



CORPORATE SOCIAL RESPONSIBILITY AGDER ENERGI 2017



ABOUT THE REPORT

The most important information about the Corporate Social Responsibility (CSR) at Agder Energi can be found in our annual report. It provides general information aggregated for the whole Group. When we say “the Group” in this report, we are referring to the companies presented under the heading “GRI reporting at Agder Energi”. Consequently, some figures are inconsistent with those reported last year. Further details can be found in this report.

The first part of this report contains information about the Group’s CSR activities, and a more detailed explanation of the reporting process. This includes a description of our work with stakeholders and how the Group and individual companies assess the materiality of topics relating to CSR. It also contains a description of the Group’s supply chains and our work in the areas of innovation and regulatory frameworks. This is also where aggregated data for the whole Group are presented.

The second part of this report is specific for each individual reporting company. This part includes a short introduction to the relevant company, the company’s data in areas that all companies in the Group report on, as well as company-specific data. The latter covers data that is relevant to one or more of the companies in the Group, but not to all of them.

Finally, the methodology used to collect data is presented, together with more information about the reporting process.

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KEY CSR FIGURES FOR THE AGDER ENERGI GROUP

Health and Safety	2017	2016	2015	2014	2013
Average sickness absence (%)	3,03	3,41	3,17	1,83	NA
Average sickness absence (%) (excl. overseas companies)	3,54	3,13	2,64	2,43	NA
Average lost time injury rate (H1)	0,50	7,14	2,39	1,07	NA
Average injury frequency rate (H2)	1,33	1,71	NA	NA	NA
Unwanted incident reports	1 707	1 626	1 507	455	NA
Serious environmental incidents	0	0	0	2	1
Minor environmental incidents	3	4	15	10	1

Employees

Number of permanent employees	978	938	973	638	1 450*
Number of temporary employees	74	58	51	13	NA
Number of employees	1 052	996	1 024	651	1 450
Mean share of unionised employees (%)	52,06	51,00	43,65	44,67	NA
Median share of unionised employees (%)	56,60	49,00	48,50	58,00	NA

Excl. overseas companies

Mean share of unionised employees (%)	70,04	64,14	60,67	57,43	NA
Median share of unionised employees (%)	67,60	53,00	50,60	65,00	NA

Waste (tonnes)	2017	2016	2015	2014	2013
Hazardous waste	121,9	318,8	199,5	14,8	82,0
Paper	26,3	29,5	26,9	24,9	31,0
Other recycled waste	528,3	238,0	296,3	65,0	188,0
Residual waste for energy recovery	23,8	51,4	88,3	21,4	30,4
Other residual waste	163,2	107,1	96,3	41,0	104,6
Total waste	921,4	744,8	707,3	167,1	436,0
Recycling percentage	76,0	85,6	86,4	75,5	76,0

Energy generation (GWh)	2017	2016	2015	2014	2013
Water	8 809,40	8 884,10	9 002,70	9 067,70	7 740,00
Solar PV	0,04	0,04	0,04	0,04	0,04
District heating	161,83	158,94	138,58	132,73	150,80
Total energy generation	8 971,26	9 043,08	9 141,33	9 200,47	7 890,84

* Total for Agder Energi Group excluding employees at Agder Energi Venture companies and Baltic Hydroenergy.



Stationary energy consumption (GWh)	2017	2016	2015	2014	2013
Electricity	17,1	16,4	13,8	16,9	13,1
District heating	1,1	1,3	1,1	1,3	1,3
Total stationary energy consumption	18,2	17,7	14,9	18,2	14,4

Greenhouse gas emissions – scope 1 and scope 2 (tCO ₂ e)	2017	2016	2015	2014	2013
Buildings and other facilities	358,9	546,7	542,2	1 708,3	1 116,0
Transport	2 675,4	2 821,8	3 086,5	941,8	889,9
District heating production	592,4	715,4	1 098,5	1 011,0	2 489,6
Losses of SF ₆	137,9	1 822,6	191,2	123,3	12,0
Total greenhouse gas emissions	3764,5	5906,5	4918,4	3784,4	4507,5

Local pollution	2017	2016	2015	2014	2013
NOx emissions from district heating plants	818,56	800,41	613,00	330,00	524,00

Technical installations	2017	2016	2015	2014	2013
Number of power stations*	45	45	45	40	36
Aerial cables (km)	13 766	13 556	13 520	13 500	13 477
Underground and subsea cables (km)	8 010	7 792	7 675	7 424	7 169
Length of district heating and cooling pipes	78	75	72	69	66
Total length (km)	21 854	21 423	21 267	20 993	20 712

Biodiversity	2017	2016	2015	2014	2013
Trout released	23 600	18 900	40 100	48 700	48 700
Juvenile fish released	10 000	10 000	0	0	0
Roe put out	300 000	300 000	300 000	300 000	506 000
Total number released	333 600	328 900	340 100	348 700	554 700

Proportion of women (%)	2017	2016	2015	2014	2013
Employees	17,06	16,67	16,21	23,96	15,00
The Group's Board of Directors	41,67	41,67	41,67	42,00	33,00
Management positions**	24,18	16,07	19,00	18,00	14,00

* Power stations refers to power stations owned by companies reporting in the CSR report and varies from the numbers presented earlier in the annual report.

** Excl. Otera, AE Venture, Latgales Energetika and Baltic Hydroenergy.

ABOUT THE DATA REPORTED FOR THE GROUP

HEALTH, SAFETY AND THE ENVIRONMENT: OUR TOP PRIORITY

Health, safety and the environment (HSE) is a priority area at all levels of Agder Energi. Our HSE activities are regulated by legislation, company guidelines, instructions and procedures, as set out in the Group's HSE management system.

We have a zero accident vision and we want all of our employees to experience job satisfaction. The HSE figures for recent years show improvement. HSE has been

prioritised throughout the organisation, and it is the first item on the agenda at management meetings at both the Group and company levels. Employees receive HSE training that reflects their roles and certain companies, such as Otera and Agder Energi Vannkraft, have additional HSE training programmes.

The sickness absence rate in 2017 was 3.03%. For the companies that reported

on this metric, the average total injury frequency (number of injuries per million work hours) was 1.33, while the lost time injury frequency (number of LTIs per million work hours) was 0.5. Employees take part in and support HSE activities through company working environment committees and safety representatives. All of the companies in the Group have a company health service.

EMPLOYEES AT AGDER ENERGI

At the end of the year, the Group employed 1,210 people if you include both permanent and temporary employees. Meanwhile, the companies covered by this report had 1,052 employees at the end of the year. All employees must have at least two appraisals per year with their immediate line manager. We wish to continue developing our employees' skills in order to prepare us for the future. We hold regular management development courses for all new managers and potential managers at the Group. The Group held courses covering everything from statutory HSE training to how to use new IT systems.

Agder Energi does not accept any form of discrimination under any circumstances.

Discrimination is defined as "giving different treatment, excluding or showing preference based on race, gender, age, any disability, sexual orientation, religion, political opinions or national or ethnic origin, or any other similar action that obstructs or reduces equal treatment".

The Group works systematically to increase the proportion of women working at the Group, particularly in certain types of position. As part of a more systematic approach to promoting diversity, Agder Energi is participating in the project "Equality at the workplace". The project is a collaboration between the Aust-Agder and Vest-Agder county councils, who are the project owners, and the Chamber of

Commerce in the Kristiansand region. The project is also supported by the Ministry of Children and Equality. The project aims to develop a certification scheme for businesses that work strategically and systematically to promote equality and diversity.



LABOUR ORGANISATIONS

Employees are free to join labour organisations. Around 64% of the Group's employees are unionised.

The Electrician and IT workers union, The Norwegian Society of Graduate Technical and Scientific Professionals (Tekna), The Norwegian Society of Engineers and Technologists (NITO) and Negotia each have a chief employee representative for the Group. They also have a joint chief representative for the Group. There are a number of channels through which employee representatives, the Group management and company managers can meet. The most important ones include the Group works council, Group meetings, working environment committees and company works councils.

Working conditions are regulated by the following agreements:

National:

- The basic collective wage agreements for NHO-Tekna, LO-NHO, NHO-NITO and NHO-YS
- The collective agreement with companies in the energy sector (NHO/Energi Norge-LO/EL og IT)
- The collective agreement with NITO (NHO-NITO)
- The collective agreement for civil servants (NHO-YS/Negotia)

Local:

- The 2017 joint agreement (Agder Energi AS/AE Vannkraft AS/AE Kraftforvaltning AS/AE Nett AS – EL og IT/NITO/Negotia/Tekna)
- 2015 local agreement between AE Varme AS and EL og IT/NITO/Negotia/Tekna
- 2015 local agreement between LOS AS and Negotia/EL og IT
- Local agreement between Otera Infra AS and NITO/Negotia
- Local agreement between Otera Infra AS and EL og IT

WASTE

Data covers the Group's largest office buildings, as well as the operations of the companies Agder Energi Vannkraft, Agder Energi Nett, Agder Energi Varme, Agder Energi Eiendom, Otera Infra, Otera AB, LSC Latgales Energetika,

UAB Baltic Hydroenergy and Meventus. The quantity of waste in 2017 was estimated to be 921.4 tonnes. Construction waste that is handled by contractors other than Otera has not been included.

ENERGY GENERATION (GWH)

The Group's hydroelectric power stations, including UAB Baltic Hydroenergy and Latgales Energetika, generated 8,809 GWh of electricity in 2017. Agder Energi is building several hydroelectric power plants that will be completed over the coming years. The Group is also working on several major hydroelectric projects that may increase the Group's renewable energy generation in the future.

in Kristiansand. In 2016 our plant at Vesterveien in Kristiansand was converted to use biodiesel, which means that the city centre's district heating system no longer uses fossil fuels. Agder Energi Varme's free cooling plant uses cold sea water from a depth of 150 metres to provide cooling to the hospital, several large buildings in the Kvadraturen district and Agder Energi's head office in Kristiansand.

The high proportion of renewable energy in the district heating system mainly reflects our use of waste heat from Returkraft's waste-to-energy plant and from Glencore Nikkelverk



STATIONARY ENERGY CONSUMPTION

Agder Energi's premises include offices, warehouses and installations for the generation and distribution of energy. They are built in accordance with building regulations at the time of construction. An

average figure for consumption per square metre is therefore not very relevant. Energy consumption at our head office, which was completed in 2010, was 95.7 kWh/m² in 2017. This represented a reduction in actual

energy consumption from 111.6 kWh/m² in 2016. Distribution losses in Agder Energi Nett's local and regional distribution grids were estimated at 331 GWh in 2017.

GREENHOUSE GAS EMISSIONS

Greenhouse gas emissions are calculated by converting energy consumption and energy carriers relating to the Group's buildings, vehicles and facilities, as well as energy used for district heating. These areas are included the Group's Scope 1 and Scope 2 CO₂e emissions in accordance with the GHG protocol's methodology for calculating greenhouse gas emissions. CO₂e emissions are greenhouse gas emissions calculated by converting the various greenhouse gases to their equivalent CO₂ emissions.

