

COMMUNICATION REPORT ON THE PROGRESS

**Name of the participating company/organization:**

„EVN Croatia Plin d.o.o.“

**State:**

Croatia

**Sector:**

Energy

**Reported period:**

1<sup>st</sup> of January 2019 – 31<sup>st</sup> December 2019

**EVN Croatia Plin d.o.o.**

Zagrebačka avenija 104  
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Croatia

**CSR responsible**

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**Statement in support of the Global Compact by Mr. Vlado Mandić and Mr. Peter Zaruba- members of the Management Board of "EVN Croatia"**

"EVN Croatia Plin d.o.o" has been a member of the UN Global Compact since January 2011. The company is part of the group of EVN AG - a leading Austrian company with headquarters in the largest Austrian federal province - Lower Austria.

EVN Croatia is a company with socially responsible behaviour to the society. EVN's long-term existence requires our excellence, competence and reliability to ensure satisfaction for our customers and partners. This ensures our sustainable success and motivates us to be a leading company by contributing to promote values and positive corporate culture.

EVN Croatia completely shares and supports the 10 principles of Global Compact on human rights, labour standards, environment and anticorruption. We are committed to making the Global Compact and its principles part of our strategy, culture and daily business duties. The company makes necessary efforts to develop the aims of the Global Compact and bring to the initiative all its employees, partners and suppliers.

Corporate Social Responsibility of EVN Croatia aims to achieve social, economic and environmental practices that exceed regulatory requirements and which are implemented in dialogue with all stakeholders. The company implements policies aimed at care for the employees and taking commitment to the problems related to ecology and community in which the company operates.

We share the concept of sustainable management and strive to simultaneously observing the technological, economic, environmental and social aspects. Priority in our work is balancing the interests of all stakeholders, transparency and openness to dialogue.

We stand for a high level of customer satisfaction based on fair and transparent pricing and performance, as well as comprehensible products and services, in the field of natural gas and the efficient use of energy and resources.

In the spirit of high responsibility associated with our work, we set ambitious standards of conduct - working with advanced highly efficient technologies, responsible attitude towards the environment, commitment to society and human resource development.

Vlado Mandić  
Peter Zaruba  
Members of the Management Board  
of „EVN Croatia Plin d.o.o.“

**Mission of EVN Croatia**

We create value through high profitability and by assuming corporate social responsibility, thus ensuring the long-term success of our company. On this basis, we offer our customers high quality services, our shareholders sustainable financial development and our employees' attractive working conditions.

We are building and operating gas distribution networks in three Dalmatian counties Zadar, Šibenik-Knin and Split-Dalmatia and the satisfaction of the customer is our ultimate goal. In order to satisfy our customers' expectations we set the highest quality standards – in our products as in our service with fair prices.

Sustainable performance in gas distribution and gas supply requires excellent know-how, high efficiency, most modern infrastructure and constant willingness in innovations.

**Vision of EVN Croatia**

As an energy services provider, we fulfil the daily needs of our customers. Through our reliable and high quality services, we sustainably contribute to their quality of life.

**Our values**

For our business and the management of the group, demanding principles for high commitment to our daily tasks are valid. The most diligent pursuit of ethical principles and all legal requirements is inherent to us.

We support the concept of sustainable management of the enterprise and thus strive for a harmonious observance of economic, environmental and social perspectives. It is our policy to balance adequately the desires of all stakeholders in the company.

The economic responsibility of securing the long-term existence of our Group demands outstanding performance on our part. High levels of competence and reliability ensure the satisfaction of our customers and business partners. In turn, they represent the basis for our sustained corporate success.

We fulfil our responsibility to the environment in particular by endeavouring to optimally economise the natural resources entrusted to us, minimise waste gas emissions and promote the use of renewable energy sources. Through the use of natural gas, the emission of fine dust and nitrogen oxides is to be further reduced. Ongoing innovations and increased efficiency decisively contribute towards achieving these goals.

