

2. Stakeholders

A. Stakeholder map

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Map of Enea Capital Group stakeholders

Stakeholder	Communication channels
Investors, Shareholders, Analysts	<ul style="list-style-type: none"> • Investor Relations Office • face-to-face meetings with investors i.e. road show, study tour • conferences • mobile applications • new website www.enea.pl • current and quarterly reports • annual report • CSR report
Employees	<ul style="list-style-type: none"> • employee satisfaction research • meetings and trainings • cooperation with trade members • intranet • newsletters • meetings and newsletters for managers • broadcasting system at Koźienice Power Plant • employee volunteer program • annual report • CSR report
Clients	<ul style="list-style-type: none"> • direct contact with the Customer Service Centre and Sales Offices • electronic Customer Service Centre (eCSC) • customer hotline (Contact Centre) • Enea Purchasing Zone

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	<ul style="list-style-type: none"> • customer satisfaction research • website www.enea.pl • profile “Energia +” on Facebook • electronic failure reporting platform at Enea Oświecenie • Web platform for communication with municipalities • print on invoices, invoices inserts • ATL media • partners and caregivers of a client • special events i.e. sponsored by Enea • advertisements in the local media: newspapers and radio • annual report • CSR report
Local authorities	<ul style="list-style-type: none"> • direct meetings, participation in local events • representatives of Enea take an active part in the working group appointed by the governor of Wielkopolska. Its goal is to identify the essential social needs and planning measures for their implementation • websites, including new website www.enea.pl • conferences • CSR report
Local communities, public opinion	<ul style="list-style-type: none"> • direct meetings and cooperation with representatives of the local communities • contact and cooperation with the Enea Foundation • communication with local and national media • participation of Enea Capital Group employees in activities for the sake of local communities within employee volunteer program • website www.enea.pl, including website tab dedicated to corporate social responsibility, Enea strategic goals in that respect and their implementation • lectures and participation in industry events and events dedicated to corporate social responsibility • CSR report
Non-governmental organizations, beneficiaries, social partners, scientific institutions	<ul style="list-style-type: none"> • new website www.enea.pl • application form for beneficiaries • direct contact • dialogue during the implementation of shared projects • CSR report

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Contractors and suppliers	<ul style="list-style-type: none"> • direct communication with dedicated people appointed for cooperation from the Group companies • website www.enea.pl • industry meetings, trade fairs • annual report • CSR report
Industry organizations	<ul style="list-style-type: none"> • meetings • trade fairs • membership in organizations • participation in working groups, authorities of industry organizations • annual report • CSR report
Media	<ul style="list-style-type: none"> • press office and current communication • contact by the dedicated e-mail • new website www.enea.pl • meetings with media • press conferences • CSR report
Public administration	<ul style="list-style-type: none"> • reports • annual report • CSR report • direct communication • conferences
Natural environment	<ul style="list-style-type: none"> • communication of environmental impact through statements and reports sent to government entities dedicated to environment protection • CSR Report

B. Membership in organizations

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Enea Group companies also belong to the following organizations:

- EDSO for Smart Grids
- Polish District Heating Chamber of Commerce
- Polish Chamber of Power Industry and Environmental Protection
- Chamber of Commerce of North Wielkopolska
- Chamber of Commerce and Industry of Radom
- Partner Club of the Poznań University of Economics
- Polish Testing Laboratories POLLAB
- Lubuskie Association for Energy Development
- Polish Electricity Association
- Polish Committee of the World Energy Council
- Polish Association of Professional Heat and Power Plants
- Polish Society of Transmission and Distribution of Electricity
- Association of Listed Companies
- Association of Polish Electrical Engineers
- Polish Association for Hydropower
- Economic Society Polish Power Plants
- Association of Energy Trading
- Wielkopolska Chamber of Commerce and Industry
- Association of Heating Employers

C. Suppliers

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Our suppliers

Good relations with a group of reliable suppliers is a prerequisite for effective performance on Enea Capital Group scale. Each of our companies works with hundreds of suppliers every day. Efficient coordination of these contacts is the task of Enea Centrum, which manages the purchases of our entire Group.