We also report on distribution losses and contractors' emissions at major projects, but based on the same methodology these are included under Scope 3. This is because energy lost during distribution is being transported on behalf of third parties, while contractors by definition are third parties. Emissions associated with rental vehicles, leased vehicles and air travel are included in Scope 1, as the Group has decided that these are direct consequences of its operations.

Electricity covered by guarantees of origin is deducted from total electricity consumption when calculating greenhouse gas emissions. Guarantees of origin are a certification system for electricity used to document that a certain amount of electricity has been generated from a specific energy source. This system, which was established under the EU's Renewable Energy Directive (2001/77/EC), allows customers to choose between renewable and non-renewable electricity. By purchasing guarantees of origin, companies in the Group can reduce

the emissions associated with their electricity consumption. Agder Energi Varmer, Agder Energi Vannkraft, Agder Energi Nett and LOS have in total acquired guarantees of origin covering 28.49 GWh.

Statnett redeems guarantees of origin for the electricity from pumping stations for 2017 and the previous year. Electricity is a neutral energy carrier without any direct emissions. Nevertheless, some of the fuels used to generate electricity do produce emissions. Guarantees of origin, which Statnett allocates to producers of renewable energy in Norway, document that the electricity generated by the Group comes from Norwegian hydropower. Greenhouse gas emissions from electricity have been calculated using a conversion factor of 530 grams CO₂/kWh, equivalent to the European power mix, in accordance with the 2016 product declaration of the Norwegian Water Resources and Energy Directorate (NVE).

Agder Energi Nett's revenues are regulated by the government. The income cap takes little account of the need to buy guarantees of origin to cover distribution losses. Guarantees of origin are regulated by EU law and are traded in various national markets. Several of our power stations are certified by the German company TÜV SÜD, which audits them each year. Other power stations have been approved for the Swedish eco-label Bra Miljöval.

Some of our turnover is put into a fund that is used for environmental protection measures. One such measure is the electric fish guard that Agder Energi Vannkraft has

installed over the discharge pipe from Rygene power station. Most of Agder Energi Vannkraft's power stations were built before the year 2000.

The main sources of greenhouse gas emissions are transporting staff, producing and transporting new components and SF₆ losses. Rotting processes in the reservoirs have mostly ended, so annual emissions caused by these plants are now well below 1 gram per kWh generated.

Østfoldforskning have carried out a complete Life Cycle Assessment (LCA) of the greenhouse gas emissions produced by Skjerka power station, where new dams were completed in 2017. They concluded that the greenhouse gas emissions from Skjerka power station, based on an LCA approach, are around 4.2 g per kWh generated.

CO₂e emissions from total electricity consumption have also been calculated using the Norwegian power mix according to the NVE, which gives a factor of 16 g of CO₂e per kWh, without making any deduction for guarantees of origin purchased. This use of the local electricity mix is based on the methodology of the GHG protocol, which requires CO₂e emissions to be reported using both market-based and location-based methods.

The most accurate figures available have been used to calculate CO₂e emissions based on the NVE's national and European product declarations for the relevant years. The NVE typically publishes its product



declaration in June of the following year, which means that the product declaration for 2017 was not yet known when this report was prepared. Data from the 2016 product declaration have therefore been used to

calculate CO₂e emissions for 2017. Similarly, the CO₂e emission figures for 2016 have been updated, replacing the 2015 data with the correct emissions data from the 2016 product declaration.

LOCAL POLLUTION

In 2017 there were four breaches of the rules governing the operation of dams owned or operated by Agder Energi Vannkraft, which were all reported to the NVE. Agder Energi Nett had one minor environmental incident involving a fire at a substation.

Agder Energi Varme has permits to emit combustion gases into the air and to re-

lease cool water from its district cooling system in Kristiansand.

You would not normally expect the Group's business activities to result in significant emissions of ozone-depleting substances, so collecting data on this has not been given priority.

IMPACTS ON BIODIVERSITY

Agder Energi has 45 part and wholly owned power stations at the companies included in this report, located in Vest-Agder, Aust-Agder, Telemark, Lithuania and Latvia.

Grid operation is not as such polluting, but the power cables have an impact on the landscape, and there is a risk of birds colliding with them or suffering electric shocks. Dams and power stations also change the natural environment, but our activities do not have a bigger impact on nature or society than is usual for this kind of business.

Agder Energi Vannkraft's power stations are not located in protected areas or in protected river systems. Agder Energi Vannkraft does have six power stations along the River Mandalselva, which is a national

salmon river. The Group has more than 120 dams, most of which are situated in areas that are not specially protected. In the Setesdal Vesthei Ryfylkeheiane protected landscape there are several reservoirs. Agder Energi Vannkraft helps to assess the environmental impacts of power generation, particularly at its own power stations. Within the framework of our existing licences, we are trying to reduce negative environmental impacts through various statutory and voluntary measures, such as releasing water to entice fish to swim up rivers and building salmon ladders, as well as putting out fish and roe in reservoirs.

There are rules on the minimum flow needed to preserve recreation areas and to protect fish stocks in dammed rivers, and there

were four recorded breaches of these rules in 2017. A more detailed description is provided under "Local pollution".

The Iveland 2 power station, which is wholly owned by Agder Energi, is generating additional renewable energy by exploiting more of the flow in the Otra river system. The project, which was completed in 2016, altered the landscape in accordance with its planning permission. The Skjerka dam project consisted of building two new rock-fill dams to replace five concrete dams. The project, which was completed in 2017, altered the landscape in accordance with its planning permission.



WATER LEVELS IN RIVER SYSTEMS

Agder Energi is entitled to exploit rivers within the limits set by the rules on the operation of its dams and its licences under the Water Resources Act or Watercourse Regulation Act. Each licence normally includes detailed rules on the water levels of reservoirs over the course of the year and on the amount of water that must be allowed to pass by the power station. This is referred to as the minimum flow.

In some cases more water is allowed to pass than specified by the licence, normally

due to special agreements or because the stipulations of the licence are ambiguous. In some cases Agder Energi applies minimum flow requirements or reservoir restrictions that are stricter than required by its licences, out of consideration for the environment or stakeholders along the river systems.

At Steinsfoss power station in Otra, the flow of water past the power station is regulated by a separate agreement with Vennesla Municipality. At Byglandsfjord

the rules governing the operation of the dams refer to a salmonid fish called the bleke, but some of the details on water levels during the spawning season are left up to the licensee Otteraaens Brugseierforening. Some of the reservoir restrictions and minimum flow requirements on the Mandal river system are self-imposed due to environmental considerations. On the Uldal river system there are certain self-imposed reservoir restrictions in the summer, and we aim to avoid very low river flow in the Tovdalselva.

COMPETITION LAW

The Group did not receive any fines or face any other restrictions as a result of breaches of laws or regulations on anti-competitive practices.

LOS Energy in first place

Of all of the electricity retailers in Norway, LOS Energy has the most satisfied business customers. That's the finding of a survey carried out by Norstat for the analysis company EPSI Rating Norge in 2017. The survey found that LOS Energy has a close relationship to its customers, keeps them well informed, and provides a better overall service than most of its biggest competitors. This is the third year in a row that LOS energy has come top of this survey.

Agder Energi Nett

Each year, Agder Energi Nett measures customer satisfaction. The same questions are asked each year, so that the responses are comparable to previous years. A random selection of customers participate in the survey.

Overall Agder Energi Nett scores well, getting an average of 5 out of 6. Our surveys also show that customers trust the company, even if they have experienced a

power cut, which may create challenging situations.

Transmission tariffs are a concern for customers. Some of our customers also say that they would like more information about these tariffs.

Between 50 and 60 percent of the customers who responded to the latest survey knew who to contact in the event of a power cut.

MATERIALITY ASSESSMENT

The Group has undertaken to report in accordance with the GRI's G4 Guidelines. While these guidelines include various mandatory disclosure items, they emphasise that users of the guidelines should report any material issues – including both areas that are material to the company's operations and those that are material to the company's stakeholders. The Group has

performed a general assessment of various areas, and all of its companies report on the areas that have been identified as material.

The individual companies have also assessed whether various areas are material to their own operations and their most important stakeholders. As such, the

company reports in the CSR report have some joint indicators. Other indicators are used by various companies, while some indicators may only be used by one company.

In 2018 the Group will perform a new materiality analysis in order to improve the Group's reporting under the GRI Standards.

STAKEHOLDERS

Agder Energi defines stakeholders as people or groups who are affected by, or who could affect, the Group's business activities. Cooperation with stakeholders is a high priority for the Group and having the trust of its stakeholders is vital to the Group's core business.

Employees

Employee representatives and managers at Agder Energi have several regular, formal channels for discussing both strategic and operational issues. There are also a number of informal channels of communication. A working environment survey of the Group's employees is carried out every two years, and one was performed in 2017.

Shareholders

Each year, the senior management team meets the shareholder municipalities at meetings with their executive boards or municipal councils. The municipal shareholders hold regular shareholder meetings. The main topic for shareholder meetings is matters relating to the ownership of the Group, but other issues of concern to municipalities can also be raised, such as new power stations and reliability of supply.

Customers

LOS carries out regular customer surveys. The results are used to make adjustments

to how the company communicates with its customers. Agder Energi Nett also performs regular customer surveys. These are described in greater detail above.

Organisations

The big changes taking place in the energy industry make it vital to have the information that we need to position ourselves for the future. This is one of the reasons why the Group, its subsidiaries and employees both participate in, and are members of, a number of regional, national and international groups, councils and committees working on questions relating to the regulatory framework for the Group and the industry. These include both technical organisations and trade associations. One of the most important ones is Energi Norge, the organisation which represents businesses in the energy sector affiliated to the Confederation of Norwegian Enterprise (NHO). Other organisations in which Agder Energi participates include Eurelectric – The Association of the Electricity Industry in Europe, NORWEA – Norwegian Wind Energy Association and NECS – Norwegian Energy Certificate System.

Power station projects

In conjunction with all power station projects, good communication with local

authorities and other stakeholders in the local community is a priority. The issues that are typically of most interest to stakeholders include secondary economic impacts on local businesses and environmental questions. When a licence application is submitted, the Norwegian Water Resources and Energy Directorate organises stakeholder and public consultations.

Partnerships

Agder Energi has a partnership agreement with the environmental organisation ZERO, which has been running since 2013.

Education

Each year, the Group fulfils its statutory duty to give lessons on electrical safety to all students in years 6 and 9 at schools in southern Norway. The students also learn about renewable energy during these lessons.

Reputation

We carry out reputation surveys at regular intervals. The results have been stable for a number of years, and reveal that people in the Agder region are highly aware of the Group. Two thirds of respondents believe that the Group has a good or very good reputation.



BUSINESS ENVIRONMENT AND INNOVATION

In order to increase the value added by the Group, Agder Energi aims to be the industry leader with respect to understanding, exploiting and influencing the business environment. Market developments and relevant technology are closely monitored. This work informs our continual improvement processes, lobbying activities and policy positions.

RESEARCH AND DEVELOPMENT

The Group's investment in Research and Development (R&D) shall lay the foundations for long-term, profitable growth and promote development activities to increase the potential of the core business. Through our ownership interest in Teknova, an institute for applied R&D, we support the research community in the region studying renewable energy.