We take social responsibility in different ways. The commitment we demonstrate to ensuring the well-being of our employees by fair and attractive salary levels, as well as our maintenance of a positive corporate culture featuring openness, loyalty and mutual respect, are as important as our emphasis on serving people and achieving an appropriate positioning within the framework of a society shaped by a diverse range of influences. This approach encompasses a high level of transparency and the willingness to engage in an ongoing dialogue, both in- and outside the company.

EVN Croatia Plin d.o.o. is a subsidiary of EVN AG and member of its corporate organization. In accordance with the internal corporate rules, EVN Croatia Plin d.o.o. is obliged to implement all corporate programs supporting the 10 principles of the UNGC and to follow corporate strategy in those areas. All systems, measures and achievements are mentioned in the Sustainability Information to the EVN group report 2017/18 ([http://evn.corporate-reports.net/evn/annual/2019/gb/English/pdf/EVN2018\\_19\\_Full\\_Report.pdf](http://evn.corporate-reports.net/evn/annual/2019/gb/English/pdf/EVN2018_19_Full_Report.pdf)) and sustainability information available on the EVN AG website <https://www.evn.at/EVN-Group/Verantwortung/CSR-Strategie.aspx>. Therefore, in this Communication on Progress we refer to the Sustainability Information to the EVN group report 2018/19 and the EVN sustainability website in all areas. Furthermore, EVN Croatia Plin d.o.o. has implemented specific local activities and initiatives in certain areas and these are the main focus of this report.

### Corporate Social Responsibility (CSR) in detail

Companies are part of the society in which they operate. As such, they also bear responsibility for it. In short, this is the idea on which the term Corporate Social Responsibility ("CSR") is based.

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

For EVN Croatia, this means, for example:

- responsibility in all aspects of business
- incorporating customer and employee relations
- society investment
- human rights and
- environmental efforts

Moreover, we define CSR as a central strategic model of the company that is incorporated in the core business. We see our challenge to be reliably fulfilling the daily needs of our customers and contributing to their quality of life. Responsibility to future generations is important for us.

Together with representatives from our stakeholders, we have compiled those issues, which currently embody the biggest opportunities and risks for EVN Croatia Plin. From this, we developed **9 areas of action** presented in the "**EVN Croatia Materiality Matrix**":

In September 2015 EVN Croatia started preparing a survey to update "EVN Croatia Materiality Matrix" with the following stakeholder groups: customers, journalists (media), politicians (city and county), installers (contractors) and civil engineers but also EVN Croatia employees (internal). The goal is to improve in all areas of action and to have an objective measurement in these topics. EVN Croatia is updating a survey every four/five years (next one in 2019).

The following stakeholder groups answered in the way described in table dedication of EVN: per stakeholder groups.

**Employees**

responded that more attention should be devoted to **Security of supply, Responsible employer, Corruption prevention and Environmental protection.**

**Customers**

responded that EVN has, so far, done well regarding most of the issues. However, a slight improvement is necessary in dedication towards **Social responsibility.**

**Journalists**

responded that EVN needs to dedicate a lot more efforts in issues **Security of supply, Stakeholder dialogue, Corruption prevention and Sustainable tariffs.**

**Local Authorities**

believe that EVN needs to invest efforts in directing its attention towards **Attractive energy source and Sustainable tariffs.**

**EVN contractors**

responded that an improvement is necessary in dedication towards **Sustainable tariffs, Attractive energy source, Stakeholder dialogue and Corporate culture.**

**“EVN Croatia Materiality Matrix 2015/2016”:**

1. The **area of action “security of supply”** stands for network quality and procurement, an increase in energy saving – all taking sustainability issues into account.
2. The **area of action “responsible employer”** represents the creation and safeguarding of jobs, responsible human resources development, training and further education, occupational health and safety, open communications, a work-family balance and workforce diversity as well as equality of opportunity.
3. The **area of action “corruption prevention”** means the prevention of corruption on the basis of preventive and control measures designed to avoid situations from arising in which employees face conflicts of interest and

loyalty in their work.

