



Energa



OUR RESPONSIBILITY 2013
CORPORATE SOCIAL RESPONSIBILITY REPORT



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Ladies and Gentlemen,

This publication, together with the Annual Report, completes the picture of operations of ENERGA Group in 2013. While implementing our economic goals we are aware that they cannot be fulfilled without a certain impact on the environment. Therefore, having adopted the "Development Strategy of ENERGA Capital Group for the years 2013-2020", we have also prepared and introduced the "Strategy of sustainable development and socially responsible business in ENERGA Capital Group." In our opinion, the business strategy, in conjunction with the sustainable development strategy has more chances to be successful since it takes into account the fact that our Group, conducting its business, builds social relations and strives for its stakeholders' trust.

As a public company and a Group operating on the market of growing dynamics, we undertake efforts aimed at effectiveness improvement in order to inhibit the rate of growth in the burdens for clients and, consequently, for the economy. While conducting the restructuring, we endeavour to ensure that it affects the employees and the environment to the lowest extent feasible.

The programmes of voluntary resignation under compensation, subsidies associated with the change of a workplace, undertaking cooperation wherever it is feasible and profitable for both parties, are the measures which resulted in employees' interest, enabling deep changes to be conducted in a possibly harmless way.

While the business results for 2013 satisfied us (revenue of the Group higher by 2 per cent on an annual basis, EBITDA growth by 21 per cent and net profit growth by 63 per cent), the awareness of the needs of the communities for which we implement our social projects still leaves room for enhancement. Under the slogan "ENERGA for You", year by year, within the corporate social responsibility (CSR), we undertake new educational, cultural, sports or environmentally oriented initiatives.

The energy sector, generating, distributing and selling electric energy, is an indispensable element of contemporary economic development. The sector has to face many challenges, such as, for example, the shrinking resources of conventional energy raw materials under the constantly growing energy demand, or the growing role of the natural environment protection. In order to meet these challenges we have been increasing the application of the latest technology and raising the importance of renewable energy sources. Investing in infrastructure, new and more effective services and products, we create a solid foundation for the growth of ENERGA Group values.

In the subsequent years we shall focus on the development of distribution, mitigation of the environmental impact and continuous improvement of customer service. One of our flagship projects is the construction of the intelligent distribution system, preceded by the possibilities offered by intelligent metres, already used by over 400 thousand of our clients. We also understand CSR as an imperative of continuous self-improvement and harmonisation of organisational culture, risk management or the environmental policy with the values we share. The indication of this approach is, among others, entering into the decisive phase of the environmental management project based on the EMAS Regulation guidelines, which we started to implement in 2013.

We are satisfied with the awards and distinctions granted to the Group, such as: The Award of the President of the Republic of Poland in Green Economy category, or "CSR Silver Leaf". We want to use our social and environmental experience by engaging in the "Sustainable development vision for Polish business 2050" programme, implemented under the patronage of the Ministry of Economy and the Responsible Business Forum.

I do believe that by publishing the CSR report for 2013, we provide you with a possibility to develop your opinion on what sustainable development means for ENERGA Capital Group.



Kind regards,
Mirosław Bieliński
President of the Management Board of ENERGA SA



ABOUT THE REPORT

This Report is the third publication in the history of ENERGA Capital Group, summarising the activities in the scope of corporate social responsibility (CSR) undertaken by fifteen companies of the Group (taking into consideration the results of ENERGA Operator subsidiaries). The scope of the document is analogical to the scope of "Responsible Business Report - Our responsibility 2012", published in December 2013.

We publish CSR reports on an annual basis, however, in order to maintain the comparability of the data, we also include indicators achieved in the previous year in each of the reports. While working on this document, we used the internal systems for collection of information and indicators presenting the results of the Group.

The Report was created according to the guidelines of the Global Reporting Initiative G3.1, at the A+ level (considering the indicators included in the supplement for energy sector entities) and it was verified by an independent auditing company and the GRI.

Contact information:

We invite to submit opinions and comments concerning our Report and the activities we implement via e-mail to csr@energa.pl

Description of the Report content defining process

The analysis of issues significant to ENERGA Group was conducted, based on results of trade reports, Polish and international research as well as surveys of ENERGA Group stakeholders. In the assessment process we have also taken into account the "Development Strategy of ENERGA Capital Group for the years 2013-2020" and the "Strategy of sustainable development and socially responsible business in ENERGA Capital Group."

Within the dialogue with the stakeholders, among others, individual interviews with leaders of opinion for specific groups of CSR problems, significant for the company and for the sector, were carried out. The experts evaluated the previous report and identified the most important issues to be considered in the Report for the following year. A key element of the interviews was to discuss the factors which, according to the experts' opinion, build the reliability of CSR on the Polish market. While creating this report we have endeavoured to take these opinions into account.

Another element of the dialogue with the stakeholders is the cyclical survey of clients' opinion concerning the CSR activities implemented by us. The last survey conducted by the PBS company comprised two quarters of 2013 and (depending on the stage of the survey) from 2,824 to 3,221 inhabitants of eight key cities for the company participated in it (Elbląg, Gdańsk, Kalisz, Koszalin, Olsztyn, Płock, Słupsk, Toruń). The

participants of the survey responded to questions concerning areas of our activity important for them and indicated whether the measures undertaken by us are sufficient. We also asked about aspects of our activities known to the respondents in individual areas (care for employees, customer relations, care for natural environment, coherent social activities, reliability of energy supplies or strengthening of reliability as perceived by investors) and the steps we should undertake within each of the areas.

Clients recognised the importance of the following areas (results at the end of the 2nd quarter of 2013):

- Reliability of energy supplies (over 61 % of responses "important")
- Customer relations (almost 60 % of responses "important")
- Care for natural environment (over 52% of responses "important")
- Care for employees (over 46% of responses "important")

Issues significance matrix



We have identified the following issues of particular importance for our Group:

1. safety and health of employees
2. energy supply quality and security assurance standards
3. investment promoting increased access to products for clients
4. customer service standards
5. energy consumption and improvement of energy effectiveness
6. energy effectiveness in distribution
7. environmental impact management
8. emissions to the atmosphere
9. activities to the benefit of environmental protection
10. renewable energy sources
11. good neighbourhood relations
12. restructuring process management
13. pro-client approach and responsibility and ethics in marketing and advertising

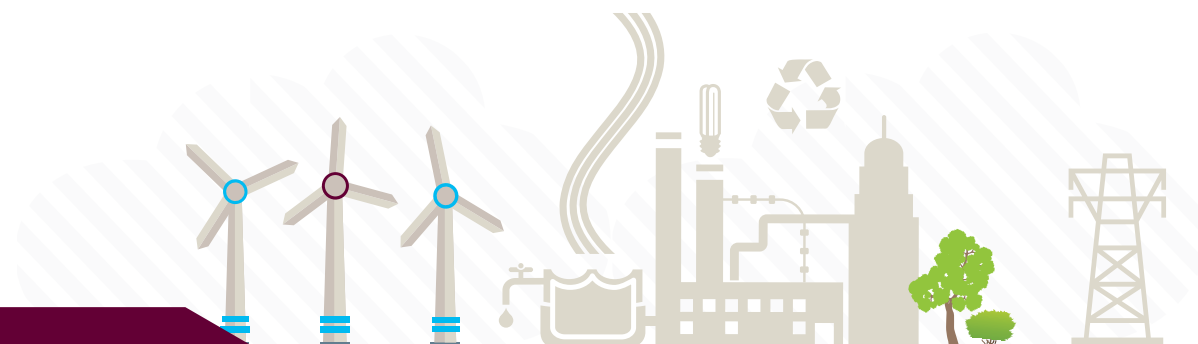
This Report is the next summary of actions undertaken to the benefit of the environment. The ENERGA Group started reporting in the area of corporate social responsibility three years ago. As a company belonging to the leaders of the Polish economy we have been trying to disseminate the best management practices covering social and economic aspects while implementing the economic targets. We have involved stakeholders - local communities, clients, partners in the process of the report development. The opinions and expectations expressed by them serve as a summary of activities we have undertaken so far and an inspiration for planning the consecutive initiatives.