Together with the trade organisation Energy Norway and other energy and industrial

companies, as well as the Norwegian University of Science and Technology, NINA, SINTEF and other research institutes, Agder Energi Vannkraft participates in HydroCen. HydroCen is a Centre for Environment-friendly Energy Research backed by the Research Council of Norway. The centre will provide the Norwegian hydropower sector with new knowledge and innovative solutions for hydropower structures, turbines and generators, markets, services and environmental design.

In 2016 Agder Energi established a R&D programme to increase our understanding of the challenges that grid operators will face in the future, and the Group has launched a programme to make better use of the tools available to it.

INNOVATION

In order to ensure that we are in a position to exploit the technologies and markets of the future, we are always on the look-out for new opportunities within and beyond our current core activities. These include a collaboration with the University of Agder on artificial intelligence at power stations and a pilot project for smart grids in partnership with Microsoft.

Agder Energi is participating in the Open Innovation Lab, a collaboration with Stanford University and companies including Norwegian and Storebrand to develop innovative ideas and new business models.

Through our subsidiary Agder Energi Venture, we are paving the way for future growth by developing new value streams

for the company. The main focus is on investments in companies involved in renewable energy generation and their suppliers, as well as smart grids and energy efficiency.

The aim is to create a new, profitable business that can be integrated into the Group's future activities.



AGDER ENERGI'S SUPPLY CHAIN

Each year, Agder Energi buys goods and services worth around NOK 1.8 billion.

We aim to combine the purchasing expertise of all of the companies in the Group. Competitive bids are invited for joint agreements covering all companies in the Group after first studying the market.

Agder Energi Nett and Agder Energi Varme are covered by the Norwegian Public Procurement Act. Suppliers to the grid operating company must qualify through SELLIHCA, which is a supplier register and pre-qualification system used by Scandinavian utilities. For major investment projects, the total value of goods and services purchased can be of the order of one billion Norwegian kroner. Purchases for these

projects range from construction services to advanced technical components. Technical installations often involve subcontractors in a number of countries.

The Group enters into a variety of agreements covering day-to-day purchasing, covering everything from consumables to administrative services. These are often designed as framework agreements, under which there are mini-competitions between subcontractors. All procurement shall be done in a way that promotes high ethical standards. Anyone acting on behalf of the Group in its dealings with bidders and suppliers must adhere to high ethical standards.

In its contracts, Agder Energi requires suppliers to comply with the Group's rules

on CSR and HSE. In 2017 the Group carried out audits to check that selected suppliers are complying with these requirements. With the help of an external supplier, the Group audited around 73 companies in 2017, selected on the basis of an overall risk assessment. 48 of these were based in Norway. In total, over 100 of our suppliers have now been audited. Audits are based on recognised auditing standards and are performed in collaboration with SELLIHCA.



AGDER ENERGI VANNKRAFT

In 2017, AE Vannkraft generated 8.8 TWh of green electricity at its wholly-owned and part-owned hydro-power stations. Most of these power stations are located in Aust-Agder and Vest-Agder.

In 2017, the construction of two new rock-fill dams on Lake Skjerkevatn in Åseral was completed, while work on increasing the capacity of Skjerka power station continues. In addition, work has started on upgrading the dam on Lake Langevann and the associated tunnel. All of these projects make use of existing infrastructure as well as some new areas. At both reservoirs, some additional land will be flooded, but greenhouse gas emissions will be very low on a life cycle basis.

Energy generation and consumption (GWh)	2017	2016	2015	2014	2013
Hydroelectric power generation	8 792	8 873	8 995	9 060	7 740
Electricity consumption	7,5	7,0	5,8	6,9	3,4
Electricity consumption with guarantees of origin	7,5	7,0	5,8	NA	NA
Electricity consumption of pumping stations	74,0	69,8	100,4	91,0	65,8

Waste (tonnes)	2017	2016	2015	2014	2013
Hazardous waste	16,1	23,6	24	10	77,2
Paper	1,4	7,0	5,0	6,2	6,6
Other recycled waste	45,2	41,0	45,1	50,5	89,5
Residual waste for energy recovery	0,0	6,1	16,5	6,2	7,5
Other residual waste	51,5	29,4	17,5	33,6	47,0
Total quantity of waste	114,173	107,1	108,1	106,5	227,8
Recycling percentage	54,9	66,9	68,5	62,7	76,0

Business travel	2017	2016	2015	2014	2013
By road					
Diesel for tanks at Skjerka, Holsmoen and Høgefoss (in litres)	43 863	44 742	17 900	60 196	NA
Kilometres driven using a car allowance	487 434	553 732	583 000	701 117	NA
Kilometres driven by leased vehicles	1 444 389	1 262 944	1 548 026	935 392	1 290 820
Kilometres driven by rental vehicles	39 543	26 897	20 925	57 289	NA
Kilometres driven by electric vehicles	2 305	3 263	820	NA	NA
Total kilometres driven	1 973 671	1 846 836	2 152 771	1 693 798	NA
% change in km driven	6,87	-14,21	27,10	NA	NA

By air					
Passenger kilometres	144 490	98 617	140 666	NA	NA



AGDER ENERGI VANNKRAFT

Business travel	2017	2016	2015	2014	2013
Fuel (in litres)					
Total – leased vehicles	72 870	75 523	63 692	NA	NA
Diesel	69 841	73 038	61 236	NA	NA
Petrol	2 912	2 485	2 408	NA	NA
Paraffin	117	NA	48	NA	NA
Total – rental vehicles	2 373	2 494	1 054	2 886	1 155
Diesel	890	1 647	NA	NA	NA
Petrol	1 483	847	NA	NA	NA

Greenhouse gas emissions (tCO ₂ e)	2017	2016	2015	2014	2013
Company cars or employees' own cars	182,0	193,0	126,0	254,0	101,0
Leased or rented vehicles	198,3	206,4	168,5	133,0	216,0
Air travel	20,8	14,2	20,3	23,2	20,0
SF ₆ losses	14,3	71,7	112,3	0,0	12,0
Total greenhouse gas emissions	415,5	485,5	426,8	410,3	349,0
Location-based greenhouse gas emissions under GHG protocol with guarantees of origin	120	112	98,6	NA	NA

SF ₆	2017	2016	2015	2014	2013
Stock of SF ₆ at Agder Energi Vannkraft (kg)	2 943,6	2 904,5	2 954,8	2 790,3	2 452,0
SF ₆ emissions at Agder Energi Vannkraft (kg)	0,6	3,0	4,7	0,0	0,5

The natural environment	2017	2016	2015	2014	2013
Total number of power stations	37	37	37	37	36
Power stations on protected river systems	0	0	0	0	0
Power stations on national salmon rivers	6	6	6	6	6
Power stations in protected areas	0	0	0	0	0
Trout released into the Mandals and Finså river systems (number)	9 600	15 900	21 100	29 700	34 700
Trout released into the River Otra (number)	14 000	3 000	19 000	19 000	14 000
Bleke eggs planted out (number)	300 000	300 000	300 000	300 000	300 000
Bleke juveniles released (number)	10 000	10 000	0	0	0
Salmon eggs planted out (number)	0	0	0	NA	206 000
Serious environmental incidents	0	0	0	2	1
Minor environmental incidents	2	1	0	4	NA



AGDER ENERGI VANNKRAFT

Breaches of rules on operation of dams	2017	2016	2015	2014	2013
Agder Energi Vannkraft (number)	2	3	9	1	6
Otteraaens Brugseierforening	0	0	0	0	2
Arendals Vasdrags Brugseierforening	2	1	1	0	2

New required disclosure items	2017	2016	2015	2014	2013
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Health and safety training at subcontractors

Number of subcontractors	23	23	NA	NA	NA
Number of subcontractors with contractual health and safety requirements	16	16	NA	NA	NA

Disclosure items chosen by the company

Injuries of non-employees involving company	1	1	3	5	NA
People displaced physically or economically	0	0	0	0	NA
Sanctions for non-compliance with laws and regulations	0	0	1	0	NA

HR	2017	2016	2015	2014	2013
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Health and safety

Sickness absence rate by company	4,2	2,1	4,3	3,5	NA
Lost time injuries (H1)	0,0	12,8	6,2	3,2	NA
Injury frequency rate (H2)	6,6	3,2	NA	NA	NA
Unwanted incident reports	237	218,0	165	150	NA

Employees

Number of employees	146	158	164	167	NA
Women	11	11	12	14	NA
Men	135	147	152	153	NA
Number of managers	13	14	13	16	NA
Number of external hires	1	1	4	NA	NA
Number of people who have moved from another company in the Group	0	1	3	NA	NA
Number of temporary employees	6	7	8	1	NA
Unionised employees (%)	85,4	85,0	81,0	77,0	NA
Reaching retirement age within 5 years (%)	23,3	20,9	17,0	15,6	NA
Reaching retirement age in 6-10 years (%)	24,0	25,9	18,3	16,8	NA



AGDER ENERGI VANNKRAFT

Dams at Skjerkevatn	2017	2016	2015	2014	2013
Litres of diesel used by machinery	764 655	1 686 589	616 359	NA	NA
Number of m ³ of concrete	354	3 017	NA	NA	NA
Number of m ³ of asphalt	705	920	NA	NA	NA

Dams at Skjerkevatn - Greenhouse gas emissions (tCO ₂ e)	2017	2016	2015	2014	2013
CO ₂ e emissions from machinery	2 034,0	4 486,3	1 639,5	NA	NA
CO ₂ e emissions from concrete	78,9	672,8	NA	NA	NA
CO ₂ e emissions from asphalt	2,0	2,6	NA	NA	NA
Total greenhouse gas emissions	2114,9	5161,7	1639,5	NA	NA

Dams at Skjerkevatn - Waste (tonnes)	2017	2016	2015	2014	2013
Hazardous waste	381,75	9,6	NA	NA	NA
Other recycled waste	8,00	308,2	NA	NA	NA
Other residual waste	5,95	33,4	NA	NA	NA
Total quantity of waste	395,7	351,2	NA	NA	NA
Recycling percentage	98,50	90,49	NA	NA	NA

AGDER ENERGI NETT

Agder Energi Nett supplies energy to approximately 199,000 electricity customers in Agder, which makes it Norway's fourth largest grid operating company. The company owns and is responsible for operating the regional transmission and distribution networks in Vest-Agder and Aust-Agder.

