCA		Climate change mitigation (CCM)		Climate change adaption (CCA)	
Row	Economic activities	EURm	%	EURm	%	EURm	%
1.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the turnover KPI	–	–	–	–	–	–
2.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the turnover KPI	–	–	–	–	–	–
3.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the turnover KPI	–	–	–	–	–	–
4.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the turnover KPI	–	–	–	–	–	–
5.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the turnover KPI	71.5	3.7	71.5	3.7	–	–
6.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the turnover KPI	28.3	1.5	28.3	1.5	–	–
7.	**Amount and proportion of other taxonomy-aligned economic activities not referred to in rows 1 to 6 above in the denominator of the turnover KPI**	1,940.6	51.5	1,940.6	51.5	–	–
8.	**Total turnover KPI**	3,768.6	100.0	3,786.6	100.0	–	–

Template 3 – Taxonomy-aligned economic activities (numerator)

Amount and share (information in EURm and %)

		CCM + CCA		Climate change mitigation (CCM)		Climate change adaption (CCA)	
Row	Economic activities	EURm	%	EURm	%	EURm	%
1.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the turnover KPI	–	–	–	–	–	–
2.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the turnover KPI	–	–	–	–	–	–
3.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the turnover KPI	–	–	–	–	–	–
4.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the turnover KPI	–	–	–	–	–	–
5.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the turnover KPI	–	–	–	–	–	–
6.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the turnover KPI	–	–	–	–	–	–
7.	**Amount and proportion of other taxonomy-aligned economic activities not referred to in rows 1 to 6 above in the numerator of the turnover KPI**	1,403.8	100.0	1,403.8	100.0	–	–
8.	**Total amount and proportion of taxonomy-aligned economic activities in the numerator of the turnover KPI**	1,403.8	100.0	1,403.8	100.0	–	–

Template 4 – Taxonomy-eligible but not taxonomy-aligned economic activities

Amount and share (information in EURm and %)

		CCM + CCA		Climate change mitigation (CCM)		Climate change adaption (CCA)	
Row	Economic activities	EURm	%	EURm	%	EURm	%
1.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the turnover KPI	–	–	–	–	–	–
2.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the turnover KPI	–	–	–	–	–	–
3.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the turnover KPI	–	–	–	–	–	–
4.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the turnover KPI	0	0	0	0	–	–
5.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the turnover KPI	71.5	13.3	71.5	13.3	–	–
6.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the turnover KPI	28.3	5.3	28.3	5.3	–	–
7.	**Amount and proportion of other taxonomy-eligible but not taxonomy-aligned economic activities not referred to in rows 1 to 6 above in the denominator of the turnover KPI**	437.0	81.4	437.0	81.4	–	–
8.	**Total amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activities in the denominator of the turnover KPI**	536.8	100.0	536.8	100.0	–	–

Template 5 – Taxonomy-non-eligible economic activities

Row	Economic activities	EURm	%
1.	Amount and proportion of economic activity referred to in row 1 of Template 1 that is taxonomy-non-eligible in accordance with Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the turnover KPI	–	–
2.	Amount and proportion of economic activity referred to in row 2 of Template 1 that is taxonomy-non-eligible in accordance with Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the turnover KPI	–	–
3.	Amount and proportion of economic activity referred to in row 3 of Template 1 that is taxonomy-non-eligible in accordance with Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the turnover KPI	–	–
4.	Amount and proportion of economic activity referred to in row 4 of Template 1 that is taxonomy-non-eligible in accordance with Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the turnover KPI	–	–
5.	Amount and proportion of economic activity referred to in row 5 of Template 1 that is taxonomy-non-eligible in accordance with Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the turnover KPI	–	–
6.	Amount and proportion of economic activity referred to in row 6 of Template 1 that is taxonomy-non-eligible in accordance with Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the turnover KPI	–	–
7.	**Amount and proportion of other taxonomy-non-eligible economic activities not referred to in rows 1 to 6 above in the denominator of the turnover KPI**	1,828.0	100.0
8.	**Total amount and proportion of taxonomy-non-eligible economic activities in the denominator of the turnover KPI**	1,828.0	100.0

Templates 1 to 5 for CapEx (with respect to nuclear and fossil gas related activities)

Template 1 – Nuclear and fossil gas related activities

Nuclear energy related activities		
1.	The undertaking carries out, funds or has exposures to research, development, demonstration and deployment of innovative electricity generation facilities that produce energy from nuclear processes with minimal waste from the fuel cycle.	No
2.	The undertaking carries out, funds or has exposures to construction and safe operation of new nuclear installations to produce electricity or process heat, including for the purposes of district heating or industrial processes such as hydrogen production, as well as their safety upgrades, using best available technologies.	No
3.	The undertaking carries out, funds or has exposures to safe operation of existing nuclear installations that produce electricity or process heat, including for the purposes of district heating or industrial processes such as hydrogen production from nuclear energy, as well as their safety upgrades.	No
Fossil gas related activities		
4.	The undertaking carries out, funds or has exposures to construction or operation of electricity generation facilities that produce electricity using fossil gaseous fuels.	No
5.	The undertaking carries out, funds or has exposures to construction, refurbishment, and operation of combined heat/cool and power generation facilities using fossil gaseous fuels.	Yes
6.	The undertaking carries out, funds or has exposures to construction, refurbishment and operation of heat generation facilities that produce heat/cool using fossil gaseous fuels.	Yes

Template 2 – Taxonomy-aligned economic activities (denominator)

Amount and share (information in EURm and %)

		CCM + CCA		Climate change mitigation (CCM)		Climate change adaption (CCA)	
Row	Economic activities	EURm	%	EURm	%	EURm	%
1.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the CapEx KPI	–	–	–	–	–	–
2.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the CapEx KPI	–	–	–	–	–	–
3.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the CapEx KPI	–	–	–	–	–	–
4.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the CapEx KPI	–	–	–	–	–	–
5.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the CapEx KPI	0.1	1.4	0.1	1.4	–	–
6.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the CapEx KPI	12.8	1.8	12.8	1.8	–	–
7.	**Amount and proportion of other taxonomy-aligned economic activities not referred to in rows 1 to 6 above in the denominator of the CapEx KPI**	709.7	98.2	709.7	98.2	–	–
8.	**Total CapEx KPI**	722.6	100.0	722.6	100.0	–	–

Template 3 – Taxonomy-aligned economic activities (numerator)

Amount and share (information in EURm and %)

		CCM + CCA		Climate change mitigation (CCM)		Climate change adaption (CCA)	
Row	Economic activities	EURm	%	EURm	%	EURm	%
1.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the CapEx KPI	–	–	–	–	–	–
2.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the CapEx KPI	–	–	–	–	–	–
3.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the CapEx KPI	–	–	–	–	–	–
4.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the CapEx KPI	–	–	–	–	–	–
5.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the CapEx KPI	–	–	–	–	–	–
6.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the CapEx KPI	–	–	–	–	–	–
7.	**Amount and proportion of other taxonomy-aligned economic activities not referred to in rows 1 to 6 above in the numerator of the CapEx KPI**	634.3	100.0	634.3	100.0	–	–
8.	**Total amount and proportion of taxonomy-aligned economic activities in the numerator of the CapEx KPI**	634.3	100.0	634.3	100.0	–	–

Template 4 – Taxonomy-eligible but not taxonomy-aligned economic activities

Amount and share (information in EURm and %)

		CCM + CCA		Climate change mitigation (CCM)		Climate change adaption (CCA)	
Row	Economic activities	EURm	%	EURm	%	EURm	%
1.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the CapEx KPI	–	–	–	–	–	–
2.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the CapEx KPI	–	–	–	–	–	–
3.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the CapEx KPI	–	–	–	–	–	–
4.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the CapEx KPI	–	–	–	–	–	–
5.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the CapEx KPI	0.1	1.4	0.1	1.4	–	–
6.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the CapEx KPI	12.8	1.8	12.8	1.8	–	–
7.	**Amount and proportion of other taxonomy-eligible but not taxonomy-aligned economic activities not referred to in rows 1 to 6 above in the denominator of the CapEx KPI**	17.0	56.8	17.0	56.8	–	–
8.	**Total amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activities in the denominator of the CapEx KPI**	29.9	100.0	29.9	100.0	–	–

Template 5 – Taxonomy-non-eligible economic activities

Row	Economic activities	EURm	%
1.	Amount and proportion of economic activity referred to in row 1 of Template 1 that is taxonomy-non-eligible in accordance with Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the CapEX KPI	–	–
2.	Amount and proportion of economic activity referred to in row 2 of Template 1 that is taxonomy-non-eligible in accordance with Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the CapEX KPI	–	–
3.	Amount and proportion of economic activity referred to in row 3 of Template 1 that is taxonomy-non-eligible in accordance with Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the CapEX KPI	–	–
4.	Amount and proportion of economic activity referred to in row 4 of Template 1 that is taxonomy-non-eligible in accordance with Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the CapEX KPI	–	–
5.	Amount and proportion of economic activity referred to in row 5 of Template 1 that is taxonomy-non-eligible in accordance with Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the CapEX KPI	–	–
6.	Amount and proportion of economic activity referred to in row 6 of Template 1 that is taxonomy-non-eligible in accordance with Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the CapEX KPI	–	–
7.	**Amount and proportion of other taxonomy-non-eligible economic activities not referred to in rows 1 to 6 above in the denominator of the CapEX KPI**	54.1	100.0
8.	**Total amount and proportion of taxonomy-non-eligible economic activities in the denominator of the CapEX KPI**	54.1	100.0

Templates 1 to 5 for OpEx (with respect to nuclear and fossil gas related activities)

Template 1 – Nuclear and fossil gas related activities

Nuclear energy related activities		
1.	The undertaking carries out, funds or has exposures to research, development, demonstration and deployment of innovative electricity generation facilities that produce energy from nuclear processes with minimal waste from the fuel cycle.	No
2.	The undertaking carries out, funds or has exposures to construction and safe operation of new nuclear installations to produce electricity or process heat, including for the purposes of district heating or industrial processes such as hydrogen production, as well as their safety upgrades, using best available technologies.	No
3.	The undertaking carries out, funds or has exposures to safe operation of existing nuclear installations that produce electricity or process heat, including for the purposes of district heating or industrial processes such as hydrogen production from nuclear energy, as well as their safety upgrades.	No
Fossil gas related activities		
4.	The undertaking carries out, funds or has exposures to construction or operation of electricity generation facilities that produce electricity using fossil gaseous fuels.	No
5.	The undertaking carries out, funds or has exposures to construction, refurbishment, and operation of combined heat/cool and power generation facilities using fossil gaseous fuels.	Yes
6.	The undertaking carries out, funds or has exposures to construction, refurbishment and operation of heat generation facilities that produce heat/cool using fossil gaseous fuels.	Yes

Template 2 – Taxonomy-aligned economic activities (denominator)

Amount and share (information in EURm and %)

		CCM + CCA		Climate change mitigation (CCM)		Climate change adaption (CCA)	
Zeile	Economic activities	EURm	%	EURm	%	EURm	%
1.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the OpEx KPI	–	–	–	–	–	–
2.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the OpEx KPI	–	–	–	–	–	–
3.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the OpEx KPI	–	–	–	–	–	–
4.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the OpEx KPI	–	–	–	–	–	–
5.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the OpEx KPI	0.2	0.2	0.2	0.2	–	–
6.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the OpEx KPI	5.3	7.5	5.3	7.5	–	–
7.	**Amount and proportion of other taxonomy-aligned economic activities not referred to in rows 1 to 6 above in the denominator of the OpEx KPI**	65.1	92.3	65.1	92.3	–	–
8.	**Total OpEx KPI**	70.5	100.0	70.5	100.0	–	–

Template 3 – Taxonomy-aligned economic activities (numerator)

Amount and share (information in EURm and %)

		CCM + CCA		Climate change mitigation (CCM)		Climate change adaption (CCA)	
Row	Economic activities	EURm	%	EURm	%	EURm	%
1.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the OpEx KPI	–	–	–	–	–	–
2.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the OpEx KPI	–	–	–	–	–	–
3.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the OpEx KPI	–	–	–	–	–	–
4.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the OpEx KPI	–	–	–	–	–	–
5.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the OpEx KPI	–	–	–	–	–	–
6.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the OpEx KPI	–	–	–	–	–	–
7.	**Amount and proportion of other taxonomy-aligned economic activities not referred to in rows 1 to 6 above in the numerator of the OpEx KPI**	53.1	100.0	53.1	100.0	–	–
8.	**Total amount and proportion of taxonomy-aligned economic activities in the numerator of the OpEx KPI**	53.1	100.0	53.1	100.0	–	–

Template 4 – Taxonomy-eligible but not taxonomy-aligned economic activities

Amount and share (information in EURm and %)

		CCM + CCA		Climate change mitigation (CCM)		Climate change adaption (CCA)	
Row	Economic activities	EURm	%	EURm	%	EURm	%
1.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the OpEx KPI	–	–	–	–	–	–
2.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the OpEx KPI	–	–	–	–	–	–
3.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the OpEx KPI	–	–	–	–	–	–
4.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the OpEx KPI	–	–	–	–	–	–
5.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the OpEx KPI	0.2	2.3	0.2	2.3	–	–
6.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the OpEx KPI	5.3	73.9	5.3	73.9	–	–
7.	**Amount and proportion of other taxonomy-eligible but not taxonomy-aligned economic activities not referred to in rows 1 to 6 above in the denominator of the OpEx KPI**	1.7	23.8	1.7	23.8	–	–
8.	**Total amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activities in the denominator of the OpEx KPI**	7.2	100.0	7.2	100.0	–	–

Template 5 – Taxonomy-non-eligible economic activities

Row	Economic activities	EURm	%
1.	Amount and proportion of economic activity referred to in row 1 of Template 1 that is taxonomy-non-eligible in accordance with Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the OpEX KPI	–	–
2.	Amount and proportion of economic activity referred to in row 2 of Template 1 that is taxonomy-non-eligible in accordance with Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the OpEX KPI	–	–
3.	Amount and proportion of economic activity referred to in row 3 of Template 1 that is taxonomy-non-eligible in accordance with Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the OpEX KPI	–	–
4.	Amount and proportion of economic activity referred to in row 4 of Template 1 that is taxonomy-non-eligible in accordance with Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the OpEX KPI	–	–
5.	Amount and proportion of economic activity referred to in row 5 of Template 1 that is taxonomy-non-eligible in accordance with Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the OpEX KPI	–	–
6.	Amount and proportion of economic activity referred to in row 6 of Template 1 that is taxonomy-non-eligible in accordance with Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the OpEX KPI	–	–
7.	**Amount and proportion of other taxonomy-non-eligible economic activities not referred to in rows 1 to 6 above in the denominator of the OpEX KPI**	10.2	100.0
8.	**Total amount and proportion of taxonomy-non-eligible economic activities in the denominator of the OpEX KPI**	10.2	100.0

Building tomorrow's networks today.

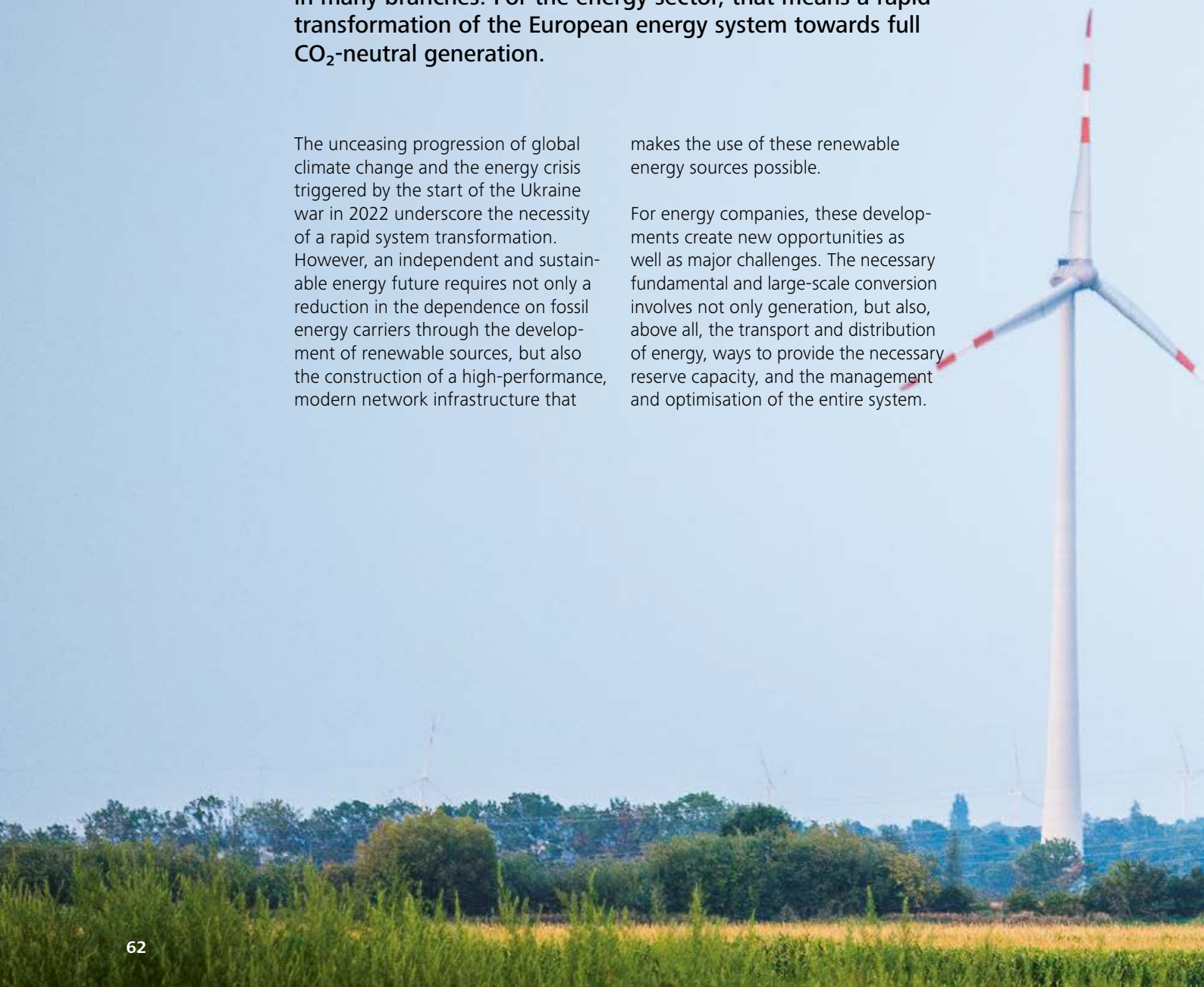
The transformation to renewable generation requires the expansion of transport and distribution networks. At EVN, this is reflected in massive investments in the network infrastructure.

Challenging times for supply security

Achieving climate neutrality among the 27 EU member states by 2050 is the overriding goal of the European Green Deal, which was passed by the European Parliament in 2019. This goal can only be met when business and society are refocused in many branches. For the energy sector, that means a rapid transformation of the European energy system towards full CO_2-neutral generation.

The unceasing progression of global climate change and the energy crisis triggered by the start of the Ukraine war in 2022 underscore the necessity of a rapid system transformation. However, an independent and sustainable energy future requires not only a reduction in the dependence on fossil energy carriers through the development of renewable sources, but also the construction of a high-performance, modern network infrastructure that makes the use of these renewable energy sources possible.

For energy companies, these developments create new opportunities as well as major challenges. The necessary fundamental and large-scale conversion involves not only generation, but also, above all, the transport and distribution of energy, ways to provide the necessary reserve capacity, and the management and optimisation of the entire system.



Supply security is our most important goal

Our central promise to customers is, and will always remain, to provide reliable supplies around the clock. Modern life and work are no longer conceivable without a secure supply infrastructure, and our customers must be able to rely on having sufficient energy – whether it be electricity, natural gas and heat or high-quality drinking water – in the required quantities and top quality at their disposal whenever it is needed. Especially in challenging times like the past two years, we want to remain a reliable partner for our customers because energy and water are among the most important drivers for our economy and society.

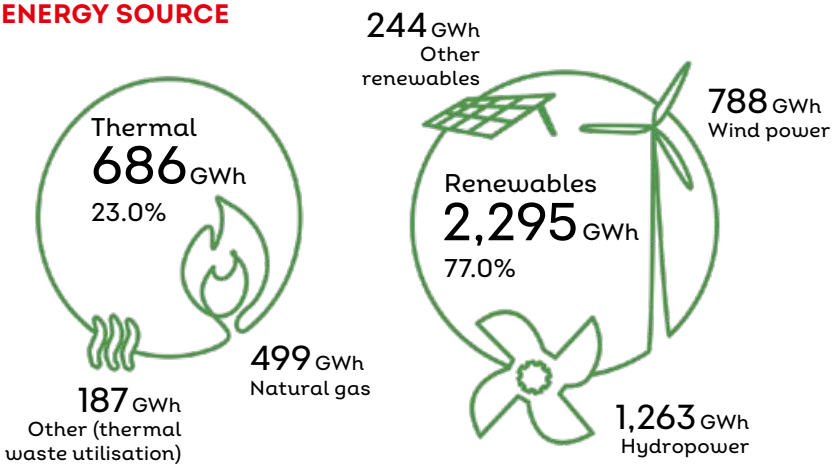
These basic supplies are available without limitation in every area where our energy and environmental services are offered. We are continuously implementing measures in all our businesses to meet our promise to protect supply security, now and in the future. For years we have been investing heavily in the expansion and modernisation of our network infrastructure and the increase of our renewable generation capacity. The annual investments by our Group will rise significantly to EUR 700m to EUR 900m by 2030. In cooperation with other companies, universities and research institutes, we are also working on the development of innovative concepts and technological approaches to realise the energy future.

Electricity

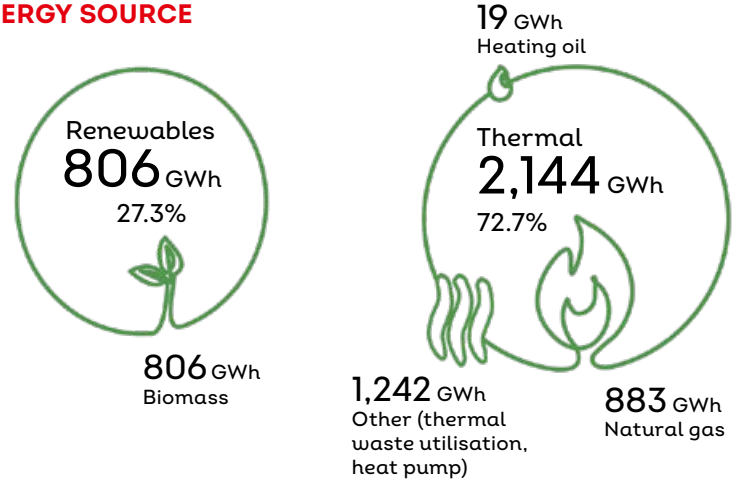
The passage of the Austrian Renewable Energy Expansion Act in July 2021 formalised the country's intention to convert to 100% renewable energy sources by 2030. For an energy provider, this system change will bring many new technical requirements. Electricity generation will become much more decentralised and involve a larger number of independent plants managed by different operators. In addition, electricity from renewable sources is, by nature, volatile. At the same time, customers' behaviour is changing: On the one hand, the use of e-mobility, smart home technologies and heat pumps is increasing the demand for electricity. On the other hand, a growing number of customers with photovoltaic equipment are generating their own electricity or forming energy communities, and these trends require innovative solutions for complex issues like pricing, network access and supply security.

Bringing all these factors together and, at the same time, ensuring reliable supplies of electricity without substantial interruptions is one of our major

ELECTRICITY GENERATION BY ENERGY SOURCE



HEAT GENERATION BY ENERGY SOURCE



Energy generation		2022/23	2021/22	2020/21
Coverage ratio	%	16.4	16.1	19.8
Share of renewable energy in the total energy generation mix	%	77.0	66.8	57.1

CO_2-neutral district heat for Krems: a milestone for the energy future

The use of biomass to generate electricity and heat will play a decisive role in the energy future because the use of this renewable energy carrier is CO_2-neutral.

Many of the communities supplied by EVN also receive heat and electricity from biomass. In other words, district heat in most of the Lower Austrian provincial capitals and several regions is almost completely decarbonised today – and other areas will follow. EVN set an important milestone on this path in summer 2023 with the commissioning of the latest biomass heating plant in Krems. It supplies roughly 30,000 households and numerous industrial and commercial businesses with natural heat from regional biomass as well as nearly half these customers with green electricity. All in all, the Krems biomass heating plant saves approximately 25,000 t of CO_2 each year.

This high-tech plant on the outskirts of Krems operates with a efficiency of over 90% during the winter and delivers electrical and heating energy with a total output of up to 20 MWp. These services were previously provided by the gas-fired plant in Theiss, nearly 4 km to the southeast. The new biomass plant was built directly along the existing, roughly 50 km district heating network that previously supplied the city of Krems with heat. Three high-performance pumps feed the water heated by the plant into the network.

The construction project was headed by Andreas Oberhammer. He believes in the potential of biomass as an energy carrier for the generation of green heat: "In Austria, sufficient forests, meaning timber, are available for energy generation and the further expansion of supplies with CO_2-neutral heat. Lower Austria has taken on a pioneering role here thanks to EVN."

The biomass used for energy generation comes from roughly 100 suppliers and is delivered from an average radius of 40 km. "All our raw material supplies are sourced in the region, which is reasonable not only from an ecological but also from an economic standpoint. In the end, the plant management also needs to keep an eye on transport costs," explains Andreas Oberhammer. The biomass consists solely of residual materials from forestry operations. The wood chip depot in Krems has a capacity of nearly 6,000 m³ which can support operations for two weeks. Supply security can be further strengthened by a 50,000 m³ distance heating storage facility at the Theiss power plant. The stored and 100 °C hot water is sufficient to supply Krems with district heat for roughly one week if needed.

Operations in the combined heat and power plant – which generates electricity and heat at the same time – are fully automatic and require only three employees on-site. The biomass is delivered as wood shavings and transported via conveyor belt from the storage area to the nearly 30 meter-high powerhouse where it is incinerated at a temperature of approximately 1,000 °C. The steam generated by a heat exchanger drives a turbine that produces up to 6,000 kW of electricity, and the waste heat warms the water that is delivered to customers over the district heat network.

"Just like any other combustion process, this plant also produces exhaust gas. To minimise the pollution load on the environment, we use highly efficient cleaning technologies," explains Andreas Oberhammer. In addition, a so-called electrostatic precipitator eliminates any particulate matter.

Photovoltaic equipment with an output of 200 kWp was installed on the roof areas of the biomass heating plant in Krems to utilise the full potential of the location. By the way, the plant was built by EVN itself on a 15,000 m² site. For Andreas Oberhammer, this brings one big advantage: "We know exactly how our plant is built. And in the event of a malfunction, we can react quickly and independently."

challenges. Flexible backup services for power plants, electricity storage and reserve capacity are other key issues that influence our daily activities and areas in which we invest to make an active contribution to the energy transformation without compromising supply security or quality.

Networks and network infrastructure

Our networks create the basis for supplies to our customers. The smooth functioning of this extensive, but sensitive infrastructure requires a wide range of measures which generally remain unnoticed by consumers. In particular, the integration of electricity from renewable sources, which is delivered from a growing number of decentralised plants, and the related changing and volatile energy flows place additional high demands on our networks.

The complexity of the energy system will further increase in the coming years. Steadily rising electricity consumption driven primarily by heat pumps and e-mobility as well as more intensive interaction with customers who generate electricity or are part of an energy community are creating new demands on network operators and making network planning, management and operations more complicated. In the end, our networks must also be able to meet these users' needs when there is no local energy generation.