Anna Mańkowska

CSR Coordinator,
ENERGA Centrum Usług
Wspólnych Sp. z o.o.

ENERGA

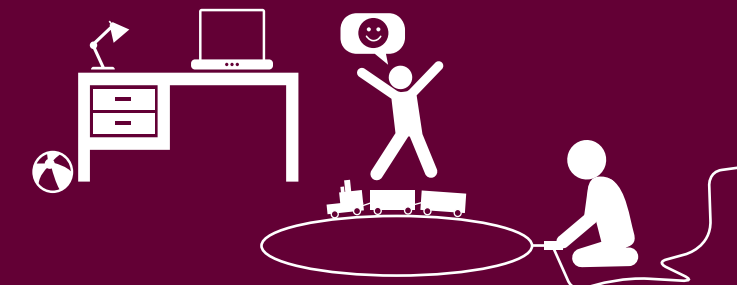
Responsible governance



ENERGA Capital Group is one of four largest energy groups in the country.

Our core business comprises distribution, generation and sale of electric energy and heat on the territory of Poland. We are one of three biggest suppliers of electric energy in Poland. We are the market leader in terms of share of electric energy from renewable sources in the total energy generated. The scale of our operations makes us also one of the biggest Polish employers, providing safe place for work and development to almost 10 thousand people.

The majority shareholder of ENERGA SA, the company managing the Capital Group, is the State Treasury. On 11 December 2013 the shares of the Company had their debut on the Warsaw Stock Exchange. With the capitalisation of almost PLN 6.6 billion (status as of 30 December 2013), the Company is included in the group of 20 biggest national public companies.



History

The precursor of the current ENERGA Group was the so-called "G-8 Group", i.e. eight energy enterprises operating at that time on the area of northern, central and eastern Poland. As a result of their consolidation, on 1 January 2005, the ENERGA SA Energy Concern with its seat in Gdańsk (currently: ENERGA Operator) launched its operations. On 6 December 2006, following the initiative of the State Treasury, the ENERGA SA Energy Concern and Ostrołęka Power Plant Group, the ENERGA SA company was established which, as a result of the successive restructuring processes, gained the status of the parent entity in the Capital Group in May 2007. The ENERGA Energy Concern and Ostrołęka Power Plant Group became its subsidiaries.

Scale of activities

We supply electric energy to over 2.9 million individual and business consumers, located on the area of ab. 1/4 of Poland's territory. We maintain over 190 thousand km power lines which we use for transmission of over 20 TWh energy annually. Numerous private wind farms, small hydroelectric plants and biogas plants are also connected to our power grid. In total, even 18 per cent of energy supplied to our clients originates from renewable sources.

We produce over 4.9 TWh electric energy gross and 3.9 TJ heat gross in 57 generation units, including the system power plant in Ostrołęka, 2 co-generation plants, 3 heating plants, 47 hydroelectric plants, among others, the largest hydroelectric plant in Poland located in Włocławek, and 3 wind farms. The renewable energy sources provide over 38 per cent of the energy produced by us. Heat generated by the Group fulfils the demand of cities in the vicinity of which the co-generation plants of the Group are located.

Consolidated financial data for ENERGA Group (in million PLN)

	2012*	2013
REVENUES , including: net revenues from the sale of products, goods and services (including excise tax), other operational revenues, financial revenues, share in profit of an affiliated entity and net profit on disposal of assets classified as held for trade	11,735.7	12,024.5
OPERATING COSTS** , including: consumption of materials and energy, purchased outsourced services, amortisation and impairment losses of non-financial fixed assets, other prime costs and other operational costs, financial costs, excluding costs of interest due to the debt incurred, share in loss of an affiliated entity and net loss on abandoned activity	9,311.5	9,190.4
PAYROLL AND EMPLOYEE BENEFITS , including: remuneration, costs of social security and other costs of employee benefits	1,011.9	921.0
PAYMENTS IN FAVOUR OF INVESTORS , including: costs of interest on credits and loans, dividend paid for the previous year***	833.5	738.5
PAYMENTS IN FAVOUR OF THE STATE , including: taxes and charges	825.7	948.4
INVESTMENTS IN THE COMMUNITIES IN THE FORM OF GRANTS	2.4	3.0
RETAINED ECONOMIC VALUE	(249.3)	223.2

* The data presented for 2012 was converted in connection with the consolidation of presentation rules of some revenues and costs in the following reporting periods, with no impact on the presented net result.

** In the operating costs for 2012, the provision for costs associated with a lawsuit with PSE SA is included, in the amount of PLN 123 million. The issue of the lawsuit was described in the consolidated financial statement of ENERGA S.A. Capital Group.

*** The level of the dividends paid amounted to PLN 653.9 million in 2012 and PLN 497.5 million in 2013.

The above data is derived from the consolidated financial statement of ENERGA SA Capital Group compliant with the International Standards of Financial Reporting, approved by the European Union for the year ended on 31 December 2013 (the data comprises all companies of the ENERGA Group)

Our mission:

We improve the comfort of life and work of our clients

Operating structure

The Companies of the ENERGA Group of key importance for the value chain have been divided into three segments: Distribution, Generation and Sales. Each of the segments has its leader: ENERGA Operator, ENERGA Wytwarzanie (until 30 December 2013 acting under the name ENERGA Hydro Sp. z o.o.) and ENERGA Obrót.

ENERGA SA fulfils the managing role in the Group, defining the strategic goals and monitoring their implementation. ENERGA Informatyka i Technologie and ENERGA Centrum Usług Wspólnych also operate in the ENERGA Group, supporting the segments with their services provided in the scope of IT, technology, HR and finance.

