

PERFORMANCE DATA 2013

Data appendix for DONG Energy's responsibility report for 2013,
'DONG Energy in society'



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PERFORMANCE DATA

This document presents DONG Energy's key non-financial performance data. They are the basis for DONG Energy's annual corporate responsibility reporting and supplement the 2013 responsibility report 'DONG Energy in society'.

All data are presented in five-year tables with comparative data for 2009-2013.

A line in the table indicates that comparable data are not available due to missing, incomplete or different inventories. The data compilation method is indicated with 'm' for measured, 'c' for calculated and/or 'e' for estimated.



Capacity and production

Capacity

Capacity

	Unit	Method	2013	2012	2011	2010	2009
Owned electricity capacity							
Thermal	MW	m/c	3,275	5,290	4,990	5,064	5,262
- Denmark ¹	MW	m/c	3,058	4,032	4,166	4,240	5,262
- United Kingdom ²	MW	m/c	0	824	824	824	0
- The Netherlands ³	MW	m/c	217	434	0	0	0
Offshore wind	MW	m/c	1,278	785	693	683	730
- Denmark ⁴	MW	m/c	588	379	379	375	422
- United Kingdom ⁵	MW	m/c	690	406	314	308	308
Onshore wind ⁶	MW	m/c	39	321	333	337	349
- Denmark	MW	m/c	0	177	189	189	201
- Norway	MW	m/c	0	0	0	3	3
- Sweden	MW	m/c	30	24	24	24	24
- Poland	MW	m/c	0	112	112	112	112
- France	MW	m/c	9	9	9	9	9
Hydro (Sweden) ⁷	MW	m/c	0	161	205	205	205
Total offshore wind capacity installed through the years⁸	GW	m/c	2.1	1.7	-	-	-
Owned heat capacity							
Denmark							
- Thermal ¹	MJ/s	m/c	2,737	3,230	3,440	3,503	4,081
- Geothermal	MJ/s	m/c	0	0	0	7	7

Comments on 2013 data

1) Five power station units have been taken out of primary operation to become stand-by units.

2) The decrease is due to the divestment of the Severn power station.

3) The decrease is due to the fact that Siemens has bought one of DONG Energy's generators at the power station Enecogen for onward sale. Siemens will replace the generator so that Enecogen is operational again by mid-2014.

4) The increase is due to the inauguration of the Anholt offshore wind farm.

5) Barrow and Lincs are not included in the 2013 figure because of the early adoption of IFRS 11 on 1 January 2013 which changes the consolidation of some joint ventures. Historic data are not restated accordingly, because the figures for these sites in previous years are immaterial.

6) The decrease is caused by divestments of onshore wind farms.

7) In 2013, DONG Energy divested its stake in Kraftgården AB.

8) Comparative data are available for 2012 only. The data were compiled for the first time at the beginning of 2013 when DONG Energy adopted its 2020 strategy including the 2020 target to install a total of 6.5 GW of offshore wind capacity before divestments.

Capacity and production

Generation and production

Production

	Unit	Method	2013	2012	2011	2010	2009
Electricity generation¹	GWh	m	19,132	16,114	20,420	20,142	18,074
Denmark	GWh	m	13,154	11,120	14,560	17,140	16,587
Norway	GWh	m	0	0	7	14	17
Sweden	GWh	m	553	967	903	1,049	893
United Kingdom ²	GWh	m	4,714	3,152	4,484	1,715	475
Poland	GWh	m	132	262	267	203	80
France	GWh	m	27	23	23	21	22
The Netherlands	GWh	m	552	591	177	-	-
Heat generation (Denmark)³	TJ	m	40,199	42,990	42,572	53,245	46,686
Gas production	million BOE	m	23.5	18.5	17.1	15.4	15.5
Denmark	million BOE	m	0.3	0.3	0.4	0.5	0.5
Norway ⁴	million BOE	m	23.2	18.2	16.7	14.9	15.0
Oil production⁵	million BOE	m	8.2	10.0	9.3	9.0	8.5
Denmark	million BOE	m	3.2	4.7	4.3	4.6	4.0
Norway	million BOE	m	5.0	5.3	5.0	4.4	4.5
Total oil and gas production	boe/day	c	87,000	78,000	72,000	67,000	66,000

Comments on 2013 data

1) In 2013, electricity generation was increased due to increased demand.

2) Generation from the wind farms Barrow and Lincs is not included in the 2013 figure because of the early adoption of IFRS 11 on 1 January 2013 which changes the consolidation of some joint ventures. Historic data are not restated accordingly, because the figures from these sites in previous years are immaterial.