The energy transformation has thus turned the network infrastructure into a data hub and made intelligent networks the backbone of our future electricity system. Innovative solutions and continuous investments are required to maintain the same high-quality performance. The massive expansion, ongoing modernisation and digitalisation of this infrastructure is a necessity – including high-voltage power lines, transformer stations and medium-voltage capacity as well as substations, local networks and smart meters. At the low- and medium-voltage levels, we are focusing on digitalisation and sensor technology. More than 98% of all equipment in the Netz Niederösterreich supply area was equipped with smart meters as of 30 September 2023. To support the energy transformation, we plan to invest roughly EUR 3bn alone in our network infrastructure in Lower Austria by 2030.

Natural gas

Our long-term contracts for natural gas storage facilities ensure uninterrupted supplies, especially during periods with temperature-related higher consumption or possible shortages at the European level (e. g. due to political crises in transit or origin countries). This strategy

has proven to be very successful, especially in the challenging environment that has characterised the energy market during the past two years, and helps us to remain a reliable partner for our customers.

Our investment in RAG – with its focus, above all, on the natural gas storage business – has high strategic importance in this context. In the development of hydrogen technologies and green natural gas, RAG is also seen as a pioneer for the branch due to successful pilot projects that make an important contribution to a future, environmentally friendly energy system.

Also see "Smart solutions for a CO_2-free energy future" on page 85ff

District heating

According to the Renewable Energy Expansion Act, district heating will make a significant contribution to meeting climate goals in Austria through expansion and decarbonisation. The use of renewable energy in the heating business has played an important role at EVN for many years. As the largest natural heat supplier in Austria, we currently operate more than 60 biomass district heating plants and biomass-based combined heat and power plants in Lower Austria. Three large cross-regional district heating transport pipelines – including the longest such line in Austria from the energy hub in Dürnrohr to St. Pölten (32 km) – as well as four natural cooling plants complete our extensive natural heating infrastructure. Our biomass combined heat and power plant in Krems was commissioned during the 2022/23 financial year.

In the municipal district heating business, nearly 80% of the heat delivered comes from 100% CO_2-neutral renewable energy sources. The wood chips used in our plants are sourced from areas within a maximum of 70 km from the respective heating plant. In this way, we support the regional agriculture and forestry sector and contribute to local added value.

Also see "CO_2-neutral district heating for Krems" on page 65

Drinking water

Demographic trends in our supply area as well as changing climatic conditions are responsible for a continuous increase in the demand for drinking water. In addition to the ongoing operation of numerous local networks that are supplied by EVN Wasser with drinking water, connecting water-rich and water-poor areas via cross-regional transport pipelines represents a particular challenge. This pipeline network is fed by well fields and high-level tanks throughout Lower Austria. In order to offset a climate-related decline in precipitation or regional breakdowns, we must construct new pipelines, improve the performance of our current network and develop new well fields.

The responsible use of drinking water involves new pipeline construction as well as the upgrading of the existing infrastructure – primarily through the identification and repair of leaks and the protection or improvement of the water quality while minimising the negative impact on the environment. One good example is the construction of natural filter plants to improve quality through the physical softening of water. Magnesium, calcium and other trace substances are dissolved and removed from the water with the help of modern technologies and without the use of chemicals.

Also see "EVN Wasser: Investments in sustainably secure drinking water supplies for Lower Austria" on page 68f

Cable TV and telecommunication services

Sufficiently dimensioned, high-quality networks and technical infrastructure also form the basis for the reliable flow of data in this business. The high-performance network operated by kabelplus offers digital cable television in HD, and partially also in UHD quality. The use of modern glass fibre technology, which is the focus of continuous expansion, also supports Internet usage with upload and download speeds in the Gigabit range.

E-mobility

The unstoppable progress of electromobility has become an integral part of today's world. We made an early and decisive contribution to support this new mobility solution in Lower Austria with the development of an area-wide basic supply network of e-charging stations. We have been constructing and operating charging stations for many years and, as of 30 September 2023, our network had a total of 2,465 charging points. In cooperation with the Hofer and Spar supermarket chains, we launched one of the largest campaigns currently to expand the charging infrastructure in Austria during the reporting year.

Also see "Making e-mobility work in everyday use" on page 70f

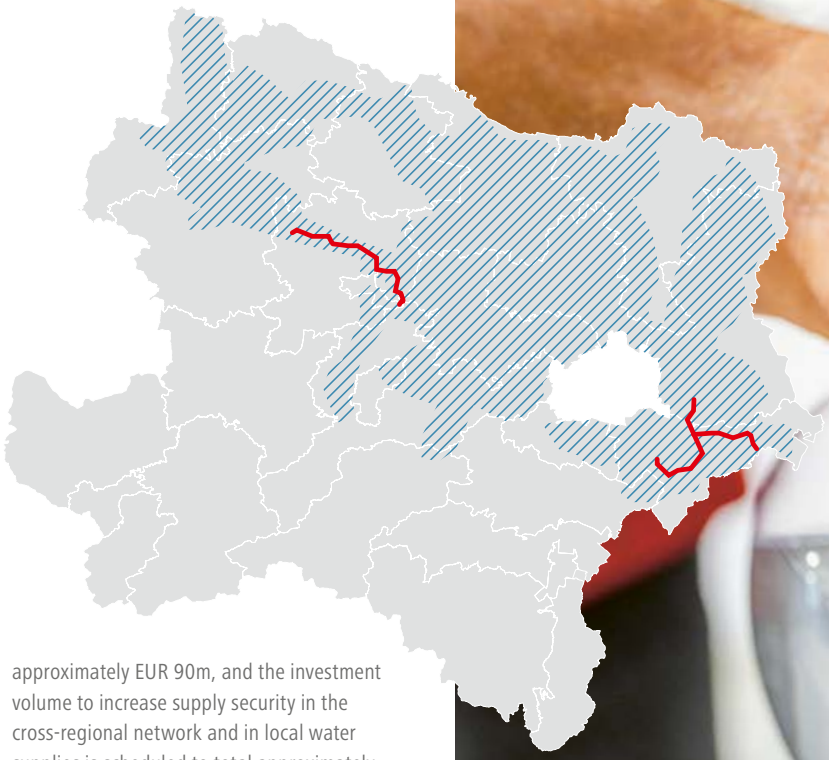
The EVN fuel card was introduced in 2014 and, at the end of September 2023, was in use by more than 14,600 customers. Joint roaming agreements allow customers with the EVN electricity fuel card to choose from more than 13,500 loading stations throughout Austria – the largest charging network in the country – without additional costs. Our "Autoladen 2.0" app helps our customers to locate the next free charging

Continued on page 70 →

EVN Wasser: Investments in sustainably secure drinking water supplies for Lower Austria

Periods with drought, above all in the eastern regions of the country, are also becoming increasingly visible in Austria as a result of climate change. In the supply areas serviced by EVN Wasser, longer dry periods have so far had no impact on drinking water supplies for the population. The reason is, not least, a dense pipeline network. An ambitious investment programme is designed to also protect this high supply security in the future.

Over 635,000 customers in more than 200 Lower Austrian communities make our Group company EVN Wasser the second largest water supplier in Austria. Deliveries directly from EVN Wasser cover 75% of its customers, and the remaining 25% are supplied through added water quantities provided by EVN Wasser to the communities. In 2022/23, the company delivered nearly 30.5m m³ of drinking water via its supply system. EVN Wasser operates 35 well fields with 100 wells in Lower Austria to provide these volumes in optimal quality. The continuous expansion of the pipeline system has created a wide-ranging network with a total length of more than 2,800 km. A cross-regional pipeline network transports and distributes the drinking water wherever it is needed – while supply security is further increased by storage facilities that can hold roughly 2.5-times the average daily drinking water requirements.



Massive investments in the infrastructure

To also protect supplies of high-quality water in Lower Austria over the long term, EVN Wasser is investing, above all, in the expansion of the cross-regional pipeline networks and in new local pipelines, well fields and storage reservoirs. The currently ongoing fifty individual projects alone represent an investment volume of approximately EUR 90m, and the investment volume to increase supply security in the cross-regional network and in local water supplies is scheduled to total approximately EUR 170m by 2030.

Further expansion in the Waldviertel region

A flagship project by EVN Wasser is the 60 km cross-regional supply pipeline between Krems and Zwettl, which is under construction at a cost of EUR 50m. It will provide secure long-term supplies for the Waldviertel, which is generally considered a low-groundwater region. The first

section of the pipeline was commissioned in 2022, and the groundbreaking for the second section was held in March 2023. Completion of the entire project is scheduled for the 2025/26 financial year and will provide drinking water for up to 120,000 of the region's residents.

Closing the gap between Austria's Industrieviertel and Weinviertel regions

Another major project involves the connection of two EVN Wasser supply areas, the Industrieviertel and Weinviertel. The Wienerherberg and Petronell wellfields south of the Danube River will be hydraulically connected with the Weinviertel wellfields via transport pipelines and a new Danube crossing east of Vienna. Closing this final gap in the supply system will further improve supply security. At the same time, the operational performance of the Weinviertel networks will be increased to permit transfers from the water-rich ground water areas near the Danube to the northern Weinviertel region.

Preparations for future developments

Plans call for the development of new wellfields and the expansion of existing wellfields to be optimally equipped to meet the forecasted population growth and the future effects of climate change. Together with viadonau and the Donau-Auen National Park, EVN Wasser is working to revitalise a Danube riverbed in Petronell. These measures will support ecological and water-related improvements in the national park and increase the productivity of the Petronell wellfield.

For additional information on the Petronell Au revitalisation project, also see www.evn.at/Wasser

GRI indicator: GRI 304-3

Increase in water quality and ongoing revitalisation

EVN Wasser has also been investing in the construction of natural filter plants for roughly ten years. These facilities meet the demands of many consumers for softer water. Through the use of fine membranes, the plants can reduce the hardness of the water physically or mechanically. Households can then avoid the use of expensive ion exchangers, which can change the taste of the water and also lead to microbiological problems. The sixth natural filter plant was commissioned in Bisamberg during spring 2023, and plans call for three further plants by 2030. The groundbreaking for the natural filter plant in Obersulz was held in June 2023 with completion scheduled for spring 2024.

In addition to the expansion of our plants, EVN Wasser is investing EUR 10m to EUR 15m each year to revitalise existing pipelines. Pipeline repairs can save up to 1.5m litres of valuable drinking water each day.

Reduction of CO_2 emissions

EVN's Climate Initiative includes the continuous introduction of measures and activities to sustainably reduce the Group's carbon footprint. EVN Wasser has taken on a pioneering role here: In November 2021, it was the first EVN subsidiary to become completely carbon-neutral, and this certification was confirmed by TÜV SÜD in 2022. Certification under PAS 2060:2014 covers, among others, the ongoing implementation of further energy efficiency measures that will also include internal electricity generation by 2030. Specifically, the construction of photovoltaic equipment will increase the coverage ratio to 30%. Equipment with a total output of 15 MWp is currently planned for the EVN Wasser locations.

→ Continued from page 67

station and can also be used to start the charging process quickly and easily. EVN's charging stations are, of course, included in the most frequently used charging station registers.

Selected measures to support supply security

Expansion of our renewable generation capacity

We intend to make massive investments in the Group-wide expansion of our generation capacity, above all for wind power and photovoltaics, over the coming years. Projects in the wind power area during 2022/23 involved the repowering of the wind park in Japons (12.6 MW) and the commissioning of the new wind park in Palterndorf-Dobermannsdorf (42 MW). Thanks to the dynamic development of turbine capacity, repowering – i. e. the replacement of existing wind power equipment with new, higher performance models – results in a significant increase in the generated electricity in relation to the number of plants, respectively the installed capacity.

In the photovoltaic area, three large-scale plants in Grafenwörth, Trumau and Theiss with a combined output of 25 MWp (EVN share) were commissioned during the reporting year. As of 30 September 2023, our installed capacity totalled 447 MW for wind power and 42 MWp for photovoltaics.

Many other projects are also developing: Three new wind parks and the repowering of an existing wind park are currently in the planning or construction stage. They will create an additional 50 MW of wind power capacity during 2023/24. Based on the current project pipeline, we want to raise our wind power generation capacity to over 770 MW by 2030 and, in that way, nearly double the annually generated electricity from roughly 1.1 TWh to approximately 2 TWh.

Two photovoltaic projects were nearing the commissioning point as of 30 September 2023: one plant in Dürnrohr with an installed capacity of 23.4 MWp and a project in North Macedonia with 14.5 MWp. Assuming the framework conditions are right, further projects will follow in Lower Austria, Bulgaria and North Macedonia up to 2030 and increase the generation capacity to 300 MWp. The annual volume of electricity generated will then rise from the current level of roughly 50 GWh to approximately 400 GWh.

Highly efficient electricity networks

Our ongoing investments to improve the network infrastructure have held network losses in Lower Austria stable for many years at roughly 4% – which is a very low level in international comparison. A direct comparison with our supply areas in Bulgaria and North Macedonia is not possible due to the different customer and network structures. As the indicators in these two South Eastern European markets are higher, our investment programmes there concentrate on the further reduction of network losses and the continuous improvement of efficiency. We have successfully reduced our network losses in Bulgaria from approximately 20% at the time of our market entry in 2004/05 to a recent level of 6.3% and from approximately 25% in 2005/06 to 14.3% in North Macedonia.

Electricity disruptions far below the sector average

The reliability of our electricity supplies is also confirmed by externally calculated indicators like SAIFI (System Average Interruption Frequency Index) and SAIDI (System Average Interruption Duration Index). They have confirmed our company's constant supply performance in Lower Austria for many years. Information is currently not provided on the SAIDI and SAIFI at EVN's locations in Bulgaria

The changeover to e-mobility is one of the most important steps into the energy future. However, the success of this conversion will depend on the massive expansion of network and charging infrastructure. EVN is currently working on projects together with the Hofer and Spar supermarket chains to significantly increase the number of its charging points.

This represents one of the largest initiatives currently in progress to expand the charging structure in Austria: By the end of 2026, EVN plans to construct roughly 2,500 charging points, each with up to 150 kW of loading capacity, at more than 350 Hofer and Spar locations. "Starting in 2024, that will translate into a charging station at every third Hofer or Spar location," explains

Roman Nowatschek, team leader e-mobility

Roman Nowatschek, team leader for e-mobility at EVN, on the significance of the programme. This is not only the largest single project for the charging infrastructure ever carried out by EVN, it will also play an important role in consolidating the network of electric filling stations in Austria and make e-mobility work in practice. Here, public charging stations are a key factor because they represent an essential addition to private charging points at home or at work. Supermarket parking areas are ideal for this purpose – e-car owners can easily charge their vehicles while shopping without any unnecessary loss of time.

The projects with Hofer and Spar, which have been in progress since summer 2023, were preceded by detailed contract negotiations. The cooperation model requires the supermarkets to provide the necessary space, while EVN will build and operate the charging stations. Roman Nowatschek's team is not only responsible for project management and the installation of the equipment: "Even when we use state-of-the-art technology, we will need to regularly service all charging points over the long term to make sure they maintain their performance capability." Not only extensive monitoring and control technology is necessary behind the scenes, but additional personnel must be hired to operate the charging stations.

The cooperation with Hofer and Spar is, however, still financially interesting for EVN because the operation of the new charging stations with 100% green electricity also includes the supply of the necessary electricity volumes. At the same time, the supermarket chains can expand the range of services offered to their customers. And that means attractive benefits for all contract partners.

EVN is currently pursuing a further initiative to expand the public charging infrastructure in Mödling, a community in Lower Austria. Roughly eight new charging stations, each with two charging points, will be installed here annually over the coming years. That will bring the total to 24 new locations by 2025 and raise the number of public charging points in Mödling to almost 100.

"With the massive expansion of our charging network, we are making an important contribution to integrating e-mobility in people's everyday lives and significantly advancing the energy future," emphasises Roman Nowatschek. His team was recently recognised with awards from the "firmenwagen" and "Traktuell" trade magazines for its professional and customer-friendly charging station management. Roaming contracts between the various electricity providers are also required to integrate e-mobility in people's daily activities. EVN's electricity fuelling card can already be used at roughly 70% of all public charging stations in Austria, and EVN plans to increase this rate over the coming years.

For Roman Nowatschek, further challenges on the way to clean mobility lie in the provision of the necessary electricity network infrastructure and sufficient volumes of electricity. A key term in this connection is load management: How can sufficient electricity be available for charging when a large number of e-cars are all charging at the same time? With its car2flex research project, EVN has been working for several years on possible solutions for bi-directional charging.

Heavy traffic will also become increasingly electrified over the medium term, and the necessary infrastructure is particularly complex. In other words, Roman Nowatschek and his team will have a lot to do in the coming years.

For further information on the car2flex project, see pages 86 and 144

and North Macedonia because a clear database is not available for the necessary calculations.

SAIFI

The mean supply interruption[1] – calculated according to the System Average Interruption Frequency Index (SAIFI) equalled 0.86 in 2022 (previous year: 0.91). This SAIFI value means an EVN customer experienced one unplanned power interruption on average during 2022.

SAIDI

The average annualised duration of unplanned power interruptions[1], calculated according to the System Average Interruption Duration Index (SAIDI), equalled 17.19 minutes in 2022 (previous year: 19.81 minutes) and was again clearly below the Austrian average[2] of 39.36 minutes (previous year: 24.01 minutes).

1) Source: Netz Niederösterreich, breakdown and disruption statistics for 2021 and 2022
2) Source: Energie-Control Austria, breakdown and disruption statistics for 2021 and 2022

High availability of our power plants

The following table shows the scheduled and unscheduled periods in 2022/23 when our operational thermal power plants and wind parks were not available. For the Theiss thermal power plant, the data only includes the capacity under contract as reserve capacity for the Austrian transmission network operator (APG). This reserve capacity totalled 470 MW in 2022/23, and we are providing the same volume of reserve capacity for APG in the coming financial year.

Cybersecurity

Digitalisation has also led to wide-ranging changes in energy supplies. The trend is currently shifting from pure energy delivery to complex energy management with intelligent networks and meters as well as the individual optimisation of consumption and individual tariff models. The professional management of these significantly more complex energy systems with their many smaller components brings greater comfort and increased efficiency, but the growing interconnect-

Average non-availability of power plants 2022/23

		Planned		Unplanned	
		Hours	%[1]	Hours	%[1]
Wind power plants[2]	Austria	266.7	3.0	18.1	0.2
Small hydropower plants	Austria	131.4	1.5	201.5	2.3
Pump storage plants	Austria	89.9	1.0	77.6	0.9
Natural gas-fired power plant Theiss[3]	Austria	856.3	9.8	27.3	0.3

1) Reference value: 8,760 operating hours per year (standard operational capacity)
2) Average value per wind turbine
3) The values only refer to the 470 MW which are held under contract as reserve capacity at the Theiss power plant

EVN power generation capacities

	30.09.2023		30.09.2022		30.09.2021	
	MW	%	MW	%	MW	%
Renewable energy	**844**	**57.5**	**771**	**55.0**	**752**	**54.4**
thereof hydropower[1]	311	21.2	312	22.2	307	22.2
thereof wind power	447	30.5	407	29.0	394	28.5
thereof photovoltaics	42	2.8	14	1.0	12	0.9
thereof biomass	18	1.2	13	0.9	13	0.9
thereof other renewables[2]	26	1.8	26	1.9	26	1.9
Thermal energy	**623**	**42.5**	**630**	**45.0**	**630**	**45.6**
thereof natural gas[3]	576	39.3	583	41.6	583	42.2
thereof energy hub Dürnrohr[4]	47	3.2	47	3.3	47	3.4
Total	**1,467**	**100.0**	**1,401**	**100.0**	**1,382**	**100.0**

1) Includes purchasing rights from the Danube hydropower plants in Melk, Greifenstein and Freudenau and from investments in the hydropower plants Nussdorf in Vienna and Ashta in Albania as well as in Verbund Innkraftwerke
2) Includes two sludge-fired combined heat and power plants in Moscow
3) Includes the Theiss power plant (net output of 485 MW, 470 MW of which are held under contract as reserve capacity) as well as co-generation and combined heat and power plants in Austria and Bulgaria
4) Includes the steam co-generation from thermal waste utilisation in Zwentendorf/Dürnrohr

edness also increases the risk of disruptions and cyberattacks. Information security and cybersecurity therefore represent a central part of every project at EVN, and we are working hard to steadily improve our cyber-resilience.

We give top priority, in particular, to the security of our networks and information systems in order to meet our commitment to supply security through the uninterrupted availability of the entire infrastructure. A protection requirement analysis forms the basis for the identification of technical and organisational safety measures. We view the strict separation of IT systems in commercial and technical areas as essential. In addition to the isolation of critical infrastructure, the data networks represent another focal point of our activities. Their security is becoming more and more important due to the progressive digitalisation of the electricity and natural gas networks.

EVN's chief information security officer is responsible for the operation and ongoing improvement of our Group-wide information security management system and is supported by local security officers in the individual companies. Our employees also receive regular information and training on current issues via internal communication channels.

As operators of essential services, several EVN Group companies are directly affected by the scope of application of the NIS Directive, the first EU-wide legal regulations on cybersecurity which took effect in 2016. This directive requires high security standards for critical network and information systems as well as the review of compliance through regular audits. The established protection and identification measures are regularly audited and continuously improved based on the latest technological standards.

The involved companies decided to implement an information security management system (ISMS) according to ISO 27001 at a very early stage. Two of these companies (Netz Niederösterreich and EVN Wärmekraftwerke) arranged for certification of their ISMS by an accredited institution, and other areas are currently preparing for the certification process.

Also see "Safety first" on page 82f

Securing a for

Customers' electricity requirements are growing rapidly, e. g. as support for heat pumps and e-mobility, while many of them are also generating energy with photovoltaics. Using innovative solutions, EVN creates the basis for this increasingly complex system and supports local energy communities.

liveable future
generations
to come.

Maximum customer orientation

Reliable supplies of elementary services for our customers are our top priority. We also want to stay as close as possible to our customers, whom we work to assist as quickly, easily and individually as possible.

Extensive know-how is required for our services and advising because our product and service portfolio is just as diverse as our customers' concerns. These concerns range from basic issues – like the registration and cancellation of services, assistance with tariffs or questions on invoices – to special requests for energy advising or in connection with energy efficiency services and products.

We define customer satisfaction, on the one hand, through products and services that meet individual needs and are transparently invoiced. On the other hand, customer satisfaction is also a result of high service quality, target group-oriented communications, and assistance for our customers on issues involving the efficient use of energy. In these key areas, our goal is to create and maintain a fair and highly professional partnership with our customers in all our markets.

For information on energy efficiency services and products, also see page 119f

Increase in efficiency and resilience

We are aware that our customers are facing exceptional problems in these times of major upheavals on the energy markets and, consequently, have an increased need for advising. Our customer service was, therefore, confronted with enormous challenges also in 2022/23. Questions on invoices, tariff options, rebate offers, public sector assistance and contract conversion possibilities led to a massive increase in inquiries across all communication channels that pushed our capacity to the limits. In total, our customer service had more than 4.3m customer contacts in the reporting period in Austria, Bulgaria and North Macedonia (previous year: approximately 3.4m customer contacts). The number in Austria alone has almost doubled to 2.4m compared to the previous year. Despite these vast challenges, we remained committed to providing our customers with the best possible service.

As part of our efforts to continuously improve our service quality, we launched a project in 2022/23 to strengthen resilience and stability and to create a strong, efficient organisational structure for customer relations. This process was accompanied by external consultants. The measures to provide relief for the customer relations teams included, among others, an increase in capacity both internally and through an external call centre partner. Team coaching sessions were also held with external counsellors to increase mental strength and help the staff to better master the rising workload. Another focal point of the project was the faster processing of the work backlog.

EVN info bus strengthens customer ties

A new information campaign with the EVN info bus started in spring 2023 to personally inform as many customers as possible of the replacement of the previous Klassik tariff and the options for changing to a new tariff. Our staff visited a total of 469 communities in Lower Austria as part of this campaign to provide our customers with detailed information on the tariff change. The EVN info bus previously served as part of our information campaign in autumn 2022 to explain relief measures and opportunities for energy savings and was again well received this time.

Response to the initiative was very positive, and many customers opted for a new tariff offer from EVN.

Measures to improve service quality

Active complaint management is also one of our top priorities. We document and evaluate all reports from dissatisfied customers and analyse them regularly to develop specific measures for improvement. This structured quality assurance cycle makes an important contribution to improving the quality of our services and our complaint management.

To continuously improve our performance at our customer interfaces, our annual customer service week gives our staffs from Austria, Bulgaria, North Macedonia and Croatia an opportunity to share their experiences. The last event of this type was held in autumn 2023 under the motto "We are here for our customers". Specific content and the challenges faced in daily activities were discussed and formed the basis for the development of Group-wide measures to increase customer satisfaction.

These quality assurance measures are reinforced by our high priority on training for our customer relations team – increasingly also through digital e-learning formats. An intensive, two-week training cycle for new employees makes these men and women fit for customer contacts as quickly as possible and is followed by further in-depth training modules. To increase psychological resilience, the above-mentioned measures to improve the efficiency and strength of our employees were implemented.

Diversity in customer service

Diversity is an important issue for EVN, both in relation to its own employees and in contacts with customers. For customers whose first language is not German, we offer advising services in

DIGITAL TRANSFORMATION

In order to meet the steadily growing demands of our customers, we are also increasing the focus on digitalisation in our customer relations. Artificial intelligence (AI) plays a decisive role in this context. For example: We use so-called Robotic Process Automation (RPA) to efficiently handle frequently recurring tasks. We have also gained initial experience with automated, voice-guided replies to standard inquiries and AI-supported answers to e-mail content.

We are increasing the digitalisation of our "Meine EVN" service portal to improve the customer experience and plan further expansion in the future. Digital-savvy customers can already benefit from increased transparency and the depth of information. They can query their invoiced consumption, tariff details and information on bonus points or the status of energy subsidies. Various activities can also be managed in self-service around the clock, ranging from a simple tariff change to the adjustment of payment settings and digital requests for contract forms to handle the feed-in of electricity from photovoltaic equipment. These digital offers have been very well received, and over 260,000 customers already registered on our service portal in the first year.

Netz Niederösterreich has also introduced various services online for its customers. Digital options on the website (www.netz-noe.at) now make standard processes like the application for a network connection much easier. Customers can then follow the progress of their inquiries online, record the meter readings and much more.

their native language. That allows us to address the individual needs of our customers when our assistance is needed. The great diversity of our team – which includes numerous colleagues with different native languages – makes this possible.

Digital customer feedback

After extensive preparations, the former EVN Customer Advisory Board was relaunched in a new digital format in 2022/23. The existing advisory body, where elected customer representatives had discussed their needs and concerns with management and experts since 2011, was placed on a more modern and significantly broader basis. Customers interested in providing feedback can register voluntarily online under https://mein-feedback.at/. This process is intended to create a large pool of test customers who will be asked online and onsite – quickly, flexibly and easily – to express their opinions on current and future products and services.

We also plan to introduce real-time feedback in a digital format in 2023/24. Customers will be contacted via SMS or e-mail and asked to answer three short questions on their personal customer experience with EVN. We hope this feedback will help us to quickly evaluate and analyse the quality of our customer contacts.

Bulgaria has two separate customer advisory boards for heat and electricity, which consist of fixed members. They meet twice each year with representatives of EVN to discuss customer issues.