Strategy of the ENERGA Group for the years 2013-2020

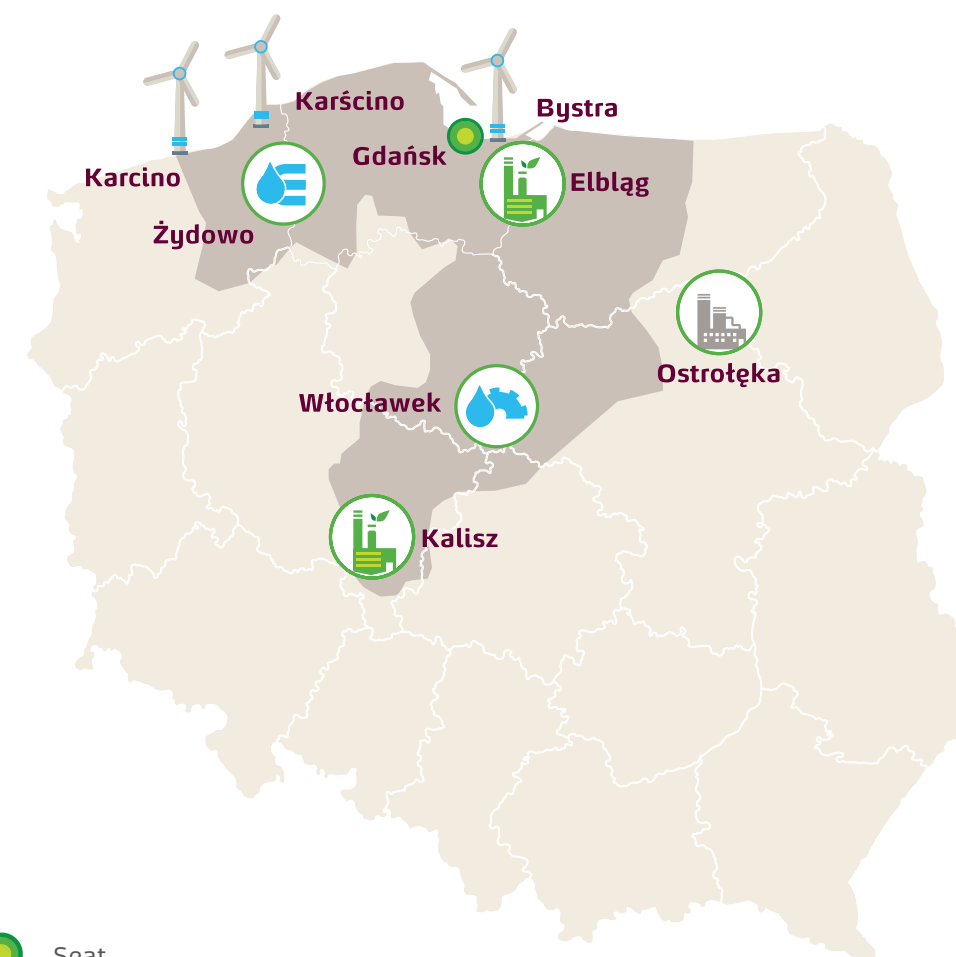
2013 was the first year of effectiveness of the new business strategy of the ENERGA Group. Our overriding goal is to create value for shareholders and other stakeholders through the development of the Group as an efficient and innovative entity which can flexibly adjust to market conditions, maintain the profile of its operations of low business risk and the safe structure of its capital, becoming a distributor of growing reliability, preferred supplier and environmentally friendly electric energy producer.

Our strategy assumes maintaining the leadership position among Polish public utility companies and further growth in effectiveness and quality of the services offered, owing to the mutual efforts of the employees involved.

Our vision:

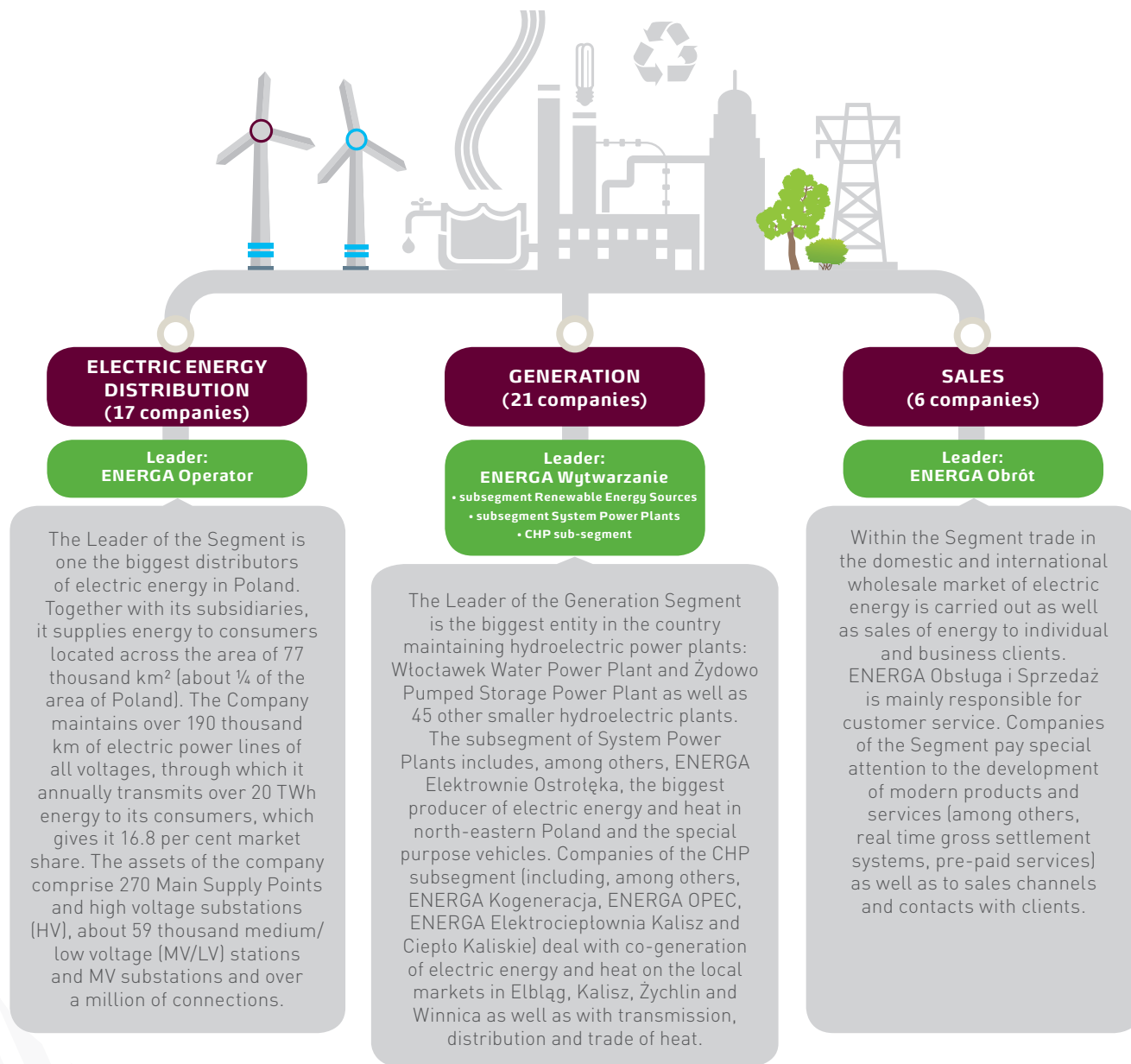
Effective and innovative capital group, flexibly adjusting to the market conditions

Map of Locations

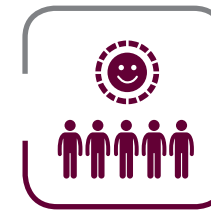


- Seat
- Electric energy distribution
- Electricity sales area
- Co-generation (CHP) Plant
- Pumped Storage Power Plant
- System Power Plant
- Large Hydroelectric Plant
- Wind Farm

Structure of the ENERGA Group



Strategic goals for the years 2013-2020

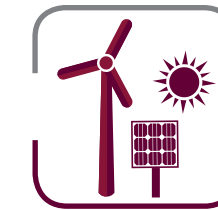


Responsible shaping of customer relations

- enhancement of the satisfaction from the quality of services and maintaining strong, long-lasting links



The implementation of this goal is provided by the high quality products and services supplied in reliable and cost-effective manner.

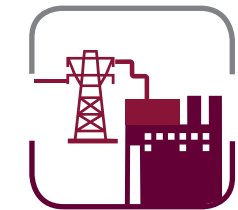


Abatement of environmental impact

- development of environmentally friendly energy sources, including the investment in renewable energy sources,
- support of effective energy consumption.



For this purpose, the Group will use the tested technologies and processes, reducing the emission of greenhouse gases during the generation and distribution.