3) Heat generation fell because of above-average temperatures in December in Denmark.

4) The increase is primarily due to interest increasing from 10% to 14% in the Ormen Lange field, which is primarily a gas field.

5) The decrease is primarily due to the Siri offshore platform being out of operation from August 2013 and the rest of the year.

Capacity and production

Generation and production

Average generation efficiency for power stations

	Unit	Method	2013	2012	2011	2010	2009
Total for power stations	%	m/c	65	68	62	66	62
Central power stations ¹	%	m/c	66	70	62	63	59
Small-scale power stations	%	m/c	61	61	63	82	81

Comments on 2013 data

1) The decrease is due to a doubling of fuel consumption relative to production, compared with 2012. The primary reasons are, firstly, increased coal consumption at the Asnaes power station's unit 5 due to the continuous optimisation of operations according to the market price of electricity. Secondly, the Avedøre power station's unit 1 has operated in condensation mode during the summer, in which only electricity and no central heating is produced. This decreases the generation efficiency.

Average availability factor

	Unit	Method	2013	2012	2011	2010	2009
Central power stations	%	m/c	89	88	93	95	93
Wind farms	%	m/c	94	95	94	-	-

Environment

Air emissions

Greenhouse gas emissions

	Unit	Method	2013	2012	2011	2010	2009
Greenhouse gas emissions¹							
Carbon dioxide (CO ₂), direct emission	million tonnes CO ₂ eqvt.	m/c	9.4	7.9	10.9	11.9	12.0
- of which verified CO ₂ subject to quotas	million tonnes CO ₂ eqvt.	m/c	9.3	7.8	10.8	11.8	11.9
Carbon dioxide (CO ₂), indirect emission by purchase of electricity and heat	tonnes CO ₂ eqvt.	c	36,646	25,174	31,470	47,072	48,412
Methane (CH ₄)	tonnes CO ₂ eqvt.	c	22,333	24,053	27,708	39,905	50,059
Non methane volatile organic compounds (NMVOC)	tonnes CO ₂ eqvt.	c	2,797	2,884	3,256	3,749	8,270
Nitrous oxide (N ₂ O)	tonnes CO ₂ eqvt.	c	27,160	23,360	30,179	48,156	50,045
Sulphur hexafluoride (SF ₆)	tonnes CO ₂ eqvt.	c	182	296	180	217	160
Carbon monoxide (CO)	tonnes CO ₂ eqvt.	c	5,706	6,010	6,049	7,184	5,810

Comments on 2013 data

1) Emissions are dependent on generation levels and fuel mix at the power stations. In 2013, CO₂ and N₂O emissions increased compared with 2012 due to an increase in thermal electricity generation and a decrease in heat generation. Thermal electricity generation is primarily based on fossil fuels whereas biomass is primarily used for heat generation. Emissions of CH₄ and NMVOC increased due to a decrease in gas and an increase in coal for generation at power stations.

Environment

Air emissions

Other significant emissions

	Unit	Method	2013	2012	2011	2010	2009
Nitrogen oxide (NO _x)	tonnes	m/c	6,166	6,130	7,253	7,853	9,304
Sulphur dioxide (SO ₂) ¹	tonnes	m/c	1,129	927	1,172	1,268	2,425

Comments on 2013 data

1) SO₂ emissions increased due to increased electricity generation.

Specific emissions per generated kWh

	Unit	Method	2013	2012	2011	2010	2009
Carbon dioxide (CO ₂) ¹	g CO ₂ /kWh	m/c	445	443	486	524	574
Nitrogen oxide (NO _x) ²	g NO _x /kWh	m/c	0.33	0.39	0.36	0.38	0.50
Sulphur dioxide (SO ₂)	g SO ₂ /kWh	m/c	0.07	0.07	0.06	0.07	0.14

Comments on 2013 data

1) CO₂ emissions per (electricity and heat) energy unit generated were 445 g/kWh against 443 g/kWh in 2012. The small decline reflected the increase in electricity generation from power stations as a result of low coal and CO₂ prices, as referred to above. Although electricity generation from wind and hydro power rose in 2013, it accounted for 28% of the Group's overall electricity generation, like 2012, due to the divestment of hydro power and onshore wind turbines coupled with higher thermal electricity generation. The small decline in 2013 does not alter the expectations concerning falling levels in the coming years or the targets for 2020 and 2040.