Evaluation of customer satisfaction

We regularly commission independent, external surveys to proactively analyse and evaluate the quality of our customer service and customer satisfaction in our three core markets. The monthly survey data and analyses combined with long-term trends show the development of customer satisfaction and help us to analyse relevant business transactions. The results provide valuable information on opportunities for improvement and, in a next step, are evaluated by the involved departments. This information flows into the definition of concrete approaches for improvement measures.

In Austria, we also evaluate our customers' satisfaction with various aspects of their business relations with EVN based on a customer loyalty index which was specially designed to meet our requirements. The underlying indicators are used for the monthly monitoring and measurement of customer loyalty, while the index allows us to swiftly identify and react to changes in customer behaviour. The decline in customer satisfaction and loyalty indicators during the past financial year led us to implement a series of measures. Examples are the changes in reception management to prevent longer waiting times in the EVN service centres, the expansion of our online services, and various automation steps to facilitate the efficient processing of customer inquiries.

External certification

Our customer service successfully completed recertification under ISO 18295-1 in spring 2023. The necessary review covered procedures and processes in customer service as well as the training concept for the customer relations team. The ISO requirements were met in all areas, and the new certificate is valid up to December 2028. This external certification underscores the high quality of our customer service and compliance with all applicable legal regulations.

Support for vulnerable customers

EVN's values also include a commitment to social responsibility, an obligation that has become increasingly important in today's environment. Energy supplies must not only be reliable, above all

they must remain affordable. We are well aware that the increase in energy prices has created an enormous burden, especially for financially weak households. As a result, we have intensified our efforts and initiatives to support vulnerable customer groups. Our staffs in customer relations and the service centres are specially trained and informed to deal with these concerns. Over various channels, (personal contacts, telephone and online), they offer individual assistance on issues ranging from energy saving tips to the management of payment difficulties and maintain active contact with our customers. We also provide energy saving tips on our website, through personal contacts in our service centres and as part of our info bus campaigns. Since the assistance for vulnerable customers is dependent on their specific needs, the current market situation and social programmes in the specific markets, responsibility for the implementation of concrete initiatives lies with the individual Group companies.

In Austria, measures like our cooperation with the Caritas and Diakonie social service organisations, the debt counselling service in Lower Austria and the Lower Austrian poverty network have proven successful for many years and we recently intensified this cooperation. Projects concentrate, among others, on measures to improve energy efficiency and on cost-cutting opportunities that often lead to significant savings. We have had very good experience with programmes based on the "train the trainer" principle, which prepare social counsellors to conduct advising discussions (e. g. on subjects such as energy savings, potential subsidies for heating costs etc.), and we also accompany the counsellors in their work with people threatened by poverty.

Our regular contacts with the above organisations make it easier to coordinate individually targeted measures for socially disadvantaged customers. The related measures involve individual agreements for payment deferrals or instalment payments as well as solutions developed together with aid organisations and social service providers. In justified individual cases, we are particularly accommodating to our customers' problems and work with them early on to find solutions. The termination of contracts, for example, is something we see as an absolute last resort and we do everything to avoid such steps wherever possible. We waived the suspension of electricity services for our household customers from 1 December 2022 to 30 April 2023 and will not terminate any electricity, natural gas or heat services for household customers during the period from 1 December 2023 to 31 March 2024.

To provide help in particular hardship cases, we established an energy help fund in autumn 2022 with an endowment of EUR 3m. It is intended to provide affected households with professional energy advising, equipment replacement or bridge financing for energy invoices. The distributions from this fund are handled by social institutions.

Monetary assistance

Households in Lower Austria have been able to benefit from various relief measures approved at the federal and provincial level in 2023. The entitlement for these measures is, in part, linked to social needs and, in part, not tied to special requirements. In this context, we offer our customers specific tariff changeover options that reflect the lower market prices. We also developed options for direct handling through our company – including a simple application over our website – to make sure these services quickly reach the customers.

In addition to these relief measures, the Austrian Federal Ministry of Social Affairs, Health, Care and Consumer Protection offers a so-called "housing umbrella". We cooperate with social service organisations for the administration and guarantee interruption-free energy supplies for our customers.

Responsibility beyond the core business

In addition to meeting our customers' requirements for energy, water and cable TV and telecommunication services, our activities also give high priority to other legitimate interests. These include, above all, product labelling, safety, and health and data protection.

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Safety first

When EVN speaks of supply security – the foremost goal in its materiality matrix – it not only means the visible generation and distribution infrastructure, e. g. power plants, wind parks, networks or transformer stations. No less important are the underlying processes and measures that allow EVN to reliably deliver electricity, natural gas, heat, water and telecommunication services around the clock. Information security, cybersecurity and data protection play a central role in this regard.

Not only the failure of hardware, i. e. all types of operating equipment, can have wide-ranging consequences for supplies. The software – e. g. the controls for all systems and processes – must run smoothly if EVN wants to fulfil its supply mission without interruption. For this to be the case, all systems as well as the processed – and often highly sensitive – information and data must be strictly protected. EVN has implemented a bundle of measures to meet these goals. The status of system and data security is also monitored continuously to quickly identify and realise opportunities for improvement.

This monitoring is required by legal regulations, on the one hand through the Network and Information Security Act with its extensive requirements for the protection of critical infrastructure – i. e. for electricity generation and for the transport of electricity, natural gas and water. On the other hand, the Data Protection Act defines strict rules for the processing of personal data – at EVN, this consists primarily of customer and employee data. The background in both cases is formed by legal requirements set by the European Union. Both areas are subject to strict requirements on technical access barriers for the equipment and IT systems and also on organisations and processes to ensure that the information and data can only be seen by persons with a justified need for their work.

Wolfgang Löw is chief information security officer at EVN

Information security, …

Especially in times when companies in the critical infrastructure are the focus of cyber criminals, a high security level for all critical IT and OT systems (OT: Operational Technology) becomes even more important. Wolfgang Löw, CISO (Chief Information Security Officer) at EVN, is responsible for information and cyber security: "Two important objectives are to proactively protect the critical infrastructure and to minimise the vulnerable areas as far as possible. At EVN, we use a multi-step protection concept for this purpose: The overall system security is thereby not dependent on the effectiveness of a single factor, we use several measures in combination. It is, however, just as important to only allow access to necessary information and to limit authorisations for critical systems to the absolute necessary minimum, in other words, based on the need-to-know and least privilege principles. The construction of the new Tec Centre at EVN headquarters also increased the level of building security and access protection for these critical areas."

… cybersecurity …

Cyberattacks can, however, never be completly prevented and, consequently, reactive precautions are required, explains Wolfgang Löw. "We have installed a cyber defence centre to detect anomalies and identify a potential attack as early as possible – because time, as we all know, is a decisive factor in limiting damages. For the worst case scenario, we have prepared reaction plans that describe all necessary steps to resist an attack. We also simulate and train these types of situations on a regular basis since the involved persons and their expert reactions – in addition to technology and processes – are critical. In Austria, we work closely with the Austrian Energy CERT (Computer Emergency Response Team) and internationally with EE-ISAC (European Energy – Information Sharing & Analysis Centre) and ENCS (European Network for Cybersecurity) and are also in frequent contact with authorities like the Federal Ministry of Internal Affairs."

The protective and detection measures identified by detailed protection requirements analyses are reviewed on an ongoing basis and improved whenever necessary. In this way, EVN ensures that its Information Security Management Systems (ISMS) are always state-of-the-art. Wolfgang Löw: "The ISMS at Netz NÖ and EVN Wärmekraftwerke is also certified under

EVN'S CONTROL HUB: THE TEC CENTRE

To provide particularly good protection for especially sensitive areas – for example, the system operator responsible for managing EVN's entire energy supplies, the cyberdefence centre or the EVN computing centre – a new building was constructed at corporate headquarters: the Tec Centre. It is separated from the other company areas, shielded by structural measures and equipped with special access protection. The Tec Centre provides safe space for the activities required to ensure the smooth functioning of energy and drinking water supplies. Test operations from January to March 2023 were followed by relocation in April 2023. The Tec Centre – with its uninterruptible power supply and state-of-the-art extinguishing systems – has been in full operation since July 2023.

ISO 27001, and preparations are currently in progress to certify commercial IT and other areas – and we will then be well prepared for the routine NIS audits. The revision of the European NIS Directive (NIS2) expands the regulation's scope of application, which means additional areas of the EVN Group will be affected by NIS2. In view of these upcoming requirements, we are working to bundle and even better coordinate security issues in the EVN Group."

… and data protection

EVN also sets the highest standards for the protection of personal data and business information. This has always represented a central behavioural norm for our company and, consequently, is given a separate section in the EVN Code of Conduct. Information security generally focuses on the smooth functioning of daily supply activities, while data protection is specifically directed to protecting the very personal rights of customers, employees and suppliers. Legal regulations set high standards for this area, for example the EU General Data Protection Regulation (GDPR) and the Austrian Data Protection Act. Martin Haas, EVN's data protection officer: "Lawmakers are very strict, and that is good. Today, smart meters, for example, give us access to substantially differentiated consumption data for many of our customers. And it is obvious that we do everything possible to protect this data and ensure the required security. In addition to the many technical protection measures and access restrictions discussed by Wolfgang Löw, we rely on a comprehensive data protection management system that precisely defines responsibilities, roles and processes in the company."

The data protection management system is broadly anchored in the organisation, and therefore also in all EVN markets, through data protection officers. They are responsible for strict compliance with all data protection requirements and for creating an awareness for the importance of this subject among employees in their respective areas. A data protection manual provides detailed instructions for specific applications, for example the processing of data privacy requests and/or the deletion of information. The procedures for dealing with data protection incidents are also described. Similar to the Group's ISMS, the data protection management system is regularly evaluated and updated. The issue of data protection is also examined annually as part of EVN's risk inventory.

Martin Haas: "The careful handling of all personal data is one of our major concerns. That our system works is, last but not least, demonstrated by the fact that we have almost no incidents in connection with customer data."

A separate e-mail address is available for direct contact with EVN's data protection officer: datenschutz@evn.at

△ GRI indicator: GRI 418-1

Martin Haas is data protection officer at EVN

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Transparent product labelling

In accordance with legal electricity labelling requirements, we disclose all information on the electricity delivered to our customers in Austria: the geographical origin of the energy, composition by primary energy carriers and the environmental impact of its generation. We have made a voluntary, long-standing commitment to use no nuclear-generated electricity in our Austrian electricity products. The electricity we deliver originates entirely from certified Austrian sources.

An offering of tariffs based on these principles is available for every customer segment (household, commercial, industrial and municipalities) as electricity from 100% renewable sources and as a hybrid alternative. The hybrid alternative also has a very low volume of thermally generated electricity: In the 2022 calendar year, 6.1% of the total volume was generated by natural gas and 2.5% by thermal waste utilisation; the remaining 91.4% came from renewable sources. Our electricity products from hybrid carriers therefore included no electricity generated from hard coal. The CO_2 emissions in the supply mix were, consequently, low at 37.3 g/kWh.

Compliance with electricity labelling requirements is verified each year by an independent auditor. Our "Natur" product offering is also certified by TÜV Austria. This certification confirms completely CO_2-free generation for all our electricity deliveries from 100% renewable sources in Austria.

In Bulgaria, electricity in the regulated market segments must be purchased from the state-owned energy supplier NEK. This company does not label its generation or offer any product options, and our Bulgarian sales company therefore has no influence over the composition of the delivered electricity.

The situation in North Macedonia is similar: Our sales subsidiary in this country is also required to purchase electricity for its customers in regulated markets from the state-owned electricity company ESM and, therefore, cannot influence the composition of the delivered electricity. The sales companies in these two countries are not required to label their electricity.

For information on energy procurement, also see page 35
Also see www.evn.at/herkunft (German only)
GRI indicator: GRI 417-1

Customer health and safety

We minimise the potential negative effects from our products on the health and safety of the public, in general, and our customers, in particular, through careful, responsible actions along our entire value chain. The protection of our customers has top priority, above all with regard to energy supplies and network operations. Examples of the numerous measures and concepts in this area, among others, are:

- → Information (e. g. website) on the early identification of damages to power lines and equipment as well as safety rules if there is a smell of gas
- → Synergies through extensive occupational safety measures
- → Replacement and/or maintenance investments to prevent technical defects and potential hazards
- → Protection and prevention concepts (especially for equipment in the electrical voltage range)
- → Continuous inspection of natural gas networks and location of any leaky spots
- → Regular inspection of all natural gas equipment (based on the Natural Gas Safety Act)
- → Ongoing control of equipment and safety measures

Emergency services 24/7

An emergency call centre is on duty around the clock, seven days a week, to handle disruptions and breakdowns. In addition to the fastest possible damage repair and restoration of supplies with our products, our employees take the necessary steps immediately on their arrival at the damage location to protect any involved persons. The emergency staff receive regular training, while duty personnel take part in annual training courses and all employees attend annual security training.

Crisis management

We have prepared comprehensive plans to deal with crises, emergencies and other contingencies and developed training programmes for major segments of our business, especially for vulnerable areas that also affect the population and the environment. Crisis situations are simulated regularly at all EVN locations. In addition, internal and external exercises and training sessions on crisis management are regularly held in Lower Austria. Crisis management systems have also been installed at our operations in Bulgaria and North Macedonia.

For information on occupational protection and safety, see page 103ff
Also see www.evn.at/customer-safety and www.evn.at/crisis-management
GRI indicator: GRI 416-1

Smart solutions for a CO_2-free energy future

The central themes in the EVN materiality matrix – supply security, customer orientation and climate protection – also define our widespread innovation activities. Our innovation projects are always based on the future business potential and a sustainable increase in corporate value and, in that way, cover a further area of activity.

WIDE-RANGING INNOVATION INITIATIVES

Our projects in 2022/23 (selection)

- → Green the Flex: bundling and marketing of flexibilities from private households, commercial and industrial companies
- → Hybrid storage in Theiss: multi-sector hybrid storage system, consisting of a thermal and an electrical battery storage system in combination with a photovoltaic plant
- → Industry4Redispatch: regulation and/or deactivation of industrial equipment to prevent peak loads and/or bottlenecks
- → car2flex: decentralised electricity storage through bi-directional charging of e-vehicles
- → MEGAWATT-LOGISTICS: conversion of heavy-duty utility vehicles from diesel to electricity and charging and scheduling management for logistics fleets
- → NETSE: user-oriented (further) development of platforms for the easy and efficient operation of energy communities
- → Hybrid LSC: pilot projects for local sustainable communities with different focal points (multi-family houses and developments)
- → Underground Sun Storage 2030: investigation of large-volume seasonal storage of renewable energy in underground natural gas storage facilities with a hydrogen component of up to 100% in real-world scale

EVN traditionally concentrates on the latest technical trends in the broadest sense of the term and works to test and integrate new solutions in its own operations as early as possible. We are currently concentrating, above all, on innovation projects and initiatives that advance the transformation to a CO_2-free energy system. In combination with our efforts to maximise practical relevance and concrete benefits and added value for our customers, this closes the circle to customer orientation.

On the way to a year-round, functioning CO_2-free energy system, we see one important subject area with promising and basically functioning technologies that is, however, still without economically and technologically mature, marketable solutions: the storage of surplus renewable production for periods with insufficient energy generation from renewable sources. The cross-sector use and/or substitution of energy is also a key factor here. We are therefore working on several projects with concepts to integrate electricity and heat generation, e. g. through warm water storage or heat pumps.

Two research projects in the area of electricity storage have been in progress for several years to test the use of large battery storage facilities in combination with wind parks, and this long-term experience is a source of significant added value. Battery

storage has proven to be surprisingly low maintenance, but large batteries can currently guarantee supply security for only a few hours. Consequently, they are not suitable for long-term storage – and in particular, not for the storage of the surplus renewable energy generated during the summer for use in the winter months when sun, wind and water levels are low.

RAG is also pursuing future-oriented approaches for energy transformation and storage through the construction of a cross-sector pilot plant in one of its porous reservoirs – a depleted geological natural gas storage facility. During the summer, solar energy is converted via electrolysis into green hydrogen, which is then stored in the underground reservoir. This green hydrogen can then be extracted and used to generate energy and heat during the winter.

In September 2023, RAG started operations with another innovative pilot project – a new methane electrolysis plant. It uses solar electricity to split methane (natural gas) into hydrogen and high-quality, solid carbon without CO_2 emissions. The hydrogen can be stored as described above, while the solid carbon is a valuable raw material for many different applications: improving the soil quality for agriculture or for the production of batteries, computer chips, carbon fibres or carbon-based materials.

Another possible solution to this problem is the increased use of flexibilities from various consumers and smaller producers. The objective is to change the demand for energy over time in a manner that prevents demand peaks and makes it possible to cover demand with the energy directly available from renewable production. We have been working to make consumption more flexible together with CyberGrid, a subsidiary acquired in 2022 and specialised in the development of corresponding IT solutions, and with the Green Energy Lab, Austria's largest innovation laboratory to date for green energy. It links over 200 partners from research, business and the public sector who are developing customer- and demand-oriented scalable solutions for a sustainable energy future.

Energie Zukunft Niederösterreich GmbH, a 50:50 joint venture between EVN and the Energy and Environmental Agency of Lower Austria, supports the founding of renewable energy communities in Lower Austria with advising and other services. This joint venture is currently assisting 90 projects in Lower Austria, and many more have already registered for 2024. The most important benefits of renewable energy communities are the regional consumption and storage of the energy produced locally from renewable sources. That reduces cross-regional electricity transport as well as the network fees paid by the community members. Taxes and duties are also eliminated. All in all, this creates regional added value for energy.

Win-win x2

Virtual power plants are increasingly serving as a substitute for conventional generation plants to cover demand peaks or to offset fluctuations in generation – and bring a variety of benefits for customers, energy providers, network operators and the environment. The basis: highly complex software solutions that coordinate the flexibilities of many different customers and smaller producers and can be used for specially targeted purposes. With the takeover of CyberGrid, EVN acquired a pioneer in this area.

Extra capacity for the electricity network, but without additional power plants? What sounds like a paradox has long since become reality. The efficiently coordinated use of so-called flexibilities can make substantial volumes of electricity available for the entire system on a short-term basis. In view of the rapid advance of – naturally volatile – renewable energies, this can make a significant contribution to network stability and supply security. And move us closer to the energy transformation.

Additional capacity is a growing short-term requirement to cover the residual load – meaning the difference between actual electricity demand and the available wind and solar energy – and maintain network stability, meaning voltage and frequency. These tasks were previously met by quick-firing conventional power plants, e. g. gas turbines, but today's solution to provide or release the necessary output relies on smaller decentralised generation equipment that is flexible and can be easily started or shut down, as well as on, with electricity consumers or electricity storage facilities.

Virtual power plants as important reserve capacity

Industrial and commercial equipment as well as local energy communities and household aggregates can become virtual power plants. The most important examples of the latter are the charging stations for e-vehicles or heat pumps where their use – of course, with the customer's consent – is temporarily influenced without creating any loss of comfort. The buffer storage facilities of photovoltaic equipment can also increase or reduce the volume of electricity in the network. The industrial and commercial sectors have a wide range of equipment that does not always operate around the clock and could be temporarily switched off to support network stability without impairing business processes. Conversely, companies can feed electricity from their own generation equipment into the network. Together, all this equipment forms a so-called virtual power plant.

The result: a wide variety of benefits for customers, energy providers, network operators and the environment. Household customers and businesses benefit from price advantages for their readiness to postpone the use of certain

Alexander Kofink,
managing director CyberGrid

equipment to a limited extent and receive an annual credit for their flexibility. Energy providers increase their supply security and network operators improve network stability. And the environment benefits because conventional power plants are used less often to cover demand peaks and the energy transformation moves forward. In other words, a win-win situation.

CyberGrid: a high performance digital platform for flexibility management

Developing and coordinating these flexibilities for the market is, naturally, a complex task. One of the pioneers in this field is CyberGrid, an Austrian software company that was founded in 2010 and is specialised in the development of a platform for the digital handling of this flexibility management. It bundles flexibilities into marketable product volumes for placement on the short-term electricity market. Alexander Kofink, CEO of the company which has been wholly owned by the EVN Group since March 2022 and currently employs roughly 30 persons: "If you consider the fact that a virtual power plant consists of numerous, perhaps even hundreds of thousands of individual aggregates, you can imagine the challenges created by the integration and management of all these components. Our cloud-based software CyberNoc handles all this and is updated regularly to meet the latest requirements. We recently released Version 6 with new features such as continuous micro-service architecture and a customer portal that further improves the customer's interaction with the market and also supports European market platforms."

The potential of virtual power plants cannot be underestimated. "If, for example, 10,000 e-autos docked at 11 kW charging stations operating at full power were taken offline and charged later in the day," explains Alexander Kofink, "that would release roughly 110 MW over the short term, which corresponds to 22 wind turbines each with an output of 5 MW. Valuable services for frequency maintenance, i.e. network stabilisation, could then be offered and the consumption and usage limits for renewable plants could be avoided. And all that without investments in an additional "real" power plant."

A study by smartEN, a European branch association that includes CyberGrid as a founding member, on the establishment of consumer-oriented energy systems indicates that the intelligent market integration of consumers in the EU could make an impressive 300 GW flexible – and that would save 40m tonnes of CO_2 emissions each year.

Dynamic developments in the EVN Group

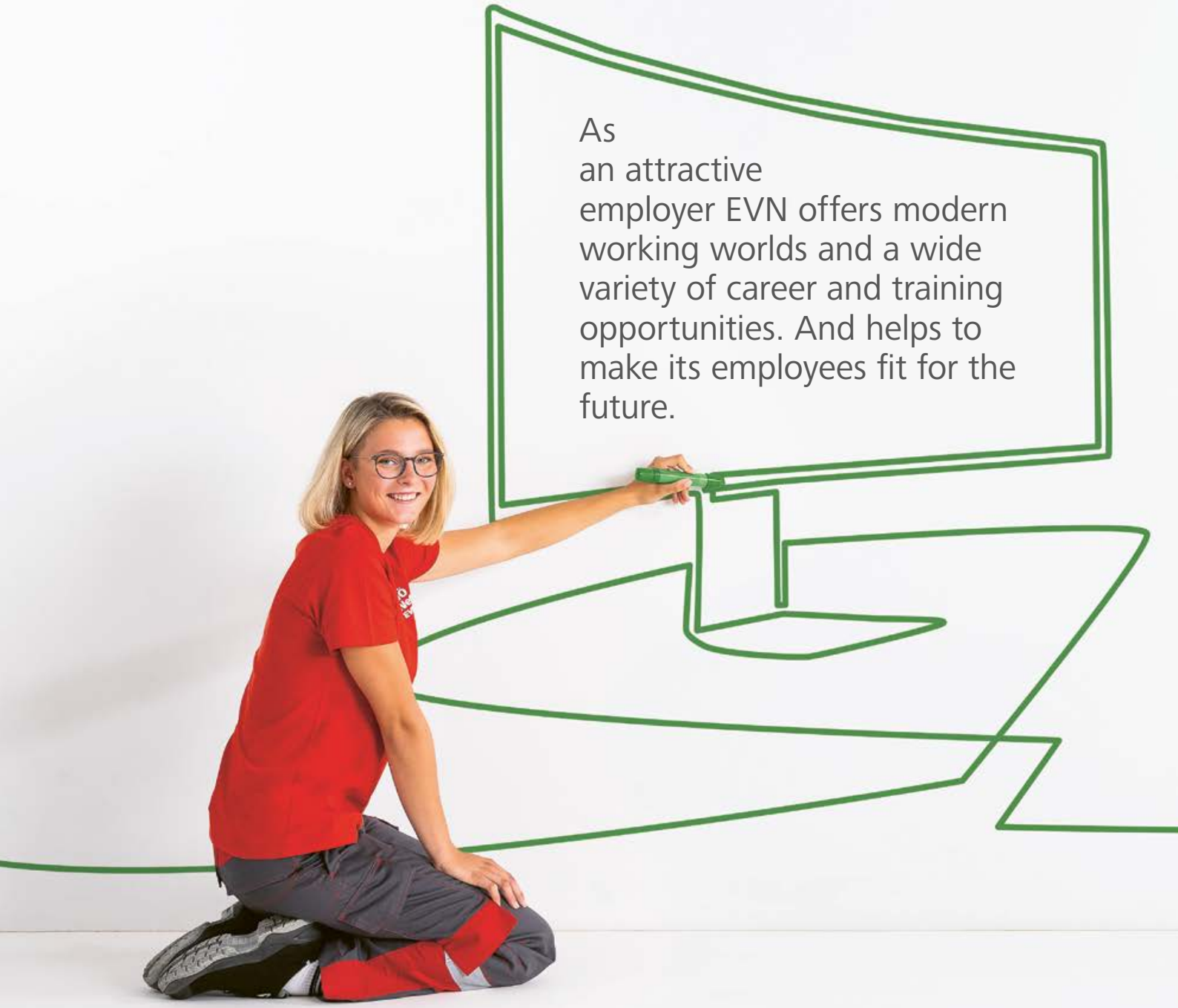
CyberGrid technology is already in use on commercial projects in Austria and Slovenia as well as in several EU-subsidised research projects. One joint research project also served as the initial impulse for the cooperation between CyberGrid and EVN. Alexander Kofink: "With 'Green the Flex' – this project involved the bundling and marketing of flexibilities from various customer groups – we became the first company in Austria to receive a subsidy from the EU's Innovation Fund Small Scale." The EVN Group subsequently acquired CyberGrid in March 2022 and is now driving its development throughout Europe. This represents an important strategic investment for EVN, which plans to play an active role on the flexibilities market and offer flexibility management as a service in the future.

Alexander Kofink: "We are very happy to be part of the EVN family. This will speed up our further development and create an ideal basis for national and international growth. In addition to services for the Group companies in all core markets, we are able to embed our research and development activities directly in commercial operations. That increases our market opportunities as a software and service provider in Austria and other countries. In view of the many company motor vehicle fleets supplied by EVN, we can also support new business models involving batteries and electromobility."