Development of the distribution activities

- increase in profitability,
- improvement of the quality and reliability of services and continued connection of new clients and renewable energy sources to our grid.



These goals will be achieved, in particular, through the modernisation and extension of the distribution grid and the improvement of the operational effectiveness.

Changes in the Structure of ENERGA Group and other significant changes

Year 2013 was the first year of implementation of the new "Strategy of ENERGA Capital Group for the years 2013-2020" and consistent "Strategy of sustainable development and socially responsible business in ENERGA Capital Group".

In 2013 we continued the restructuring processes initiated in the previous years and the investments in the development of infrastructure (mainly in the distribution area) and new products. Significant changes in the structure and operations of the Group, undertaken within the restructuring process, are described in more details in the Annual Report for 2013 available to the public.

The new chapter in our history started after the debut of ENERGA SA shares at the Warsaw Stock Exchange. As a consequence of the public offering of the shares, change in the structure of shareholding and structure of voices at the General Meeting of ENERGA SA took place. At the end of 2013 the State Treasury held over 50% interests in the share capital and 62.96% votes at the General Meeting.

Participation in public life

We participate in shaping of the public policy through consulting of drafts of legal regulations concerning, among others, the Act on renewable energy sources, amendment to the energy law, Act on landscape protection or the Regional Strategic Programmes of the Pomerania Province.

Our comments are provided to the relevant authorities, such as: Ministry of Economy, Ministry of Treasury or the Marshal of the Pomerania Province.

ENERGA SA is responsible for maintaining the permanent contact with the governmental authorities and local government institutions in the scope of provision of information, response to Parliamentary questions and declarations of the MPs, as well as issues associated with the current activities of the Group.

The Company participated in activities of such organisations as the Central Europe Energy Partners, the Polish Committee of the World Energy Council, the Polish Committee of Electric Energy. It also took part in the activities of the Trilateral Team for Energy Sector and employer organisations.

Selected organisations in which the ENERGA Group acts

Trade organisations:

- Polish Committee of Electric Energy
- Central Europe Energy Partners
- Energy Conservation Foundation
- Polish Committee of the World Energy Council
- Polish Association of Wind Energy
- Polish Society of Electric Energy Transmission and Distribution
- Pomeranian Energy Technology Platform
- Polish Power Exchange
- Energy Trade Society
- Energy Technology Platform in Pomorskie Region
- PRIME Alliance AIBSL Association
- EDSO for Smart Grid Association
- Polish Society of Professional Co-generation Plants
- Kogen Polska Co-generation Club
- Chamber of Commerce for Energy and Environmental Protection
- Polish Power Plants Economic Society
- National Chamber of Commerce for Electronics and Telecommunication
- Society for the Development of Small Hydroelectric Plants
- Baltic Eco-Energy Cluster
- Gdańsk Scientific Society

Employer organisations:

- Union of Energy Employers (Until December 2013)
- Lewiatan Confederation of Employers for Pomorskie Region Employers of Pomorskie Region
- "Entrepreneurship" Union of Employers for Pomorskie Region
- Union of Employers of CO-generation Plants (Until January 2014)

Business organisations:

- Business Centre Club
- Polish-Swedish Chamber of Commerce
- European League for Economic Cooperation - Polish Section
- Chamber of Commerce for the Gas Sector
- Chamber of Commerce of the Polish Heat Sector
- Polish-German Chamber of Industry and Commerce
- Regional Chamber of Commerce for Pomorskie Region
- Pomorskie in the European Union Association
- Polish Academic and Economic Forum

The most important awards and distinctions received in 2013

- High Reputation Brand (Premium Brand)
- CSR Silver Leaf ("Polityka" Magazine)
- KTR (Club of Advertising Creators) award for "ENERGA. Just switch on" campaign
- The most valuable company in Pomorskie Region (PKPP Lewiatan)
- Leader of the Polish Capital Market (the highest value of public offer in 2013, distinction within the "Summary of Warsaw Stock Exchange" GPW)
- "Platinum Megawatts 2012" - for the most extensive activity in international trade in 2012. Title of Operator of the Year 2013 for ENERGA Operator (within the Competition of Energy World Leaders)
- The "SUMMA BONITAS" ("The Greatest Goodness") statue awarded to the ENERGA Foundation by the Foundation for Children "Be on Time with Assistance"
- The "Amber Heart" statue awarded to the ENERGA Foundation by Lions Club Gdańsk Amber
- The title of the Patron of Culture for 2012

MANAGEMENT

The governance and supervisory bodies in Companies of the ENERGA Group comprise the Management Boards and Supervisory Boards (wherever required). The representatives selected to the highest functions are subject to an evaluation in terms of their qualifications and experience. The Supervisory Boards or Shareholder Meetings are responsible for the recruitment, selection and appointment of the Management Board. The details are included in the Annual Report for 2013.

In the last quarter of 2013, in connection with the adoption of a new governance model for the ENERGA Group, we introduced changes consisting in the strengthening of the supervisory boards in companies leading the segments which, in turn, are

responsible for the direct corporate and business governance over their subsidiaries. The supervisory functions are fulfilled directly by the Management Boards of the segment leaders, which act in practice as Shareholder Meetings. The adopted solution enabled the successive elimination of supervisory boards inside the segments by means of amendments to the articles of associations, incorporation acts or deeds of companies. The simplification of the Group management was aimed at providing a more effective and fluent implementation of the business strategy. The added value of the changes implemented is the reduction of performance costs of the Companies and the Group.

Structure of ENERGA Group divided according to companies (composition of the governing bodies according to the status as of 31.12.2013)

ENERGA SA

Seat: Gdańsk

Core area of business: managing entity of ENERGA Capital Group

Clients: other companies of ENERGA Group

Management Board:

Mirostaw Bieliński – President of the Management Board

Roman Szyszko – Vice President of the Management Board, Chief Financial Officer

Wojciech Topolnicki – Vice President of the Management Board, Chief Strategy Officer

Supervisory Board of ENERGA SA:

Zbigniew Wtulich – Chairman

Marian Gawrylczyk – Vice Chairman

Agnieszka Poloczek – Secretary

Iwona Zatorska-Pańtak, Mirostaw Szreder, Roman Jacek Kuczkowski

On 16 January 2014 the Supervisory Board of ENERGA SA was extended by appointment of **Bogusława Nadolnik**.

ENERGA Wytwarzanie Sp. z o.o.

Seat: Straszyn

Core area of business: energy generation from renewable sources for other companies of ENERGA Group and external companies

Clients: other companies of the Group, PSE SA

Management Board:

Michał Dudziak – President of the Management Board

Andrzej Moczydłowski – Vice President of the Management Board

Marek Moroz – Vice President of the Management Board

Mirostaw Skowron – Vice President of the Management Board

Supervisory Board:

Wojciech Topolnicki – Chairman

Iwona Dembska – Vice Chairman

Andrzej Barański – Secretary

On 18 February 2014 the Meeting of Shareholders dismissed all members of the Supervisory Board. The shareholder of ENERGA SA appointed the Supervisory Board for the new term, with the following personal composition:

Mirostaw Bieliński – Chairman

Roman Szyszko, Wojciech Topolnicki, Wojciech Orzech

On 7 March 2014 Mr **Wojciech Myślecki** was appointed as a member of the Supervisory Board.

ENERGA Kogeneracja Sp. z o.o.

Seat: Elbląg

Core area of business: production of heat in hot water, technological steam and electric energy for the consumers from Elbląg, Żychlin, Wyszogród and Winnica.