2) The decrease in NO_x emissions in 2013 compared with 2012 is due to the increase in thermal electricity generation and increased coal consumption. Coal emits a limited amount of NO_x compared with other fuels.

Environment

Use and handling of resources

Consumption of raw materials, all facilities

	Unit	Method	2013	2012	2011	2010	2009
Primary sources							
Coal ¹	tonnes	m	3,074,564	2,428,158	3,432,594	3,767,001	4,018,880
Oil	tonnes	m	45,115	52,871	70,511	174,654	232,040
Gas	1,000 Nm ³	m	1,018,520	1,033,079	1,224,955	1,058,448	845,863
- of which flaring	1,000 Nm ³	m	7,061	8,882	9,004	33,035	7,335
- of which venting	1,000 Nm ³	m	73	68	67	62	36
Biomass incl. wood pellets, wood chips, straw and bio oil ²	tonnes	m	1,460,011	1,522,966	1,675,280	1,826,726	1,279,272
Waste	tonnes	m	261,311	271,240	252,938	582,323	638,481
Share of CO₂-neutral raw materials							
Fossil raw materials ¹	GJ	c	116,192,641	100,808,491	134,430,773	139,480,661	142,128,830
CO ₂ -neutral raw materials ²	GJ	c	25,714,819	26,073,686	27,052,933	32,826,502	24,894,773
Recycled and CO₂-neutral raw materials							
Recycled raw materials (weight)	%	c	5	5	4	8	9
CO ₂ -neutral raw materials (energy content)	%	c	18	21	17	19	15

Comments on 2013 data

- 1) The decrease in fossil raw materials including coal consumption from 2012 to 2013 is due to increased thermal electricity generation, which is primarily fossil fuel-based.
 2) The decrease in CO₂-neutral raw materials including biomass consumption from 2012 to 2013 is due to decreased thermal heat generation. Biomass is primarily used for heat generation.

Biomass-based thermal electricity and heat generation

	Unit	Method	2013	2012	2011	2010	2009
Biomass share at Danish power stations ¹	%	c	18	21	18	16	11

Comments on 2013 data

- 1) Biomass is primarily used for heat generation. The decreased biomass share from 2012 to 2013 is due to the relative decrease in thermal heat generation and the increase in thermal electricity generation.

Environment

Use and handling of resources

Electricity and heat consumption

	Unit	Method	2013	2012	2011	2010	2009
Power stations							
Electricity consumption	MWh	m	6,805	8,860	9,678	32,775	23,728
Heat consumption ¹	GJ	m	43,905	46,072	59,461	65,091	53,868
Other facilities and administration							
Electricity consumption ²	MWh	m	138,434	65,678	77,221	106,527	109,354
Heat consumption ³	GJ	m	42,479	46,745	80,549	161,508	109,241
Heat from external sources ⁴	GJ	m	23,763	38,726	644,382	644,685	457,316

Comments on 2013 data

- 1) The decrease in heat consumption is caused by the Stigsnaes power station being taken out of primary operation to become a stand-by plant. The decrease is, however, reduced by increased consumption at the Ensted power station because of increased generation.
- 2) The increase in electricity consumption at other facilities is primarily because electricity consumption from DONG Energy's City Light Projects is included for the first time in the reporting. Additionally, the consumption at the gas storage facility in Stenlille increased significantly, and unsteady operations at the Fredericia Oil Terminal also led to increased consumption.
- 3) The decreased heat consumption at other facilities is due to the implementation of energy efficiency measures, especially in administration buildings. Further, DONG Energy has terminated its tenancy of an administration building in Hørsholm. At the same time, the Virum administration building has increased its consumption in 2013 compared with 2012, because DONG Energy moved into the location in 2012. Also, the consumption at Inbicon has been included for the first time.
- 4) The category covers consumption of heat not generated by DONG Energy.

Indirect electricity and heat consumption by primary source, all facilities exclusive of power stations

	Unit	Method	2013	2012	2011	2010	2009
Total indirect consumption¹	GJ	c	538,834	281,573	310,194	464,718	496,277
Total indirect consumption by primary source²							
Wind, hydro and solar	%	c	26	25	22	25	24
Nuclear power	%	c	0	5	1	2	2
Coal	%	c	38	34	38	38	35
Oil	%	c	1	1	2	2	3
Gas	%	c	17	20	22	16	20
Waste and biomass	%	c	17	15	16	17	15
Other sources	%	c	0	0	0	1	1

Comments on 2013 data

- 1) The increase is primarily because electricity consumption from DONG Energy's City Light Projects is included for the first time in the reporting. Additionally, the consumption at the gas storage facility in Stenlille increased significantly and unsteady operations at the Fredericia Oil Terminal also led to increased consumption.
- 2) From 2013, the UK is included in the calculation.