Energy generation and consumption (GWh)	2017	2016	2015	2014	2013
Transmission and distribution losses	331	370	390	360	369
Other electricity consumption	4,7	4,3	3,7	4,4	4,5

Waste (tonnes)	2017	2016	2015	2014	2013
Hazardous waste	0,0	NA	NA	NA	NA
Paper	0,4	NA	NA	NA	6,6
Other recycled waste	4,8	NA	NA	NA	89,5
Residual waste for energy recovery	0,0	NA	NA	NA	7,5
Other residual waste	2,0	NA	NA	NA	47,0
Total quantity of waste	7,2	NA	NA	NA	150,6
Recycling percentage	71,9	NA	NA	NA	63,8



AGDER ENERGI NETT

Business travel	2017	2016	2015	2014	2013
By road					
Kilometres driven using a car allowance	353 101	397 250	398 000	620 847	532 286
Kilometres driven at Agder Energi in leased cars	771 331	748 419	659 621	631 958	780 818
Kilometres driven by electric vehicles	44 975	NA	15 200	NA	NA
Kilometres driven by rental car	7 074	5 835	2 938	9 071	NA
Total kilometres driven	1 176 481	1 151 504	1 075 759	1 261 876	1 313 104
By air					
Passenger kilometres	260 758,8	257 518,0	253 406,0	NA	NA
Fuel (in litres)					
Total – leased vehicles	55 419,9	52 797,0	47 384,0	NA	NA
Diesel	51 974,6	50 621,0	46 059,0	NA	NA
Petrol	3 445,3	2 176,0	1 325,0	NA	NA
Total – rental vehicles	424,5	307,0	148,0	457,0	NA
Diesel	159,2	203,0	NA	NA	NA
Petrol	265,3	104,0	NA	NA	NA
SF₆					
Stock of SF ₆ at Agder Energi Nett (kg)	11 578,0	10 270,9	8 774,5	8 334,4	7 583,0
SF ₆ emissions at Agder Energi Nett (kg)	5,17	73,26	3,30	5,16	0
Greenhouse gas emissions (tCO₂e)					
Greenhouse gas emissions (tCO₂e)	2017	2016	2015	2014	2013
Business travel with a car allowance	47,3	53,2	53,3	83,2	71,3
Business travel in leased or rented cars	147,3	140,5	125,6	85,9	165,2
Air travel	33,1	37,0	36,5	31,6	32,5
Losses of SF ₆	123,6	1750,9	78,9	123,3	0,0
Total greenhouse gas emissions – scope 1 and 2	351,3	1 981,6	294,3	324,0	269,0
Location-based greenhouse gas emissions under GHG protocol with guarantees of origin	5 371,2	5 988,8	6 692,9	NA	NA
Distribution losses	175 430	196 100	198 510	177 480	184 500



AGDER ENERGI NETT

The natural environment	2017	2016	2015	2014	2013
Aerial high voltage cables (km)	5 485,47	5 267,92	5 242,43	5 242,00	5 254,00
Aerial low voltage cables (km)	8 280,84	8 287,77	8 277,76	8 258,00	8 223,00
High voltage underground/ undersea cables (km)	1 885,14	1 806,92	1 782,01	1 737,00	1 696,00
Low voltage underground/ undersea cables (km)	6 124,38	5 985,50	5 893,25	5 687,00	5 473,00

Environmental incidents

Serious environmental incidents	0	0	NA	NA	NA
Minor environmental incidents	1	1	6	6	NA

New required disclosure items

Health and safety training at subcontractors	We have a joint safety forum with AEN and our biggest subcontractors on the 2nd of each month. We also attend their annual electrical safety courses. There are separate electrical safety courses for people who clear rights of way. While subcontractors are responsible for their own health and safety training, we do impose safety requirements both for pre-qualification and in our contracts.				
Number of subcontractors	13	14	9	11	NA
Number of subcontractors with contractual health and safety requirements	All subcontractors have contractual health and safety requirements, but they vary depending on whether the subcontractor will be working on high voltage/low voltage/other systems and the building/type of work/risk, etc.		All subcontractors have contractual health and safety requirements, but they vary depending on whether the subcontractor will be working on high voltage/low voltage/other systems and the building/type of work/risk, etc.		11 NA
Injuries of non-employees involving company	7	13	9	17	NA
Deaths of non-employees involving company	0	0	0	NA	NA
People displaced physically or economically	NA	NA	NA	NA	NA



AGDER ENERGI NETT

The natural environment	2017	2016	2015	2014	2013
Planned reliability if demand rises in the future	Improve from current level	Maintain current level	Maintain current level	Improve from current level	NA
Power outages, availability and reliability (%)	99,98	99,98	99,98	99,98	NA
Sanctions for non-compliance with laws and regulations	NA	NA	NA	NA	NA
Customer satisfaction survey from 1 (lowest) to 6 (highest)	5	NA	5	5	5

HR	2017	2016	2015	2014	2013
Health and safety					
Sickness absence rate by company in %	3,6	3,8	2,8	3,1	NA
Lost time injuries (H1)	0	0	0	3,2	NA
Injury frequency rate (H2)	0	0	NA	NA	NA
Unwanted incident reports	424	395,0	243	249	NA

Employees					
Number of employees	158	157	156	166	NA
Women	32	29	27	32	NA
Men	126	128	129	134	NA
Number of managers	22	21	21	23	NA
Number of external hires	3	1	1	NA	NA
Number of people who have moved from another company in the Group	2	2	2	NA	NA
Number of temporary employees	17	15	11	6	NA
Unionised employees (%)	86	86	83,3	68	NA
Reaching retirement age within 5 years (%)	19,0	18,5	18,6	10,8	NA
Reaching retirement age in 6-10 years (%)	25,3	27,4	19,2	15	NA

Honna substation	2017	2016	2015	2014	2013
Litres of diesel used by machinery	500	77 229	240 000	NA	NA
Number of m ³ of concrete	0	2 000	NA	NA	NA
Number of m ³ of asphalt	500	2 211	NA	NA	NA



Honna substation – Greenhouse gas emissions (tCO ₂ e)	2017	2016	2015	2014	2013
CO ₂ e emissions from machinery	1,33	205,43	638,40	NA	NA
CO ₂ e emissions from concrete	0,00	4 813,06	NA	NA	NA
CO ₂ e emissions from asphalt	360,50	1 594,13	NA	NA	NA
Total greenhouse gas emissions	361,83	6 612,62	638,40	NA	NA

AGDER ENERGI KRAFTFORVALTNING

Agder Energi Kraftforvaltning aims to make an important contribution to enabling a sustainable future. It shall do so by selling and managing clean energy, supplying various solutions to increase flexibility and optimising electricity generation. The business area is also responsible for the Group's trading contracts and for managing market risk.

Nordic customer solutions consists of the companies Enfo AS, LOS Energy AS and LOS Energy AB. In 2017 LOS Energy AS was demerged from LOS AS, and it now operates as a separate entity alongside LOS Energy AB. The company is one of Scandinavia's leading suppliers of electricity to commercial customers, and for a number of years it has come top of Norwegian customer satisfaction surveys. Its core business is selling, managing and identifying energy solutions adapted to its customers' needs.

Agder Energi Solutions, Entelios and Nordgröön are also part of Agder Energi Kraftforvaltning, but they are not covered by our CSR reporting.

Business travel	2017	2016	2015	2014	2013
By road					
Kilometres driven using a car allowance	119 012	80 515	70 900	82 335	90 317
Kilometres driven by electric vehicles	6 380	2 050	865	NA	NA
Kilometres driven by rental vehicles	1 373	1 746	3 236	4 327	NA
Total kilometres driven	126 765	84 311	75 001	86 662	90 317
% change in km driven from previous year	50,35	12	-13	-4	NA
By air					
Passenger kilometres	238 706	164 687	177 723	NA	NA
Fuel (in litres)					
Total – rental vehicles	82,4	92	163	218	NA
Petrol	51,5	31	NA	NA	NA
Diesel	30,9	61	NA	NA	NA



Greenhouse gas emissions (tCO ₂ e)	2017	2016	2015	2014	2013
Company cars or employees' own cars	15,95	10,79	9,50	11,03	12,10
Rental vehicles	0,20	0,23	0,4	0,6	0,4
Air travel	29,20	23,70	25,60	29,30	25,60
Total greenhouse gas emissions	45,30	34,70	35,50	40,90	38,10

HR	2017	2016	2015	2014	2013
Health and safety					
Sickness absence by company (%)	0,70	0,50	1,00	0,70	NA
Lost time injuries (H1)	0	0	0	0	NA
Injury frequency rate (H2)	0	0	NA	NA	NA
Unwanted incident reports	2	6	9	0	NA

Employees

Number of employees	53	49	49	50	NA
Women	6	6	6	6	NA
Men	47	43	43	44	NA
Number of managers	12	10	10	9	NA
Number of external hires	1	0	0	NA	NA
Number of people who have moved from another company in the Group	6	0	0	NA	NA
Number of temporary employees	1	1	1	1	NA
Unionised employees (%)	46,81	45,00	47,00	22,00	NA
Reaching retirement age within 5 years (%)	1,90	4,10	4,00	0,00	NA
Reaching retirement age in 6-10 years (%)	9,40	10,20	6,10	2,00	NA



LOS ENERGY

LOS Energy (equivalent to the companies LOS Energy AS, LOS Energy AB and LOS Energy Trading AB) is one of the leading suppliers of electricity to Norwegian commercial customers and one of the leading electricity retailers in Scandinavia. The companies have a combined customer portfolio of over 20 TWh. They aim to reduce energy costs by finding solutions that match their customers' needs. LOS Energy once again came out top in the commercial market according to EPSI Rating Norway. LOS Energy Trading AB buys and sells electricity in the markets, and trades renewable energy on behalf of its customers.

LOS ENERGY AS

Business travel	2017
By road	
Kilometres driven (excluding leased vehicles)	NA
Kilometres driven by leased vehicles	NA
Kilometres driven by electric vehicles	NA
Kilometres driven by rental car	NA
Total kilometres driven	NA
% change in km driven from previous year	NA
By air	
Passenger kilometres	NA
Fuel (in litres)	
Total – leased vehicles	NA
Petrol	NA
Diesel	NA
Total – rental vehicles	NA
Petrol	NA
Diesel	NA
Greenhouse gas emissions (tCO₂e)	
Business travel by company cars or employees' own cars	NA
Business travel by leased or rented cars	NA
Air travel	NA
Total greenhouse gas emissions	NA



LOS ENERGY AS

HR		2017
Health and safety		
Sickness absence by company (%)		5,8
Lost time injuries (H1)		0
Injury frequency rate (H2)		0
Unwanted incident reports		1
Employees		
Number of employees		29
Women		10
Men		19
Number of managers		5
Number of external hires		1
Number of people who have moved from another company in the Group		0
Number of temporary employees		0
Unionised employees (%)		56,60
Reaching retirement age within 5 years (%)		6,90
Reaching retirement age in 6-10 years (%)		6,90

LOS ENERGY AB

Business travel		2017
By road		
Kilometres driven (excluding leased vehicles)		NA
Kilometres driven by leased vehicles		NA
Kilometres driven by electric vehicles		NA
Kilometres driven by rental car		NA
Total kilometres driven		0
% change in km driven from previous year		NA
By air		
Passenger kilometres		NA



LOS ENERGY AB

Business travel	2017
Fuel (in litres)	
Total – leased vehicles	NA
Petrol	NA
Diesel	NA
Total – rental vehicles	NA
Petrol	NA
Diesel	NA

Greenhouse gas emissions (tCO ₂ e)	2017
Business travel by company cars or employees' own cars	NA
Business travel by leased or rented cars	NA
Air travel	NA
Total greenhouse gas emissions	0