Clients: enterprises and institutions in the area of Elbląg, Żychlin, Wyszogród, Winnica

Management Board:

Marek Dec - President of the Management Board

Jacek Garbol - Vice President of the Management Board

Supervisory Board

Since 17 December 2013, the Company has not had any supervisory body.

Composition of the Supervisory Board as of the day of liquidation of the body:

Wojciech Topolnicki - Chairman

Dariusz Zieliński - Vice Chairman

Grzegorz Szafirowicz - Secretary

ENERGA Elektrociepłownia Kalisz SA

Seat: Kalisz

Core area of business: production and trade in the scope of heat energy and electric energy.

Clients: enterprises and institutions in the area of Kalisz, other companies of the Group

Management Board

Marek Bartczak - President of the Management Board

Supervisory Board

Jacek Garbol - Chairman

Krzysztof Krasowski - Vice Chairman

Zbigniew Musidlak - Member

ENERGA Elektrownie Ostrołęka SA

Seat: Ostrołęka

Core area of business: production of electric energy and heat

Clients: wholesale market of electric energy: companies of the Group and external entities, local market of heat energy: municipal and industrial consumers

Management Board

Mirostlaw Skowron - Member of the Supervisory

Board assigned on 18 December 2013 to act in

the capacity of the President of the Board

Ewa Mirońska - Vice President of the Management Board

Supervisory Board

Michał Dudziak - Chairman

Jarostaw Goncerz - Vice Chairman

Agnieszka Napiórkowska - Secretary

Mirostlaw Skowron - Member

Zbigniew Bicki - Member

Małgorzata Olesińska - Member

On 10 March 2014, **Mirostlaw Skowron** resigned from his position of the Member of the Supervisory Board of ENERGA Elektrownie Ostrołęka SA.

On 11 March 2014 the Supervisory Board appointed **Mirostlaw Skowron** as the President of the Management Board of ENERGA Elektrownie Ostrołęka SA.

ENERGA Operator SA

Seat: Gdańsk

Core area of business: distribution of energy to individual and business clients

Clients: individual and business clients

Management Board

Rafał Czyżewski - President of the Management Board

Stanisław Kubacki - Vice President of the Management Board

Robert Świerzyński - Vice President of the Management Board

Lidia Serbin-Zuba - Member of the Management Board

On 18 February 2014 at the Ordinary General Meeting for 2013, due to the lapse of the term, mandates of all Management

Board Members of ENERGA Operator SA expired. On the same day, the Supervisory Board of the company appointed the Management Board of the following composition:

Rafał Czyżewski - President of the Management Board

Stanisław Kubacki - Vice President of the Management Board

Robert Świerzyński - Vice President of the Management Board

Supervisory Board

Mirostlaw Bieliński - Chairman

Mirostlaw Czapiewski - Vice Chairman

Maciej Cichocki - Secretary

Łukasz Dziekoński - Member

Waldemar Juszczyński - Member

Marzena Pasik - Member

On 26 February 2014 all members of the Supervisory Board of ENERGA Operator SA were dismissed and the new Supervisory Board was appointed, with the following composition:

Mirostlaw Bieliński - Chairman

Roman Szyszko - Member

Wojciech Topolnicki - Member

Wojciech Orzech - Secretary

On 7 March 2014 Mr **Łukasz Dziekoński** was appointed as a member of the Supervisory Board.

ENERGA OPEC Sp. z o.o.

Seat: Ostrołęka

Core area of business: transmission, distribution and trade of heat energy in the area of Ostrołęka.

Clients: individual and institutional clients

Management Board

Zenobia Gadomska - President of the Management Board

Tadeusz Śniadala - Vice President of the Management Board

Supervisory Board

Marek Dec - Chairman

Ewa Mirońska - Vice Chairman

Anna Trzeciak - Secretary

Tadeusz Romanowski - Member

ENERGA Obrót SA

Seat: Gdańsk

Core business area: sales of energy to wholesale consumers of electric energy and individual and business clients

Clients: wholesale consumers of electric energy, and individual and business clients

Management Board

Leszek Nowak - President of the Management Board

Marcin Ludwicki - Vice President of the Management Board

Konrad Tyrajski - Vice President of the Management Board

Supervisory Board

Roman Szyszko - Chairman

Ewa Szpakowska - Vice Chairman

Paweł Gałazin - Secretary

Izabela Wilanowska - Member

On 18 February 2014 the General Meeting dismissed all members of the Supervisory Board and appointed the Supervisory Board of the new term with the following composition:

Mirostlaw Bieliński - Chairman

Wojciech Topolnicki - Vice Chairman

Wojciech Orzech - Secretary

Roman Szyszko - Member

On 7 March 2014 **Juliusz Komorowski** was appointed as the member of the Supervisory Board.

ENERGA Obsługa i Sprzedaż Sp. z o.o.

Seat: Gdańsk

Core business area: sales and service provided to individual and business energy consumers

Clients: ENERGA Obrót SA, Distribution Segment

Management Board

Leszek Mrzerek - President of the Management Board

Robert Antoni Ryszkowski - Vice President of the Management Board

Supervisory Board

Since 29 October 2013, the Company has not had any supervisory body.

Composition of the Supervisory Board as of the day of liquidation of the body:

Marcin Ludwicki – Chairman
Artur Chmura – Vice Chairman
Michał Zalewski – Secretary
Anna Janina Malinowska – Member

ENERGA Oświetlenie Sp. z o.o.

Seat: Sopot
 Core business area: lightning of street, roads and other open spaces lightning

Clients: local government units and institutional clients

Management Board

Arkadiusz Marat – President of the Management Board
Janusz Leszcz – Vice President of the Management Board

Supervisory Board

Since 30 September 2013, the Company has not had any supervisory body. Composition of the Supervisory Board as of the day of liquidation of the body:

Leszek Nowak – Chairman
Beata Bednarczyk – Vice Chairman
Miron Suchołbiak – Secretary

ENERGA Invest SA

Seat: Gdańsk
 Core business area: a role of the project management company for the Group investments (among others, for the construction of gas power plants, water power plants, co-generation sources, wind farms as well as photovoltaic installations).

Clients: companies of the Group

Management Board

Piotr Litwin – Vice President of the Management Board

Supervisory Board

Marcin Szpak – Chairman
Waldemar Skomudek – Vice Chairman
Alina Moniewska – Secretary
Joanna Sprengel – Member

On 21 February 2014 the General Meeting of ENERGA Invest SA dismissed Alina Moniewska from the Supervisory Board and appointed **Mirostlaw Skowron** and **Anna Pawłowska** as members of the Supervisory Board.

ENERGA Centrum Usług Wspólnych Sp. z o.o.

Seat: Gdańsk
 Core business area: support to clients, mainly internal clients (ENERGA Group) in the scope of accounting, HR, tax, legal, transport services, environmental protection, real estate management, etc.

Clients: companies of the Group

Management Board

Artur Chmura – President of the Management Board
Katarzyna Ogrodowska – Vice President of the Management Board

Supervisory Board

Since 21 October 2013, the Company has not had any supervisory body. Composition of the Supervisory Board as of the day of liquidation of the body:

Aleksandra Gajda-Gryber – Chairman
Robert Świerzyński – Vice Chairman
Halina Szewczuk – Secretary

ENERGA Serwis Sp. z o.o.