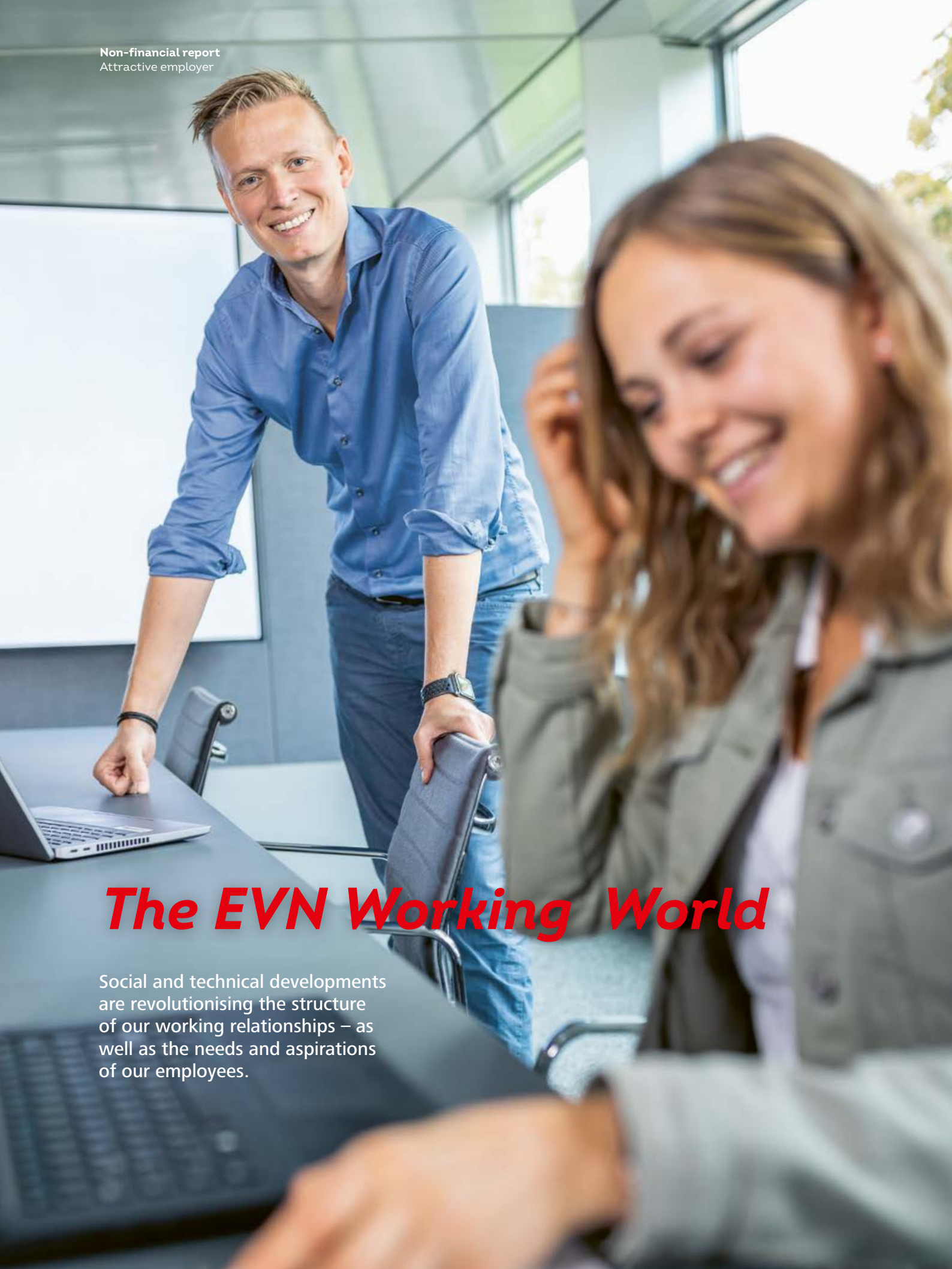
And the benefits for EVN? Apart from an increase in supply security and network stability in its core business, the Group will benefit from additional revenue from flexibility management and the related services.

Creating optimal for

As an attractive employer EVN offers modern working worlds and a wide variety of career and training opportunities. And helps to make its employees fit for the future.



perspectives
every employee.



The EVN Working World

Social and technical developments are revolutionising the structure of our working relationships – as well as the needs and aspirations of our employees.

We see it as our responsibility to react promptly to current changes and to create an optimal working environment for our employees that allows them to develop and share collective success. A healthy balance between free time and work is becoming increasingly important for many people, while the lack of specialists is making it more difficult to hire and retain qualified employees.

With the EVN Working World, we are working to meet these challenges and create a highly flexible working environment for our employees. Summarised under the motto "More sustainable. More digital. More efficient.", the introduction of innovative technologies and digital equipment, an increase in mobile work and flexible working time models as well as the design of working areas for the smarter use of space help to optimise cooperation and communication flows. New concepts are evaluated together during the development phase and regularly adjusted based on feedback loops.

For the EVN Working World, also see www.evn.at/wir-sind-evn (German only)

Principles and models for our cooperation

National laws and international guidelines such as the Universal Declaration of Human Rights and the basic values described in the Code of Conduct are the fundamental principles for EVN's corporate culture in dealing with our employees. A set of binding documents on our corporate and management culture, for example our managerial mission statement and human rights policy, define and substantiate the principles and mission statements that govern our daily interaction. These same exacting standards apply in all countries where we work. Our activities in this area led to the definition of key values – ensure, encourage and enable – for the EVN Group several years ago.

For the EVN key values, see www.evn.at/own-workforce
For the human rights policy, see www.evn.at/human-rights-policy

We motivate our employees not only by meeting our legal obligations as an employer, but also by providing numerous additional voluntary benefits that reflect our objective to be a fair employer. The following fundamental principles define our corporate culture:

- → Equal treatment and equal opportunity
- → Work-life balance
- → Human resources development and advancement
- → Occupational safety and accident prevention
- → Corporate health care
- → Corporate social partnership and internal communication
- → Additional company benefits

GRI indicator: GRI 2-23

Equal treatment and equal opportunity

In agreement with the Universal Declaration of Human Rights, the principles of the UN Global Compact and the guidelines of the International Labour Organisation, all EVN employees are treated equally regardless of gender, age, ethnic origin, skin colour, sexual orientation, religion, ideology or any impairment. We expressly reject any form of discrimination in hiring, training, career development, working conditions and compensation for employees with the same professional and personal qualifications. Our employees' compensation is based on the applicable collective bargaining agreement and the specific responsibilities and qualifications. At EVN, there is no difference in the compensation paid to men and women who have the same education and perform the same activities. The remuneration of leased employees is based on the salary or wage defined by collective bargaining agreements or legal regulations for our employees in comparable positions. In Austria, companies with more than 150 employees are required to prepare and submit a remuneration report every two years on the compensation paid to men and women.

This data collection and analysis will be rolled out throughout the Group during the coming financial years. The ratio of the highest salary and average salary at EVN in Austria equalled approximately 8.0:1 in 2022/23 (previous year: 8.0:1), and a Group-wide analysis is planned for the coming financial year.

GRI indicator: GRI 2-21

Employees as of 30 September 2023

	Salaried employees	Wage employees	Total
EVN Group	7,553	169	**7,722**
Austria	2,878	32	**2,910**
Bulgaria[1)]	2,308	–	**2,308**
North Macedonia[1)]	1,875	–	**1,875**
Other countries[2)]	492	137	**629**
EVN Group (FTE)[3)]	–	–	**7,255**

1) There is no differentiation between salaried and wage employees in Bulgaria and North Macedonia.
1) Includes: Germany, Croatia, Poland, Romania, Slovenia and Kuwait
3) Full-time equivalents (average number of employees in 2022/23 on a full-time basis)

GRI indicator: GRI 2-7

Diversity of employees
2022/23

GENDER

5,897 Men 76.4%

1,825 Women 23.6%

2,325
585
Austria

1,416
459
North Macedonia

1,697
611
Bulgaria

459
170
Other countries

Total
7,722

PART-TIME EMPLOYEES

448
Total
5.8%

117 Men 1.5%

331 Women 4.3%

68
211
Austria

6
4
Bulgaria

38
79
North Macedonia

5
37
Other countries

EMPLOYEES

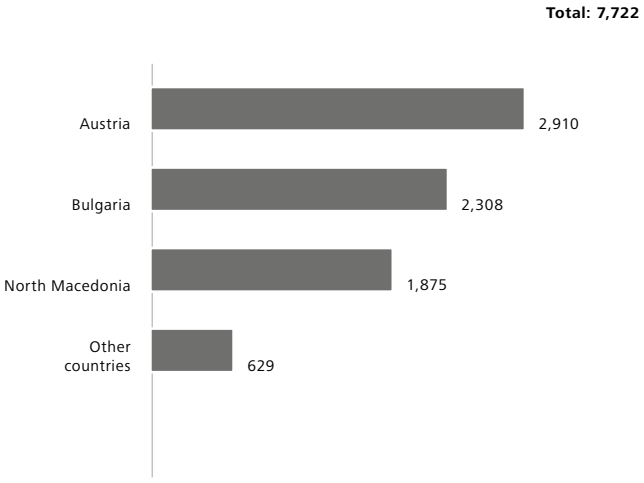
37.7%
Austria

62.3%
International

GRI indicator: GRI 2-7

Employees per operating location

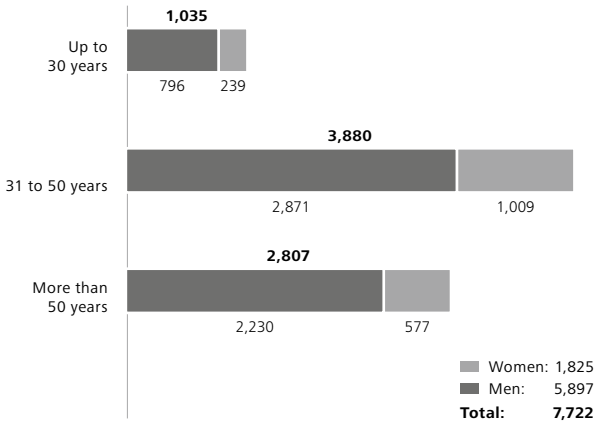
Number as of 30 September 2023



GRI indicator: GRI 2-7

Age structure of employees

Number as of 30 September 2023



GRI indicator: GRI 405-1

Diversity

Our company's international market presence is also reflected in our workforce: It includes people from different nations, cultures and generations who come from more than 57 countries, above all from Austria, Bulgaria and North Macedonia. We are committed to the hiring and advancement of regional employees because this improves our understanding of the special characteristics of the local culture and increases the economic benefits of our business activities. We therefore ensure that most of the employees and managers in our markets come from the respective regions (approximately 64%). In particular, the strengthening of local management capacity represents an important aspect of our corporate strategy.

In addition to our own staff, 88 leased employees, representing 1.1% of our total workforce, also worked for the EVN Group as of 30 September 2023. We use personnel leasing for the following reasons:

- → As integration leasing (a preliminary step to a conventional employment relationship)
- → For tasks and projects covering a limited time
- → To handle peak work

The share of secondary school and university students who complete an internship with us as part of their education – generally during the summer months – represented approximately 4.3% of our workforce in 2022/23. Fixed-term employment contracts are common in Austria for new hires and generally cover a period of one year, the employment relationship then becomes permanent if the evaluation is positive. In 2022/23, 9.1% of all employment relationships in Austria were fixed term.

In keeping with our commitment to equal treatment and opportunity, we also support the integration of people with special needs. We employed 129 persons with special needs in 2022/23, representing 1.7% of the total workforce.

GRI indicators: GRI 2-7, GRI 2-8

Women at EVN

To increase the share of women in the EVN Group and to support career planning, above all for highly qualified women, a variety of programmes and initiatives have been in operation in Austria, Bulgaria and North Macedonia for many years. Their objective is to increase the percentage of women over the medium term to a level that mirrors the current educational levels in the applicable professional group. The Women@EVN programme includes, among others, the opportunity to attend requirements-oriented seminars and make use of internal networks. A mentoring programme was also launched several years ago. This programme supports women in their management positions and thereby creates the basis for increasing the number of female managers. EVN also consciously supports management positions on a part-time basis.

In North Macedonia, we introduced a new project for women during the past financial year to give secondary

Continued on page 98 →

»Success is not a question of gender«

Support for women in the company is a key issue for EVN. We spoke with team leaders Nicole Gugerel and Sabine Peintner-Weinrichter on development opportunities for women in EVN and about the challenges in a traditionally male-dominated branch.

Nicole Gugerel, team leader at the smart meter operation center Netz Niederösterreich

Ms. Gugerel, Ms. Peintner-Weinrichter: You have very different educational backgrounds. How did you come to join EVN?

Nicole Gugerel: During my last year in polytechnic school, I spent three so-called try-out days at EVN. The environment immediately caught my interest and, in 2007, I applied for an apprenticeship in electrical installation technology. I was the only woman among 15 apprentices in my class and one of the first women to complete this programme at EVN. Today, the share of female apprentices is slightly higher but, at EVN, we are still a male-dominated branch. The fact that I was the only woman on the team had no negative influence on my training. On the contrary, I always felt optimally integrated and when I lacked the necessary muscle power, I relied on my logic, common sense and skills. At this point, I would like to thank all the colleagues who have accompanied me over these many years. My training years at EVN were a very positive experience. In October 2019 I was asked to take over the development of the then new team for the Smart Meter Operation Center, which has grown steadily since that time and now has eleven employees.

Sabine Peintner-Weinrichter: After completing my studies in international economic relations, I completed an internship at EVN in the risk controlling team. This short-term practical training became a fixed position on the risk management team, which I was appointed to head at the beginning of 2015. Since 2016, I have headed the finance team in EVN's finance department. These departments are less male dominated than many of the technical areas, but I am still the only woman in many meetings.

How did EVN promote or support your previous career path?

Sabine Peintner-Weinrichter: I went directly from my internship into professional life, but still wanted to complete my Master studies. EVN made it possible for me to work part-time at 32 hours per week. This was accompanied by a wide range of training programmes that included a workshop in London as well as various courses, workshops and seminars, for example as part of the EVN SUN – the EVN Summer University. Together with daily training on the job, I was well prepared for my current management responsibilities.

Nicole Gugerel: I followed my training as an electrical installation technician with several additional programmes – including a secondary school diploma, studies in international industrial engineering and information security management and much more. EVN, and above all my supervisors, actively supported and encouraged me during this in-service training, for example in the form of internal training opportunities. What particularly impressed me was a four-week stay at EVN in Bulgaria. I learned a great deal during this fascinating time.

You mentioned EVN SUN. Exactly what is that?

Sabine Peintner-Weinrichter: The Summer University, in short SUN, is a training programme for potential new managers which is organised by EVN together with the Danube University Krems. It includes workshops and seminars on subjects like the "New World of Work", "Agile Working", "Change & Innovation" and "Cultural Leadership".

SUN covers a week and includes roughly 15 to 20 colleagues from the countries where EVN is active. The courses cover hard and soft skills, and the supporting programmes provide numerous opportunities for

networking and the exchange of experience at an international level.

Nicole Gugerel: From my participation in SUN, one very positive memory is the "fireside chat" where the members of the Executive Board and head of HR took their time in a very relaxed atmosphere to meet with the participants and examine various issues on an equal footing. That gesture of appreciation made a lasting impression.

In other words, participation in the EVN SUN was one of your first steps towards a management position. You were both appointed team leaders after that. How were you then supported in your new positions?

Nicole Gugerel: EVN has a so-called management support programme for new managers, which is organised by the EVN Academy. It consists of various courses and coaching, including subjects on labour law and occupational safety. This programme is very important because it deals with issues that are not really relevant for someone without management responsibility, but part of a manager's daily work. Here, I had, and still have, the feeling of being fully supported, I think it is very valuable and well organised.

Ms. Peintner-Weinrichter: You have two small children. How do you combine work and family?

Sabine Peintner-Weinrichter: It is sometimes very stressful to reconcile my family's needs with the needs of my team and my employer. EVN's flexible working time model helps me here because it allows for flexitime without any core time and offers a wide range of possibilities for mobile, location-independent working. But, of course, this model also requires self-discipline.

Ultimately, work and family life should be separated. However, that is not always easy – above all when the office laptop is in full view at home. On the other hand, I was able to return to work on a part-time basis soon after my children were born. I never lost contact with my team and, at the same time, had time to care for my children. My current schedule involves working 28 hours per week.

What suggestions would you give your younger female colleagues at EVN for their future careers?

Nicole Gugerel: I can still remember the doubts I had before I accepted my first team leader position. Today, I can say that all these doubts were groundless. My overwhelmingly male staff accepted me as their team leader from the very beginning. Respectful and considerate interaction with my colleagues was always my most important objective. My advice: "The journey is the reward."

Sabine Peintner-Weinrichter: I can only agree with Nicole's statement. Professional success is not a question of gender. The key factors are the quality of (management) work and constant readiness to improve both professionally and personally and to accept new challenges. And that applies equally to men and women.

Sabine Peintner-Weinrichter, team leader finance in the finance department

→ Continued from page 95

school students experience with career opportunities in the energy branch during their last two school years and to awaken their interest in training in an energy-related field. The programme also provides an opportunity to acquire further basic skills for future professional development by attending training courses on communications, teamwork and digital skills.

We also support external networking events for women in business. During the past financial year, this included the 2023 Lower Austrian conference for businesswomen and a symposium to increase the share of women in the e-sector.

For information on diversity and the diversity concept for the Supervisory Board and Executive Board, see the corporate governance report on page 161f

For information on EVN's human rights policy, see www.evn.at/human-rights-policy

GRI indicators: GRI 2-8, GRI 2-21, GRI 202-1, GRI 202-2, GRI 405-1, GRI 405-2

Satisfied and motivated employees – throughout their entire working life

The times are long gone when an employee joined a company directly after his or her studies – or even earlier in the case of an apprenticeship – and remained up to retirement. Lifetime employment – the previously most popular model – is now the exception rather than the rule. Employees have become more flexible over the past decades, and demographic developments, digitalisation, new methods of working (together) and changing expectations, above all among the younger generations, have fundamentally transformed the labour market. These trends were intensified by the consequences of the corona pandemic and, in combination, have led to a significant shortage of skilled workers. Companies and HR managers are faced with the challenges of recruiting and retaining a sufficient number of qualified employees. EVN is addressing this challenge with a broad bundle of concepts and measures.

Comprehensive lifecycle assessment

A decisive success factor in the competition for the best brains is to identify and, as far as possible, meet the expectations and needs of existing and potential employees. These expectations and needs naturally change during the course of a (working) life. "That explains why we take a very differentiated view of our employees over the entire employee lifecycle, from the orientation and job search phase to retirement and even the following years", explains Harald Prokschy, head of the EVN Academy in EVN's human resources department.

"The requirements are different depending on the stage or phase, and we need to focus our reactions with suitable activities and offers. It is important to recognise and support employees in their respective situation so they can continue to develop. In addition, the pace of change, also in the working world, is continuously increasing, and we must consciously accompany our employees in this process.

That is why regular feedback – e. g. as part of our annual appraisal sessions – and the regular survey of employee satisfaction play a very important role."

Targeted onboarding, …

A targeted employer branding approach over all conventional channels underscores EVN's image as an innovative company where applicants can find a modern working environment and interesting activities as well as attractive training and career possibilities. If they decide in favour of EVN (and EVN for them) an extensive onboarding process ensures that new employees are effectively integrated in the company. Information events, introductory training courses and e-learning sessions are used for this purpose and complement a buddy system and regular feedback loops.

… followed by continuous development and improvement

The day-to-day life of EVN's employees is characterised by professional and personal development, and work-life balance, targeted career planning and preparations for management responsibilities as well as transparent information and active communication. "It is important for our colleagues not only to remain up to date from a professional standpoint", adds Harald Prokschy, "they must also be able to develop personally on a broad basis. This belief led to the development of a modular training programme, which has been very well received by our employees due to its variety and scope."

This offering is managed over the digital platform of the EVN Academy and ranges from a broad portfolio of technical courses to concrete tutorials on specific everyday assignments and digital "morning coffee breaks" on current topics up to behavioural and language training and coaching. Additional training programmes are available for managers and high potentials.

Career opportunities in the EVN Group are also wide-ranging. In addition to traditional line careers, employees can select an expert or project manager career path or decide to work as a trainer. Vacant positions are also always advertised on the internal job market.

Focus issue: resilience

Hans Luef, the head of organisational development in the human resources department: "Resilience was a key focal point of training during the past year and is especially important in a world that is characterised by uncertainty and continuous change. The VUCA model describes this very clearly: It is an acronym für volatility, uncertainty, complexity and ambiguity. The rapid changes in our branch and working environments often require organisational and behavioural adjustments, and that can cause great uncertainty. Our goal here was, and still is, to equip our employees as individuals as well as teams to effectively deal with and accept external influences and challenges, and to find the right answers. That not only works for the company but, above all, has a positive effect on the well-being and, in the end, on the health of our employees. Of course, our managers have a special responsibility here."

Targeted generation management

EVN takes a differentiated view of the phases in the working life of its employees, but also acknowledges the needs of the company's different age groups. Claudia TabaccoBuchta, head of recruiting and employer branding in the human resources department: "The members of Generation Z have an entirely different approach to working and leisure time than baby boomers, whose need for a secure job was clearly more important than flexibility. The individual generations also have different values and expectations concerning their professional activities, working environment and additional benefits. And their skills and capabilities are often different. We attempt to take this into account, for example through different training formats or meetings, but also with the suitable design of working areas and generation-specific offers in our health programme."

All these factors are designed to serve one primary goal: to increase and maintain the satisfaction and loyalty of EVN's employees – because only satisfied employees are motivated to actively contribute to the sustainable creation of value for the company over the long term.

△ GRI indicator: GRI 402-2

Newly hired employees 2022/23		Austria	Bulgaria	North Macedonia	Other countries	Total Nominal	Total %[1]
<30 years		**148**	**62**	**67**	**14**	**291**	**3.8**
thereof women	Number	33	14	28	3	78	1.0
thereof men	Number	115	48	39	11	213	2.8
30–50 years		**140**	**100**	**56**	**48**	**344**	**4.5**
thereof women	Number	31	40	18	10	99	1.3
thereof men	Number	109	60	38	38	245	3.2
>50 years		**21**	**4**	**10**	**14**	**49**	**0.6**
thereof women	Number	8	1	2	2	13	0.2
thereof men	Number	13	3	8	12	36	0.5
Total		**309**	**166**	**133**	**76**	**684**	**8.9**
thereof women	Number	72	55	48	15	190	2.5
thereof men	Number	237	111	85	61	494	9.4

1) In relation to the total workforce of 7,722 employees as of 30 September 2023

△ GRI indicator: GRI 401-1

Work-life balance

A further central concern is to help our employees achieve a balance between their working and family life. In May 2011, EVN became one of the first companies to sign the "charter on the new compatibility between parents and business" – an initiative of the province and economic chamber of Lower Austria – which underscores our commitment to a parent-oriented human resources policy.

Our employees in many areas have the freedom to define their working hours unless operational requirements like shift work call for different solutions. This independence is based on a flexitime model without core times, which allows for high flexibility. Various part-time models and fixed models for mobile work which, for example, combine field and mobile work on the same day help our employees to organise their professional and family obligations.

The models for mobile working provide for a framework of up to 1,280 hours per year, in which our employees can work at a location of their choice. As further support, we also offer the following options:

- → Parent-child office
- → Supervised children's programme for several weeks during the summer vacation
- → In-house childcare in connection with a daycare centre (only at WTE)

Parental leave 2022/23		Austria	Bulgaria	North Macedonia
Employees electing parental leave	Number	**61**	**45**	**24**
thereof women	Number	43	45	24
thereof men	Number	18	–	–
Return after parental leave				
Resigned (immediately after leave)	Number	1	2	3
thereof women	Number	1	2	3
Resigned (within one year after leave)	Number	–	2	–
thereof women	Number	–	2	–
Return rate women	%	97.7	95.6	87.5
Retention rate women[1]	%	100.0	95.6	100.0
Return rate men	%	100.0	–	–
Retention rate men[1]	%	100.0	–	–

1) Salaried employees who elected to use parental leave and were still employed by the company 12 months after returning to their job.

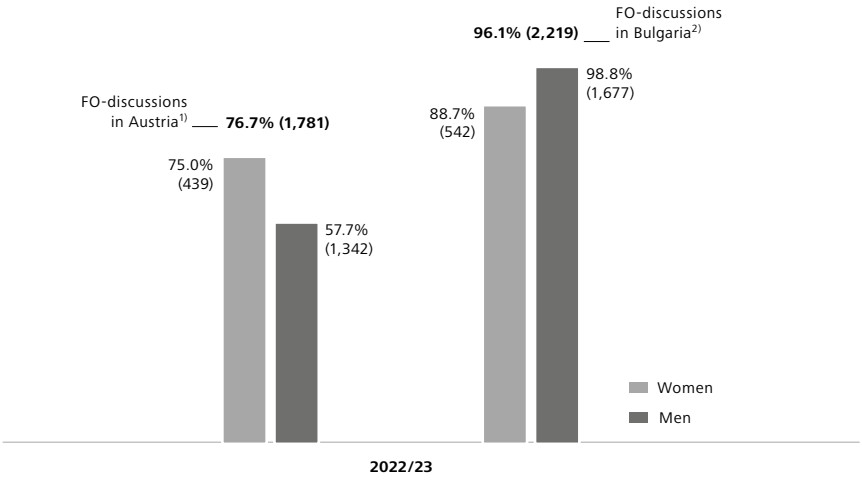
△ GRI indicator: GRI 401-3

Our employees in Austria, Germany, Bulgaria and North Macedonia are legally entitled to parental leave after the birth of a child, in our Austrian companies this is extended by the so-called "papa month". Parental leave in Austria covers a possible leave of absence up to the 36th month after the child's birth and exceeds current legal regulations. This option is, however, used less frequently in South Eastern Europe. We maintain direct contact with our employees during the entire leave period and, in doing so, facilitate their return to work. Employees on parental leave are invited to special information events and can take advantage of our extensive training programme. A growing number of fathers are also using this offering, and nearly all mothers and fathers return to EVN after that time.

At EVN, we are well aware of the importance of training and continuing education and, therefore, also approve educational leave and part-time work during this time. Appropriate requests are generally accepted after a review of the operational possibilities and interests by the employer, subject to certain framework conditions. We also use a re-integration part-time model in special cases, for example to facilitate employees' gradual return to work after a long illness. Our employees can also opt for a semi-retirement model to gradually reduce their working hours prior to retirement.

Feedback and orientation discussions

% and number



1) Total number of employees in Austria: 2,910 (women: 585, men: 2,325)
2) Total number of employees in Bulgaria: 2,308 (women: 611, men: 1,697)

GRI indicator: GRI 404-3

Human resources development and advancement

Our employees' high qualifications represent a strategic asset and an important element for protecting our company's sustainable success. Consequently, preserving and increasing our employees' high level of expertise are a central element of our human resources management. In view of the current lack of labour and specialists, focused, individualised and efficient human resources development has become even more important.

We have been following a targeted employer branding approach to recruit qualified new employees for several years. It gives us the opportunity to provide authentic insights into our company and the many different areas of responsibility – all in all, EVN has more than 100 job profiles in the energy, environment, heat, water and telecommunication branches. Our colleagues describe their jobs in short videos, and we regularly post information on their daily work routine over digital platforms. Two other successful initiatives have been in operation for several years: our "employees recruit employees" recommendation campaign and a job ambassador programme. The underlying idea in both cases is to integrate existing colleagues more strongly in recruiting.

Training and development opportunities

EVN's extensive training and professional development programmes in Austria, Bulgaria and North Macedonia are organised by the local EVN Academies. In Austria, the EVN Academy organises roughly 200 events each year and coordinates more than 70 different training plans for electricity, natural gas, heat and water for apprentices and young technicians and recertification courses for experienced specialists. These training plans cover various courses on technical subjects and also include content on personal development. Standardised processes and quality management are included in the design of every new training programme, and the preparation of the content is always coordinated with the respective specialist department. At the end of every course, the participants receive a questionnaire to provide their feedback on the quality of the programme. Opportunities for improvement are then included in the training design.

Not least due to a general increase in the average age of our employees (43.9 years), we are placing high priority on the development of future specialists and managers. The need for qualified employees is rising as many of our qualified employees retire, and we are working to address the situation with specifically designed

training programmes and measures to support the transfer of know-how between older and younger employees. Apprentice training has also always had high priority for EVN. As of 30 September 2023, we employed 77 apprentices. In Austria, we offer the traditional dual programme of theoretical vocational school education and practical on-the-job experience together with supplementary courses and seminars as well as support for double and multiple qualifications. We also encourage our apprentices to complete internships in other countries through our "Let's Walz" programme. Most of the young people remain as employees after completing their apprenticeships.

There are no legal regulations in South East Europe for dual training, but we are working to establish a similar EVN-internal structure in these countries. We have already established cooperation programmes with several schools and training institutions in Bulgaria and North Macedonia. These EVN initiatives are not only popular locally but have also received international recognition because they cover a direct need on the labour market with their job-related training and help to combat unemployment among young people in these countries.