HR	2017
Health and safety	
Sickness absence by company (%)	2,26
Lost time injuries (H1)	NA
Injury frequency rate (H2)	NA
Unwanted incident reports	NA
Employees	
Number of employees	21
Women	6
Men	15
Number of managers	3
Number of external hires	2
Number of people who have moved from another company in the Group	0
Number of temporary employees	0
Unionised employees (%)	NA
Reaching retirement age within 5 years (%)	9,50
Reaching retirement age in 6-10 years (%)	14,30



LOS ENERGY TRADING AB

Business travel	2017
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By road

Kilometres driven (excluding leased vehicles)	NA
Kilometres driven by leased vehicles	NA
Kilometres driven by electric vehicles	NA
Kilometres driven by rental car	NA
Total kilometres driven	0
% change in km driven from previous year	NA

By air

Passenger kilometres	NA
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Fuel (in litres)

Total – leased vehicles	NA
Petrol	
Diesel	NA
Total – rental vehicles	NA
Petrol	NA
Diesel	NA

Greenhouse gas emissions (tCO ₂ e)	2017
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Business travel by company cars or employees' own cars	NA
Business travel by leased or rented cars	NA
Air travel	NA
Total greenhouse gas emissions	0

HR	2017
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Health and safety

Sickness absence by company (%)	0,5
Lost time injuries (H1)	NA
Injury frequency rate (H2)	NA
Unwanted incident reports	NA



LOS ENERGY TRADING AB

HR	2017
Employees	
Number of employees	13
Women	3
Men	10
Number of managers	1
Number of external hires	0
Number of people who have moved from another company in the Group	0
Number of temporary employees	0
Unionised employees (%)	NA
Reaching retirement age within 5 years (%)	0
Reaching retirement age in 6-10 years (%)	0

AGDER ENERGI VARME

Agder Energi Varme aims to phase out the use of fossil fuels for its district heating production in normal years. However, in unusual circumstances, emergencies and long cold snaps it may be necessary to use fossil fuels for short periods of time.

Business travel	2017	2016	2015	2014	2013
By road					
Kilometres driven using a car allowance	3 295	28 650	70 900	73 790	NA
Kilometres driven by leased vehicles	108 487	105 922	158 371	75 712	67 370
Kilometres driven by electric vehicles	0	0	600	NA	NA
Kilometres driven by rental vehicles	0	1 552	318	NA	NA
Total kilometres driven	111 782	136 124	230 189	149 502	67 370
% change in km driven	-17,9	-40,9	54,0	121,9	NA
By air					
Passenger kilometres travelled by air	14 388	17 986	2 070	NA	NA
Fuel (in litres)					
Total – leased vehicles	8 359	8 290	8 124	NA	NA
Diesel	8 339	8 276	8 068	NA	NA
Petrol	20	14	56	NA	NA
Total – rental vehicles	0	82	16	NA	NA
Diesel	0	54	NA	NA	NA
Petrol	0	28	NA	NA	NA



AGDER ENERGI VARME

District heating production (GWh)	2017	2016	2015	2014	2013
Waste heat	124,4	121,1	100,1	95,4	105,7
Biomass	24,9	22,4	21,0	13,2	14,7
Gas	0,0	NA	0,0	0,0	0,0
Biogas	0,4	0,8	0,8	2,1	2,7
Propane	0,0	0,3	0,3	0,3	0,7
Heating oil	1,9	2,1	3,3	3,0	4,8
Electricity without a guarantee of origin	0,0	0,0	0,0	0,0	19,4
Electricity with a guarantee of origin	10,2	12,4	13,1	18,7	2,8
Total for district heating production	161,8	158,9	138,6	132,7	150,8
Renewable share in district heating production (%)	98,8	98,5	97,4	97,5	83,5

Greenhouse gas emissions (tCO ₂ e)	2017	2016	2015	2014	2013
Oil	592,36	639,33	1 028,84	933,33	1 493,33
Electricity	0,00	0,00	0,00	0,00	815,00
Propane	0,00	76,11	69,64	77,67	181,22
Company cars or employees' own cars	0,44	3,84	9,50	9,89	40,00
Leased or rented vehicles	22,23	22,26	21,59	10,10	14,50
Air travel	2,12	2,60	0,30	1,70	0,80
Total greenhouse gas emissions	617	744	1 130	1 033	2 545
Location-based greenhouse gas emissions under GHG protocol with guarantees of origin	163,2	197,7	223,0	NA	NA
NOx emissions from district heating plant (kg)	818,6	800,4	613,0	330,0	524,0

Waste (tonnes)	2017	2016	2015	2014	2013
Hazardous waste	0,0	NA	1,2	4,8	4,8
Paper	0,0	NA	NA	NA	NA
Other recycled waste	21,4	24,2	22,5	2,7	2,7
Residual waste for energy recovery	2,3	1,6	5,1	NA	NA
Other residual waste	3,3	1,7	NA	4,7	8,3
Total waste	27	28	29	12	16
Recycling percentage	87,9	93,8	100,0	61,5	47,5

Length of district heating network (km)	64,0	61,0	58,0	55,0	52,0
Length of district cooling network (km)	14,4	14,2	13,5	14,0	13,8
Minor environmental incidents	0	0	0	0	1
Serious environmental incidents	0	0	NA	0	NA



AGDER ENERGI VARME

New required disclosure items	2017	2016	2015	2014	2013
Health and safety training at subcontractors	7	6	6	6	NA
Number of subcontractors	17	15	15	15	NA
Number of subcontractors with contractual health and safety requirements	8	7	6	6	NA
Injuries of non-employees involving company	0	0	1	0	NA
Deaths	0	0	NA	NA	NA
Planned reliability if demand rises in the future	≈100%	≈100%	≈100%	≈100%	NA
Power outages, availability and reliability	NA	NA	NA	NA	NA

HR	2017	2016	2015	2014	2013
Health and safety					
Sickness absence rate by company	0,6	1,8	1,0	1,8	NA
Lost time injuries (H1)	0,0	34,7	0,0	0,0	NA
Injury frequency rate (H2)	0,0	0,0	NA	NA	NA
Unwanted incident reports	40	23	17	9	NA
Employees					
Number of employees	14	15	15	15	NA
Women	2	2	2	2	NA
Men	12	13	13	13	NA
Number of managers	3	4	4	4	NA
Number of external hires	1	0	0	NA	NA
Number of people who have moved from another company in the Group	1	0	0	NA	NA
Number of temporary employees	5	3	0	NA	NA
Unionised employees (%)	78,6	53,0	40,0	47,0	NA
Reaching retirement age within 5 years (%)	14,3	20,0	20,0	6,7	NA
Reaching retirement age in 6-10 years (%)	7,1	13,3	6,7	13,3	NA



AGDER ENERGI AS

Business travel	2017	2016	2015	2014	2013
By road					
Kilometres driven (excluding leased vehicles)	399 369	409 601	454 200	511 580	515 514
Kilometres driven by leased vehicles	52 561	57 783	45 770	66 503	43 288
Kilometres driven by electric vehicles	10 575	3 082	5 300	0	0
Kilometres driven by rental car	18 489	3 618	3 176	7 444	8 814
Total kilometres driven	480 994	474 084	508 446	585 527	567 616
% change in km driven from previous year	1,46	-6,76	-13,16	3,16	NA

By air					
Passenger kilometres	1 380 846	823 028	916 028	NA	NA

Fuel (in litres)					
Total – leased vehicles	2 566	2 957	2 146	NA	NA
Diesel	712	1 013	1 270	NA	NA
Petrol	1 855	1 944	876	NA	NA
Total – rental vehicles	1 109	191	160	375	444
Petrol	693	65	NA	NA	NA
Diesel	416	126	NA	NA	NA

Greenhouse gas emissions (tCO ₂ e)	2017	2016	2015	2014	2013
Business travel by company cars or employees' own cars	53,5	54,9	60,9	68,6	69,1
Business travel by leased or rented cars	8,9	7,7	5,4	9,9	9,7
Air travel	121,4	118,5	131,9	107,7	91,5
Total greenhouse gas emissions	184	181	198	186	170

HR	2017	2016	2015	2014	2013
Health and safety					
Sickness absence by company (%)	4,10	3,50	2,60	2,30	NA
Lost time injuries (H1)	0	0,0	0	0	NA
Injury frequency rate (H2)	0	0,0	NA	NA	NA
Unwanted incident reports	15	30,0	57	23	NA



AGDER ENERGI AS

HR	2017	2016	2015	2014	2013
Employees					
Number of employees	162	158	154	161	NA
Women	66	67	66	67	NA
Men	96	91	88	94	NA
Number of managers	25	28	23	21	NA
Number of external hires	3	10	0	NA	NA
Number of people who have moved from another company in the Group	10	2	6	NA	NA
Number of temporary employees	6	5	2	2	NA
Unionised employees (%)	50,3	49,0	50,6	65,0	NA
Reaching retirement age within 5 years (%)	14,2	15,2	15	12,4	NA
Reaching retirement age in 6-10 years (%)	16	16,5	11,7	8	NA

AGDER ENERGI EIENDOM

Total for Kjøita 18 and Stoaveien 14	2017	2016	2015	2014	2013
Energi (GWh)					
Total electricity consumption (GWh)	4,25	5,32	5,11	7,74	7
Energy generation and consumption (GWh)	0,04	0,04	0,04	0,04	0,04
Photovoltaic power generation (GWh)	4,20	5,30	5,10	5,30	5,40
Electricity without a guarantee of origin (GWh)	0	0	0	2,42	1,56
Waste					
Hazardous waste	0,00	0,00	0,00	0,00	NA
Paper	33,70	15,40	24,02	25,70	NA
Other recycled waste	43,20	15,00	19,20	7,00	NA
Residual waste for energy recovery	13,60	13,60	15,06	15,20	NA
Other residual waste	9,40	1,20	0,00	6,00	NA
Total quantity of waste	99,90	45,20	59,00	53,90	NA
Recycling percentage	63,45	62,63	59,38	62,00	NA
Red meat					
Red meat (tonnes CO ₂ e)	0	0	NA	20,2	NA



AGDER ENERGI EIENDOM

Total for Kjøita 18 and Stoaveien 14	2017	2016	2015	2014	2013
Health and safety training at subcontractors					
Number of subcontractors	Approx. 30-40	Approx. 30-40	Approx. 30-40	NA	NA
Number of subcontractors with contractual health and safety requirements	100 %	100 %	100 %	NA	NA
Sanctions for non-compliance with laws and regulations	0	0	0	NA	NA
Kraftsenteret					
Energy consumption at Kjøita 18					
Photovoltaic power generation (GWh)	0,04	0,04	0,04	0,04	0,04
Electricity consumption at Kraftsenteret (GWh)	2,31	3,06	3,08	3,08	3,40
District cooling consumption at Kjøita (GWh)	0,50	0,67	0,62	0,80	0,80
District heating consumption at Kjøita (GWh)	0,59	0,59	0,47	0,50	0,50
Waste from Kraftsenteret (tonnes)					
Hazardous waste	0	0	0	0	0
Paper	14,70	14,10	8,24	18,30	17,80
Other recycled waste	17,90	10,30	13,20	6,10	6,30
Residual waste for energy recovery	13,60	13,60	15,40	15,20	15,40
Other residual waste	9,40	1,20			2,30
Total quantity of waste	55,60	39,20	36,84	39,60	41,80
Recycling percentage	63,45	62,63	59,38	62,00	60,00
Red meat					
Consumption of red meat (kg)	0	0	20	1360	NA
Key figures					
Office space leased out (m ²)	14 387	14 020	13 714	13 409	13 421
Agder Energi companies (BTA, m ²)	12 152	11 124	11 224	10 122	11 432
Employees	520	490	460	410	445
Energy consumption at Kraftsenteret (kWh/m ²)	95,7	111,6	115	116,3	111,7