4. The **area of action "environmental protection"** shall ensure biodiversity, landscape and water protection.
5. The **area of action "stakeholder dialogue"** comprises our proactive dialogue with and our openness towards the concerns of our interest and stakeholder groups.
6. The **area of action "corporate culture"** is based on our corporate values, standards and attitudes.
7. The **area of action "societal responsibility"** stands for support of culture and history as well as the educational programs and social events.
8. The **area of action "attractive energy source"** combines the actions of EVN Croatia to secure its customers attractiveness of the energy and persistent competitiveness in order to provide to customers quality and price - optimized goods and services.
9. The **area of action "sustainable tariff"** stands for a high level of customer satisfaction based on fair and transparent pricing and performance, as well as comprehensible products and services, in the field of natural gas and the efficient use of energy and resources.

## UNGC principles

The UN Global Compact's ten principles in the areas of human rights, labour, the environment and anti-corruption are as follows:

### Human rights

**Principle 1:** Support and respect the protection of internationally proclaimed human rights.

**Principle 2:** Make sure that it is not complicit in human rights abuses

### Labour standards

**Principle 3:** Uphold the freedom of association and the effective recognition of the right to collective bargaining.

**Principle 4:** Support the elimination of all forms of forced and compulsory labour.

**Principle 5:** Support the effective abolition of child labour.

**Principle 6:** Support the elimination of discrimination in respect of employment and occupation.

### Environment

**Principle 7:** Support a precautionary approach to environmental challenges.

**Principle 8:** Undertake many national and international initiatives, to promote greater environmental responsibility

**Principle 9:** Encourage the development and diffusion of environmentally friendly technologies.

### Anti-Corruption

**Principle 10:** Support of anti-corruption initiatives and transparency policy

As an internationally operating energy and environmental services company, the EVN group has a far-reaching role model function both on its domestic market and abroad. In order to safeguard the good reputation and business success of EVN Croatia, we attach the greatest importance to the integrity and the law-abiding behaviour of all our employees.

### Sustainable development goals (SDGs)

EVN Croatia did evaluation of the 17 sustainable development goals according to their core business. The rating is listed below (0-3).

0 – No relevance to EVN Croatia business

1 – Less relevant signification

2 – Important

3 – Very important



**Goal 1.** End poverty in all its forms everywhere

EVN relevance: **1**

**Goal 2.** End hunger, achieve food security and improved nutrition and promote sustainable agriculture

EVN relevance: **1**

**Goal 3.** Ensure healthy lives and promote well-being for all at all ages

EVN relevance: **2**

**Goal 4.** Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

EVN relevance: **2.5**

**Goal 5.** Achieve gender equality and empower all women and girls

EVN relevance: **2**

**Goal 6.** Ensure availability and sustainable management of water and sanitation for all

EVN relevance: **0**

**Goal 7.** Ensure access to affordable, reliable, sustainable and modern energy for all

EVN relevance: **3**

**Goal 8.** Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

EVN relevance: **3**

**Goal 9.** Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation

EVN relevance: **3**

**Goal 10.** Reduce inequality within and among countries

EVN relevance: **2**

**Goal 11.** Make cities and human settlements inclusive, safe, resilient and sustainable

EVN relevance: **2**

**Goal 12.** Ensure sustainable consumption and production patterns

EVN relevance: **1.5**

**Goal 13.** Take urgent action to combat climate change and its impacts

EVN relevance: **2**

**Goal 14.** Conserve and sustainably use the oceans, seas and marine resources for sustainable development

EVN relevance: **0**

**Goal 15.** Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss

EVN relevance: **2**

**Goal 16.** Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

EVN relevance: **1.5**

**Goal 17.** Strengthen the means of implementation and revitalize the global partnership for sustainable development

EVN relevance: **1**

### **Implementation of the UNGC principles by EVN Croatia Plin d.o.o.**

#### **Cooperation with technical schools and universities**

EVN Croatia implemented initiatives for cooperation with technical schools in Zadar and Šibenik and with the Technical University of Split on the concession area of the company. The objectives are establishment of cooperation between the schools and the company in various areas, implementation of joint activities and finding more overlaps between technical support and business. Joint work is envisaged on various projects or joint initiatives in the sphere of economy, gas supply and heating energy, energy efficiency, etc.