Training and educational measures		**2022/23**	2021/22	2020/21
Total expenses	EURm	2.5	2.1	1.6
Expenses per employee	EUR	326.7	288.2	217.6
Training and education time per employee	hours	29.6	26.9	28.8

GRI indicator: GRI 404-1

GRI indicator: GRI 413-2

The EVN Academy also offers specially designed programmes for the development of future managers. Examples include the summer university "EVN SUN", which is held each year in cooperation with the Danube University Krems, and an in-service training programme for managers. At EVN SUN, workshops and seminars on current topics like the changing working world and an accompanying programme that includes an informal get-together with the Executive Board provide sufficient opportunities for advanced technical training and the exchange of experience with colleagues from the entire Group.

The mandatory in-service training programme for current managers includes various courses and coaching with a focus on self-competence and the EVN managerial mission statement, but also covers issues like labour law, occupational safety and worker protection. The study and training offering was further expanded in 2022/23 to provide new team leaders with additional support during their starting phase and to create a greater awareness for resilience. A relaunch of the EVN Executive Programme in 2023/24 will increase the opportunities for international networking among our managers.

Employee fluctuation – persons leaving 2022/23[1]		Austria	Bulgaria	North Macedonia	Other countries	Total Nominal	Total %[2]
<30 years		**19**	**21**	**25**	**6**	**71**	**0.9**
thereof women	Number	7	9	6	1	23	0.3
thereof men	Number	12	12	19	5	48	0.6
30–50 years		**44**	**51**	**58**	**40**	**193**	**2.5**
thereof women	Number	9	36	22	12	79	1.0
thereof men	Number	35	15	36	28	114	1.5
>50 years		**12**	**21**	**11**	**9**	**53**	**0.7**
thereof women	Number	3	6	3	1	13	0.2
thereof men	Number	9	15	8	8	40	0.5
Total	Number	**75**	**93**	**94**	**55**	**317**	**4.1**
thereof women	Number	19	51	31	14	115	1.5
thereof men	Number	56	42	63	41	202	2.6

1) The table does not include intragroup transfers, retirements or trainees entering and leaving the company.
2) As a percentage of the entire workforce of 7,722 employees as of 30 September 2023

GRI indicator: GRI 401-1

In Bulgaria, the first round of a newly designed, one-year high-potential programme started during the past financial year. Group and individual coaching and training are designed to support the development of future managers.

Employee satisfaction

The satisfaction of our employees and the related staff retention is a fundamental concern – especially in view of the current situation on the labour market. For several years, we have been measuring employee approval with a quarterly, anonymous opinion barometer that was implemented as an online questionnaire. It includes, among others, questions on satisfaction, commitment, stress and personal resources as well as cooperation with the respective manager. The results of this externally accompanied survey are discussed at team meetings and allow for fast identification of the current mood in the team or department and any necessary reactions.

The project was rolled out to further Group companies during the reporting period. The regular high feedback rate gives management a straightforward and meaningful tool to monitor the stress balance in their team and to promptly intervene through discussions, seminars or workshops if necessary. The further roll-out of the project is scheduled for the coming financial year.

We hold feedback and orientation sessions with our employees in Austria and Bulgaria each year. They not only allow for structured, mutual feedback on work behaviour and quality, but can also be used to define specific goals for the employees within the framework of individual development plans.

For EVN, another important indicator of employee satisfaction is the length of service which, at 15.5 years, remained constant at a high level in 2022/23.

△ GRI indicators: GRI 404-1, GRI 404-2, GRI 404-3

Occupational safety and accident prevention

Accidents not only endanger our employees' well-being, but they can also lead to long downtime and also influence personal lives. In addition, material damages can cause supply interruptions for our customers. Protecting the safety and health of the men and women who work for EVN and our efforts in the interest of occupational safety and the prevention of accidents are therefore a central element of our corporate culture.

In addition to the requirements defined by European and national law – which have our full compliance – binding regulations for all corporate units are described in the following documents:

→ The EVN Code of Conduct
→ The EVN Human Rights Policy
→ Internal principles in the form of a safety mission statement and safety strategy
→ Internal directives and guidelines for the definition of safety risks and corresponding countermeasures

Organisation of occupational safety in the EVN Group

Our safety mission statement defines the basis for our exacting standards in the area of worker protection. With extensive training, regular evaluations and high-quality equipment, we offer a level of worker protection that exceeds legal requirements. The overriding goal is to prevent accidents, and we try to provide our employees with the necessary orientation through defined processes and instructions for technology, organisation and people. Extensive safety and health documentation is available to all employees and intended to support independent actions, while helping managers function as role models.

The recording of identified risks and incidents as well as the monitoring of implemented measures are based on the requirements of ISO 45001. In Bulgaria, two of our subsidiaries are certified under this standard. We not only record actual accidents but also "near-miss" incidents and potentially dangerous situations.

EVN has designated specially trained staff at the headquarters and in the Group companies for occupational safety and for fire protection, health and first aid. Frequent contacts between the safety officers in the individual business units and central safety experts ensure that these risks and preventive measures are integrated in all safety and health protection documents. The first contact for safety-related concerns is the responsible safety officer who has the necessary technical expertise for the specific work process as well as occupational safety know-how. Moreover, all EVN employees and leased personnel are represented by safety officers in working committees that monitor and discuss the workplace safety programmes. This exchange takes place annually in accordance with legal regulations. Representatives of our works council are also involved in all workplace, health and safety issues.

Types of work accidents

There have been virtually no accidents with our electricity, natural gas, heat or drinking water products in recent years. Our accident analysis is based on specific events and was expanded to include the routine investigation of "near-miss" incidents and accidents by contract firms. Most of the accidents at EVN during the past year occurred in connection with the following activities:

→ Movement of persons
→ Handling of objects

The most frequent work accidents involve tripping, stumbling and twisted ankles, followed by falling objects and cuts. Most of these accidents led to skin injuries followed by ligament lesions and bruises. The body parts most at risk are the upper extremities like arms, hands and fingers.

All work accidents involving our own employees and leased personnel are first recorded and handled by the respective organisational unit. Internal guidelines regulate subsequent reporting to the corporate safety service which analyses the incident and arranges for any necessary measures. We also encourage our employees to report (potentially) dangerous situations.

Measures to prevent work accidents

We principally rely on extensive information and instructions for our employees on all health and safety issues to prevent accidents. The basis for regular instructions is formed by a safety manual by the industry association Oesterreichs Energie that addresses the special working conditions in the energy sector.

We have also issued manuals for specific areas such as hydropower plants and wind power or photovoltaic equipment. Each of these documents is routinely updated and is a required part of the initial instructions for new employees (on initial hiring or transfer to another work area). Detailed instructions are also given to third parties working within our operational areas, which include specific information on the dangers connected with EVN's equipment. The instructions on worker protection include general information and behaviour- and activity-related directions for the employee's individual workplace or area of responsibility. The following points are also covered:

→ Names and functions of the responsible safety expert, safety officer, fire safety officer and fire protection officer
→ Safety symbols used on-site, colour coding, auxiliary equipment as well as its meaning and use
→ Fire safety regulations
→ Any special dangers connected with the workplace and their prevention or avoidance (e. g. handling of machinery or behaviour near electrical equipment)
→ Safety, rescue and fire protection equipment (e. g. fire extinguishers or first aid kits)

Accident and lost days statistics	2022/23	2021/22	2020/21
Number of employees[1]	7,688	7,274[8]	7,269
Number of hours worked[2]	13,069,104	12,366,367	12,357,300
Number of fatalities caused by work-related injuries	–	1	–
Rate of fatalities caused by work-related injuries (in %)[3]	–	0.1	–
Number of high-consequence work-related injuries[4]	1	2	–
Rate of high-consequence work-related injuries (in %)[3]	0.1	0.2	–
Number of recordable work-related injuries[5]	62	52	41
Rate of recordable work-related injuries (LTIF, in %)[3]	4.7	4.1	3.3
Number of work-related accidents[6]	64	78	78
Number of sick leave days (after work-related accidents)[7]	1,885	2,754	1,966
Number of sick leave days/employee	11	12	11

1) Employees incl. leasing personnel (average headcount for the year) who have been allocated to the respective Group companies based on Austrian labour law for which data is reported
2) Based on an average number of 1,700 hours worked per employee and year
3) Based on 1,000,000 hours worked
4) Work-related accidents that result in more than six months of sick leave, excl. fatalities
5) Work accidents (excl. commuting accidents) that result in fatalities, lost working days, work restrictions, medical treatment, unconsciousness or diagnosed severe injuries
6) All work-related accidents, excl. commuting accidents
7) All sick leave days after work-related accidents, excl. commuting accidents
8) Correction of prior year value because Group companies with <10 employees were also included

△ GRI indicators: GRI 403-9, GRI 403-10

EVN's corporate occupational safety team relies on a variety of actions to create a targeted and sustainable awareness for security issues among the workforce and to prevent accidents. Direct prevention measures and initiatives to avoid falls and similar accidents include, for example, the personal mobility measurement and encouragement for employees to exercise regularly. Other measures include:

- → E-learning modules and video clips on working procedures and the handling of equipment
- → Options to attend specialist seminars
- → Articles in the employee newsletter and Intranet on various aspects of occupational safety
- → An annual "Oscar for Occupational Safety" to the departments and organisational units with an accident-free year

Examples of the regular training and targeted awareness-raising measures in the area of occupational safety include the seminars on "Work safety – electricity", "Working with voltage", "Construction of high- and low-voltage overhead lines: the safety-related aspects of power line construction" and "Safe operations with chainsaws" as well as specific instructions on the transfer of keys and access authorisations.

These courses provide the involved employees with a mix of theoretical and practical training on the safety aspects of their day-to-day work.

The training offering and content are coordinated regularly with the involved departments and adapted or expanded where necessary. In Bulgaria, we also organise voluntary training on various aspects of occupational safety for the employees of third-party firms that work in our operating areas.

Managers contribute to these issues through training courses and safety meetings. The routine purchase of state-of-the-art protective clothing and equipment as well as modern tools, multimeters to measure gas concentration and training for the involved employees, supplement the preventive measures in the specific working environments.

In addition, occupational safety is a standard element of the team and department meetings held by the local safety officers.

Occupational safety in the project business

Health and occupational safety also have high priority for WTE, our subsidiary responsible for the international project business. The underlying principle is the EVN Group's commitment to preserve and protect human rights. WTE carries special responsibility in this respect and, in its role as a general contractor for plant construction, is required to comply with the applicable standards for the protection of the health and safety of the persons involved in its projects (including subcontractors' employees). A health and safety manager is designated for each project to monitor compliance with these standards and provide regular reports to the respective customer. The occupational safety and health management system used by WTE and WTE Betrieb has been certified under BS OHAS 18001:2007 since 2011 and was also certified under ISO 45001:2018 after the introduction of a company health management system in 2019.

Our wastewater treatment plant project in Kuwait is required to comply with extremely strict requirements for the protection of all involved employees – not least due to the prevailing climatic conditions as well as for cultural reasons. WTE must guarantee and monitor compliance with these standards – also at the subcontractor level – through the implementation of appropriate measures and rules. The health and safety manager is responsible for regular reporting also on this project. Compliance with the applicable standards is also monitored by the financing banks and their consultants, and frequent unannounced controls by the responsible ministries and authorities are customary practice in Kuwait.

△ GRI indicators: GRI 403-1, GRI 403-2, GRI 403-4, GRI 403-5, GRI 403-6, GRI 403-8, GRI 403-9

Corporate healthcare

We also live up to our responsibility for our employees' health by offering extensive occupational medical care that exceeds legal requirements. In Austria, two occupational health physicians are available to answer questions on maintaining and improving workplace health and assist employees within and beyond the framework of labour protection laws. The many related measures include, among others:

- → Medical check-ups
- → Vaccinations
- → Eye and hearing tests
- → Preventive medicine
- → First aid courses
- → Psychological counselling
- → Coaching
- → Tips on healthy nutrition
- → Special offerings for employees who are exposed to particular risks

EVN is not active in countries which have an increased risk of contagious diseases or working conditions that could permanently endanger employees' health. However, Group guidelines

are in force at all subsidiaries to deal with emergencies – for example, the "EVN Pandemic Prevention" which formed a valuable basis for the first measures after the outbreak of Covid-19 in March 2020. Most of these safety measures have meanwhile been cancelled, but the continuous communication of behavioural and hygiene rules remains in effect.

In addition to company-sponsored measures, the EVN culture and sports club offers all employees a wide range of activities ranging from jogging to tennis, soccer and aviation to film and photography. Many of these activities have a special focus on health protection.

⚠ GRI indicators: GRI 403-2, GRI 403-3, GRI 403-6, GRI 403-7

Corporate social partnership and internal communication

Roughly 90% of all employees in our Group (especially in Austria, Bulgaria and North Macedonia) are represented by works councils or unions, and their remuneration is protected by collective bargaining agreements, tariffs or legal minimum wage regulations. The employee representatives in Austria, Bulgaria and North Macedonia are regularly involved in collective negotiations. The remuneration scheme for over 90% of EVN's employees is based on the collective bargaining agreements that apply to the primary business locations, i. e. Austria, Bulgaria and North Macedonia. The majority of our employees in Austria, for example, are covered by the collective agreement for salaried employees in electricity companies, which was structurally revised by the participating social partners in 2019/20 and adapted for the future.

Transparency is an integral part of our major business decisions, in line with our managerial mission statement, all applicable legal regulations and the Universal Declaration of Human Rights. The employee representatives – in addition to EVN AG, other companies in our Group also have these types of designated representatives – are informed of important business decisions on a regular and timely basis or are involved in the decision processes. This approach applies to strategic decisions as well as changes and adjustments involving employees. We provide our employees and employee representatives with information at regularly scheduled meetings and, in the event of operational changes, always comply with the legally required notification periods. One of our central concerns in the past, when confronted with social or economic challenges, was to develop and implement the necessary restructuring measures in a socially acceptable manner and in agreement with the trade unions and/or works council. We intend to follow this procedure in the future, whereby there were no such cases in 2022/23. This productive cooperation forms the basis for socially acceptable solutions for the involved employees through their internal reassignment or additional training and transfer to other EVN units as far as possible.

Employee-related issues are also managed in workplace, health and safety committees that include, among others, representatives of the works councils or unions. In addition, members of the works council serve on the Supervisory Board and the Sustainability Advisory Council. Apprentices have a voice in the works council through elected youth representatives. The South East European subsidiaries are members of a European works council, which holds regular meetings and serves as a platform for communication and exchange for EVN employees in Austria, Bulgaria and North Macedonia. The issues addressed by the European works council range from occupational safety and employee benefits to transnational initiatives in culture and sport.

The activities of the works council on behalf of employees focused on the following issues in 2022/23:

- → Further development of models for mobile working to create practical framework conditions based on previous experience and feedback, while ensuring optimal protection for the interests of everyone involved
- → Preparation of a company agreement to protect employee data in connection with data collection via software applications and IT programmes
- → Development of new models to support long-term employee retention
- → Support for temporary initiatives involving voluntary interdepartmental assistance for the customer relations team to deal with the massive increase in customer inquiries
- → Start of a dialogue involving various departments and Group companies, in particular to improve communications over customers' concerns and to ensure the development of measures for improvement.

"hello", our magazine for EVN employees, provides regular and extensive information on corporate developments. The EVN Intranet also contains a broad overview of current events in the company, information on energy supplies and reports by the employee representatives as well as information on seminars and other training events.

In order to support the preferred internal filling of job vacancies, job advertisements are posted first on our Intranet.

Additional corporate benefits

Many of the EVN Group companies also offer their employees numerous voluntary benefits independent of their age, gender or the scope of employment.

GRI indicator: GRI 401-2

Supplementary health insurance

We offer supplementary health insurance at favourable conditions as a voluntary benefit for our employees in Austria and Bulgaria. Framework agreements with selected insurance providers in the individual countries ensure optimal medical care for all participants.

GRI indicator: GRI 403-6

Pension benefits

All EVN employees are covered by statutory pension insurance. As a supplement, our Austrian employees with permanent contracts are entitled to participate in a private, fund-based pension programme after a one-year waiting period. In this way, we help our employees to accumulate additional retirement benefits. The pension fund is not held by the EVN Group but is a defined contribution scheme, in which the amount of the future pension is derived from the employer and employee contributions up to the retirement date. EVN's contribution in 2022/23 equalled at least 2% of each eligible employee's monthly gross remuneration. Contributions by employees are voluntary, whereby 37.2% of the workforce in Austria took advantage of this offer in 2022/23. Our responsibility as an employer is also illustrated by the introduction of a voluntary pension insurance for all our full-time and part-time employees in Bulgaria.

GRI indicator: GRI 201-3

Support for employee commitment to social causes

Many of our employees not only work for the company, but also make valuable contributions to society through their volunteer work in organisations like the Red Cross or the local fire brigade. In total, 455 employees are currently active volunteers in these types of aid organisations. We support this commitment as an employer by excusing employees from work for up to 50% of the invested time in the event of an operation.

Employee benefits

We spent a total of EUR 14.4m on employee benefits (pension contributions, other employee benefits) in 2022/23 (previous year: EUR 18.8m), which represents 3.4% (previous year: 5.1%) of our personnel expenses.

Designing the with

Through the massive expansion of its renewable generation capacity, EVN is steadily reducing CO_2 emissions and also meeting the targets set with the Science Based Targets initiative.

energy future.

commitment

Climate and environmental protection – a key element of our strategy

The minimisation of our natural resource consumption and emissions is an integral part of our strategy for EVN's sustainable success. This is also reflected in our materiality matrix, which defines "environmental protection" and "climate protection" as priority areas of activity. Where climate and environmental protection are involved, we therefore engage in careful and conscious actions throughout all areas of our company.

As an energy supplier, we can make a significant contribution with our sustainability-oriented management to meet the sustainability goals defined by the United Nations (in particular, “clean water and sanitation“, “affordable and clean energy“ and “climate protection“). Our fundamental goals and values for the protection of the environment and climate are anchored, on the one hand, in EVN’s sustainability statement and, on the other hand, in the EVN Climate Initiative. The sustainability statement covers the minimisation of our environmental impact, the responsible use of resources, protection for the natural habitats of plants and animals in the areas surrounding our plants and projects, and the management of waste in an environmentally friendly manner. Full compliance with all applicable environmental regulations and requirements in all our activities is a matter of course. Our Climate Initiative directs attention to the gradual system transformation towards climate-neutral energy generation, focusing on wind power and photovoltaics, as well as the importance of protecting supply security.

EVN’s Strategy 2030 is also significantly influenced by the political and social discussions surrounding climate protection and the related goals. This strategy demonstrates our intent to actively contribute to the reduction of greenhouse gas emissions and the containment of global warming. Efficiency improvements and innovation initiatives – not least to reduce greenhouse gas emissions – play a key role here. Generally speaking, we want to produce our products and services as environmentally friendly as possible.

For details on the EVN Strategy 2030, also see page 16ff

EVN Climate Initiative

The EVN Climate Initiative was developed in 2020/21 in line with the Strategy 2030. It is based on the following three elements and underscores our commitment to climate protection with concrete measures, goals and projects:

Science Based Targets initiative

EVN joined the Science Based Targets initiative (SBTi) in summer 2021. Together with the participating companies, the SBTi defines scientific goals to reduce greenhouse gas emissions in accordance with the Paris Climate Agreement. In agreement with our integrated business model and the differences between our individual business areas, we set five reduction targets. The first two goals follow the sector-based approach defined by the SBTi for electricity producers:

- → Intensity 1: Reduction of specific CO_2 emissions from electricity-generating plants, incl. cogeneration units, (Scope 1) by 66%
- → Intensity 2: Reduction of specific CO_2 emissions from electricity-generating plants, incl. cogeneration units (Scope 1), and from electricity sales to end customers (Scope 3) by 65.1%
- → Absolute 1: Reduction of absolute CO_2 emissions from heat generation and thermal waste utilisation (Scope 1) and from network losses and own consumption (Scope 2) by 37.5%
- → Absolute 2: Reduction of absolute CO_2 emissions from sales of natural gas to end customers (Scope 3) by 37.5%
- → Absolute 3: Reduction of absolute CO_2 emissions from natural gas network sales volumes (Scope 3) by 37.5% (in keeping with regulatory and legal framework conditions)

The reduction goals agreed with and verified by the SBTi will make an important contribution to realising the climate goal established in Paris, which calls for limiting global warming to substantially below 2°C. The basis for EVN's reduction is formed by the respective values from the 2018/19 financial year, and the defined goals must be met by the 2033/34 financial year. The main drivers to meet these goals include, among others:

- → The expansion of our renewable generation capacity for wind power and photovoltaics
- → The continuous reduction of network losses in South East Europe
- → The substitution of renewable gas for natural gas in heat production
- → A further increase in the share of renewable energies in EVN's product mix for end customers

We made good process within the corridor to meet these defined goals during the 2022/23 financial year.

EVN'S TRANSITION PLAN FOR THE 1.5°C GOAL

In 2021, we defined our goals to reduce CO_2 emissions in connection with the Science Based Targets initiative (SBTi). These goals are based on the internationally agreed climate goal to limit the increase in global warming to 1.5°C to 2°C. Scientific studies and forecasts for the conservation of species, on extreme weather events and on human health during the past two years clearly underscore the urgency of preventing each one-tenth of a degree of global warming. Our activities in the coming business year will therefore include the development of further key measures and the revision of our goals to reduce CO_2 emissions in order to meet the 1.5°C target in the future.

Climate neutrality in selected subsidiaries

A further contribution by EVN to climate protection includes the goal to make selected subsidiaries with close customer contacts CO_2-neutral in the future.

EVN Wasser has taken on the pioneering role in this initiative and, in November 2021, became the first EVN subsidiary to reach full CO_2-neutrality. Several measures were successfully implemented to reach this goal, e. g. the construction of on-site photovoltaic equipment and the conversion of

electricity and natural gas purchases in the operating facilities to renewable energies. The company's CO_2-neutrality was officially confirmed for the first time in December 2021 through certification by TÜV SÜD. As part of this certification, EVN Wasser committed to a continuous increase in its energy efficiency over the next four years and the reduction of its CO_2 footprint in accordance with PAS 2060:2014. TÜV Süd audits this certification annually to document the progress. The certification for 2022/23 took place in November 2023. The minimal residual emissions are compensated by highly effective, independently certified climate protection projects. EVN Wasser has set a goal to gradually reduce its emissions to a point where CO_2-neutrality can also be achieved without compensation projects. Plans call for the installation of additional photovoltaic equipment at the company's locations to increase electricity self-supply to 30% by 2030.

In November 2022, kabelplus became the second EVN company to achieve CO_2-neutrality. This status was awarded retroactively beginning with the 2020/21 financial year. Electricity procurement in this company was also converted to renewable sources. The carbon footprint will be further reduced through the planned conversion of gas procurement to renewable gas.

Contribution by research and development to climate protection

Research and development activities to sustainably reduce CO_2 emissions are a further building block of our efforts to play an active role in meeting the Paris climate goals. These activities also support the strategic advancement of our business model. Our overall goal is to advance climate protection and the gradual system conversion towards climate-neutral energy generation while, at the same time, protecting supply security.

For information on research and development projects, see page 176

Environmental management and certifications

EVN has operated an environmental management system on a voluntary basis since 1995 which meets the Eco Management and Audit Scheme (EMAS) and ISO 14001 standards. The EMAS regulations require, among others, the definition of measurable environmental goals as part of a continuous improvement process. The basic requirements for certification under EMAS include full compliance with environmental regulations and a comprehensive accompanying review. All EVN thermal plants in Lower Austria as well as 74 of our heating and cooling plants meet these standards.

Our thermal waste utilisation plant in Zwentendorf/Dürnrohr is also certified under the ISO 9001 international quality norm and the Austrian specifications for specialised waste management companies. The engineering services unit (equipment construction, planning and realisation of energy aggregates) of EVN Wärmekraftwerke GmbH was successfully certified under ISO 9001 in 2022.

The environmental management systems in Bulgaria and North Macedonia also reflect international standards: For example, the certified, integrated quality and environmental management system in Bulgaria meets the requirements of ISO 9001:2008, 14001:2004 and 45001:2018. The internal management system in North Macedonia also complies with these standards. WTE has a group-wide, integrated management system under ISO 9001, 14001, 50001 and 45001 that covers certifications in the areas of quality, the environment, safety and workplace health as well as energy.

Business activities in our other Group companies are also certified under various branch standards. Netz NÖ, for example, is subject to the branch rules for network operations defined by Oesterreichs Energie, and EVN Wasser is certified under ÖVGW QS-WVU400 and AGB V40 quality standards.

The second version of the EU Directive to promote the use of energy from renewable sources (RED II) introduced a differentiation between sustainably and non-sustainably cultivated biomass, which will take effect to its full extent in Austria on 1 January 2024. EVN Wärme therefore implemented SURE during the reporting year to identify, record and track the biomass used in its larger plants (> 20 MW) and thereby comply with the new rules. This management system was accredited by the EU Commission and meets RED II requirements. It requires the recording of data on biomass from its origin to use for energy generation in our plants and covers suppliers (retailers and forestry managers) as well as our biomass storage facilities. The first external audits of the new management system took place in November 2023. EVN Wärme has purchased its biomass for many years from regional sources which are located 70 km at most from the respective heating plant.

EVN's Sustainability Advisory Board

The EVN Sustainability Advisory Board counsels the Executive Board on principal issues involving sustainable management in the areas of environmental and climate protection, adaptations to address climate change, the circular economy, biodiversity, sustainable water management, digitalisation, equal treatment and equal opportunity, occupational safety, and social and human rights issues. The 28 board members met twice in 2022/23, whereby discussions focused on the following subjects:

- → Supply security and the energy transformation
- → Energy sector situation in Lower Austria
- → Current market situation for and activities by EVN's energy supply company
- → Challenges created by the labour market – from training to finding and retaining employees
- → Future skills

Bettina Glatz-Kremsner resigned as the Chairwoman of the EVN Sustainability Advisory Board at the end of EVN's Extraordinary General Meeting on 19 June 2023. In a meeting on 27 September 2023, the Supervisory Board followed a recommendation by the Executive Board and appointed Maria Patek to the EVN Sustainability Advisory Board and elected her to serve as Chairwoman.

For information on the impact of business activities on society, the environment and the economy, also see page 21f
Also see www.evn.at/sustainability-advisory-board
GRI indicators: GRI 2-12, GRI 2-23

Photovoltaics – an important building block for a balanced energy mix

At the end of September 2023, EVN's generation capacity from photovoltaics totalled roughly 42 MWp. That represents a minor component of the total power plant park at nearly 3% but, in view of the diversification of renewable generation, photovoltaics plays an important role. EVN intends to significantly expand its photovoltaic capacity over the coming years. Several projects have started, not only in Lower Austria, but also in our core markets of Bulgaria and North Macedonia and the installed capacity should increase to 300 MWp by 2030.

These two countries in the south of Europe are particularly well suited for the use of solar energy, above all due to the potential full load hours. This term describes the time in which a photovoltaic plant can reach its maximum performance. The photovoltaic plants in Lower Austria total 1,000 to 1,200 full load hours each year, but this value ranges up to 1,500 to 1,600 in Bulgaria and North Macedonia.

In North Macedonia, the economic potential of hydropower has been largely exhausted and the country is heavily dependent on energy from fossil sources. Solar energy therefore represents an attractive addition to the existing

energy mix. However, photovoltaics is also advancing in Bulgaria. It gives the population access to a very low-cost source of electricity. In both countries, comparatively large ground areas are available for the expansion of photovoltaics: The population density equals roughly 109 inhabitants per km² in Austria, but only 58, for example, in Bulgaria.

The extensive approval procedures in Austria make it even more important to develop unused areas like landfills, abandoned industrial sites and quarry ponds. EVN's floating photovoltaic plant in Grafenwörth will soon be joined by a photovoltaic plant at the site of the Theiss power plant and a larger photovoltaic plant with 23.4 MWp on unused land at the energy hub in Dürnrohr. Both power plant locations have excellent network connections, which represent a key advantage for the selection of a photovoltaic site.