AGDER ENERGI EIENDOM

Stoa	2017	2016	2015	2014	2013
Electricity consumption at Stoa (GWh)	0,82	0,96	0,89	0,90	0,70
Energy consumption at Stoa (kWh/m ²)	129,70	130,20	138,00	204,10	221,70

Waste

Hazardous waste (tonnes)	0,00	0,00	0,00	0,00	0,00
Paper (tonnes)	14,70	14,10	8,24	18,30	17,80
Other recycled waste (tonnes)	17,90	10,30	13,20	6,10	6,30
Residual waste for energy recovery (tonnes)	13,60	13,60	15,40	15,20	15,40
Other residual waste (tonnes)	9,40	1,20			2,30
Total waste (tonnes)	55,60	39,20	36,84	39,60	41,80
Recycling percentage	63,45	62,63	59,38	62,00	60,00

Red meat

Consumption of red meat (kg)	0	0	0	639	NA
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Data om eiendommen

Electricity consumption at Stoa (GWh)	0,80	1,00	1,00	0,90	0,70
Energy consumption at Stoa (kWh/m ²)	129,7	130,18	223,6	204,1	221,7

LOS

LOS is one of Norway's leading electricity retailers, and it supplies electricity to domestic customers all over Norway. The bulk of its customers are located in southern Norway. LOS aims to offer relevant, value-added products to its customers.

In 2017, three smaller companies were created after being demerged from LOS AS. Those three companies are LOS Energy AS, LOS Energy AB and LOS Trading Energy AB. In the Group's organisational structure, the three new companies come under Agder Energi Kraftforvaltning (Energy Management).

Business travel	2017	2016	2015	2014	2013
By road					
Kilometres driven using a car allowance	60 976	81 022	75 720	47 255	49 439
Kilometres driven by leased vehicles	0	0	0	15 000	NA
Kilometres driven by electric vehicles	13 460	25 044	12 600	NA	NA
Total kilometres driven	74 436	106 066	88 420	62 255	49 439
% change in km driven from previous year	-29,82	19,96	42,03	25,92	NA



LOS

Business travel	2017	2016	2015	2014	2013
By air					
Passenger kilometres	228 147	230 290	195 367	NA	NA
% change in passenger kilometres from previous year	-0,93	17,88	NA	NA	NA

Fuel (in litres)					
Total – leased vehicles	0	0	0	NA	NA
Total – rental vehicles	0	0	0	NA	NA

Greenhouse gas emissions from travel (tCO ₂ e)	2017	2016	2015	2014	2013
Air travel	34	0	28	29	20
Road travel	8,21	10,93	10,18	8,34	NA
Total greenhouse gas emissions from travel	42,45	10,93	38,28	37,04	20

Freedom of association and right to collective bargaining at subcontractors	2017	2016	2015	2014	2013
Number of subcontractors with contractual requirements relating to freedom of association and collective bargaining	NA	0	0	NA	NA
Sanctions for non-compliance with laws and regulations	0	0	0	NA	NA

HR	2017	2016	2015	2014	2013
Health and safety					
Sickness absence by company (%)	4,80	3,60	2,40	3,20	NA
Lost time injuries (H1)	0	0	0	0	NA
Injury frequency rate (H2)	0	0	NA	NA	NA
Unwanted incident reports	6	3	5	1	NA

Employees					
Number of permanent employees	48	78	75	64	NA
Women	27	33	33	30	NA
Men	21	45	42	34	NA
Number of managers	8	15	14	12	NA
Number of external hires (permanent positions)	2	2	6	NA	NA
Number of people who have moved from another company in the Group	0	0	0	NA	NA
Number of temporary employees	18	NA	0	1	NA
Unionised employees (%)	57	40	50	58	NA
Reaching retirement age within 5 years (%)	4	6	4	2	NA
Reaching retirement age in 6-10 years (%)	6	8	8	8	NA



OTERA INFRA

Otera has been working on electrical infrastructure for over a century. The company's core business makes a positive and important contribution to society. Hence it is second nature to Otera to take care of the society it is helping to build.

The company is environmentally conscious, with a strong focus on technology, health and safety. The work done by the company has significant impacts on its surroundings, which is why it employs highly qualified staff who always aim to meet the company's environmental policy, core values and ethical standards.

Otera considers training the next generation of technicians to be one of its responsibilities to society, so for many years taking on trainees has been a priority.

Environmental data	2017	2016	2015	2014
Energy consumption (GWh)				
Electricity consumption	0,55	0,61	0,60	NA

Waste (tonnes)	2017	2016	2015	2014
Hazardous waste	2,8	275,9	149	NA
Paper	9,3	8	13,3	NA
Other recycled waste	433,7	151,7	210,7	NA
Residual waste for energy recovery	7,8	30,1	51,3	NA
Other residual waste	96,7	74,5	78,5	NA
Total quantity of waste	550,3	540,2	502,8	NA
Recycling percentage	82,4	86,0	84,0	NA

Business travel	2017	2016	2015	2014
By road				
Kilometres driven using a car allowance	172 495	319 080	447 300	NA
Kilometres driven by leased vehicles	4 338 040	4 246 039	4 916 046	NA
Kilometres driven by electric vehicles	100	5 880	25 000	NA
Total kilometres driven	4 510 635	4 570 999	5 388 346	NA
% change in total km driven	-0,01	-15,17	NA	NA

By air				
Passenger kilometres	83 301	381 250	531 582	NA



OTERA INFRA

Business travel	2017	2016	2015	2014
Total – rental vehicles	156,60	NA	NA	NA
Petrol	97,90	NA	NA	NA
Diesel	58,70	NA	NA	NA
Total – leased vehicles	309 294	409 388	495 144	NA
Diesel	299 953	398 316	481 108	NA
Petrol	9 202	10 781	14 036	NA
Paraffin	138	291	NA	NA

Greenhouse gas emissions (tCO ₂ e)	2017	2016	2015	2014
Air travel	13	65	77	NA
Road travel	843	1 127	1 372	NA
Electricity without a guarantee of origin (tonnes)	292	322	305	NA
Total greenhouse gas emissions	1 147	1 514	1 754	NA
Location-based greenhouse gas emissions under GHG protocol with guarantees of origin	8,8	9,7	10,2	NA

The natural environment	2017	2016	2015	2014
Minor environmental incidents	0	2	9	NA

Health and safety training at subcontractors	2017	2016	2015	2014
Number of subcontractors	944	1051	1180	NA
Number of subcontractors with contracts worth more than NOK 4.5 million	12	14	16	NA
Number of subcontractors with contractual health and safety requirements	21	3	NA	4

Freedom of association and right to collective bargaining at subcontractors	2017	2016	2015	2014
Number of subcontractors with requirements relating to freedom of association and collective bargaining	NA	NA	NA	NA
Lost time injuries at subcontractors	0	NA	NA	NA

OTERA INFRA

HR	2017	2016	2015	2014
Health and safety				
Sickness absence rate by company	4,1	6,6	4,4	NA
Lost time injuries (H1)	2,7	8,8	7,5	NA
Injury frequency rate (H2)	5,4	8,8	NA	NA
Unwanted incident reports	863	838,0	940	NA
Employees				
Number of employees	170	191	243	NA
Women	2	5	10	NA
Men	184	186	233	NA
Number of managers	10	12	14	NA
Number of external hires	8	1	16	NA
Number of people who have moved job (intra-group)	0	1	1	NA
Number of temporary employees	16	26	26	2
Unionised employees (%)	NA	91	72,8	65
Reaching retirement age within 5 years (%)	6,42	12,00	10,20	NA
Reaching retirement age in 6-10 years (%)	16,58	19,40	17,70	NA

OTERA AB

Otera AB is an electrical contractor that designs and builds substations, lines and cable systems for customers that own infrastructure used to distribute electric power. The company operates in Sweden.

Environmental data	2017	2016	2015
Energy consumption (GWh)			
Electricity consumption	0,05	0,04	0,05
Waste (tonnes)			
Hazardous waste	103,00	19,30	25,28
Paper	NA	NA	NA
Other recycled waste	NA	NA	NA
Residual waste for energy recovery	NA	NA	NA
Other residual waste	NA	NA	NA
Total quantity of waste	161,00	19,30	25,28
Recycling percentage	96,00	NA	NA



OTERA AB

Business travel	2017	2016	2015
Kilometres driven using a car allowance	NA	NA	NA
Kilometres driven by leased vehicles	4 388 200	870 050	7 076 961
Kilometres driven by electric vehicles	NA	NA	NA
Total kilometres driven	4 388 200	4 500 870	7 076 961
% change in total km driven	-2,50	-36,40	NA

By air

Passenger kilometres	741 007	604 818	7 344
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Fuel (in litres)

Total – leased vehicles	329 115	315 061	269 018
Diesel	311 971	301 847	261 086
Petrol	17 144	13 214	7 932

Greenhouse gas emissions (tCO ₂ e)	2017	2016	2015
Air travel	87,59	87,10	51,00
Road travel	746,58	597,4	712,90
Electricity without a guarantee of origin	4,50	20,40	24,70
Total greenhouse gas emissions	838,67	704,90	788,60
Location-based greenhouse gas emissions under GHG protocol with guarantees of origin	0,72	0,64	0,85

Health and safety training at subcontractors	2017	2016	2015
Number of subcontractors	2 273	999	858
Number of subcontractors with contractual health and safety requirements	0	0	0

Freedom of association and right to collective bargaining at subcontractors	2017	2016	2015
Number of subcontractors with requirements relating to freedom of association and collective bargaining	NA	NA	NA
Lost time injuries at subcontractors	NA	NA	NA



OTERA AB

HR	2017	2016	2015
Health and safety results			
Sickness absence rate by company (%)	2,7	2,2	3,2
Lost time injuries (H1)	2,3	0,84	5,4
Unwanted incident reports	86	83	14
Employees			
Number of employees	143	117	102
Women	10	8	5
Men	134	109	97
Number of managers	11	9	9
Number of external hires	44	26	34
Number of people who have moved from another company in the Group	0	0	0
Number of temporary employees	4	1	3
Unionised employees (%)	12	10	12
Reaching retirement age within 5 years (%)	10	9	3
Reaching retirement age in 6-10 years (%)	10	10	6
Customer satisfaction	NA	NA	NA
Anti-competitive practices	NA	NA	NA

MEVENTUS

Meventus is an international company with its head office in Kristiansand, Norway, and with subsidiaries in Denmark and Sweden.

The company offers services in the areas Wind Measurement, Wind & Site and Asset Management. Its employees combine excellent academic qualifications with extensive practical experience. The company supplies products and services to wind power projects in all geographic locations. In wind measurement, Meventus is one of the market leaders in Scandinavia. Over a number of years, the company has built up extensive experience of installing measurement towers.