Proceedings concerning the supply of electrical goods and equipment for the needs of Group companies and external customers in the field of power engineering are within the scope of Enea Logistyka responsibilities. On the other hand, contacts and relations with suppliers after the process of their selection are led by individual companies.

Among our suppliers are: generators, traders and wholesalers.

Demand for the supply of raw materials, materials, products and services is differentiated in particular areas of our business. Here are the main ones:

Suppliers for the generation area

- The primary fuel used for electricity generation in the System Power Plant Segment is hard coal. Hence, suppliers to this Segment in 2016 were:
 - LW Bogdanka - about 74% (the main supplier of our Group)
 - Katowicki Holding Węglowy - about 12%
 - Polska Grupa Górnicza (earlier: Kompania Węglowa) - about 7%
 - Jastrzębska Spółka Węglowa - about 7%
- The primary fuel used in the Heat Segment in Enea Wytwarzanie (Białystok Thermal Power Plant) is biomass, mainly in the form of forest chips, energy willow chips and sunflower husk pellets.
The amount of delivered biomass amounted to 427,845.34 tons in 2016 and deliveries were made by 13 entities. Approximately 33% of the biomass was delivered to Heat Segment - Enea Wytwarzanie by rail.
- On the other hand, coal supplies for the Heat Segment in 2016 came from:
 - Katowicki Holding Węglowy SA - about 71%

- Jastrzębska Spółka Węglowa SA - about 25%
- Polska Grupa Górnicza (earlier: Kompania Węglowa SA) - about 4%

Enea Wytwarzanie also buys raw materials: hard coal, magnesite (for flue gas desulphurization), sodium sulfite, sodium phosphate, sodium hydroxide, hydrochloric acid, rock salt and Rokrysol WF2 (for the production of treated water).

- PKP Cargo - rail transport was the only transport service provider for the Wytwarzanie segment and the only means of transport used for the supply of hard coal to the Segment of System Power Plants in 2016. The carrier made 100% of deliveries. On the other hand, coal deliveries to the CHP Białystok were realized by: PKP Cargo SA (about 85%) and Freightliner PL Sp. z o.o. (about 15%).

Enea Wytwarzanie **purchased** such raw materials like coal, biomass, fuel oil and gas for **PLN 1 billion 246 million** in 2016

Other goods and services ordered by Group companies:

- construction services (modernization or construction of administrative buildings)
- electric power construction services (modernization and construction of the network)
- services related to the design of power networks
- services related to the IT area
- support services, such as: cleaning, maintenance,
- electrotechnical materials used in the construction and operation of the distribution network
- delivery of products such as: transformers, cables and wires, equipment for line construction
- vehicles and fuel
- equipment
- OHS equipment

Principles of co-operation with suppliers

Quality and price are the key criteria for selecting a product or service provider for companies in our Group. Rates that we offer to our clients largely depend on them. Purchases in the Group are made on the basis of provisions of law in force in Poland, such as the Public Procurement Law. In addition, the purchasing policy of our companies is governed by a number of documents:

- Purchase Process QP-7.4-01.
- Purchase Instruction QI-7.4-04.
- Regulations of contracts not subject to the PZP Act provided by a particular company - each company has such regulation adjusted to the subject of business activity
- Specification and Terms of the Order - annexed to each specific tender
- When purchasing biomass, a Proper Due Diligence System is used additionally, which is approved by the Enea Wytwarzanie Management Board.
- A list of qualified contractors used in Enea Operator, which aims, among others, to create long-term relationships with contractors and to simplify cooperation

Detailed information about the rules and current tender procedures can be found on the websites of our companies under the “Zamówienia” ("Orders") tab and [on the website](#).

Every relation with stakeholders as well as with suppliers in Enea should be transparent and ethically unambiguous. That is why our Code of Ethics and Code of Conduct provide answers as to how we work with suppliers.

In addition, our suppliers are required to apply practices consistent with the Integrated Quality, Environment and Safety Management System which is in force in Enea Wytwarzanie.