Seat: Ostrołęka
 Core business area: maintenance and repair services and investment services in energy and heat sector, including the internal clients of the Group

Clients: companies of the Group and external clients

Management Board

Witold Parszewski – President of the Management Board
Grzegorz Chyliński – Vice President of the Management Board
Jerzy Brzozowski – Vice President of the Management Board

On 20 March 2014 at the Ordinary General Meeting of Shareholders for 2013, in due to the lapse of the term, mandates of all members of the Management Board of ENERGA Serwis Sp. z o.o. expired and on the same day the General

Meeting appointed **Witold Parszewski** as the President of the Board.

Supervisory Board

Since 15 October 2013, the Company has not had any supervisory body.

Composition of the Supervisory Board as of the day of liquidation of the body:

Piotr Mrozek – Chairman
Anita Tadrzak – Vice Chairman
Krzysztof Bilmin – Secretary

ENERGA Informatyka i Technologie Sp. z o.o.

Seat: Gdańsk
 Core business area: comprehensive management of IT area for internal and external clients

Clients: companies of the Group

Management Board

Radostaw Bednarski – President of the Management Board
Tomasz Zbroiński – Vice President of the Management Board

Supervisory Board

Since 5 November 2013, the Company has not had any supervisory body.

Composition of the Supervisory Board as of the day of liquidation of the body:

Roman Dudzik – Chairman
Wojciech Orzech – Vice Chairman
Katarzyna Ogrodowska – Secretary
Leszek Mrazek – Member

ENERGA Innowacje Sp. z o.o.

Seat: Gdańsk
 Core business area: searching for and analysing new, innovative sources of revenue in order to commercialise them by the Group

Clients: companies of the Group

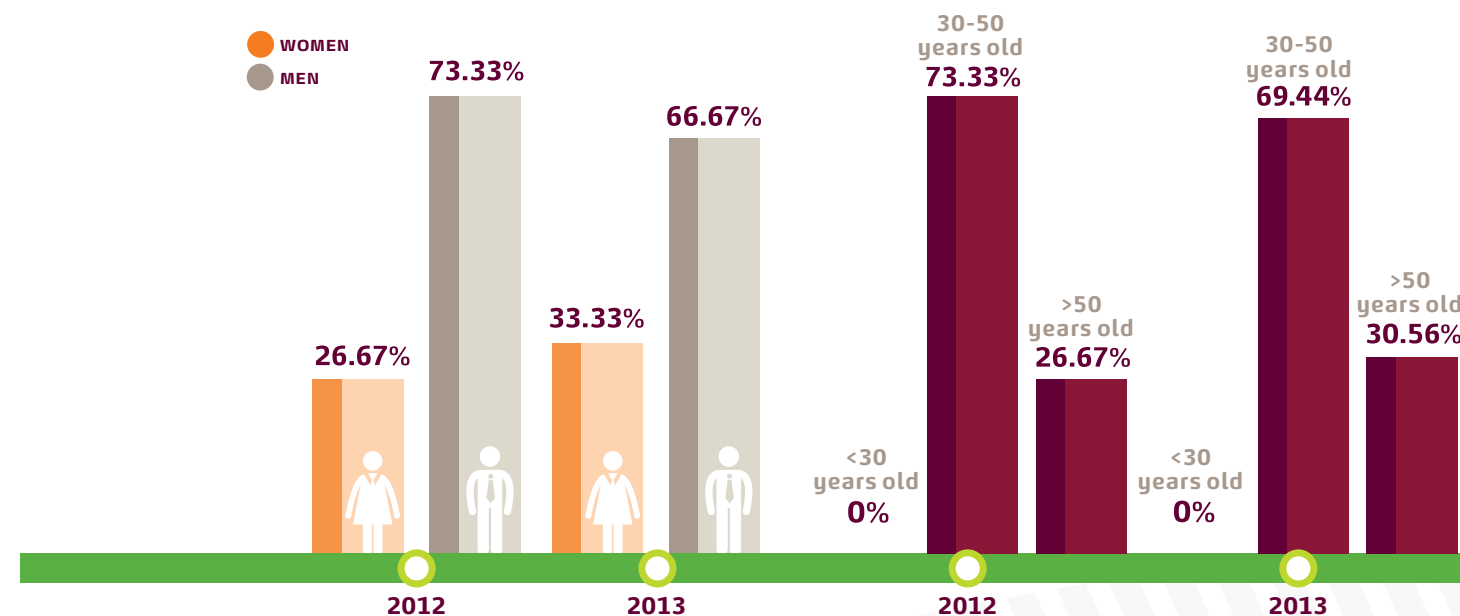
Management Board

Damian Gadziński – President of the Management Board
Konrad Lipski – Vice President of the Management Board
Supervisory Board

Since 18 December 2013, the Company has not had any supervisory body. Composition of the Supervisory Board as of the day of liquidation of the body:

Henryk Woźniak – Chairman
Rafał Czyżewski – Vice Chairman
Marcin Szpak – Secretary

Composition of the Supervisory Boards divided into gender and age

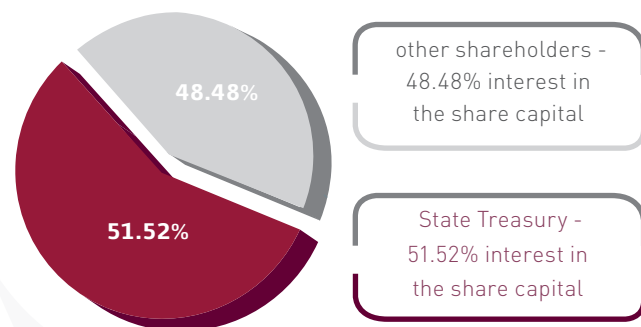


STOCK EXCHANGE DEBUT

One of the most important events for the Group, not only in 2013, but in its all history, was the debut of ENERGA SA shares at the Warsaw Stock Exchange, which took place on 11 December 2013. The issue prospectus was published on 18 November 2013. The debut was preceded by public offering of sales of the shares, the biggest one in the perspective of over two years. Its value amounted to PLN 2.4 billion. The offer was received with significant interest of institutional and individual investors.

The trust showed by the investors motivates us to implement our strategy consistently, building value for all shareholders. The intention of ENERGA SA Management Board is to comply with all the rules of corporate governance specified in the document on "Good Practices of Companies Listed at WSE". At the end of the reported period, we did not comply with two rules, concerning: appointment of the second committee within the Supervisory Board (Good Practice III.8) and ensuring the possibility of participation in the general meeting using the electronic communication means (Good Practice IV.10). We also did not fulfil the recommendation in the scope of share of women and men in the management and supervisory functions (Recommendation 9 part I).

Shareholding structure of ENERGA SA (according to the status as of 27 January 2014)



Civic Shareholding

In 2013 we joined a group of partners of the all-Poland national educational programme "Civic Shareholding. Invest with awareness." The programme initiated by the Ministry of Treasury serves for popularising of the public shareholding idea, among others, through preferential conditions for individual investors in case of offers of the State Treasury companies debuting at GPW and various educational activities (training, meetings with experts, etc.).

In 2013 the third edition of the programme was launched, for the first time addressed not only to individual investors but also to listed companies.



Mirostaw Bieliński,
President of the Management Board of ENERGA SA,
during the first quotation on the Warsaw Stock Exchange



The strategy of corporate social responsibility is extremely important for the functioning of companies, especially those listed. Investors appreciate the fact that companies which have the CSR strategy in place are transparent and manage their risks better, at the thus - are safer. Therefore, it is so important that CSR is not limited to charity activities, instead, the CSR strategy should be associated with the company business strategy, since only then the opportunity exists to undertake long-term actions and achieve long-term effects, irrespective of personal changes or the financial situation of the company.