By working closely with its customers, Meventus helps them to achieve good deals with their suppliers and optimise revenues during operation. During the operational life of the wind farms, it also provides complementary services in areas such as operations management, health and safety and so on.

Environmental data	2017
Energy consumption (GWh)	
Electricity consumption	0,034



MEVENTUS

Waste (tonnes)	
Hazardous waste	0,00
Paper	0,05
Other recycled waste	0,00
Residual waste for energy recovery	0,10
Other residual waste	0,00
Total quantity of waste	0,15
Recycling percentage	100

Business travel	2017
Kilometres driven using a car allowance	8 665
Kilometres driven by leased vehicles	0
Kilometres driven by electric vehicles	0
Kilometres driven by rental vehicles	4 318
Total kilometres driven	12 983

By air

Passenger kilometres	82 000
Litres of fuel used by leased vehicles	0
Litres of diesel used by leased vehicles	0
Litres of petrol used by leased vehicles	0
Litres of paraffin used by leased vehicles	0
Litres of fuel used by rental vehicles	259,1
Litres of diesel used by rental vehicles	97,2
Litres of petrol used by rental vehicles	161,9

Greenhouse gas emissions (tCO ₂ e)	2017
Air travel	11,8
Road travel	1,8
Electricity without a guarantee of origin	NA
Total greenhouse gas emissions	13,6
Location-based greenhouse gas emissions under GHG protocol with guarantees of origin	NA

The natural environment	2017
Minor environmental incidents	0
Serious environmental incidents	0



MEVENTUS

Health and safety training at subcontractors	2017
Number of subcontractors	3
Number of subcontractors with contracts worth more than NOK 4.5 million	0
Number of subcontractors with contractual health and safety requirements	3

Freedom of association and right to collective bargaining at subcontractors	2017
Number of subcontractors with requirements relating to freedom of association and collective bargaining	NA
Lost time injuries at subcontractors.	NA

HR	2017
Health and safety results	
Sickness absence rate by company (%)	4
Lost time injuries (H1)	0
Injury frequency rate (H2)	0
Unwanted incident reports	18
Number of employees	6
Women	1
Men	5
Number of managers	1
Number of external hires	0
Number of people who have moved from another company in the Group	0
Number of temporary employees	1
Unionised employees (%)	100
Reaching retirement age within 5 years (%)	0
Reaching retirement age in 6-10 years (%)	20

LATGALES ENERGETIKA

Energy (GWh)	2017	2016	2015	2014
Energy production	5,9	2,5	2,2	1,6
Hydropower	5,9	2,5	2,2	1,6

Energy consumption (GWh)				
Electricity consumption	0,005	0,012	0,014	0,017
Other energy source consumption	0	0	0	0



LATGALES ENERGETIKA

Transport	2017	2016	2015	2014
Car transport				
Driven distance (kilometers)	73 202	74 767	65 804	83 227
Sum fuel consumption (litres)				
Petrol	0	0	0	0
Diesel	5 610	4 796	5 145	5 946

Transport	2017	2016	2015	2014
Air transport				
Distance travelled by air (kilometers)	NA	NA	NA	0

Emissions (tCO ₂ e)	2017	2016	2015	2014
Place-specific emissions according to the GHG-protocol	0,20	0,20	0,10	NA
Emission from transport	13,00	12,80	13,70	15,80
Emission from electricity consumption without REC certificate	7,00	6,10	7,00	8,60
Sum emissions	20,00	18,90	20,70	24,40

Waste (tonnes)	2017	2016	2015	2014
Dangerous waste	NA	NA	NA	0
Paper	NA	NA	NA	0
Other sorted waste	0,30	0,30	0,30	0,50
Waste for energy recovery	NA	NA	NA	NA
Other waste	0	0	0	2,50
Sum waste	0,30	0,30	0,30	3,00
Recycling (%)	100,00	100,00	100,00	16,70

Biodiversity impact	2017	2016	2015	2014
Number of power stations	3	3	3	3
Hydropower power stations	3	3	3	3
Power station in protected waterways	NA	NA	0	0
Environmental impact reducing actions	Trash rack; following the regulation during flood and dry seasons	NA	NA	NA

LATGALES ENERGETIKA

Biodiversity impact	2017	2016	2015	2014
Fish preserving activities	Describe activities: recovery loss of fish resources (Company pays to the state as a compensation 1345 EUR/year); mechanical protection of the intake using metal grid 3cm damention	NA	NA	NA
Environmental disturbing events	NA	NA	NA	0
Violation on operation permits	NA	NA	NA	0

HR	2017	2016	2015	2014
Number of employees	6	6	6	6
Women	2	2	2	2
Men	4	4	4	4
Sickness absence (%)	0	0	0	0
Accident index (H1)	NA	NA	NA	NA
Employees in unions in %	0	NA	0	0
Percentage of employees that will retire within 5 years	33	33	33	17
Percentage of employees that will retire within 6 to 10 years	67	67	67	33

Third party	2017	2016	2015	2014
Numbers of third party connected to the company activities	NA	NA	NA	NA
Death of third party connected to the company activities	0	0	0	0
% of sub suppliers employees who have sufficient HMS training for assignment for the company	100	100	100	100



BALTIC HYDROENERGY

Energy (GWh)	2017	2016	2015	2014
Energy production	11,5	8,6	5,5	6,1
Hydropower	11,5	8,6	5,5	6,1
Electricity consumption (GWh)	0,043	0,042	0,048	0,044

Transport	2017	2016	2015	2014
Car transport				
Driven distance (kilometers)	154 150	130 700	109 600	114 000
Sum fuel consumption (litres)				
Petrol	7 460	7 139	5 979	4 464
Diesel	6 007	5 675	4 766	6 696

Air transport				
Travel by air distance (kilometers)	2 424	7 000	2 545	7 000

Emissions (tCO ₂ e)	2017	2016	2015	2014
Company car transport	33,30	31,70	26,50	28,20
Company air travels	0,35	1,01	0,37	1,01
Electricity consumption without REC certificate	22,79	22,26	25,44	23,32
Sum emissions	56,43	54,93	52,36	52,50
Place-specific emissions according to the GHG-protocol	22,79	22,26	24,43	NA

Waste (tonnes)	2017	2016	2015	2014
Hazardous waste	0	0	0	0
Paper	0,40	0,40	0,40	0,40
Other sorted waste	5,00	10,50	4,50	5,20
Waste for energy recovery	NA	NA	NA	NA
Other waste	0,30	0,30	0,30	0,20
Sum waste	5,70	11,20	5,20	5,80
Recycling (%)	94,74	97,32	94,23	96,55

Biodiversity impact	2017	2016	2015	2014
Number of power stations	5	5	5	5
Hydropower power stations	5	5	5	5



BALTIC HYDROENERGY

Biodiversity impact	2017	2016	2015	2014
Power station in protected waterways	0	0	NA	0
Environmental impact reducing actions		Automatic water level regulation upstream and downstream; trash rack; following the regulation during flood and dry seasons; measurement of water debit passing the dam		
Fish preserving activities		Describe activities: mechanical protection of the intake using metal grid 3cm diameter; special water usage regime during spawning (from 1 April - till 30 June)		
Environmental disturbing events	0	1	0	0
Violation on the operation permit	0	0	0	0

HR	2017	2016	2015	2014
Number of employees	9	9	9	9
Women	2	3	3	3
Men	7	6	6	6
Sickness absence (%)	5	10	10	0
Accident index (H1)	NA	NA	NA	NA
Employees in unions in %	0	0	0	0
Percentage of employees that will retire within 5 years	11	11	0	0
Percentage of employees that will retire within 6 to 10 years	22	22	11	11

Third party	2017	2016	2015	2014
Numbers of third party connected to the company activities	0	0	0	0
Death of third party connected to the company activities	0	0	0	0
% of sub suppliers employees who have sufficient HMS training for assignment for the company	100	100	100	100



GRI REPORTING AT AGDER ENERGI

Our Corporate Social Responsibility (CSR) report covers the following companies:

- Agder Energi AS
- Agder Energi Vannkraft AS
- Agder Energi Kraftforvaltning AS
- Agder Energi Nett AS
- Agder Energi Varme AS
- LOS AS
- LOS Energy AS
- LOS Energy AB
- LOS Energy Trading AB
- Otera Infra AS
- Otera AB
- UAB Baltic Hydroenergy
- Latgales Energetika
- Meventus AS

These companies cover the vast majority of the Group's operations. Based on a cost/benefit analysis, smaller companies have been excluded, but we do not believe that this significantly distorts the overall picture of the Group's impact on society and the environment.

Agder Energi Venture is included in Agder Energi's annual report, and an annual assessment is made as to whether it makes sense and is relevant to include the venture businesses in the CSR report.

The CSR report covers the period from 1 January to 31 December 2017. The CSR

report covering the previous periode was published on 7 April 2017.

Each year, the Group writes a CSR report. Since 2015, it has been integrated in Agder Energi's annual report. The annual report for 2017 contains the most important information, while the rest of the information can be found in the separate CSR report. It divides the data by topics and breaks it down to the company level. The report is available on the [Group's website](#).

REPORTING PROCESS

The CSR report takes into account the stakeholder groups that are its target groups and focuses on the aspects of GRI reporting that are considered material to the stakeholders and the Group. In 2015, the analysis of materiality involved two stages. First the materiality of all of the voluntary disclosure items was analysed

at the Group level, in order to identify the items that were likely to be most relevant to the companies in the Group. Then the individual companies carried out their own materiality assessments, identifying disclosure items that appeared important to the company and/or its stakeholders.

DEFINITION OF CONTENTS

Agder Energi has previously defined its shareholders, employees and customers as the target groups for its reporting. These target groups have remained unchanged for this report, after consultation with the companies and the chief employee representative for the Group. In 2018, Agder Energi will update its process for analysing stakeholders and materiality. This will be done to bring the Group's CSR activities

up to date, as well as to ensure compliance with the new GRI Standards for reporting. As part of this process, we also aim to look at how the UN Sustainable Development Goals affect the Group's business.

The purpose of CSR reporting is to give a balanced view of the Group's most important economic, environmental and social impacts on society.



REPORT QUALITY

The CSR report for 2017 adheres to the reporting guidelines set out in GRI G4. For the report, all of the reporting companies performed an analysis of materiality. A meeting was held with the chief employee representative, whose job is to safeguard the interests of the employees. At dialogue meetings with the companies in the Group, they passed on the wishes of their respective customers. The Group wishes to achieve even greater stakeholder involvement in its future reporting, and that forms part of the process of adapting the company's CSR activities to the GRI Standards.

The Group has also chosen to sign up to the Global Greenhouse Gas (GHG) Protocol developed by World Resource Institute, adopted in January 2015. The GHG protocol requires the company to report CO₂e emissions from its electricity consumption using a market-based system, but it must also set out what the CO₂e emissions would have been using the national electricity mix. In this report the Group has therefore chosen to present CO₂e emissions both under the guarantee of origin system and using the national power mix.