Environment

Use and handling of resources

Water consumption and discharges

	Unit	Method	2013	2012	2011	2010	2009
Water consumption							
Groundwater from own source	m ³	m	1,279,094	1,298,416	167,709	229,594	163,827
Waterworks water ¹	m ³	m	663,539	785,195	1,172,273	1,375,764	1,450,195
Discharges to water							
Wastewater to recipient without own treatment ²	m ³	m	745,375	472,595	599,878	561,198	564,036
Wastewater to recipient after own treatment ³	m ³	m	344,752	240,812	274,766	92,572	78,183
Wastewater to treatment plant without own treatment ⁴	m ³	m/e	635,811	612,723	677,565	852,876	811,181
Wastewater to treatment after own treatment ⁴	m ³	m/e	19,758	23,238	104,478	34,914	-
Production water to sea from offshore production ⁵	m ³	m/c	673,984	853,423	1,022,515	639,342	1,548,105
Oil to sea from offshore production ⁶	tonnes	m/c	19	16	16	8	18
Reinjection, offshore production							
Reinjection of production water ⁷	m ³	m/c	2,505,719	4,174,198	2,175,489	2,202,593	1,470,238
Reinjection of gas ⁸	Nm ³	m/c	98,947,486	113,994,279	106,831,956	71,475,572	91,583,834

Comments on 2013 data

1) The decrease in waterworks water consumption is due to the divestment of the Køge, Haslev and Haderslev power stations in 2012.

2) A2SEA is included in the reporting for the first time.

3) The increase is, inter alia, because a power station had reported previous years' data in an incorrect account and because of increased water consumption at the Severn power station due to an increased level of generation.

4) During the closing of the reporting for the 2013, errors in the 2012 data were identified and corrected.

5) The decrease is due to a small breakdown of the reinjection facility, leading to an increased amount of water being reinjected instead of discharged.

6) Discharges of oil to sea together with produced water from the overall oil and gas activities in Norway and Denmark amounted to 19 tonnes in 2013, an increase of 3 tonnes on the previous year. At the same time, the reinjection of produced water was reduced to 79% from 83% in 2012. Both changes primarily reflected unreliable production and drilling of a new well on the Ula field, as unreliable production reduced the efficiency of the reinjection facilities.

7) The decrease is due to production shutdown at the Siri platform since August 2013.

8) The decrease is due to the production shutdown at the Siri platform since August 2013. It is offset to some extent by increased production in Ula.

Environment

Use and handling of resources

Waste from production facilities

	Unit	Method	2013	2012	2011	2010	2009
Total waste¹	tonnes	m	22,303	14,972	10,968	10,280	9,656
Waste for recycling ²	%	c	76	63	59	57	57
Waste for incineration	%	c	21	30	34	38	35
Waste for disposal by landfill	%	c	4	6	7	5	8
Total hazardous waste	tonnes	m	5,534	5,161	2,436	2,876	1,976

Comments on 2013 data

1) From 2013, contractors' waste from projects and operations is included.

2) During the closing of the reporting for process for 2013, errors in the 2012 data were identified and corrected. The increase in 2013 compared with 2012 is due to Customers & Markets' inclusion of contractors' waste, which accounts for almost 98%.

Waste from administration

	Unit	Method	2013	2012	2011	2010	2009
Total waste	tonnes	m	957	633	884	702	1,001
Waste for recycling ¹	%	c	61	44	48	32	31
Waste for incineration	%	c	39	56	52	65	68
Waste for disposal by landfill	%	c	0	0	1	3	1
Total hazardous waste	tonnes	m	23	19	4	6	3

Comments on 2013 data

1) The increase is, inter alia, due to improved processes aimed at diminishing food waste.

Environment

Energy efficiency

Energy-efficient products

	Unit	Method	2013	2012	2011	2010	2009
Green electricity sold to customers ¹	MWh	m	852,913	695,864	646,519	735,177	418,396
Eliminated CO ₂ quotas ²	Number	m	740	1,361	2,193	1,819	3,054
Total energy savings for customers	MWh	c	444,547	326,562	331,588	325,047	145,100
Residential customers	MWh	m	50,990	37,279	43,090	104,000	54,000
Industrial customers	MWh	m	276,081	262,377	240,897	167,798	83,800
- of which climate partnerships account for	MWh	m	84,817	47,331	-	-	-
Commercial customers ³	MWh	m	13,426	10,041	18,916	41,354	-
Institutional customers ³	MWh	m	19,233	16,865	28,685	11,895	7,300
Accumulated annual energy savings for customers since 2006	GWh	c	2.0	1.6	1.2	0.9	0.6

Comments on 2013 data

1) The increase in 2013 is due to increased sales to commercial customers and the introduction of the Vindstrøm ('Wind power') product to private customers.