Every year, the Association of Stock Exchange Issuers conducts a survey of listed companies in terms of ESG factors (Environment, Social, Governance). Companies from energy and mining sectors reach very good results in this area: they are aware of their impact and they have relevant environmental policies in place.

Mirostaw Kachniewski

President of the Management Board,
Association of Stock Exchange Issuers

The status of a public company is demanding. We build long-term relations with investor environment: we conduct an active and transparent communication with capital market participants, providing them with information concerning the key events in the Group and ENERGA Company. Analysts and investors have not only access to direct contacts with the Company but also to the service of investor relations - ir.energa.pl which is updated on an on-going basis. By subscribing to the Investor Newsletter or importing events from the Company timeline, they may plan their participation in investor conferences, presentations of the Management Board transmitted online, concerning the financial results, investor chats with the President of the Management Board, meetings within roadshows and other projects.

Ewa Piwowar

Director of Department of Investor Relations, ENERGA SA



RISK UNDER CONTROL

Even the most efficiently performing organisation is not able to exclude all potential problematic or crisis situations, however, it is able to eliminate them or prepare the appropriate response. Our support in this area is the Integrated Risk Management System functioning in ENERGA Group and ensuring the coherent approach. It enables consistent identification and analysis of risks at all levels of the Group (segments, companies, business processes or projects), monitoring and controlling of hazards and management of knowledge about the threats. Through the comprehensive risk management, perceived as a portfolio of various, mutually associated types of risk factors, we build resistance of the organisation which, next to mechanisms mitigating hazards and protecting against their effects, has solutions in place ensuring business continuity and security of people.

Although building the resistance requires continuous increasing of expenditures and efforts of the employees, we create it believing that we will not have to use the developed emergency solutions. Thus, for instance, in order to provide for the high level of safety we mitigate the Health&Safety and fire hazards in advance, through preventive actions and mandatory training as well as application of personal protective equipment. At the same time, we evaluate the Health&Safety status on

an on-going basis, including the occupational risk and the compliance with the applicable law and internal regulations in this area. On the other hand, in order to implement investment projects in environmentally sensitive areas, we secure the operations through maintaining the environmental protection standards and mitigation of the adverse environmental impact. First of all, we obtain all required environmental permits, approvals and administrative decisions. Moreover, we have our internal regulations in place, concerning, among others, waste management, periodical tests, internal inspections in the facilities as well as technical standards related to transformer safeguards, and installations protecting the environment against contamination (i.e. wastewater treatment plants, separators) or insurance for adjustment of failure effects. In the recent years we have not recorded any serious incidents negatively affecting the environment.

In ENERGA Group the issue of climate change, in particular, in the context of weather anomalies and natural disasters, is one of the key factors of risks identified in individual Companies of the Group, therefore management of this risk is performed within the Integrated Risk Management System of ENERGA Group, where monitoring of risk and its factors is the task of Risk Owners. Opportunities and threats for the organisation



which may result from climate changes, may simultaneously generate specific financial effects for the company.

On the other hand, due to the ownership changes, scale of changes and the restructuring undertaken as well as the effort aimed at increasing the effectiveness of entities included in the Group, the risks associated with the effectiveness of the process consisting in maintaining relations between the employer and the employees were slightly higher in 2013 than in the previous years.

Besides the relations with social partners, we pay special attention to investor relations and compliance with the applicable regulations. To achieve this goal we have implemented the Information Policy in the scope of investor relations and the rules of cooperation while fulfilling the information obligations within ENERGA Group. Using our website we ensure equal access to all significant information concerning our company.

Assessment of the internal control system

In 2013, the ENERGA SA company performed a comprehensive assessment of the internal control system, based on the

COSO model. The objective of implementation of the practice was to support the organisation in maintaining the effective control mechanisms through assessment of their effectiveness and efficiency as well as promotion of their continuous improvement.

The review covered such areas as: environment, internal control, risk management, selected control activities and measures, information and communication as well as monitoring and supervision. In each of the areas, a number of good practices was identified, e.g. defining the strategic development directions of ENERGA Group by the Management Board of the Company, methods of their implementation and monitoring of fulfilment of the goals, formal defining ownership governance rules, or introduction of the "Strategy of sustainable development and socially responsible business in ENERGA Capital Group" approved by the Management Board, defining main objectives and strategic directions of the CSR. Areas for further improvement were also indicated.

For the execution of the first baseline assessment an advisor was engaged in order to provide the external status of the survey and acquire the best market practices related to the control system assessment. The assessment was conducted by the application of a dedicated tool enabling its documenting and comparison of results in the consecutive years.

RESPONSIBILITY IN MANAGEMENT

Goals defined so far and their implementation

Annual reporting of non-financial data (Group supervised by ENERGA SA)

Reporting of indicators arising from the implementation of sustainable development strategic directions. (Group supervised by ENERGA SA)

IN PROGRESS

Priorities for 2014

Regular and reliable reporting of non-financial data

Use of GRI G4 guidelines in the next reporting process

Active dialogue with the environment and promotion of the role of energy sector in economy

The factor consolidating our activities in the scope of CSR is the "Strategy of sustainable development and socially responsible business in ENERGA Capital Group", adopted in June 2013, consistent with the "Strategy of ENERGA Group for the years 2013-2020."

The document has determined four key areas, essential in terms of sustainable development: service and sales, distribution, generation and cooperation. The last aspect is of particular importance for us, since we endeavour to include stakeholders in common implementation of the goals defined by the Group. Within the structure of ENERGA Centrum Usług Wspólnych a business unit was established whose tasks include, among others, the monitoring and reporting of the CSR activities in the Group.