Despite a lack of suitable space, the importance of photovoltaics for Austria should not be underestimated because it is a low-cost form of energy generation. This lies, on the one hand, on the relatively low cost for the construction, maintenance and operation of the equipment. On the other hand, the panels and components are becoming larger, more efficient and less expensive from year to year. And further technological progress is expected in the coming years: Included here are flexible photovoltaic foils, modules that can be integrated in facades or placed on roofs, or so-called AGRI photovoltaics. The latter includes solutions which, in spite of installed photovoltaic equipment, still allow 80% of the farmland to be used for agricultural purposes.

Bifacial photovoltaic modules, which produce an additional yield of roughly 3% and have a substantially longer service life, are expected to become the standard in the near term. Above all, photovoltaics combined with new storage technologies – for example, based on hydrogen – will play an even more important role in the future because they make energy available counter-cyclically to other renewables. For a balanced energy mix, however, solar energy has already become an essential factor.

Our contribution to meeting national and European climate goals

Our activities on behalf of climate protection are based on a balanced mix of optimal supply security and minimal environmental impact. With the following initiatives and strategic approaches, we make an important contribution to meeting Austrian and European climate goals:

- → Greater use of renewable energy sources: water, wind, sun, biomass and renewable gas
- → Increase in the energy efficiency of EVN's production facilities and networks
- → Active participation in innovation, development and research projects
- → Information and advising for our customers on the reduction of energy consumption
- → Regional added value through the use of domestic energy carriers like biomass and renewable gas
- → Use of motor vehicles with alternative drives, e. g. electric cars
- → Increase in the share of renewable energies in EVN's product mix
- → Greater use of renewable energies to cover our own requirements
- → Support for the transformation of natural gas networks to renewable gas and hydrogen

❑ Also see the climate risk analysis on page 44
○ Also see www.evn.at/sustainability-statement
○ Information on or energy saving tips can be found under www.evn.at/energiespartipps (German only)

Transformation of our generation portfolio

In addition to the steady increase in generation from renewable energy sources, we have taken numerous steps in recent years to continuously reduce our thermal generation portfolio. This has also had a positive effect on our carbon footprint:

- → 2018: Deactivation of substantial capacity in the Theiss and Korneuburg power plants
- → 2019: Premature termination of the hard coal-fired power plant in Dürnrohr
- → 2021: Termination of electricity generation from coal with the sale of our 49% investment in the Walsum 10 hard coal-fired power plant and the end of electricity purchases from this source
- → Use of natural gas in electricity generation exclusively in cogeneration and combined heat and power plants in Austria (18.5 MW), in the Theiss gas-fired power plant (as contracted capacity reserve for the Austrian transmission network operator, 470 MW) and in Bulgaria (80 MW)

❑ For information on the expansion of renewable generation, also see pages 125 and 138

Responsible use of energy and resources

As an energy and environmental services provider, we are well aware of our special responsibility for climate and environmental protection. We therefore apply our extensive know-how on resource conservation, environmental protection and energy efficiency in our internal operations – and actively share this expertise with our customers. Our responsibility is also reflected in our use of materials which, in our company, consist mainly of primary energy carriers such as fossil fuels, waste and biomass. We also use various supplies as secondary components in our energy generation and wastewater treatment plants. These components include only a limited amount of recycling material due to availability and quality requirements.

Energy intensity

Energy intensity indicates EVN's own consumption of electricity, natural gas, heat and heating oil as a percentage of the total energy sales volume. In 2022/23, this indicator for EVN equalled 17.0 MWh of primary energy for each gigawatt hour of electricity sold (previous year: 15.0 MWh). We are working to further increase our efficiency through the use of new technologies and continuous optimisation – as part of measures connected with regular audits for ISO or EMAS certification or additional voluntary targets.

1) Adjustment of prior year data due to the inclusion of electricity procurement rights and the proportionate inclusion of investments of EVN Naturkraft.

△ GRI indicator: GRI 302-3

Measures to reduce energy consumption and the energy required for our products and services

We regularly record and analyse the total energy consumption by our Group as well as our own energy consumption in order to identify, evaluate and derive suitable measures to save energy and improve efficiency. In 2022/23, for example, the ventilation system in EVN's headquarters was replaced. The equipment was upgraded to reflect the latest technical standards, operational safety was restored and, at the same time, energy savings were realised through heat recovery.

All our ISO-certified locations are subject to internal and external audits which lead to the preparation, implementation and monitoring of improvement programmes. Similar programmes are also developed for our EMAS certified equipment as part of the annual audits, which also cover the evaluation and implementation of the goals set in the previous financial year. Information on the latest environmental data from the audited locations is provided in the annual environmental declarations and is available to the general public on the websites of our Group companies.

- For the environmental statement by EVN Wärme, also see www.evn.at/waerme (German only)
- For the environmental declaration by EVN's heating plants, also see www.evn.at/waermekraftwerke (German only)

We also arrange for an external energy audit every four years in accordance with the Austrian Energy Efficiency Act and the EN 16247 European norm for energy audits. This external audit identifies opportunities for energy savings in buildings, processes and transport and defines suitable measures for

implementation and reviews these during the next audit. The last external energy audit at EVN was conducted in 2019 and identified a savings potential of roughly 0.7 GWh. It covered a variety of individual measures – from the upgrading of our generation equipment to meet the latest technical standards to the installation of photovoltaic equipment at several locations and the thermal refurbishment of company buildings.

The energy audit for 2023 was commissioned during the reporting year and also covered the evaluation of measures defined by the energy audit in 2019. This evaluation is currently in progress. In addition, further savings opportunities were identified and new measures were defined.

Following is a selection of the measures implemented in 2022/23:

- → Replacement of the lighting in two biomass combined heat and power plants with LED technology
- → Construction of new heating plants to reduce emissions from household heating
- → Technical optimisation and/or upgrading of components at the waste utilisation plant in Dürnrohr

Energy consumption outside the organisation (Scope 3) represents our network sales volumes from cooling, heat and electricity as well as natural gas sales based on the caloric value. In 2022/23 consumption equalled 19,509 GWh (previous year: 22,231 GWh).

We also want to increase our employees' awareness for energy-saving behaviour. Business travel is being reduced through the increased use of video conferences and webinars, and e-vehicles are used for business travel wherever possible. The progressive digitalisation and the accompanying increase in mobile working by our employees have also helped to reduce our use of energy and CO_2 emissions.

As a responsible energy supplier, we have also implemented numerous initiatives to help our customers improve their energy efficiency. We offer energy advising and, together with the option to redeem bonus points, create a financial incentive for the purchase of energy efficient products (e. g. white goods). Useful energy savings tips can be found on our website, at our service centres and, as accompanying measures at other information events.

For our energy saving tips, also see www.evn.at/energiespartipps (German only)

GRI indicators: GRI 302-1, GRI 302-2, GRI 302-4, GRI 302-5

Energy consumption of the EVN Group		2022/23	2021/22	2020/21
Energy consumption used for energy generation	GWh	**4,777**	**5,679**	**7,726**
Renewable energy carriers	GWh	**1,338**	**1,191**	**1,214**
thereof biomass	GWh	1,338	1,191	1,214
Non-renewable energy carriers	GWh	**1,911**	**2,978**	**4,915**
thereof fossil fuels[1]	GWh	1,911	2,978	4,915
Other energy carriers	GWh	**1,528**	**1,510**	**1,597**
thereof waste[2]	GWh	1,528	1,510	1,597
EVN's own energy consumption	MWh	**269,461**	**271,310**	**382,166**
Renewable energy carriers	MWh	**3,519**	**4,887**	**–**
thereof renewable gas	MWh	3,519	4,887	–
Non-renewable energy carriers	MWh	**1,744**	**1,730**	**5,845**
thereof natural gas	MWh	1,579	1,496	5,699
thereof heating oil [3]	MWh	165	233	146
Electricity, heating and cooling energy	MWh	**264,198**	**264,693**	**376,321**
thereof from renewable sources	MWh	149,412	49,185	–

1) Natural gas, heating oil
2) For incineration by the thermal waste utilisation plant in Dürnrohr/Zwentendorf
3) Heating oil is used in Bulgaria only.

GRI indicators: GRI 301-1, GRI 302-1

Our influence on the climate and environment and our protective measures

Climate and environmental impact of our thermal plants for energy generation

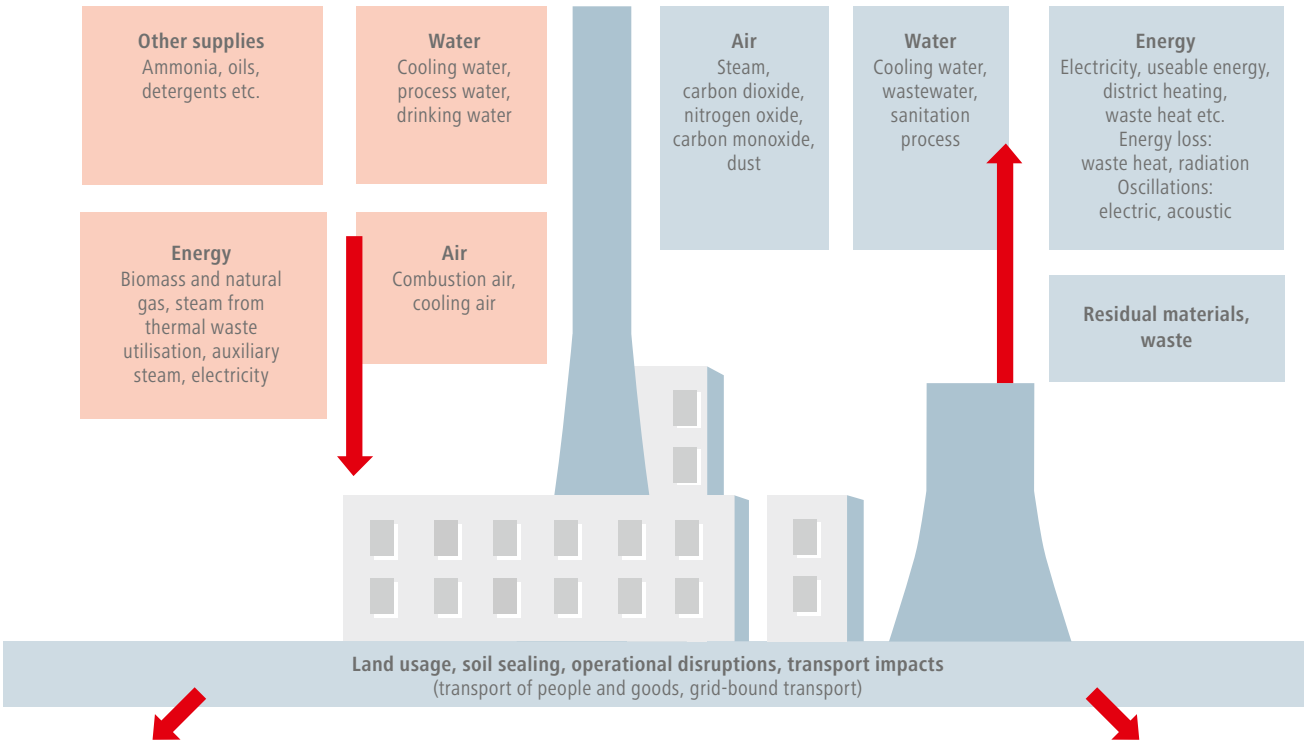
The direct and indirect environmental impact of our power plants is evaluated annually as part of an ABC analysis which covers the following aspects: air, water, wastewater, waste, soil, land usage, resource and energy consumption, noise, vibrations, radioactivity and biodiversity. This analysis examines the environmental impact of the plants under normal operations and during disruptions and assesses their environmental relevance as well as opportunities for improvement.

The most important direct environmental impact of our plants arises from the emission of CO_2 as well as the air pollutants NO_x, dust and CO. We use state-of-the-art burners and efficient flue gas cleaning equipment to minimise the environmental impact of air pollutants from our power plants.

In our plants, water is used as a heat transfer medium and for cooling purposes. The cooling water drawn from the Danube is returned to the river in accordance with all applicable environmental regulations. We measure the water temperature as the key parameter and comply with the relevant limits.

Other environmentally relevant processes include the treatment of raw water and boiler water. The water for the boilers is drawn from ground water in wells. Wastewater from sanitary facilities is discharged through the public sewage network into a treatment plant, and ammonia-containing wastewater from condensate cleaning is disposed in line with the applicable requirements. The wastewater from water treatment and water that does not contain ammonia is returned to the water cycle after neutralisation. The regular measurement of pH values and annual external analyses ensure, without exception, that all required limits are met.

Input-output analysis of our generation plants



We have implemented effective technical measures to prevent and reduce the noise resulting from mechanical processes. These measures include, for example, the use of low-noise machinery and aggregates and the insulation of machines.

The impact of our power plants on the environment is assessed through extensive monitoring of the surrounding areas. EVN operates permanent air quality measurement stations for this purpose and carries out hydrological evidence protection measures, i. e. groundwater testing, in the areas surrounding its power plants.

The indirect environmental impact of our thermal energy generation plants arises mainly from the delivery of the primary energy carriers used by EVN. In order to avoid unnecessary waste and conserve resources, we include ecological factors in the procurement processes for the required operating products.

For the sustainability statement, also see www.evn.at/sustainability-statement

Emissions

As an energy company and environmental services provider, we see it as our responsibility to make a substantial contribution to the fight against climate change. This contribution involves, above all, the minimisation of the emissions caused by our activities. Our focus is on the transformation of the energy system towards climate-neutral generation – and, above all, on the expansion of our wind power and photovoltaic capacity. We finalised our exit from coal-based electricity generation in 2020/21. In summer 2021, we joined the Science Based Targets initiative (SBTi) and set five reduction goals which will make an important contribution to reaching the climate goals agreed in Paris to limit global warming to well below 2°C. The development of a transition plan to meet the 1.5°C goal is planned for 2023/24.

Also see our core strategies on page 18f
For the EVN Climate Initiative, see page 114f
For information on the expansion of renewable generation, also see pages 125 and 138

Direct and indirect greenhouse gas emissions

The calculation of our direct and indirect greenhouse gas emissions and their allocation to individual categories

Material and other supplies – used in energy generation, wastewater treatment, thermal waste incineration		2022/23	2021/22	2020/21
Limestone	t	5,793	5,502	12,554
Lime hydrate	t	581	671	611
Ammonia	t	876	0	337
Ammonia water	t	1,539	1,551	1,652
Demineralised water	m³	180,610	174,106	174,799
Lubricating oils	t	4	4	14
Hydrochloric acid	t	246	364	364
Sodium hydroxide	t	146	180	179
Dosing media	t	7	6	6
Rock salt	t	131	122	128
Precipitants	t	761	857	938
Flocculating agents	t	474	401	318
Urea	t	0	0	1

△ GRI indicator: GRI 301-1

(scopes) are based on the standards defined by the Greenhouse Gas Protocol (GHG Protocol) issued by the World Resource Institute (WRI).

EVN's direct emissions (Scope 1) include the emissions from the following sources:

- → EVN's use of fossil primary energy carriers to generate electricity and heat
- → Use of fossil primary energy carriers to heat company buildings
- → Use of fossil primary energy carriers for transport (fuel for the EVN motor vehicle fleet)
- → Operation and maintenance of EVN's natural gas networks
- → Fossil and biogenic component from the operation of our thermal waste utilisation plant in Zwentendorf/Dürnrohr

We calculate direct greenhouse gas emissions (Scope 1) according to the factors defined by the EU Emission Trading Guideline for the individual countries. This procedure involves the calculation of CO_2 emissions based on the standard calorific value and standard emission factors from the national greenhouse gas inventory. If standard values are not available, the calculations are based on fuel and waste gas analyses. Other biogenic CO_2 emissions are calculated separately in the same way but are not included in the Scope 1 emissions in accordance with the GHG Protocol.

Indirect emissions (Scope 2) include the emissions from the following sources:

- → Network losses in EVN's electricity network
- → Use of purchased fossil secondary energy carriers (for the electricity, heat and cooling used by EVN)

Our Scope 2 emissions are reported under a location-based and a market-based approach in accordance with the method prescribed by the GHG Protocol. The location-based approach relies on the country-specific CO_2 factors defined by the ecoinvent database. In contrast, the emissions for the market-based approach are calculated with the CO_2 factors that reflect the respective country-specific market mix: the electricity providers supply mix for Austria, the AIB factor for Bulgaria, Germany and Cyprus, and ecoinvent for North Macedonia. Factors supplied by ecoinvent are used to calculate the network losses.

Scope 3 emissions include further indirect emissions from the following sources:

- → Electricity sales to end customers
- → Natural gas sales to end customers
- → Share of CO_2 emissions in the supply chain (upstream) which result from the primary energy carriers used by EVN
- → Travel by EVN employees

We use the CO_2 factors from the ecoinvent database to calculate the upstream Scope 3 emissions. Our calculations of the Scope 3 emissions from electricity sales to customers are based on available data from the EVN KG supplier mix, the European Residual Mixes of the Association of Issuing Bodies or the ecoinvent factor.

The absolute volume of direct greenhouse gas emissions (Scope 1) equalled 920,797 t CO_2 in 2022/23 and was 18.0% lower than the previous year (1,123,549 t).

Scope 1 – Direct GHG emissions[1]		2022/23	2021/22
Austria	t CO_2e	770,492	964,533
Bulgaria	t CO_2e	148,223	156,940
North Macedonia	t CO_2e	1,973	2,006
Other countries	t CO_2e	109	70
Total	t CO_2e	**920,797**	**1,123,549**
thereof electricity generation plants (including combined heat and power plants)	t CO_2e	300,977	492,050

1) Correction to prior year values due to a factor conversion

Scope 2 (location-based) – Indirect GHG emissions[1]		2022/23	2021/22
Austria	t CO_2e	116,141	154,442
Bulgaria	t CO_2e	288,724	310,661
North Macedonia	t CO_2e	757,853	681,265
Other countries	t CO_2e	15,584	14,521
Total	t CO_2e	**1,178,302**	**1,160,889**

1) Correction to prior year values based on more detailed breakdown of the ecoinvent factors

Scope 2 (market-based) – Indirect GHG emissions[1]		2022/23	2021/22
Austria	t CO_2e	79,248	108,851
Bulgaria	t CO_2e	288,620	309,887
North Macedonia	t CO_2e	756,503	681,265
Other countries	t CO_2e	9,971	10,896
Total	t CO_2e	**1,134,342**	**1,110,899**

1) Correction to prior year values based on more detailed breakdown of the ecoinvent factors

Other indirect GHG emissions (Scope 3)[1]		2022/23	2021/22
Total	t CO_2e	**7,531,907**	**7,429,400**

1) Correction to prior year values based on more detailed breakdown of the ecoinvent factors

Intensity of GHG emissions[1][2]		2022/23	2021/22
Intensity of Scope 1 emissions	t CO_2e/GWh	190.4	211.9
thereof intensity of electricity generation plants (incl. combined heat and power plants)	t CO_2e/GWh	106.2	151.6
Intensity of Scope 2 emissions (location-based)	t CO_2e/GWh	85.3	73.6
Intensity of Scope 2 emissions (market-based)	t CO_2e/GWh	82.1	70.5
Intensity of Scope 3 emissions	t CO_2e/GWh	386.5	334.5
Total CO_2 emissions[2]	t CO_2e/GWh	**493.3**	**435.1**

1) Correction to prior year values due to the inclusion of electricity procurement rights and the proportionate inclusion of investments of EVN Naturkraft
2) Specific CO_2 emissions based on 13,812 GWh of electricity, 3,408 GWh of natural gas and 2,216 GWh of heat for 2022/23

△ GRI indicators: GRI 305-1, GRI 305-2, GRI 305-3, GRI 305-4, GRI 305-5

CO_2 emission certificates

The CO_2 emissions from EVN's twelve thermal power plants and district heating plants are recorded under the EU Emissions Trading System.

The gas-fired power plant in Theiss was under contract during the 2022/23 financial year to provide the Austrian transmission network operator with 470 MW of reserve capacity to manage shortages. CO_2 emission certificates were, therefore, only required that year for electricity production at the gas-fired plant in Theiss to cover the volumes actually drawn by the Austrian transmission network operator to support network stability. We purchased all the required emission certificates on the wholesale market in accordance with the applicable regulations. This was confirmed by external auditors.

The remaining required certificates for heat production are purchased on the wholesale market through EnergieAllianz Austria.

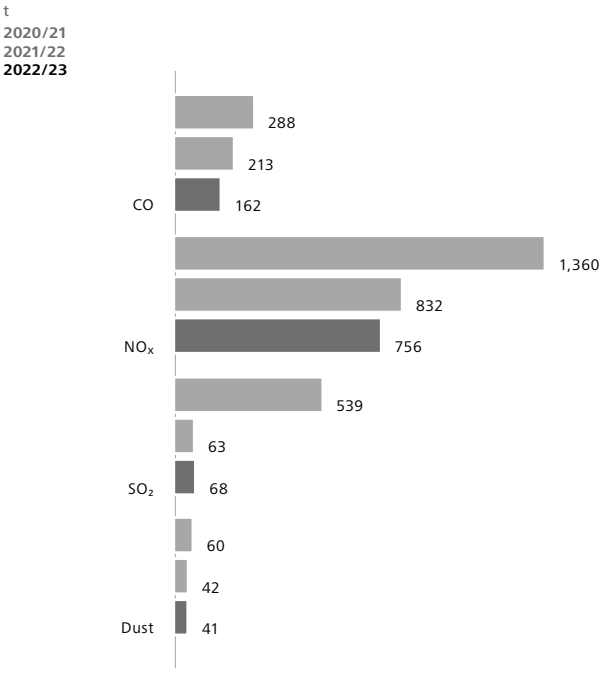
In line with the EU Emissions Trading System, EVN needed 441,196 CO_2 emission certificates in the 2022 calendar year, whereby 11.6% were allocated free of charge.

Measures to reduce greenhouse gas-relevant emissions

With our investment and innovation activities – especially through the extension of CO_2-free generation capacity through wind power and photovoltaics – we make an important contribution to environmental and climate protection.

Assuming conditions are appropriate, we plan to expand our wind power and photovoltaic capacity to over 770 MW, respectively 300 MWp by 2030. In 2022/23, we commissioned the following additional renewable generation capacity:

Further significant air emission quantities by EVN[1)]



1) Generation and thermal waste utilisation plants (excl. local heating plants); Austria, Germany and Bulgaria; in North Macedonia, there are no emmisions from electricity production.

△ GRI indicator: GRI 305-7

→ Repowering of the Japons wind park (12.6 MW)
→ Commissioning of the wind park in Palterndorf-Dobermannsdorf (42 MW)
→ Photovoltaic plants in Grafenwörth, Trumau and Theiss (total output roughly 25 MWp)

As of 30 September 2023, EVN had a total installed capacity of 447 MW from wind power and 42 MWp from photovoltaics. The increase in renewable generation capacity in 2022/23 translates into annual CO_2e savings (Scope 1) of approximately 15,000 t.[1)]

1) Calculation based on operating statistics for the generation of electrical energy in Austria during 2021 (emission factor fossil generation).

❑ For information on the expansion of renewable generation, also see pages 125 and 138

△ GRI indicator: GRI 305-5

Environmentally compatible waste management

EVN works to ensure that residual materials are recycled or reused internally as far as possible before they are designated as waste. The internal reuse or recycling of waste is not possible due to the legally required permits. In accordance with EU regulations, this takes place through direct contracts with suitable disposal or recycling firms. They guarantee the correct recycling and disposal of the waste consistent with the European waste hierarchy and ensure that no valuable materials are lost.

Most of our non-hazardous waste consists of excavated soil, biomass ash, metal, plastics, cables, electronic equipment components and transformers. Our hazardous waste consists primarily of tar oil, waste oil and impregnated wood poles. This waste

Waste[1]		**2022/23**	2021/22	2020/21
Waste quantities total	t	336,654	171,215	174,403
Non-hazardous waste[2]	t	320,736	156,607	156,914
thereof diverted from disposal for recovery operations	t	260,119	–	–
thereof diverted from disposal for recycling	t	33,120	–	–
thereof diverted from disposal for other recovery operations	t	226,998	–	–
thereof directed to disposal	t	60,617	–	–
thereof directed to incineration with energy recovery	t	2,157	–	–
thereof directed to landfilling	t	57,996	–	–
thereof directed to other disposal operations	t	463	–	–
Hazardous waste	t	15,918	14,608	17,489
thereof diverted from disposal for recovery operations	t	708	–	–
thereof directed to disposal	t	15,210	–	–

1) Without construction residue
2) Volume increase based primarily on two factors: recording of sewage sludge under non-hazardous waste since 2022/23 and dismantling of the power plant in Peisching

GRI indicators: GRI 306-4, GRI 306-5

Water m m³			**2022/23**	2021/22	2020/21
Water withdrawn[1]	Total		179.9	193.5	182.2
	thereof by source	Surface water	78.2	94.0	78.8
		Groundwater[2]	37.0	37.4	36.4
		Third-party water	64.7	62.1	67.1
	thereof from areas with water stress	Surface water	0.1	–	–
		Groundwater	0.6	–	–
		Third-party water	21.6	–	–
Water discharged[1]	Total		179.9	193.5	182.3
	thereof by destination	Surface water	142.6	155.7	145.6
		Water discharge to third parties[2] (municipal wastewater treatment)	37.3	37.7	36.6
	thereof to areas with water stress	Surface water	21.6	–	–
		Water discharge to third parties (municipal wastewater treatment)	0.7	–	–
Water consumption[2]	Total		0.0	0.0	0.0
	thereof from areas with water stress		0.0	0.0	0.0

1) All of the water withdrawn and released is fresh water (≤ 1.000 mg/l total dissolved solids).
2) Also includes drinking water supplies by EVN Wasser

GRI indicators: GRI 303-2, GRI 303-3, GRI 303-4, GRI 303-5

arises in connection with our operating activities. There are no material quantities of downstream waste. We transfer all regularly occurring hazardous and non-hazardous waste to licensed disposal companies based on framework contracts. These specialists dispose of the waste in an environmentally compatible manner consistent with the legal regulations applicable in the respective countries. In Austria, for example, hazardous waste is always incinerated with subsequent energy recovery. No hazardous or non-hazardous waste was disposed across national borders in 2022/23.

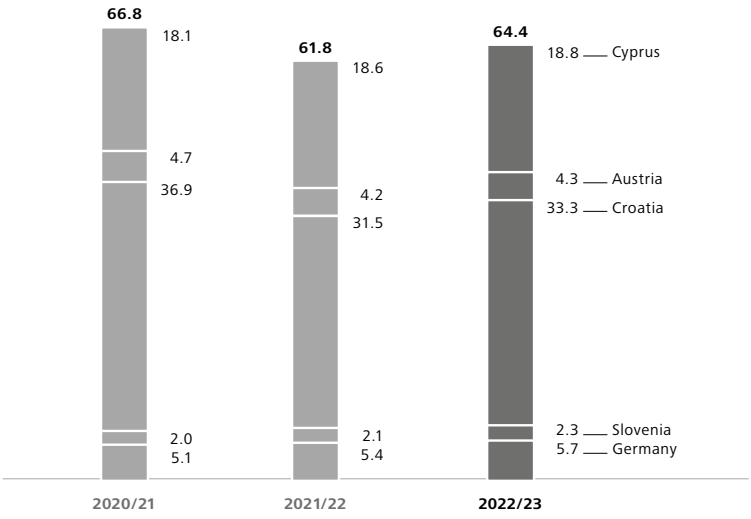
All environmentally relevant incidents are recorded in a standardised reporting system that covers all ours plants in Austria, Germany, Bulgaria and North Macedonia. EVN registered no environmentally relevant incidents in 2022/23.