2) The decrease in 2013 is due to reduced sales to commercial customers.

3) As of 2009, institutional customers are reported separately, and as of 2010 commercial customers are also reported separately. Previously, they were included in industrial customers.

Environment

Environmental safety

Incidents with environmental consequences

	Unit	Method	2013	2012	2011	2010	2009
Significant environmental incidents ¹	number	m	8	3	5	6	5
Excavation damages to gas pipes ²	number	m	100	74	79	70	79
Methane discharge from excavation damages ²	Nm ³	c	23,232	9,295	42,620	14,904	33,844

Comments on 2013 data

- 1) From 2013, the method for calculating the severity of an incident has been adjusted. Also, all incidents are now reported in the same system, with integrated calculation of the severity of incidents and reporting of incidents. This may have led to an increase in the number of registrations of incidents and evaluations of severity. For a description of the incidents in 2013, please see DONG Energy's annual report for 2013, p. 26.
- 2) In 2013 and the coming years, a number of districts are being converted from gas heating to district heating. This leads to an increase in the number of instances of damage to gas pipes during excavation. In 2013, especially one instance of such damage led to a considerable methane discharge.

Compliance with environmental laws and regulations

	Unit	Method	2013	2012	2011	2010	2009
Complaints ¹	number	m	42	81	61	334	186
Police reports	number	m	0	0	2	0	0
Enforcement notices/prohibition notices, and injunctions ²	number	m	8	5	14	6	5

Comments on 2013 data

- 1) The number of complaints in 2013 has been reduced by half compared with 2012. This is partly due to a reduction in the number of locations, and partly to the facilities having less of an impact on the neighbouring communities.
- 2) The number of injunctions has increased. Management will evaluate this and decide on future actions. No enforcement or prohibition notices have been registered.

People

Employee characteristics

Total workforce by employment type, contract type and region

	Unit	Method	2013	2012	2011	2010	2009
Total workforce¹	number	m	6,496	6,824	6,098	5,874	5,865
Full time and part time employees							
Full time employees	%	c	96	94	94	94	93
Part time employees	%	c	4	6	6	6	7
Contract types							
White collar	%	c	84	85	83	81	78
Blue collar	%	c	15	14	17	19	21
Individual contracts	%	c	1	1	1	1	1
Permant and fixed term contract							
Permanent contract, full time	%	c	94	92	91	91	91
Permanent contract, part time	%	c	4	6	6	5	7
Fixed term contract	%	c	2	3	3	3	2
Geographical distribution of employees							
Employees in Denmark	%	c	83	85	90	91	93
United Kingdom	%	c	8	7	4	3	-
Germany	%	c	2	2	1	1	-
Other	%	c	6	6	5	5	-

Comments on 2013 data

1) The total workforce figure includes 189 persons (corresponding to 3% of the total workforce) from our subsidiaries. These are not included in the rest of the employee data in this data appendix.

People

Employee characteristics

Employees by age

	Unit	Method	2013	2012	2011	2010	2009
Under 18	%	c	0	0	0	0	0
18-25	%	c	3	4	4	4	4
26-35	%	c	28	28	26	25	25
36-45	%	c	32	32	32	33	32
46-55	%	c	25	24	25	25	24
56-70	%	c	13	12	13	14	14

People

Employee turnover

Employee turnover by age group, gender and region

	Unit	Method	2013	2012	2011	2010	2009
Employee turnover	%	c	17	10	12	12	11
Number of employees who have left the company							
Total ¹	number	m	1,091	615	705	795	615
Breakdown by gender							
Male	%	c	65	67	72	70	68
Female	%	c	35	33	28	30	32
Breakdown by cause							
Voluntary resignation	%	c	46	56	55	33	51
Dismissal	%	c	52	39	36	38	45
Retirement	%	c	1	4	7	10	1
End of fixed term post	%	c	0	0	2	5	0
Death	%	c	1	1	1	1	3
Other	%	c	0	0	0	14	0
Breakdown by age group							
Under 18	%	c	0	0	0	0	2
18-25	%	c	3	3	3	5	17
26-35	%	c	26	26	26	23	28
36-45	%	c	34	35	35	29	24
46-55	%	c	23	18	17	21	13
56-70	%	c	14	18	19	22	16
Breakdown by region							
Denmark	number	m	934	510	607	738	-
United Kingdom	number	m	61	44	21	21	-
Germany	number	m	32	19	11	12	-
Other	number	m	64	42	66	24	-

Comments on 2013 data

1) The increase is due to redundancies in November 2012 and September 2013. Redundant employees are included in the figure at the end of their notice period.