On 8.7.2010, EVN Croatia and the Technical School Zadar signed a long-term cooperation contract with the following topics:

- EVN Croatia provides short-term support through experts, material and financial support of prequalification programme for water and heating workers to gas installers.
- Long-term support is linked to a three-year programme for gas installers by means of two scholarships for first grade students, providing of working experience during holidays, visit to EVN construction sites, support in visual materials and exchange of expert experiences.

EVN Croatia signed similar cooperation contracts with the Technical School of Šibenik on 26.5.2011.

Additional EVN Croatia and the Technical University of Split agreed for long-term cooperation.

The areas of cooperation between EVN Croatia and the technical schools/university provide specific practical activities that will be useful for the professional development of the students:

- familiarize students with the investment and repair projects of EVN Croatia in the field of gas and heating energy
- practical exercises for students of different specialties in interesting and current topics
- practical training for engineering
- visits to technical facilities and administrative buildings of EVN Croatia and EVN in Austria
- exchange of experience and know-how between the schools and the energy company.



In 2015 EVN supported equipment of laboratory of Mechanical Engineering Department of the University of Professional Studies in Split.

Further to this cooperation, EVN also took part on the International Multidisciplinary Conference on Computer and Energy Science - SpliTech 2019 organised by the Croatian Society for Mechanical Technology and University of Split - Faculty of Electrical Engineering, Mechanical Engineering and Naval Architecture and technically co-sponsored by IEEE Communications Society.

#### **Donation "Rehabilitation centre for handicapped people and children"**

In 2019 EVN Croatia Plin donated material resources to the Rehabilitation centre in Sveti Filip i Jakov to help them to carry out the daily hygienic care of their residents. Representatives of EVN Croatia also announced a long-term partnership.

#### **Donation "Choir Brodosplit"**

In 2019 EVN Croatia Plin donated financial funds to the choir Brodosplit. The aim of this donation is the participation of the competition in Portugal, Lisbon. This way they had the opportunity to show their qualities and to improve themselves.

#### **Donation "Association Glaukom Zadar"**

In 2019 EVN Croatia Plin donated financial funds to the association Glaukom Zadar for ophthalmic department. The aim was to support better conditions for children with strabismus problems.

#### **Sponsoring "Wrestling, football, triathlon and down syndrome sports club"**

In 2019 EVN Croatia signed the sponsoring contracts with the wrestling, -, -, football, triathlon and down syndrome sports club. The aim of these sponsorships is to support health care of young people and to help to stay actively in sports.

#### **Sponsoring "Zadar County days"**

Every year from April to May the County of Zadar organises "County days" which are supported by EVN Croatia in three different activities:

- Bike riding from Zadar to Nin
- Orientation walking for adults
- Orientation walking for children

In this way EVN wants to integrate CSR activities in daily activities. 1.900 people and children participated at this event in Zadar County.

#### **Sponsoring "Austrian embassy/Austrian cultural forum"**

In 2013 EVN Croatia supported the founding of the new Austrian library "Dr. Alois Mock" in Zadar together with the Austrian embassy. Representative of EVN Croatia held a workshop with German language students with the title

“Intercultural exchanges Austria – Croatia”. As a sign of the long-term cooperation with the Austrian embassy, EVN Croatia sponsored in May 2019 opening of the exhibition Heimo Zobernig in Split.

### Sponsoring of gas conferences

EVN Croatia supports HSUP (Hrvatska stručna udruga za plin) conference in Opatija, conference of Mechanical University in Split and Gas forum in Zagreb. The aim is to exchange experiences and know – how in gas business.