○ For information on waste management at EVN, also see www.evn.at/waste-management

△ GRI indicators: GRI 306-2 (Waste 2020), GRI 306-4 (Waste 2020)

Wastewater treated

m m³



△ GRI indicator: GRI 306-3 (Wastewater and waste 2016)

Sustainable water management

At EVN, we use the resource water for normal household purposes (e. g. in sanitary facilities) or as process water (e. g. in heating networks or for lubrication). We draw the required quantities from municipal drinking water supplies or from our own ground wells. The cooling water used in our plant operations comes from surface water.

In 2022/23, we carried out an analysis of all our locations to determine whether they lie in a water risk area as defined by the WRI Aqueduct Water Risk Atlas. This analysis indicated that only one location in Bulgaria lies in a water stress area where plant operations could have an effect on the regional water household. Measures are now in preparation for this location to prevent any negative impact in the future.

All ordinary household wastewater is cleaned in municipal treatment plants before it reaches any surface water. The wastewater flows from our power plants are continuously tested for quality and – after treatment to eliminate any relevant adverse factors – returned to the water cycle in accordance with the applicable environmental regulations. In 2022/23, the cooling water flow rate at our Lower Austrian heating plants totalled 78.1m m³ (previous year: 93.9m m³). This corresponds to 0.13% of the average annual volume of the Danube recorded at the Korneuburg gauge[1)] (measuring point number 207241), which amounted to 58.98m m³ and remains clearly below the allowed threshold of 5%.

1) Source: Austrian Hydrographical Annual 2020, AustrianFederal Ministry of Agriculture, Forestry, Regions and Water Management

Direct discharges into surface water in the markets where we are active comply with all applicable legal regulations. They are subject to the wastewater emission ordinance and various water-related guidelines which, among others, require measurements at every discharge point. In accordance with the EU Water Framework Directive, the profile of the water at the discharge point is tested under various parameters like temperature, pH value, total nitrogen, copper and zinc. In cases where the type or quantity of the wastewater stream at one of our locations differs from ordinary household wastewater, we conclude contracts with sewage treatment plant operators (if sewage connections are available) based on the indirect discharge ordinance. These contracts contain detailed rules on the allowable amount of wastewater, the main substances it may contain and the required wastewater inspections. Our wastewater streams are also tested regularly by

accredited external institutions. We comply with all requirements defined by various public authorities for cooling water discharge temperatures.

In the area of wastewater disposal, the EVN Group treated 64.4m m³ of wastewater in its plants during 2022/23 with a mean purification performance of 80.3%[1] (previous year: 80.7%; 61.8m m³). Wastewater treatment results in sewage sludge that can be utilised. In addition to ground-based applications (agriculture, landscaping, composting and other types of recycling), large parts of the sewage sludge are utilised thermally (co-incineration, mono-incineration). Thermal utilisation in mono-incineration plants will become increasingly important in the future due to the possibility of phosphorus recovery.

1) Average value over the parameters for chemical oxygen requirements, biological oxygen requirements, total nitrogen and total phosphorus. The per cent value represents the quantity of pollutants removed.

However, water is also important for our company in another context: namely drinking water supplies. EVN Wasser provides these supplies in Lower Austria, while WTE is responsible for this area in the international project business. A structured sale process was initiated for WTE in September 2023.

For water and wastewater management, also see www.evn.at/water-and-waste-water-management

GRI indicators: GRI 303-2, GRI 303-3, GRI 303-4, GRI 303-5, GRI 306-5

Thermal sludge utilisation

EVN's long-standing experience in wastewater treatment and thermal waste utilisation, which ranges from planning and construction to the operation of these plants, has given us a strategic advantage in a new field of business: sewage sludge utilisation. Through the construction of efficient and ecologically compatible plants for the thermal utilisation of sewage sludge, we want to close the circle of our activities in wastewater management. In Germany, new legal regulations for sewage sludge treatment led to an increase in the demand for projects in this area. In 2022/23 WTE, which is responsible for our Group's international project business, received commissions for the construction of two further sludge utilisation plants in Skopje, North Macedonia, and Munich, Germany.

Biodiversity

We are committed to minimising the impact of all our business activities on nature. Our top priority is the protection of flora and fauna and the preservation of the natural habitats of animals and plants in the areas surrounding our plants and projects. Not only the responsible realisation of construction projects, but also the responsible operation of our plants is a matter of course. That means:

- → Minimisation of resource and land use
- → Minimisation of negative effects on the landscape
- → Minimisation of energy losses in energy generation and transmission

Our infrastructure – which consists primarily of power plants and networks – has a potential impact, in particular, on habitats in the water and in the air. Hydropower plants can influence biodiversity, above all because of the limited passage through rivers, while the effects of thermal power plants are related to the temperature of the cooling water released into rivers. Wind power plants and overhead power lines can represent a danger for various types of birds or bats when they are located at the same height as their flight routes.

We minimise the impact of our construction projects on biodiversity with ecological planning, construction, monitoring and the consultation of experts. In addition, we implement a wide variety of measures and programmes to protect the natural habitats in our area of influence. These activities take place in close cooperation with external experts from NGOs and local authorities. Current projects to protect biodiversity include, among others:

- → Underground cables as a substitute for overhead lines wherever technically and economically possible
- → Power poles in colour schemes and heights that fit in with the landscape
- → Cable installation through ploughing as an alternative to digging
- → Installation of fish bypasses at small-scale hydropower plants
- → Species protection measures at selected wind power projects (e. g. joint concept with BirdLife to develop compensatory measures to create alternative habitats for birds)
- → Biomonitoring at our waste utilisation plant in Dürnrohr

DÜRNROHR: NEW THERMAL SEWAGE SLUDGE UTILISATION PLANT STARTS OPERATIONS

In spring 2023, EVN's location in Dürnrohr – where the coal-fired power plant was decommissioned in 2019 – was expanded to include a new facility. A thermal sewage sludge utilisation plant successfully started operations after a two-year construction period. This new plant plays an important role in sustainable waste management.

The plant was specially designed for the incineration of damp industrial sewage sludge, which has a moisture content of 20 to 25%, but can also utilise dry sewage sludge. The heat generated by firing is used to supply customers throughout the region. It closes the heat cycle and also contributes to sustainable energy supplies.

Together with external biodiversity experts, we are currently also analysing the impact of our activities on nature and the dependence of our business fields on eco-system services. The risks and opportunities associated with biodiversity will also be identified. As a first step in this analysis, the EVN locations in biodiversity-sensitive areas were localised based on geoinformation data. Of the 1,358 locations in total, 266 priority locations in or near areas with vulnerable biodiversity were identified. The effects, dependencies, risks and opportunities of each of these priority locations is now being evaluated to form the basis for the definition of future measures and goals.

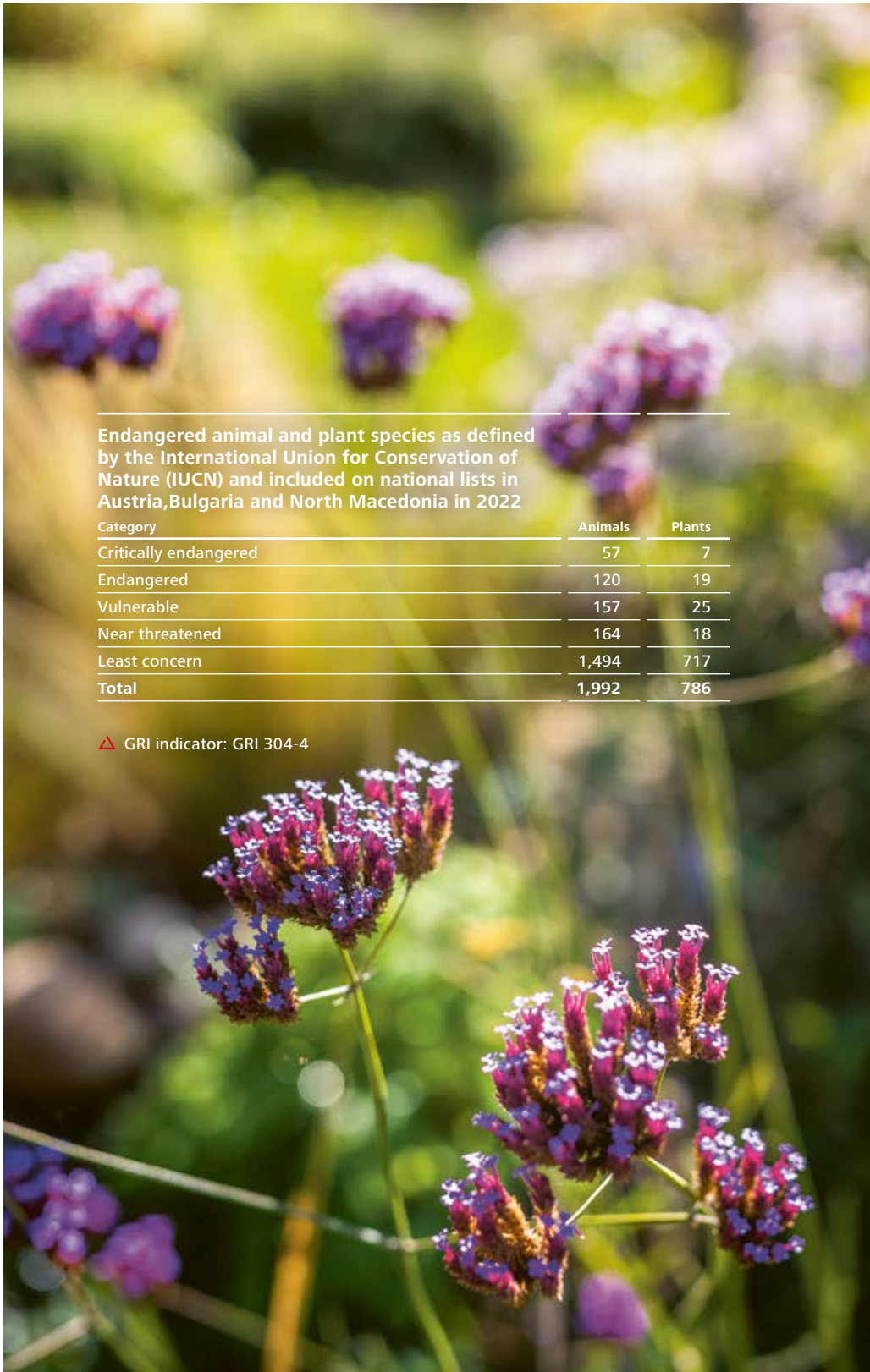
Concrete projects, often in cooperation with external experts and NGOs, currently involve, among others, the following areas:

- → Participation in the LIFE EUROKITE project to protect the red kite in the northern region of Lower Austria
- → Participation in the LIFE project "Cross-border protection for the great bustard in Central Europe"
- → Participation in the LIFE Network Danube Plus project for construction of the longest fish bypass in Lower Austria
- → Graylings resettlement project on the Kamp River

We are also working on numerous environmental protection projects in Bulgaria and North Macedonia, for example:

- → Construction of nest platforms to protect the endangered white stork in Bulgaria and North Macedonia
- → Participation in the "LIFE Safe Grid for Burgas" project for the implementation of general protective measures, e. g. the replacement of overhead power lines with underground cables or the insulation of these overhead lines
- → Implementation of measures from the national environmental protection action programme to protect eastern imperial eagles in Bulgaria
- → Implementation of measures from the action plan to protect the American black vulture in Bulgaria
- → Participation in the EU LIFE project to resettle the bearded vulture in Bulgaria

❑ Also see our sustainability programme (Natural ressources) on page 143



Endangered animal and plant species as defined by the International Union for Conservation of Nature (IUCN) and included on national lists in Austria,Bulgaria and North Macedonia in 2022

Category	Animals	Plants
Critically endangered	57	7
Endangered	120	19
Vulnerable	157	25
Near threatened	164	18
Least concern	1,494	717
Total	**1,992**	**786**

△ GRI indicator: GRI 304-4

Providing information and communication open.

On all its projects, EVN provides its stakeholders with wide-ranging information and makes sure they are actively involved. And in the other areas of business, it works to maintain a continuous dialogue with everyone interested in the company.

transparent keeping lines

Proactive involvement of our stakeholders

We view the social acceptance of our work as a basic requirement for EVN's sustainable, long-term success and positive perception by the public. The overriding principle in this context is to create and maintain an appropriate and equitable balance between the diverse concerns shared with us by our stakeholder groups. This is reflected in the importance given to regular, proactive and open dialogue with our stakeholders, which is anchored as a key management principle in the EVN Code of Conduct.

SUCCESSFUL PROJECT COMMUNICATIONS: THE KLOSTERNEUBURG-KORNEUBURG DANUBE TUNNEL

A major investment by EVN to strengthen regional supply security included the construction of a micro-tunnel under the Danube River in the Klosterneuburg European nature reserve to connect two neighbouring cities – Klosterneuburg and Korneuburg. Pipelines for drinking water, natural heat, internet, natural gas and electricity were laid in a 460 m long, two-meter wide tunnel. The project covered a year and was completed as planned in May 2023.

An important factor for the success of this project was the close cooperation between the two involved communities, the nature conservation society in Lower Austria, the local allotment association and experts as well as ongoing legal and ecological consultations throughout all phases. Extensive discussions with the nature conservation society in Lower Austria in response to initial criticism and rejection led to a consensus and, consequently, there were no objections during the approval process. The construction phase was also completed without complaints due to the early involvement of stakeholders, even when tunnel drilling was in progress around the clock during the summer months.

In addition to timely, wide-ranging information on the project for the population, contact partners were always available onsite to answer questions. Multipliers like the mayors, schoolchildren and interested citizens were invited to learn about the project's technology and realisation in order to win over as many residents as possible for this technically and ecologically important project.

Special measures were implemented to project, natural habitats and biodiversity in the involved wetlands area: for example, to preserve the breeding dens of bats. The construction schedule also took account of the breeding times of various bird species and, in doing so, prevented any negative effects on the animal world.

The broad media coverage of the project was, for the most part, extremely positive due to the successful project communications. The Klosterneuburg-Korneuburg Danube Tunnel now serves as a pioneering example for the successful combination of technical progress and environmental protection.

A guideline for stakeholder management ensures the regular involvement of the various interest groups at the strategic level. We regularly realign our corporate strategy with the concerns of our stakeholders as part of the three-year cycle for updating our materiality matrix. Based on the respective areas of activity, we analyse the potential social, ecological and economic impact of our business actions.

For details on stakeholders and the EVN materiality matrix, see page 16f
GRI indicator: GRI 2-29

Project communications

We maintain close and open contacts with relevant NGOs and interest groups to develop trusting and sustainable long-term relations. This open exchange provides a solid foundation for mutual understanding and is an important factor for the joint development of alternative solutions to projects that involve conflicting interests. Apart from greater planning quality and security, this also has a positive effect in that communications with neighbouring residents and local initiatives become more intensive and professional. The experience with previous projects also plays an important role here.

EVN's stakeholders and the type of involvement (Extract)	Survey	Ongoing and regular contact	Working group, forum, Annual General Meeting (1–2 times per year or more often)	Advisory boards, expert committees (1–2 times per year or more often)	Supervisory Board
Employees	+	+	+	+	+
Customers	+	+	+	+	+
Business partners	+	+	+	+	+
Civil society	+	+	+	+	–
Media	+	+	+	–	–
Capital marktet	+	+	+	+	+

Ecological and social aspects are included in the development of all our projects and the related due diligence audits from the very beginning. These audits, which we carry out before the start of every project, form the basis for the Executive Board's decision processes and, for certain large-scale projects, the necessary Supervisory Board approval.

This extensive dialogue is intended, in particular, to support the following goals:

- → High acceptance by all stakeholders
- → Support for the feasibility of projects
- → Positive perception of the company and its activities
- → Reduction of risks and prevention of damage to EVN's image

The following principles form the basis for our dialogue with the people who are directly affected by a project planned by EVN:

- → Early identification of the expectations and requirements of the various interest groups
- → Transparent and comprehensive project information
- → Professional, structured and proactive communications with all local stakeholders (including political decision makers)
- → Support for municipalities in their communications and mediation in conflict situations

Measures to improve project communications

Projects involving renewable generation, networks and drinking water supplies are currently influenced by two trends: On the one hand, the public has come to view these projects more critically and, on the other hand, successful project communications are faced with increasing demands from all interest groups.

To address these trends, we created the "project communication and climate dialogue" team and developed a special training programme to strengthen project managers' communicative and strategic skills. The first course was held in 2022/23 with 24 participants from various Group companies who are involved in infrastructure projects.

External experts accompanied the 40-hour course and provided the participants with valuable know-how and proven strategies to ensure successful communications with key interest groups. The content also covered dealing with difficult situations and conflicts, which can arise in connection with infrastructure projects. The participants are now equipped to optimise their communications with relevant stakeholders like NGOs and citizens' initiatives and solve conflicts at an early point in time. This strengthens trust and acceptance and supports the successful realisation of projects. The result is a sustainable improvement in project communications and conflict management for the involved Group companies.

Our goal is to continue the training programme for successful project communications. We want to firmly anchor the importance of a successful exchange with stakeholders in the corporate culture of our involved subsidiaries and strengthen the necessary skills. These measures are designed to safeguard the acceptance and satisfaction of the people affected by our projects and, in this way, support the success of the energy future and the sustainable projection of supply security.

Information activities for our various projects are carried out in close coordination and cooperation with the respective project managers and other responsible persons. Local stakeholders can, of course, contact EVN at any time to discuss their concerns. In addition to direct contact with the project managers or project communication team via dialog@evn.at, this is also possible over the EVN service telephone or via e-mail to info@evn.at.

△ GRI indicators: GRI 2-12, GRI 413-1

Support for interest groups

We play an important role in the functioning of public life and the economy through the operation of our infrastructure and our wide-ranging services. In order to meet these commitments as best as possible and in the interest of our stakeholders, we are a member, on a voluntary or legally required basis, of numerous national and international organisations and interest groups. Examples of these memberships are

Oesterreichs Energie and Eurelectric as industry associations as well as the UN Global Compact and respACT as social and ecological initiatives. The activities related to these memberships take place in agreement with the rules of conduct defined by our compliance management system. In accordance with legal regulations, EVN is also listed in the Austrian lobbying and interest group register and the transparency register of the European Union.

For information on active memberships, also see www.evn.at/memberships
GRI indicators: GRI 2-23, GRI 2-28

Social commitment

We place great value on our regional roots in all countries where we are active and are aware of the resulting high responsibility to society. This principle is also anchored in our mission statement as one of our core values. We promote and support activities and initiatives – by our employees as well as third parties – in the areas of art, culture, social issues and sport – on both a material and immaterial basis. This includes high transparency and an open approach to dialogue, inside as well as outside our company.

Consequently, we also participate in numerous social and cultural initiatives outside the scope of our operating business to address these general issues. We place particular emphasis on customer orientation and the identification of basic social, economic and demographic trends, above all in relation to the current changes in our working world. Other aspects of our social commitment involve the education of children and young people as well as improving the quality of life for people in challenging situations. Following are several examples of our activities in a social context.

One focal point of our social responsibility involves the transfer of knowledge on the careful use of energy, energy efficiency and energy savings through special youth and school platforms. The EVN School Service was established for this purpose in Lower Austria, Bulgaria and North Macedonia to organise projects, lectures and competitions for children and young people. We spent a total of TEUR 603.3 in our three core markets during 2022/23 to finance activities for the EVN School Service (above all for the purchase and preparation of learning and teaching materials as well as experiment kits).

Our kabelplus subsidiary again held school workshops in 2022/23 on the safe use of digital media, actions to deal with fake news, and the identification of false information. Modules on subjects like "online actions & energy consumption", "fake news", "safe Internet" and "netiquette and cyber mobbing" are designed to increase the awareness and responsibility of young people in using their digital space. kabelplus also offers training sessions on basic digital skills for the 60+ generation. The initiative "safe Internet use" for senior citizens provides the necessary fundamentals for secure first steps with the Internet and cell phones.

Also see www.young.evn.at and www.kabelplus.at/onlinesicher (German only)

EVN Junior Ranger Programme: On two Saturdays, 17 young people received theoretical and practical instruction from external experts on hydrobiology, flora and fauna in water meadows, river ecology and fisheries as well as nature and river conservation. The programme was held at and around the Erlaufklause Reservoir, which is located near one of our hydropower plants in Lower Austria.

Bonus points for a good cause: In the EVN Bonus World, our customers can take advantage of various offers to use the bonus points they collect with their energy purchases or the use of other EVN services. Bonus points can be used as financial compensation through the payment of the customers' bills or as a contribution to various charitable projects. Recent campaigns involved donations, among others, for people with mental illness, for animal shelters and for social markets.

EVN Social Fund: The EVN Social Fund, which has an annual endowment of roughly EUR 120,000, supports institutions in Lower Austria that work with children and adolescents. Decisions on the projects to be sponsored are taken by an expert committee that meets twice each year. The recommendations for the use of funds are made unanimously to the Executive Board based on a predefined criteria catalogue. In 2022/23, this fund supported 18 projects with a total of TEUR 122.

For the newly established energy help fund, see page 80
Also see www.evn.at/social-fund
GRI indicators: GRI 203-1, GRI 203-2

evn collection: The evn collection was founded in 1995. It is a selection of international, contemporary art that is curated by well-known experts on the EVN Art Advisory Board. Our corporate collection is designed to create a platform for a critical confrontation with the visual arts and is directed not only to our employees and their families but also to art enthusiasts outside the company.

Also see www.evn-sammlung.at (German only)

Sustainability programme

Our sustainability programme was developed in an iterative process during target discussions. Within the framework of these discussions, we identified area-specific focal points based on the EVN materiality matrix and – based on these findings – defined sustainability goals and related measures. An important objective was, and is, to ensure that these goals and measures make a concrete contribution to realising the Sustainable Development Goals of the United Nations. Our focus is on SDG 6, 7 and 13.

ESG details	Definition of goals	SDG	Developments and progress in 2022/23
Society and community	Protection of network stability, while guaranteeing supply security and the integrating of volatile renewable generation 2		Concepts were prepared for various regions in Lower Austria to increase network capacity and support the further integration of renewable energy. These network concepts will now be implemented in stages up to 2030. Specific projects involve the new construction or replacement of roughly 40 transformer stations together with the related connecting power lines. In the low- and medium-voltage range, the number of substations, cable diameters and underground cables will be increased. We completed the following high-voltage projects in 2022/23: replacement of the 110-kV power lines from Pottenbrunn to Bergern (ca. 38 km) and reinforcement of the transformer stations in Lassee, Deutsch Altenburg, Traisen and Hainfeld.
	Protection of supply security and the quality of drinking water through expansion and other measures 2		We guarantee supply security, on the one hand, with the integration of our supply system and 200,000 m³ of drinking water reserves in elevated tanks and, on the other hand, through continuous expansion. Our projects include the expansion of elevated tanks and the construction of additional emergency generators. Construction has also started on the second and third sections of the new transport pipeline from Krems to Zwettl, and completion is planned for 2025. Our projects to improve the water quality include the commissioning of the sixth natural filter plant in 2022/23, which is located in Bisamberg. Planning has already started for the construction of further natural filter plants.
	Protection of supply security and the quality of district heating through expansion and other measures 2		We guarantee sufficient failure reserves and the necessary peak load coverage by equipping our district heating generation equipment with redundant aggregates and using two different fuels (primarily biomass). Moreover, we are evaluating opportunities to use substitute fuels (untreated scrap wood) in place of natural biomass and expanding our round timber storage capacity by roughly 30% to manage possible supply shortages (biomass storage). The existing high quality of our certified district heating plants is ensured by regular audits (EMAS and ISO 14001).

ESG details	Definition of goals	SDG	Developments and progress in 2022/23
Society and community	Improvement of stakeholders' digital and sustainability knowledge 4 8		EVN supports the stronger inclusion of sustainability issues in education. We regularly develop programmes for children and young people ranging from three to 18 years old and, as part of our EVN School Service, provide a broad portfolio of free workshops, learning resources and events throughout Lower Austria. The free-of-charge learning kits are available for download under www.young.evn.at. Our offering for school classes also includes energy savings courses and visits to power plants (hydropower plants, wind and solar parks, biomass district heating plants, thermal power plants, waste utilisation plants and storage power plants). kabelplus holds workshops at schools in Lower Austria and Burgenland that are designed to strengthen young people's digital competence. We have also developed specific formats for senior citizens, and kabelplus offers special online courses to increase the media skills of this target group.
	Active stakeholder dialogue on sustainability 8		The Strategy 2030 – which is illustrated by the motto "More sustainable. More digital. More efficient." – confirms EVN's commitment to make an active contribution to reducing greenhouse gas emissions and thereby containing climate warming. The EVN Climate Initiative with the following three focal points was developed in 2020/21: concrete CO_2 emission reduction goals (coordinated with the Science Based Targets initiative), climate neutrality for selected Group companies and a contribution to climate protection by EVN's research and development. In order to meet these challenges, EVN took several steps in 2022/23 to improve the structure and content of project communications: Additional staff was added to the project communication and climate dialogue team that was established in the previous year, and an extensive training concept was launched under the title "Project Communication 2.0" to support the managers of infrastructure projects. The core of project communications is formed by the "EVN for the climate" campaign that was introduced in 2020/21: → "EVN for the climate" defines the content-related foundation for all presentations to political decision-makers and information events for infrastructure projects. It explains why we plan our projects, what they are designed to achieve and why they are reasonable. → "EVN for the climate" is an integral part of our external communications (PR, social media, customer magazine) on all relevant activities. The EVN Climate Initiative is also a central element of EVN's management development programme in the "Summer University".
	Demand-side management for e-mobility and industry 2 4 6		A first-time option introduced by EVN enables the postponement of communications for e-autos within the framework of an automated trading system and the marketing of these flexibilities over the short term on the energy market. For this purpose, more than 100 charging points at locations operated by EVN and EZN (Energiezukunft Niederösterreich) were equipped with joulie optimisation assistants and aggregated into a large storage facility.