People

Health and safety

Lost time injury frequency (LTIF)

	Unit	Method	2013	2012	2011	2010	2009
Total LTIF	number	c	3.2	3.6	4.1	4.6	6.8
Own employees	number	c	2.3	2.8	3.4	4.6	3.8
Contractor employees	number	c	4.3	4.4	4.9	4.7	9.7

Total recordable injury rate (TRIR)

	Unit	Method	2013	2012	2011	2010	2009
Total TRIR	number	c	11.3	10.2	10.1	10.6	13.6
Own employees	number	c	6.8	7.5	7.4	11.3	9.5
Contractor employees	number	c	16.9	13.4	13.4	9.9	17.5

Other health and safety statistics

	Unit	Method	2013	2012	2011	2010	2009
Fatalities	number	m	0	1	3	3	1
Days lost per occupational injury ¹	number	c	29	19	12	13	17
Lost day rate (LDR) ¹	number	c	92	67	39	54	104
Sickness absence	%	m	2.1	2.2	2.6	2.4	-

Comments on 2013 data

1) The indicator increased from 2012 to 2013, as the number of serious cases, where the injured were unfit for work for 30 calendar days or more, rose from 8 in 2012 to 19 in 2013.

Health insurance

	Unit	Method	2013	2012	2011	2010	2009
Health insurance claims¹	number	m	1,876	1,828	1,701	1,790	1,566
Critical illness insurance claims¹	number	m	15	38	43	17	21

Comments on 2013 data

1) DONG Energy's health insurance covers all permanent employees in Denmark. Therefore, all data on health insurance cover Danish employees only.

People

Diversity

Employees by gender

	Unit	Method	2013	2012	2011	2010	2009
Male	%	c	70	69	70	70	71
Female	%	c	30	31	30	30	34

Managers by gender

	Unit	Method	2013	2012	2011	2010	2009
All managers by gender							
Male	%	c	76	75	77	77	77
Female	%	c	24	25	23	23	23
Group Executive Management by gender							
Male	number	m	6	5	6	6	6
Female	number	m	1	0	0	0	0
Strategic Forum by gender							
Male	%	c	86	90	90	90	91
Female	%	c	14	10	10	10	9
Leadership Forum by gender							
Male	%	c	83	84	85	84	89
Female	%	c	17	16	15	16	11
Other managers by gender¹							
Male	%	c	70	69	71	72	69
Female	%	c	30	31	29	28	31

Comments on 2013 data

1) The category covers managers who are not part of the Leadership Forum.

Discrimination incidents

	Unit	Method	2013	2012	2011	2010	2009
Recorded cases of discrimination	number	m	0	0	0	0	0

Customer experience

Number of customers

Customers

	Unit	Method	2013	2012	2011	2010	2009
Electricity customers¹	number	m	930,113	927,150	951,227	983,072	951,631
Denmark	number	m	869,730	875,791	890,887	924,914	907,631
- Residential customers	number	m	753,032	760,645	773,189	834,518	785,377
- Industrial and commercial customers	number	m	116,698	115,146	117,698	90,396	122,254
The Netherlands	number	m	60,377	51,359	60,340	58,158	44,000
- Residential customers	number	m	51,969	45,056	46,791	38,840	39,000
- Commercial customers	number	m	8,408	6,303	13,549	19,318	5,000
United Kingdom (industrial and wholesale customers)	number	m	6	0	0	0	0
Gas customers¹	number	m	213,269	215,005	236,529	238,207	233,913
Denmark	number	m	107,970	115,504	121,199	124,845	122,487
- Residential customers	number	m	97,485	103,945	105,888	109,439	109,103
- Industrial and commercial customers	number	m	10,485	11,559	15,311	15,406	13,384
The Netherlands	number	m	101,011	95,203	114,737	112,747	111,000
- Residential customers	number	m	88,279	84,662	94,188	94,713	101,000
- Commercial customers	number	m	12,732	10,541	20,549	18,034	10,000
Sweden (wholesale and industrial customers)	number	m	417	469	593	615	426
United Kingdom (industrial and commercial customers)	number	m	3,871	3,829	0	0	0

Comments on 2013 data

1) DONG Energy also has a combined sales and portfolio service business in Germany. In 2013, DONG Energy had 110 electricity customers and 146 gas customers. No data are available for Germany prior to 2013.