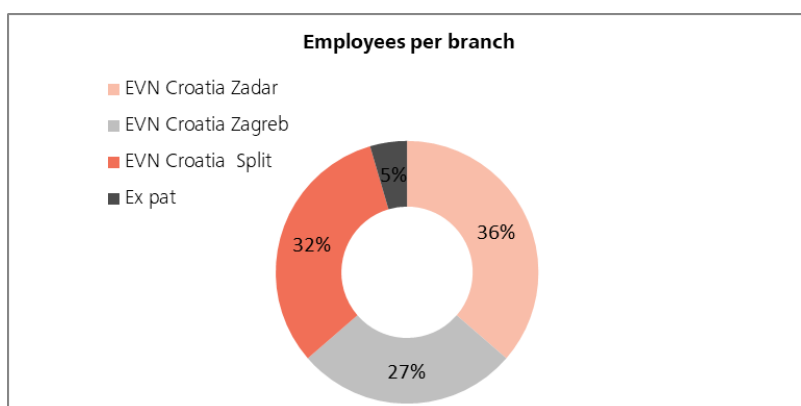
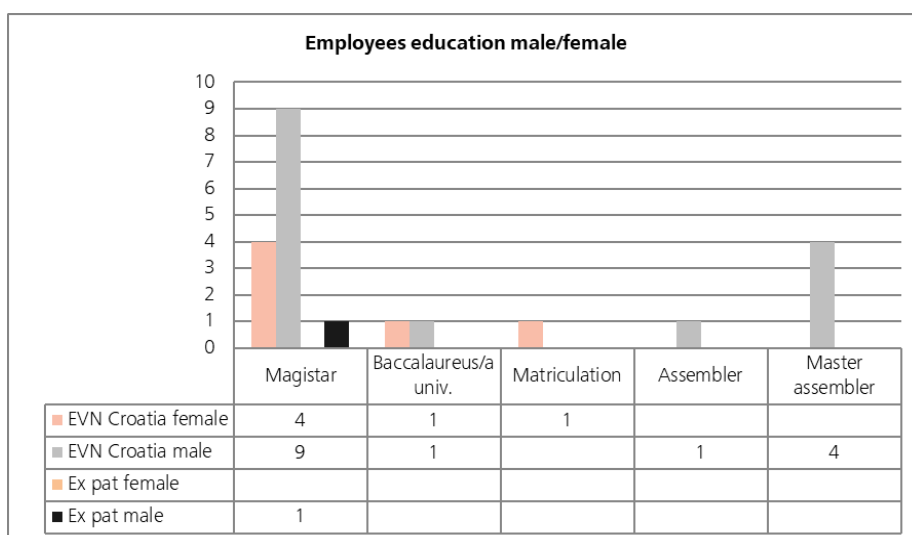
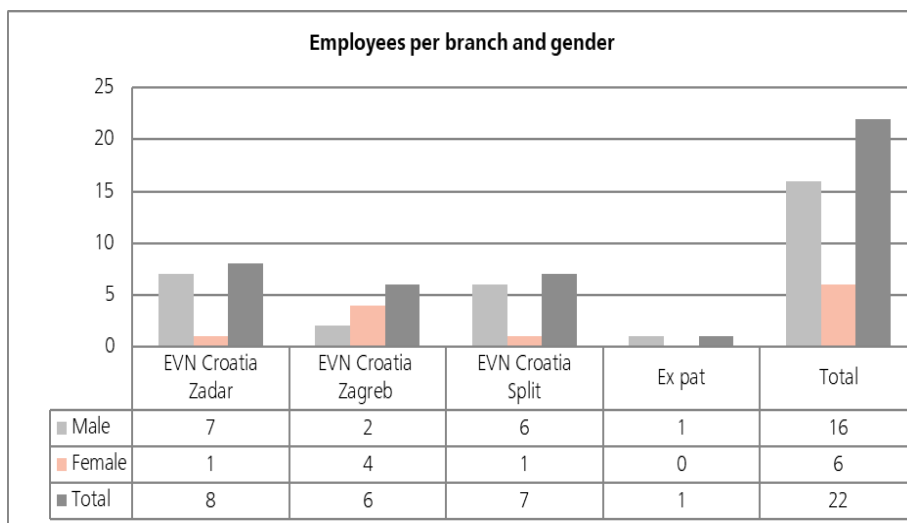
### High labour standards