The Group considers that this complies with the GRI G4 guidelines. These principles help to ensure that the report contains reliable information that is assumed to be relevant to stakeholders.

The report has not been externally verified to ensure that the figures collected meet the GRI Standards. Every effort has been made to ensure accuracy in the collection of data for the report and its presentation. In so far as underlying data has been interpreted, the aim has been to give as accurate and relevant a picture as possible of the situation in question. The environmental data on which the report is based include data from direct measurements, self-declared aggregate figures for our companies and subcontractors, calculated averages and a few estimates. Estimated data are indicated as such, and estimates are based on the best available information. The level of precision of the data is therefore variable.

The GRI index only relates to the items which the Group has chosen to report. Reference is only made to disclosure items

in the General Standard Disclosures and Specific Standard Disclosures that are actually used in the report. A full list of the GRI's Disclosure Items can be found on the website of the [Global Reporting Initiative](#).

If you have any questions about the report, please contact Director CRS and Corporate Development, Unni Farestveit: Unni.Farestveit@ae.no.

Item G4-EU5 (Allocation of CO₂ quotas) is not relevant to companies other than Agder Energi Varme. This is because there are no direct CO₂ emissions from hydroelectric power generation, and emissions allowances from the authorities are not required.

G4-EU10 (Planned capacity against projected electricity demand over the long term) is reported as the uptime of the grid. This is because Agder Energi Nett, and not Agder Energi Vannkraft, has a duty to supply electricity.



CHANGES IN RELATION TO THE 2016 REPORT

ORGANISATIONAL CHANGES

The 2017 report covers more companies than the 2016 one. This is partly due to a restructuring of the Group in the autumn of 2017, when LOS AS was split into LOS AS for the domestic market and LOS Energy AS for commercial customers. The two Swedish LOS companies (LOS AB and LOS Energy AB) have also reported for 2017. In order to make comparisons with previous years more relevant, in the annual report the Group has chosen to present all of the LOS companies under "LOS". That is what has been done in previous years, so it allows a more direct comparison than reporting the companies individually. The CSR report

sets out clearly what the data are for each individual company. It should also be remembered that for most of 2017 these companies were all part of the same company. It has therefore been necessary to divide total figures between the individual companies. While an effort has been made to do this as accurately as possible, at the company level the figures are inevitably estimates. However, the aggregated figures are accurate, and are not estimates.

Otera XP was sold in March 2017, and has therefore not been included in the reporting for 2017. As such, the aggregated figures

for previous years are not directly comparable with the ones for 2017. Our assessment is that this has no significant impact on the aggregated data.

In addition to the changes described, Merventus is included in this year's report, after not being included in the 2016 report. This has some impact on the aggregated data. As data for previous years is not available for Merventus, the aggregated data are not fully comparable. Our assessment is that these changes have no significant impact on an overall assessment of the report.

UPDATES TO DATA REPORTED IN PREVIOUS YEARS

Some changes have been made to previously reported data. These changes mainly relate to errors discovered when collecting data for 2017, and adjustments to previously reported figures. Where we consider them to be insignificant to the overall picture for the Group or the individual company, no further comment is made. The most important changes that are not clarified by the figures reported by each individual company are explained and highlighted.

In the company-specific reporting, in certain cases the company has no data to report. This is either because data is unavailable or becomes the disclosure item is irrelevant to the company. In both cases, NA for Not available has been entered to indicate that these data have not been reported.

Due to changes to data reported for previous years, the underlying data have

changed. This, as well as companies being added to or removed from the report from year to year, mean that aggregated figures are not always directly comparable between years



REPORTING

Agder Energi's mission: "We supply the clean energy needed to help society operate smoothly now and into the future". Generating economic value and sustainability are prerequisites for a responsible approach to the other areas covered by

CSR. The Group reports key financial indicators in its interim and annual reports, and the accompanying notes. Consolidated financial statements for the Group are presented in accordance with International Financial Reporting Standards (IFRS).

CONVERSION FACTORS FOR GREENHOUSE GAS EMISSIONS

Conversion factors		Source
Petrol emissions	2,32 kg CO ₂ e/litre	Norwegian Pollution Control Authority (SFT) as reported by Klimaløftet
Diesel emissions	2,66 kg CO ₂ e/litre	Norwegian Pollution Control Authority (SFT) as reported by Klimaløftet
Paraffin emissions	2,55 kg CO ₂ e/litre	SFT quota calculator
Car, 2011 model	134 g CO ₂ e/km	Norwegian Public Roads Administration Average CO ₂ emissions for new cars in 2011
CO ₂ e, air travel - grams of CO ₂ equivalents per passenger km	144 g CO ₂ e/km	Average of Scandinavian figure of 158 g and European one of 130.4 g, excluding indirect emissions. Source: DEFRA (2012)
Heating oil	2,76 kg CO ₂ e/litre	
Heating oil incl. efficiency	311 g CO ₂ e/kWh	
Gas (LPG) incl. efficiency	259 g CO ₂ e/kWh	
CO ₂ e emissions from Norwegian electricity generation in 2016	16 g CO ₂ e/kWh	2016 product declaration, NVE
CO ₂ e emissions from Norwegian electricity generation in 2015	17 g CO ₂ e/kWh	2015 product declaration, NVE
CO ₂ e emissions from European electricity generation in 2016	530 g CO ₂ e/kWh	2016 product declaration, NVE
CO ₂ e emissions from European electricity generation in 2015	509 g CO ₂ e/kWh	2015 product declaration, NVE
CO ₂ e emissions from European electricity generation in 2014	493 g CO ₂ e/kWh	2014 product declaration, NVE
CO ₂ e emissions from European electricity generation in 2013	500 g CO ₂ e/kWh	2013 product declaration, NVE
GWP - SF ₆	23 900 CO ₂ e	
People with a flat car allowance for business travel, assumed average annual driving distance	20 000 km/year	
CO ₂ e emissions per kg of concrete	223 kg CO ₂ e/m ³	
CO ₂ e emissions per kg of asphalt	2,8 kg CO ₂ e/m ³	



GRI-INDEX

GENERAL STANDARD DISCLOSURES

GRI	What	Page number in Agder Energi's 2017 annual report	Page number in this CSR appendix
G4-1	CEO's statement	13	
G4-2	Key impacts, risks and opportunities	20-21	
G4-3	Name of the organisation	1	
G4-4	Primary brands, products and services	9	
G4-5	Headquarters	8	
G4-6	Geographical locations	8, 9	
G4-7	Nature of ownership and legal form	9	
G4-8	Markets	9	
G4-9	Scale of the organisation	3-5	
G4-10	Employees: Information and statistics	27	
G4-11	Percentage of unionised employees		4
G4-12	The organisation's supply chain		13
G4-13	Changes to the organisation	11	48
G4-14	Application of the precautionary principle at the organisation	120	
G4-15	Declarations, principles and initiatives supported or endorsed by the organisation	120, 125	13
G4-16	Advocacy organisations		11
G4-17	Companies covered by the reporting		46
G4-18	The report: Content and boundaries		46
G4-19	Material aspects identified		50-52
G4-20	Internal aspect boundaries		14-45
G4-21	External aspect boundaries		13
G4-22	Effect of restated information provided in previous reports		48
G4-23	Changes: Scope and aspect boundaries		48
G4-24	Stakeholders that collaborate with the organisation		11
G4-25	Identification of stakeholders		11
G4-26	The organisation's approach to stakeholder engagement		11
G4-27	Topics and concerns discussed with stakeholders		11
G4-28	Reporting period		46
G4-29	Date of most recent sustainability report		46
G4-30	Reporting cycle		46
G4-31	Contact point		47
G4-32	"In accordance" with GRI and external assurance		47
G4-33	External assurance for the report		47
G4-34	Governance structure of organisation	7	



GRI	What	Page number in Agder Energi's 2017 annual report	Page number in this CSR appendix
G4-56	Values, principles, standards and norms of behaviour at the organisation	10, 121, 122	
G4-57	Mechanisms for seeking advice on ethical and lawful behaviour	15	
G4-58	Mechanisms for reporting concerns about unethical or unlawful behaviour	15	
G4-EU1	Installed capacity	119	4, 14, 28
G4-EU2	Net energy output	57	
G4-EU3	Number of customers		17
G4-EU4	Length of power lines	119	
G4-EU5	Allocation of CO ₂ quotas		47
G4-EU10	Planned capacity against projected electricity demand over the long term	118	

SPECIFIC STANDARD DISCLOSURES

GRI	What	Page number in Agder Energi's 2017 annual report	Page number in this CSR appendix
Economic			
G4-EC1	Value added statement	127	
G4-EC2	Risks and opportunities for the organisation due to climate change	120	
G4-EC3	The organisation's pension obligations	74-77	
G4-EC7	Infrastructure investments	11	
Environmental			
G4-EN3	Energy consumption at the organisation		5
G4-EN6	Reduction of energy consumption		5
G4-EN11	Operational sites with high biodiversity outside protected areas		5
G4-EN12	Impacts on biodiversity		5
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	118	5
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	118	5
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)		18
G4-EN18	Greenhouse gas (GHG) emissions intensity		8
G4-EN19	Reduction of greenhouse gas (GHG) emissions	118	5
G4-EN20	Emissions of ozone-depleting substances		15, 18
G4-EN21	NO _x , SO _x , and other significant air emissions		28
G4-EN22	Total water discharge		8,9, 16



GRI	What	Page number in Agder Energi's 2017 annual report	Page number in this CSR appendix
G4-EN23	Total weight of waste by type and disposal method		4
G4-EN24	Total number and volume of significant spills		8,9, 16
G4-EN25	Weight of transported, imported, exported, or treated hazardous waste		4
Samfunn			
G4-LA1	Total number of new employees and turnover by age group, gender and region	5	4
G4-EU15	Percentage of employees eligible to retire in the next 5 and 10 years		14-45
G4-EU18	Percentage of contractor and subcontractor employees that have undergone health and safety training		13, 16, 19, 29, 32, 36, 38, 41, 43, 45
G4-LA5	Number of employees represented in formal joint management-worker health and safety committees		6
G4-LA6	Injuries, illness and absenteeism		4
G4-LA8	Health and safety topics covered in formal agreements		6
G4-LA10	Lifelong learning		6
G4-LA11	Performance reviews		6
G4-LA12	Composition of governance bodies	7, 32	
G4-SO7	Anti-competitive behaviour		10
G4-SO8	Sanctions for non-compliance with laws and regulations on anti-competitive behaviour		10
G4-PR3	Product labelling: Guarantees of origin		
G4-PR5	Results of surveys measuring customer satisfaction		10
G4-PR7	Non-compliance with regulations concerning marketing communications		10
G4-EU26	Percentage of population unserved	119	19, 20
G4-EU28	Power outage frequency	119	

Indicator G4-EU5 is not relevant, as there are no direct CO₂ emissions from hydroelectric power, and emissions allowances from the authorities are not required. Indicator G4-EN7 (a) on reductions in the energy requirements of products is not relevant because Agder Energi sells energy and not physical products. G4-EU10 is reported as the uptime of the grid, since Agder Energi Nett, and not Agder Energi Vannkraft, has a duty to supply electricity.

Agder Energi

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