Customer experience

Reliability of electricity supply

Interruptions

	Unit	Method	2013	2012	2011	2010	2009
System Average Interruption Frequency Index (SAIFI)	number	m/c	0.41	0.48	0.51	0.38	0.34
System Average Interruption Duration Index (SAIDI)	minutes	m/c	29.6	27.6	35.6	19.3	17.0

Power cuts

	Unit	Method	2013	2012	2011	2010	2009
Power cuts due to non-payment	number	m	3,418	4,176	4,546	4,735	5,695

Customer experience

Customer satisfaction

Customer satisfaction

	Unit	Method	2013	2012	2011	2010	2009
Residential customers' satisfaction ¹	number (scale 1-100)	m/c	64	64	65	65	67
Industrial and commercial customers' satisfaction	number (scale 1-100)	m/c	75	72	71	69	-

Comments on 2013 data

1) As of 2013, the method for calculating residential customers' satisfaction has been changed. Instead of reporting electricity and gas customers' satisfaction separately, the satisfaction rates are weighted against the number of customers in each group and compiled into one measure for residential customer satisfaction. To allow for comparison, historic data have been restated accordingly.

Complaint cases

	Unit	Method	2013	2012	2011	2010	2009
Complaint cases ¹	number	m	3,185	2,612	2,179	2,600	3,183

Comments on 2013 data

1) Customer complaints are measured as all written customer complaints sent to DONG Energy about matters relating to DONG Energy's business.

Business ethics

Legal compliance

Non-compliance with laws and regulations

	Unit	Method	2013	2012	2011	2010	2009
Fines and sanctions for non-compliance with laws and regulations	number	m	0	0	2	0	0

Anti-competitive behavior

	Unit	Method	2013	2012	2011	2010	2009
Legal actions involving competition law issues ¹	number	m	3	4	4	5	5

Comments on 2013 data

1) In 2013, three legal actions involving competition law issues were pending. The legal proceedings concern the issue of the former Elsam's alleged abuse of its dominant position in the wholesale electricity market in western Denmark. Two of the three legal actions before the Maritime and Commercial Court in Copenhagen have been brought by DONG Energy against the Danish Competition and Consumer Authority, as DONG Energy disputes the Council's ruling that the former electricity company Elsam violated competition law during the last six months of 2003 up to and including the first six months of 2006. The last legal action has been brought by DONG Energy and relates to a claim for compensation resulting from the alleged abuse of a dominant position in the period referred to above. All three cases are still pending.

Marketing communications

	Unit	Method	2013	2012	2011	2010	2009
Violations of non-compliance with laws or own policies concerning marketing communications	number	m	0	0	0	0	1

Business ethics

Corruption, bribery and fraud

Good business conduct

	Unit	Method	2013	2012	2011	2010	2009
Employees who have completed e-learning on good business conduct	%	m	96	95	-	-	-

Fraud and corruption

	Unit	Method	2013	2012	2011	2010	2009
Internally or externally reported incidents of fraud and corruption	number	m	0	0	3	0	1
Cases of legal action on account of fraud and corruption incidents	number	m	0	0	0	-	-

METHOD OVERVIEW

In 2013, a systematic materiality assessment of issues and their relative importance to DONG Energy's stakeholders and its business, respectively, has been carried out. The assessment has fed into our scoping of the 2013 responsibility report in order to develop a report that better reflects aspects of DONG Energy's approach to responsibility, relevant strategic targets, performance indicators and specific initiatives that were not previously covered.

Consequently, new indicators and data have been introduced in the 2013 report, while others have been excluded compared with 2012. On the following pages, you can read about the changes in data, data compilation and methods for comparing key performance data with figures on consumption and CO₂ emissions of households, individuals and cars.



Scope and data compilation method

In 2013, a systematic materiality assessment of issues and their relative importance to DONG Energy's stakeholders and its business, respectively, has been carried out in order to focus DONG Energy's responsibility reporting on highly important issues.