Areas of activity

1 Sustainable increase in corporate value
2 Supply security
3 Customer orientation
4 Innovation and digitalisation
5 Attractive employer
6 Climate protection
7 Environmental protection
8 Stakeholder dialogue

ESG details	Definition of goals	SDG	Developments and progress in 2022/23
Expansion of renewable generation	Expansion of renewable generation; targets defined by the Strategy 2030: increase in wind power capacity to 750 MW and photovoltaic capacity to 300 MWp 2 6		In order to meet this ambitious target by 2030, we completed, continued and started numerous wind power and photovoltaic projects in 2022/23: → Wind parks: Japons (repowering; 12.6 MW), Palterndorf-Dobermannsdorf (42 MW), Grosskrut-Altlichtenwarth (12.4 MW), Prottes 2 (18 MW), Sigless-Pöttelsdorf (repowering; 8.4 MW), Paasdorf (22.2 MW) → Photovoltaic equipment: floating photovoltaic plant in Grafenwörth (EVN share: 12.3 MWp), Trumau (10 MWp), Dürnrohr (23.4 MWp), two plants in North Macedonia (approximately 15 MWp in total), two plants in Bulgaria (4.5 MWp in total)
	Widespread construction of conventional and non-conventional photovoltaic capacity 2 6		The EVN solar initiative in Lower Austria is a focal point of continuous expansion. We made the following progress in 2022/23 with the construction of additional photovoltaic capacity: → Solar cooperating power plants: additional three; in total, six as of 30 September 2023 → Solar contracting: additional seven; in total, 72 as of 30 September 2023
	Revitalisation of small hydropower plants 2 6		In line with the measures defined by the National Water Management Plan (NGP), the small hydropower plants operated by EVN Naturkraft are regularly revitalised and modernised. We made the following progress in this area during 2022/23: → The run-of-river power station in Ochsenburg was almost completely rebuilt and commissioned, whereby the standard capacity was increased from roughly 2.7 GWh to 3.7 GWh per year. This power plant now supplies nearly 1,100 households with clean electricity. → We successfully regained the water rights for the Grüner Baum power plant; the entire facility was adapted to meet the latest technical standards and expanded to include an innovative fish lift (Denilpass).
Innovation and new prospects for the environment	Increased focus on e-mobility through widespread charging infrastructure 2 3 6		With a focus on Lower Austria, EVN is currently installing additional public charging points and strengthening the charging network with roaming partners. The charging infrastructure is under construction along the major traffic axes and also in the surrounding areas. Our charging network covers the entire province of Lower Austria. Customers with more than 14,600 active EVN electricity charging cards can now recharge with electricity from renewable sources at nearly 13,500 charging points throughout Austria (status: 30 September 2023). Plans call for the consolidation of the charging station system through cooperation with numerous regional energy providers. Another initiative involves the gradual expansion of the EVN fleet at all locations, and we are also intensifying our cooperation with the Austrian Federal Association for Electromobility ("Bundesverband Elektromobilität Österreich") and Oesterreichs Energie (which represents Austria's electricity industry).

ESG details	Definition of goals	SDG	Developments and progress in 2022/23
Energy efficiency	Energy efficiency measures for waste utilisation and heat generation 6		EVN is working to improve the energy efficiency of its waste utilisation and heat generation plants. We are also increasing the coverage of our internal electricity requirements from renewable energy. Photovoltaic equipment was installed at five locations in 2022/23, in addition to the 12 power plants where this equipment is already in operation. The expansion originally planned for 2021/22 was delayed by delivery problems. At our waste utilisation plant in Dürnrohr, we are taking numerous steps to improve energy efficiency: The overhaul of the primary fans on Lines 1 and 2 results in energy savings of approximately 157 MWh per year. In addition, gas consumption caused by malfunctions was reduced with strict receiving inspections.
Society and community	Strengthening of the principle "focus on customers" 3 4		Examples of the ongoing measures are the articles in the EVN Intranet on "Impulses for customer orientation" and the annual customer service week in October with EVN employees from Austria, Bulgaria, North Macedonia and Croatia. The focus is "We are here to help our customers". EVN's customer service was successfully recertified in accordance with ISO 18295-1 during spring 2023. Measures with a focus on the digitalisation of products and services in 2022/23: → Classification, prioritisation and recommendations for routine responses by the point of contact for email processing (AI support) → Trials for the use of a voice bot for limited application in an automated customer conversation → Installation of an online panel as a platform for digital customer feedback → Creation of the EVN energy help fund → Expansion of the automated handling of customer issues on the website to include a service for the "preparation of a photovoltaic purchase agreement (solar electricity)" → Best possible customer support for the discontinuation of the Klassik tariffs and the new "Garant 12" offer with an info bus tour across all Lower Austrian communities to supplement existing contact channels (website, telephone, email and personal) → Individual presentation of currently available subsidies on the customer portal to improve the overview → Introduction of an option for monthly invoicing to give customers the advantage of only paying for the energy actually used
Product responsibility	Focus on data protection throughout the entire customer contact management system 3	Not SDG relevant	The number of data protection requests remains low, but EVN has implemented various measures to minimise potential errors in the information process. For example: We have integrated the data used to provide information in an automated report.

Areas of activity

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ESG details	Definition of goals	SDG	Developments and progress in 2022/23
Dealings with employees	Location-independent, autonomous work; work-life balance 5		Measures introduced in 2022/23 to further improve the mobile working hours model that makes location-independent work possible at EVN: → Evaluation of the model with external support and with a view towards the effectiveness of teamwork; recommendations for improvement were developed in management workshops and will now be implemented. → Implementation of a pilot project on desk sharing; to stabilise desk sharing, a further pilot test will follow under different conditions for the flexible use of seating in the training centre. → The roll-out of MS Teams was completed; stabilisation and support for employees in the use of various formats ("Clever MS Teams Tips" and "digital morning coffee") → Survey of corporate culture: The gradual expansion of the EVN mood barometer will continue with a focus on the effectiveness of the mood barometer and follow-up issues. → Resilience-supporting measures were presented or identified in various formats: lecture by occupational psychologist, seminars in the EVN Academy, management workshops.
	Barrier-free e-learning 5		→ Analysis of the feasibility to create barrier-free e-learning courses for employees in Austria → Implementation of a suitable course (e-learning "Onboarding") for new employees → Evaluation and collection of experience in 2023/24
	Feedback and orientation discussion in the onboarding phase 5		Roll-out of feedback and orientation discussions in the onboarding phase scheduled for 2023/24; plans call for a feedback discussion with new employees in every phase of the onboarding process to support rapid integration.
	EVN Executive Programme for established managers in an international context 5		The goals of this Group-wide management development programme include international networking and the exchange of experience as well as technical and personal development with a focus on management content. The programme helps to harmonise the understanding of leadership and technical and personal skills. EVN can, as a result, draw on this management pool when needed to quickly fill vacant positions and safeguard the Group's ability to act.
	Avoidance of work accidents through protective measures (and reduction in Lost Time Injury Frequency) 5		Efforts to prevent work accidents include the purchase of state-of-the-art work and protective clothing and tools. Managers are increasingly integrated (among others through training and safety meetings) and specialist seminars on occupational safety are offered. Special issues (e. g. in connection with occupational medicine) are also regularly emphasised to support the continuous reduction of work accidents. Our preventive measures include the following: a continuous focus on awareness through regular internal communications (e. g. Intranet, employee newsletter), measures to prevent falls (e. g. protective equipment, training for involved employees) and an extensive training programme (also for external firms) on general issues that also includes the smart meter exchange. We also participate in relevant committees of Oesterreichs Energie, a branch association.

ESG details	Definition of goals	SDG	Developments and progress in 2022/23
Dealings with employees	Delegation of persons to support the organisation and guarantee safety 5		EVN maintains a central database for each company which includes, for example, planning and construction site coordinators, waste management officers, fire protection officers, occupational physicians, responsible employee representatives and/or safety ombudspersons for occupational safety etc. We comply with all legal requirements and implement additional safety measures in areas with a greater risk potential, e. g. through more first-aiders than legally required. To ensure the availability of sufficient first-aiders at all times in organisational units with shift work, all employees in these areas have received appropriate training.
	Digital learning offering 4		ELI, EVN's internal online learning platform for employees, was successfully implemented. We also regularly offer digital training courses (e. g. on energy issues and project management as well as compliance training, safety instructions and cyber security webinars).
	Raising environmental awareness of employees in North Macedonia 7		Information on environmental protection is available on Dnevnik, an internal platform for the exchange of information and cooperation between the employees of EVN Macedonia and its companies.
	Training and support for university degrees 5		EVN has implemented the following measures to meet this target: → Employment offers to all apprentices after the completion of their training programmes → Comprehensive support for university and school students through long-term cooperation with universities, colleges and schools Support and qualification of existing employees for specific positions through further academic training.
	Support for and cooperation with future talents at the international level		WTE is serving – for the 12th time – as a Golden Sponsor at the IWA Eastern European Young Water Professionals Conference; this platform promotes an international dialogue between young professionals on issues involving water management and energy efficiency.
Diversity and equal opportunity	Programme to support and improve diversity 5		Measures in 2022/23: → Mentoring programme as preparation for women in management positions successfully completed → Continuous support for all employees in the use of gender-sensitive language; overview page with suggestions, explanations and additional information in the EVN Intranet

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ESG details	Definition of goals	SDG	Developments and progress in 2022/23
Natural resources	Protection for ecosystems and biodiversity, safeguarding of species protection 7		In North Macedonia, we have implemented measures to protect biological diversity in cooperation with the environmental NGO Macedonian Ecology Society. The related measures are intended to reduce bird losses due to electric shocks and collisions and include the insulation of masts and voltage elements. Additionally, stork platforms are installed on the masts in our distribution network. EVN also has ongoing actions in Bulgaria to prevent bird losses, and power poles involving incidents with birds are reinforced. Newly installed stork nests are protected in line with regular observations. Our goals up to autumn 2023 are: → 800 secured power poles in connection with the project "Safe grids for the lakes in Burgas", financed by the EU programme LIFE; this means 80 km of secured overhead power lines → 245 secured power poles in connection with the project "Protection for saker falcon species in Bulgaria", financed by the Operational Programme Environment (OPE); this means 25 km of secured overhead power lines → 850 secured power poles in connection with the project "Protection for imperial eagle species in Bulgaria" financed by the Operational Programme Environment (OPE); this means 85 km of secured overhead power lines → 150 secured stork nests on power poles in the electricity distribution network of EP Yug through the installation of nest platforms In connection with the implementation of the National Water Management Plan in accordance with the EU Water Framework Directive, numerous fish lifts were installed at existing hydropower plants throughout the EU. Various types of lifts are used, depending on the characteristics of the power plant location. In Austria, EVN is currently working on plans for the installation of five fish lifts in accordance with the 2nd National Water Management Plan. The 3rd National Water Management Plan, which covers the planning period up to 2027, will require the installation of nine further fish lifts. Netz Niederösterreich has provided financial support for the Life Plus Eurokite project to protect the red kite since 2020. GPS transmitters, which were partly financed by Netz Niederösterreich, were attached to young red kites and will collect data up to 2023 on the habitats of these birds. The goal is to reduce the man-made mortality of birds of prey. To ensure the protection of these species, Netz Niederösterreich will include the collected data in the selection of its cabling projects.
	Commitment to restoration of former locations 7		We are currently dismantling – on our own initiative – a thermal power plant that was decommissioned in 1987. All pollutants will be removed to recreate a meadow area. After this transformation is completed, we will evaluate concepts for the further use of the location to generate renewable energy (e. g. enlargement of the biomass round timber storage area and construction of a photovoltaic plant).
	Circular economy as part of location management 7		Concrete foundation elements that have no further functional use as a result of replacement investments are always removed so the ground area can be restored and put to a new use. We transport the used concrete to a building materials recycling firm to enable its reuse. The component parts of our power plants, equipment and networks that are technically no longer functional are correctly separated, optimally utilised and transferred to building material or metal recycling as far as possible.

ESG details	Definition of goals	SDG	Developments and progress in 2022/23
Natural resources	Motivation for customers to donate their bonus points for biodiversity or animal protection measures 7 8		As part of the EVN Bonus World, EVN encourages its private electricity and natural gas customers to donate their bonus points. These donations can be used to plant trees in a selected community or to support animal protection associations. EVN acts as the broker for this programme, and customers make the donations.
	Safeguarding soil and ground water protection 7		The project initiated in 2021/22 to restore a former location that was used during the 1940s and 1950s to impregnate wood power poles has now been completed. The excavated earth was transported by lorry to a special washing installation where the pollutants were removed. The excavated material can now be used, for example, in road construction and transfer to a landfill area is not required. The related work was completed in November 2022 and all contamination was eliminated.
	Environmentally friendly and economical utilisation of sewage sludge 7		WTE was commissioned with the planning, construction and commissioning of a fully functional, legally compliant, turnkey and operational sewage sludge utilisation plant in Berlin-Wassmannsdorf for Berliner Wasserbetriebe (BWB). The facility is designed to accommodate a planning horizon up to 2040 and will ensure future-safe operations for a sewage sludge volume of 64,000 t and an additional 4,000 t of screenings per year. The planned 360° concept for optimal energy supplies includes modern multi-level flue gas cleaning, heat recovery for feed-in to the district heating network and a highly efficient reaction turbine for independent energy supplies. EVN Wärmekraftwerke is also planning to construct a sewage sludge mono-incineration facility on the grounds of the former Dürnrohr power plant. In line with the principles of the circular economy, this will permit the recovery of phosphorus from the incineration ash. Sewage sludge treatment will take place in a stationary fluidised bed aggregate with an annual capacity of 140,000 t. The recovered energy will be fed into the Dürnrohr energy network. This project is subject to an environmental impact assessment, and the documents required by the related legal regulations are currently in preparation. According to the current schedule, completion is expected in 2028 but this will depend on the legal framework (effective date for the obligation to recover phosphorus from municipal sewage sludge).
	Protection of water resources 7		Work on the Umm Al Hayman wastewater treatment plant in Kuwait started in summer 2020 (following a corona-related delay). WTE, as the general contractor, is responsible for the planning and construction of a wastewater treatment plant and – together with partners – for a sewerage network with pumping stations. As of 30 September 2023, the wastewater treatment plant was nearly complete and two-thirds of the wastewater infrastructure was finished.
	Expansion of emission measurements 7		The existing emission measurements in the Dürnrohr waste utilisation plant were expanded to include continuous ammoniac measurement which, in turn, helped to optimise the ammoniac dosage in the flue-gas denitrification.

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ESG details	Definition of goals	SDG	Developments and progress in 2022/23
Innovation and new prospects for the environment	Innovation supports the system transformation toward renewable energy and the protection of resources 4		Selection of the projects pursued by EVN in 2022/23 as part of its innovation activities: → Development and roll-out of a virtual power plant with private customers' flexibilities (Green the Flex) → Projects to optimise renewable energy communities (NETSE, Hybrid LSC) → Bi-directional charging for e-vehicles and greater flexibility through demand-side management (Car2Flex): bi-directional charging stations were developed by the project consortium and tested by AIT; installation in three use cases (fleet, private, car-sharing) currently in progress; test operations begin in the fourth calendar quarter of 2023 → Integration and use of flexible loads in industrial operations on the energy and control reserve market (Industry4Redispatch) → Pilot project by RAG for the large-volume seasonal storage of renewable solar energy, which is converted into green hydrogen through electrolysis and stored in former natural gas storage facilities in pure form (Underground Sun Storage); construction of the electrolyser has been completed; the storage facilities will be filled beginning in 2024. → Development and realisation of an innovative hybrid storage system consisting of a thermal and an electrical battery storage system: This project involves the expansion of an existing electrical heating system (5 MW) that is connected with a large thermal storage facility to include a battery storage system (5 MW) and combination with a new large photovoltaic plant. Improvements also include expanded forecast concepts for photovoltaic energy generation and intelligent monitoring concepts for the storage system (hybrid storage facility in Theiss). → Conversion of biomethane electrification to biomethane network feed-in to reduce the dependence on natural gas over the near term and to support decarbonisation in the gas sector; development of a long-term EVN hydrogen roadmap up to 2024 (renewable gases) → Construction of electricity supply points for Danube River ships – so-called landside aggregates – by June 2024; this will prevent emissions at centrally located piers (Electrified Danube) → Research project to increase the volume of photovoltaic electricity fed into the system, e. g. through new technologies and methods, innovative business models and social acceptance (Engage PV) → Research project by WTE and EVN Wasser on the extraction of biological nitrate from pollutants that were removed from water by reverse osmosis; realisation in a semi-technical test facility at the drinking water plant in Obersiebenbrunn (NERO) → Further development and testing of microbial fuel cell technology for energy and resource recovery from wastewater by WTE
Circular economy	Upcycle products through cooperation with other firms 7		kabelplus cooperates with Refurbed, an online marketplace for certified and carefully selected traders who market refurbished products. Used equipment (for example routers) is extensively overhauled and upgraded to meet the latest technical standards.
Contain environmental pollution and optimise waste management; reduce emissions	Continuation of environmental management systems 7		Our waste utilisation plant in Dürnrohr is certified under ISO 9001 quality management, ISO 14001 environmental management and EMAS. It is also a registered waste management facility. These certifications are updated regularly.

ESG details	Definition of goals	SDG	Developments and progress in 2022/23
Contain environmental pollution; reduce emissions	Prevention of contamination; process optimisation and reduction of emissions in thermal utilisation 7		We met the target for the reduction of emissions in our district heating plants by installing primary circulation in the biomass equipment. An analysis is currently in progress to determine whether there is a need or possibility to install this equipment in other plants. In the district heating plants in Tulln and Korneuburg, the incineration process was optimised by mechanical modifications in the firing room and the flue gas path. To reduce the emissions from household heating, we are continuing to construct new biomass heating plants for district heating supplies. Projects in 2022/23 included the commissioning of a new biomass cogeneration plant in Krems, plans for a similar plant in St. Pölten and the expansion of tanks at the biomass plants in Wiener Neustadt Civitas Nova (completed), Bruck an der Leitha and Guntramsdorf (in planning). Planning for additional plants is currently in progress, among others, for Bad Vöslau, Leobersdorf, Spillern, Pyhra and Waidhofen an der Thaya.
	Bicycles for plant traffic 6		Bicycles were purchased for travel at the plant location in Dürnrohr. This will reduce automobile traffic – and the related emissions – in the future.
Responsible supplier management	Sustainable orientation of all procurement procedures at EVN 1		Our strategic supplier management is based on two pillars: merchandise group management and supplier management. This system was implemented throughout the Group in accordance with the EU Taxonomy. Merchandise group management involves the annual assessment of risk for all merchandise groups according to market, ESG, legal and supply security criteria in order to develop a merchandise group score. On this basis, the procurement strategies in the purchasing chessboard are applied and improved. The sustainable procurement strategy will be coordinated with corporate goals in a final step in 2023/24 and gradually implemented in operational procurement. Necessary compensation measures, for example specific audits (e. g. ESG on-site audit, self-declaration etc.), are in preparation and will be gradually implemented in the coming financial year. Supplier management ensures that all suppliers are screened by a well-known rating agency to identify potential risks (e. g. in the areas of sustainability, social minimum standards, compliance). All suppliers and bidders are required to accept the EVN Integrity Clause. This acknowledgement can take place after login, during the registration process in EVN's procurement portal, or in connection with the conclusion of a contract.
Biodiversity	Development of biological compensation areas 7		To protect biodiversity and the variety of species, EVN creates compensation areas at selected wind park projects. EVN Naturkraft also establishes alternative habitats at locations with endangered species (primarily birds). These areas are inspected several times per year by ornithologists based on specific indicators ("state and respond"). In addition, a report is prepared each year which defines new protective measures where required.

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ESG details	Definition of goals	SDG	Developments and progress in 2022/23
Emissions	Development of goals together with the Science Based Targets initiative (SBTi) to reduce CO_2 emissions 6		The goals were submitted to SBTi at the end of the 2020/21 financial year and accepted at the beginning of 2021/22. The base year for the five goals to reduce various Scope 1, Scope 2 and Scope 3 emissions is the 2018/19 financial year, and the target year is 2033/34. By reaching these goals, we are making an important contribution to realising the "well below 2°C goal" set by the Paris Climate Agreement. In 2022/23 we took further steps to reach these long-term goals.
	Climate neutrality in selected Group companies 6		In 2022/23 kabelplus became the second Group company to receive certification for climate neutrality under PAS 2060. Plans call for other Group companies to become PAS 2060-certified climate neutral in the future. EVN Wasser plans to expand its existing photovoltaic equipment from the current capacity of approx. 1 MWp to approx. 10 to 15 MWp by 2027.

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This sustainability programme, which is continuously being updated and extended in close cooperation with all our departments, is an expression of our efforts to connect the areas of activity in our materiality matrix with concrete project goals and measures. We want these areas of activity to have a significant influence on our daily activities as a company, just the same as the core strategies which place our responsible and sustainable orientation in a medium- and long-term context. The communication of our sustainability programme in concrete terms is also intended to strengthen the commitment of our employees further because we want our actions to always be in harmony with our strategy and in the best interests of our stakeholders. These goals and measures are intended to make a concrete contribution to meeting the 17 Sustainable Development Goals (SDGs) set by the United Nations.

For the EVN materiality matrix, see page 17
For information on the SDGs and the individual targets, also see https://sustainabledevelopment.un.org/sdgs

Maria Enzersdorf, 21 November 2023

EVN AG
The Executive Board

Stefan Szyszkowitz
Spokesman of the Executive Board

Franz Mittermayer
Member of the Executive Board

Independent assurance on the non-financial reporting

To the members of the Management and the Supervisory Board of EVN AG, Maria Enzersdorf

Report on the independent assurance of the non-financial reporting in accordance with Section 267a of the Austrian Commercial Code (UGB)

The subsequent independent assurance report in the English language is a translation provided for informational purposes only. The German text of the signed confirmation report, which refers to the German version of the non-financial reporting 2022/23, is the only legally binding version. This English translation has no legal effect. More specifically, it cannot be used for interpreting the German version of the independent assurance report.

We have performed a limited assurance engagement of the consolidated non-financial report and sustainability performance disclosures and indicators in accordance with Section 267a UGB for the financial year 2022/23 of EVN AG (the "Company"). In the course of the spin-off of the auditing business of BDO Austria GmbH Wirtschaftsprüfungs- und Steuerberatungsgesellschaft, the audit engagement has been transferred to BDO Assurance GmbH Wirtschaftsprüfungs- und Steuerberatungsgesellschaft with all rights and obligations by way of universal succession with effect from 26 January 2023.

Summary judgement

On the basis of our audit procedures and the evidence we have obtained, nothing has come to our attention that would cause us to believe that the consolidated non-financial report for the financial year 2022/23 of the Company has in any material respect not been established in compliance with the requirements of the Austrian Sustainability and Diversity Improvement Act (Section 267a UGB), the standards on sustainability reporting of the Global Reporting Initiative (hereafter "GRI Standards 2021") and Article 8 and 9 lit. a and b of the EU Taxonomy Regulation ((EU) 2020/852) in conjunction with Article 10 (4) of the Delegated Regulation ((EU) 2021/2178) in conjunction with Article 1 of the Delegated Regulation ((EU) 2023/2486).

Responsibility of the statutory representatives

The proper preparation of the consolidated non-financial report in accordance with the requirements pursuant to Section 267a UGB, the GRI Standards 2021 as well as Article 8 and 9 lit. a and b of the EU Taxonomy Regulation ((EU) 2020/852) in conjunction with Article 10 (4) of the Delegated Regulation ((EU) 2021/2178) in conjunction with Article 1 of the Delegated Regulation ((EU) 2023/2486) is the responsibility of the statutory representatives.

The responsibility of the statutory representatives includes the selection and application of appropriate non-financial reporting methods (in particular the identification of material topics) and the use of assumptions and estimates for individual sustainability disclosures that are reasonable in the circumstances. It also includes designing, implementing, and maintaining systems, processes and internal controls relevant to the preparation and fair presentation of the consolidated non-financial report that is free from material misstatement, whether due to fraud or error. The responsibility also includes the selection and application of appropriate methods in the context of the applications of Article 8 and 9 lit. a and b of the EU Taxonomy Regulation ((EU) 2020/852) in conjunction with Article 10 (4) of the Delegated Regulation ((EU) 2021/2178) in conjunction with Article 1 of the Delegated Regulation ((EU) 2023/2486).

Auditor's responsibility

We have been engaged with providing a judgement, based on our audit procedures and on the evidence we have obtained, as to whether anything has come to our attention that would cause us to believe that the consolidated non-financial report of the Company as of 30. September 2023 does not conform in any material respect to the legal requirements of the Austrian Sustainability and Diversity Improvement Act (Section 267a UGB), the GRI Standards 2021 as well as Article 8 and 9 lit. a and b of the EU Taxonomy Regulation ((EU) 2020/852) in conjunction with Article 10 (4) of the Delegated Regulation ((EU) 2021/2178) in conjunction with Article 1 of the Delegated Regulation ((EU) 2023/2486).

Clarification on the scope of the audit due to the integrated non-financial reporting in the full report. Our audit covers the following area of the full report:

→ Non-financial report in the full report 2022/23

We have performed our audit in accordance with the professional principles in force in Austria relating to general assurance engagements (KFS/PG 13) and the International Standard on Assurance Engagements (ISAE 3000 (Revised)). In this respect, we have to comply with our professional obligations, including the provisions on independence, and are bound to plan and carry out our assignment with regard to the principle of materiality in such a manner that allows us to deliver our judgement with limited assurance.

In a limited assurance engagement, the audit procedures undertaken are less extensive than in a reasonable assurance engagement, and therefore a lesser degree of assurance is obtained.

The choice of audit procedures is at the due discretion of the auditor and included in particular the following activities:

- → Interviewing employees responsible for the materiality analysis at group level in order to gain an understanding of the procedure for identifying material sustainability issues and the corresponding reporting boundaries of the Company;
- → Risk assessment, including a media analysis, of relevant information about the Company's sustainability performance during the reporting period;
- → Assessment of the design and implementation of systems and processes for the identification, processing and monitoring of environmental, social and labour data, respect for human rights and the fight against corruption and bribery, including the consolidation of data;
- → Interviews with personnel at group level responsible for identifying, consolidating and performing internal control activities related to disclosures of concepts, risks, due diligence processes, results and performance indicators;
- → Assessment of the design and implementation of systems and processes for determining, processing and monitoring the sustainability performance data and indicators included in the scope of the audit, including the consolidation of the data;
- → Review of selected internal and external documents to determine whether qualitative and quantitative information is supported by sufficient evidence and presented accurately and fairly;
- → Assessment of local data collection, validation and reporting processes and the reliability of reported data through a process and sample survey of the sites in North Macedonia and Bulgaria. The interviews with personnel in North Macedonia was conducted virtually and the interviews of personnel in Bulgaria was carried out through an on-site visit at the headquarter in Plovdiv;
- → Analytical assessment of the data and trends of the quantitative disclosures for the GRI Standards 2021 listed in the GRI index, which were reported by all sites for consolidation at group level;

- → Assessment of whether the requirements according to Section 267a UGB and GRI Standards 2021 have been adequately addressed;
- → Assessment of whether the requirements of Article 8 and 9 lit. a and b of the EU Taxonomy Regulation ((EU) 2020/852) in conjunction with Article 10 (4) of the Delegated Regulation ((EU) 2021/2178) in conjunction with Article 1 of the Delegated Regulation ((EU) 2023/2486) have been adequately addressed;
- → Assessment of the overall presentation of the disclosures through critical reading of the consolidated non-financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our summary judgement.

The subject-matter of the engagement does not consist of performing either an audit or an audit-related review of the financial statements. Neither are the detection and investigation of fraudulent acts, such as misappropriation or other acts of defalcation or administrative offences, nor an assessment of the effectiveness and efficiency of the management a part of that subject-matter.

Furthermore, the audit of forward-looking statements, prior-year figures, statements from external documentation sources and expert opinions as well as references to further reporting by the Company are not part of our engagement. The information audited as part of the audit of the annual consolidated financial statements was checked for correctness (no substantive audit).

Restriction on use and liability
As our report is prepared exclusively at the client's request and in the client's interest, there exists no basis for third parties to place any reliance on its content. It therefore provides no grounds for third-party claims arising from it. We consent to the publication of our assurance report together with the consolidated non-financial report.

Conditions of the engagement
Our engagement was performed on the basis of the audit agreement concluded with the Company. This agreement includes the "General Conditions of Contract for the Public Accounting Professions" issued by the Chamber of Tax Advisers and Auditors. These conditions of contract govern both the relationship between the Company and the relationship between third parties and the auditor.

Vienna, 21.11.2023

BDO Assurance GmbH
Wirtschaftsprüfungs- und Steuerberatungsgesellschaft
(as universal successor to BDO Austria GmbH Wirtschaftsprüfungs- und Steuerberatungsgesellschaft)

Gerhard Posautz
Certified Auditor

Johannes Waltersam
Certified Auditor