EVN Croatia orients its activity in accordance with the following guidelines:

- UN Universal declaration of Human Rights and the European Convention for the Protection of Human Rights and Fundamental Freedoms,
- Tripartite Declaration of Principles concerning Multinational Enterprises and social policy, issued by the International Labour Organisation (ILO)
- ILO Declaration on Fundamental Principles and Rights at Work
- The Guidelines of the Organisation for Economic Cooperation and Development for multinational enterprises

<b>Employees key indicators</b>	2019
Number of employees	22
Male	16
Female	6
Nationality 2019.	/
Austria	1
Croatia	21

<b>Education of employees</b>					
	EVN Croatia female	EVN Croatia male	Ex pat female	Ex pat male	Total
Magister	4	9		1	14
Baccalaureus/a univ.	1	1			2
Matriculation	1				1
Assembler		1			1
Master assembler		4			3
Total employees	6	15	0	1	22



### **EVN Croatia offers its employees additional health insurance**

The company provides its employees an additional program for health insurance that provides a package of medical services for prevention and treatment of illnesses.

### **Benefits in case of sick leave**

Management of EVN Croatia signed the contract that the salary is ongoing in case of sick leave until four days for in total 24 days per year. This decision is voluntary made by the Board and is not dedicated to the governmental regulations.

### **Christmas and vacation bonus**

Every EVN Croatia employee received a bonus before summer holidays and Christmas time in addition to the salary.

### **Bonus for target achievement**

For selected projects, extraordinary events, exhibitions, unscheduled efforts management decides about additional payment for 2 employees in 2019. The payments were voluntary and directly related with the achievements for reaching the declared targets.

### **EVN Croatia provides professional trainings to its employees**

Courses and workshops cover all company activities. Training significantly improves the efficiency of employees in actual work and increases the safety performance of their duties. As part of the trainings for service improvement workshops on project management, teamwork and more are provided. (All employees)

Language courses and financial support for further academic education complete the company's support in professional education of employees. (2 employees)

<b>Further education in 2019</b>	<b>Number of employees</b>
Language courses	2
Total	2

### **Waste management**

EVN Croatia introduced waste management in year 2011. Since then has been in all customers energy centres waste generated during the maintenance of the gas distribution grid of the company and classified according to the regulations, is separately collected and transmitted for subsequent lawful treatment.

## Data sustainability 2019

Period Jan - Dec		2019		
total length of gas lines [km]		133,99	data calculated	
<b>water use</b>				
municipal [m³]		377,640		
ground water [m³]		0,000		
surface waters [m³]		-		
<b>waste</b>				
hazardous [t]		0	15 kg	
non hazardous [t]		0	2189,81	m3 (L)
exported hazardous waste [t]		-		
<b>internal energy consumption</b>				
Power [MWh]		81,15		
Gas [m³]		487,00		
fuel oil [t]		-		
Heat [MWh]		-		
Gas [MWh]		5,36		
fuel oil [MWh]		-		
<b>Water sources significantly affected by withdrawal of water.</b>				
Water body, % of withdrawal		-		
<b>PERCENTAGE AND TOTAL VOLUME OF WATER RECYCLED AND REUSED</b>		-		
<b>Biodiversity</b>				
land owned in or adjacent to protected areas			(Habitats Directive, Bird Directive...)	
adjacent to [km²]		-		
nature reserve [km²]		-		
<b>Biodiversity of offset habitats [km²]</b>		-		
<b>other CO2 emissions</b>				
fuel use for business trips				
diesel [t]		22.608,99		
petrol [t]		493,85		
LPG [kg]		-		
Emissions of business trips		60,84		
<b>Activities to reduce CO2-Emissions</b>				
Old paper is collected and recycled				