DONG Energy has submitted non-financial reporting each year since 2006. The Global Reporting Initiative's (GRI) Reporting Guidelines have provided support in the setting-up of the Group's processes for compiling non-financial data. However, in our opinion, the value of the non-financial reporting to DONG Energy could be enhanced if some indicators and indicator choices were more in keeping with DONG Energy's business. For this reason, DONG Energy has chosen not to report in accordance with GRI in 2013. DONG Energy will follow the development in international reporting standards for non-financial reporting in order to continuously evaluate which reporting form provides DONG Energy's stakeholders with the fairest picture of the Group.

New data compared with 2012

Consequently, new indicators and data have been introduced in the 2013 report to reflect aspects of DONG Energy's approach to responsibility, relevant strategic targets, performance indicators and specific initiatives that were not previously covered. Besides qualitative descriptions in the responsibility report 2013, new data include:

- Total offshore wind capacity installed through the years
- Accumulated annual energy savings for customers since 2006
- Customer satisfaction among industrial and commercial customers
- Power cuts due to non-payment

The three indicators mentioned first were presented for the first time in DONG Energy's annual report for 2012 as they track DONG Energy's performance against key targets in the company's 2020 strategy.

Excluded data compared with 2012

Also, some data have been excluded from the 2013 responsibility reporting. These include a range of qualitative descriptions of, inter alia, DONG Energy's business, processes and governance, which for the major part can be found elsewhere on dongenergy.com and in the annual report. Also, excluded data are:

- Trace elements from power stations
- Handling of hazardous waste
- Number of employees covered by collective bargaining agreements
- Occupational disease rate
- Number of cases and contracts not being renewed due to corruption risks

These data are still available on demand.

Further, 2013 responsibility performance data do not include data on:

- Handling of residual products from heat and power generation at power stations
- Data on number of contractors and contractor employees given safety induction

This is due to the fact that improved processes for collecting these data are being developed.

Finally, we do not include data on DONG Energy's CO₂ emissions and allowances under the EU Emissions Trading System (ETS). The EU ETS entered its third phase on 1 January 2013, covering 2013-2020. The new phase involves changes in regulation mechanisms and a new distribution of free allowances. Due to incomplete information about the final allowance distribution for 2013, we do not include data in this year's report. For interested stakeholders, we refer to the publicly announced distribution of CO₂ allowances from the national authorities.

Scope and data compilation method

Data compilation

The change in the scope of DONG Energy's responsibility report in 2013 compared with 2012 has not led to any changes in the determination of data. The data are therefore still based on the methods described in the GRI Reporting Guidelines G3.0.

Some of the data on volumes, environment and working conditions are also included in DONG Energy's annual report for 2013, ('Performance highlights, non-financial'). These data are subject to external assurance; please see 'Independent Auditor's Assurance Report' in the annual report. The determination and compilation of these data follow the accounting policies described in the annual report (see 'Accounting policies for non-financial data').

The compilation of the remaining data follows the method compilation descriptions in DONG Energy's responsibility report for 2012, see dongenergy.com/responsibility2012. Any changes in data compilation compared with 2012 are inserted as comments on the respective tables shown above.

Calculation of comparative figures

In the responsibility report 2013 a number of calculations are included that compare capacity, production, energy savings and CO₂ emissions to the consumption and CO₂ emissions of households, individuals and cars.

Offshore wind capacity is compared with the annual electricity consumption of Europeans based on 4,000 full-load hours per year and Eurostat's data for electricity consumption per capita in the home (EU27) in 2010.

The power stations' electricity and heat generation, including biomass-based generation, is compared with Danish households' annual electricity and heat consumption based on the Danish Energy Agency's consumption data (2010). The same applies to energy savings achieved by Danish customers and climate partners; however, household consumption is broken down by consumption per capita based on an average of two persons per household.

Oil and gas production is compared with the annual oil and gas consumption of Europeans in the home and for transport based partly on data from Eurostat on household oil and gas consumption (EU27, 2011), and partly on a calculation of annual petrol consumption for transport (EU27) based on data from the Odyssee database and the Danish Energy Agency's data on the calorific value of petrol.

The difference between DONG Energy's CO₂ emissions from electricity and heat generation in 2013 and 2006 respectively is compared with the annual CO₂ emissions of cars based on the same data for transport as referred to above and the Danish Energy Agency's data for CO₂ emissions per energy unit of petrol.

CO₂ savings realised by using biomass instead of coal for thermal generation are compared with the annual CO₂ emissions of Europeans, based on data from the European Commission on emission per capita (EU27, 2010) and the Danish Energy Agency's data on CO₂ emissions per unit of coal.

Gas sales and production is compared with annual gas consumption in British households (2011), based on Ofgem's consumption data.