### Integrity clause of the EVN Group

EVN Croatia has implemented a social responsibility clause, which applies to all companies from the EVN Group and binds all suppliers and subcontractors with the implementation of the following basic concepts and principles:

1. **Recognition of human rights.** Our contractors and subcontractors are expected to recognize and uphold the United Nations Declaration on Human Rights and to ensure that they are not involved in violations of human rights.
2. **No child labour or forced labour.** During the manufacture of their products and provision of their services, our contractors and subcontractors undertake not to use or tolerate the use of child labour or forced labour or other involuntary labour as set out in the Conventions of the International Labour Organization (ILO).
3. **No discrimination or harassment in the workplace.** Each employee shall be treated with respect and dignity. No employee shall be physically, mentally, sexually or verbally harassed, abused or discriminated because of his or her sex, race, religion, age, origins, handicap, sexual orientation or political or ideological views.
4. **Safety and health in the workplace.** Our contractors and their subcontractors must ensure that safety and health are guaranteed for their employees in the workplace while observing any applicable laws and regulations. Free access to drinking water, sanitary facilities, appropriate fire prevention equipment, lighting, ventilation and – if necessary – suitable personal protective equipment must be provided. Employees shall be trained in the correct use of protective equipment and in general safety rules.
5. **Labour and social security laws.** Our contractors and their subcontractors undertake to comply with the labour and social security laws that apply in each country when implementing contracts.
6. **Transparency as regards working hours and remuneration.** Working hours shall be in line with applicable laws. The persons employed by our contractors and subcontractors shall receive employment contracts in which working hours and remuneration have been laid down.
7. **Protection of the environment.** We expect our contractors and their subcontractors to comply with all applicable laws and regulations on the protection of the environment when carrying out their entrepreneurial activities and to pay proper attention to economic, ecological and social aspects when rendering their services/deliveries and thus not lose sight of the importance of sustainable development.
8. **Reduction in the use of resources, waste and emissions.** The continuous improvement in the efficiency of the use of resources is an important part of management and running a business. Our contractors and their subcontractors shall minimize waste of any sort, including discharges and emissions into the air, water and ground.
9. **High ethical standards.** We expect our contractors and their subcontractors to attach a high degree of importance to business ethics, to abide by prevailing national laws (in particular labour, competition, anti-trust and consumer laws) and to refrain from engaging or participating in corruption, bribery, deceit or blackmail.
10. **Transparent business relationships.** Our contractors and their subcontractors shall abstain from offering, requesting, granting or accepting any gifts, payments or other comparable advantages or gratuities that might induce someone to violate his or her duties.
11. **Right of assembly and strike.** The persons employed by our contractors and their subcontractors should be granted the right to participate in assemblies and strikes in accordance with the laws of the country where they work without having to fear any possible consequences.

**Inspection report for compliance/fulfilment the integrity clause of EVN Croatia Plin**

As the Group that operates in the Europe, EVN is committed to observe high ethical standards in all of its business dealings. The key expectations regarding integrity in business are set forth in the integrity clause. We also expected our business partners to comply with our integrity standards in any EVN business transactions. This means that EVN may be responsible for actions taken by its business partners. Once a business partner has been selected and negotiations begin, an adequate integrity clause must be included in any agreement. After signing of the contract and adequate instruction concerning integrity and other duties, the due diligence of business partners takes on the form of monitoring to ensure compliance with the rules set out in the agreement. EVN Croatia monitored three selected business partners and checked whether they are acting in compliance with our integrity clause. In 2015 selected business partners, "Drnišplast"- producer of polyethylene pipes, "Marex Elektrostroj"- producer of gas cabinets and "Zagreb montaža"- general contractor for construction, answered the query prepared by EVN Croatia. The results were positive, which means that all three business partners fulfilled the EVN integrity clause. Next query will be made in 2020.

EVN Croatia Plin d.o.o., May 2020