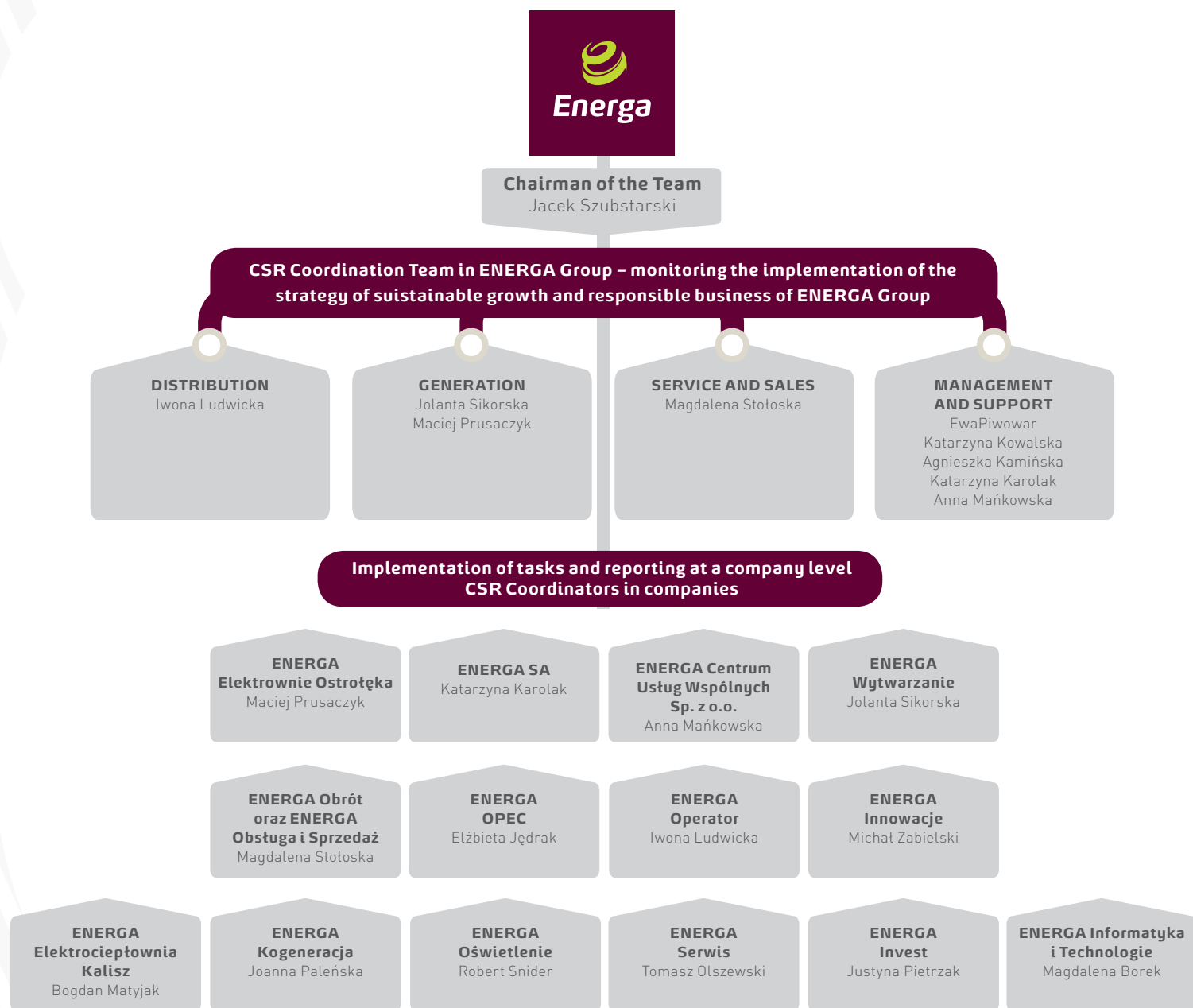
The area of corporate social responsibility is coordinated by the CSR Coordinating Team. Its tasks comprise: defining the measurable goals for the strategic directions of actions, monitoring of environmental and social indicators, streamlining the CSR

management and planning the priorities for a given year. The Coordinating Team established the mechanism for reporting and verification of the data in the scope of social responsibility.

Works on creation of own tool for data collection in the CSR area for all reporting companies are in progress. The next step will involve defining strategic goals for the measurable segments, in the area of sustainable development and responsible business in the ENERGA Group. In individual companies of the Group the CSR Coordinators have been appointed who supervise the data collection, prepare source materials and cooperate under the publication of the consecutive CSR reports.

The responsibility is also one of the criteria of remuneration policy towards the top management staff and the Management Board. The remuneration in selected Companies depends on the results of the entire organisation, including also social and environmental results.

Structure of CSR management in the ENERGA Group



Complex assistance to a possibly large group of beneficiaries requires a clear vision, directions and goals of engagement as well as an effective organizational structure. One of the sources of support in this area is for us the involvement in the project on "Sustainable development vision for Polish business 2050" programme, implemented under the patronage of the Ministry of Economy and the Responsible Business Forum. The measures we undertake, on the one hand, confirm that the CSR is one of the important aspects of ENERGA Group strategy and, on the other hand, streamline our priorities in this scope and enable us to engage for the benefit of the environment even more effectively.

Jacek Szubstarski

Director, Division of Organisational and Legal Services, ENERGA Centrum Usług Wspólnych Sp. z o.o.

Close to our stakeholders

Being aware of the significant impact on the surroundings (local communities, environment), we made the dialogue with the stakeholders an important aspect of our activity. While accomplishing our business goals, we take into account and respect their expectations. Communication between partners provides the basis of mutual relations, due to which social and environmental projects under implementation are adequate to the current needs and issues important for the stakeholders, for example, concerning the energy security or development of infrastructure, products or services. The opinions expressed by the beneficiaries of our actions serve as a review of activities we have undertaken so far and an inspiration for modification and planning of the consecutive initiatives.

Selected examples of communication with the stakeholders

- dedicated bookmark on the website where the persons and entities interested may ask questions and submit comments in connection with the implementation of a selected investment task (ENERGA Operator);
- consultations with industrial consumers and the operator of the electric energy transmission system (ENERGA Elektrownie Ostrołęka);
- consultations and information campaign in case of investments for which the Report on Environmental Impact of the Project is required (e.g. for the planned construction of the biomass unit by ENERGA Kogeneracja);
- consultations with the heat energy consumers, material suppliers, trade advisers, contractors of repair and construction services, local government authorities, construction supervision authorities, employees (ENERGA OPEC).

ENERGA Group stakeholders

- Shareholders
- Clients, consumers
- Banks, financial institutions
- Local government authorities
- Public administration
- Suppliers and business partners
- Local communities
- Regulators
- Employees and employee organisations and trade unions

- Entities of ENERGA Group
- NGOs (social, environmental, other)
- Academic and scientific communities
- Representatives of Parliament
- Opinion leaders
- Media
- Services (Police, Fire Department, other)
- Sector (trade organisations and competitors)

Stakeholders of ENERGA Group – key issues and methods of engagement

GROUP	IMPORTANT ISSUES	METHODS OF ENGAGEMENT
Shareholders	Open and transparent communication, dividend, share price	Keeping investor relations: direct communication, website www.ir.energa.pl , current and periodical reports and other events (among others, "One-to-One" meetings and conferences, transmissions, chats, roadshows)
Clients, consumers	Information on the offer – products, services, prices; a possibility to acquire information, contact with the Group; transparent information concerning terms of contracts and offers	Individual meetings, correspondence, communication by means of electronic channels through marketing campaigns, undertaking interventions, providing explanations, hotlines
Banks, financial institutions	Investment plans and their implementation; changes in structure; financing of activities of the Group, financial results	Correspondence, cyclical reporting, individual meetings
Local government authorities	Information on planned investments and their impact on the local environment; possibilities of cooperation in favour of inhabitants, ad hoc support in difficult situations, e.g. natural disasters	Consultations, direct meetings, correspondence
Public administration	Informing on investment activities, planned development and changes in the structure of the Group, cooperation in crisis situations, e.g. mass failures	Correspondence, lobbying, cyclical reporting in crisis situations, meetings, reporting of environmental hazards
Suppliers and business partners	Relations based on cooperation; transparent rules of supplier selection	Exchange of information, e-mail and telephone contacts, correspondence, publications on the website, Register of Qualified Contractors
Local communities	Informing on planned investments and their impact on the local environment; support to local communities, performance of the Group entities	Dialogue with local communities during social consultations conducted within the investment process, examination of applications, meetings in the scope of educational activities, social activity conducted by the Fund, sponsoring important for the local community
Regulators	Information on investment activities, planned development and changes in the Group structure; compliance with the legal requirements and the regulations set for the sector, optimisation of performance costs, conducting transparent operations, implementation of good practices	Responding to questions, providing explanations, exchange of information, cyclical reporting, participation in working teams and consultations and conferences
Employees and employee organisations and trade unions	Working conditions, terms of remuneration and bonuses, assessment and development; collective disputes, reorganisation and restructuring; internal communication, information concerning activities and plans of the Group	Intranet, employee portal, conducting consultations and arrangements; meetings of the Management Board with employees and trade union organisations, "Emisja" and "ENERGA Ekspres" and other internal publications, a system of periodical a of employees, competitions for employees, training and workshops, integration meetings

Stakeholders of ENERGA Group – key issues and methods of engagement

GROUP	IMPORTANT ISSUES	METHODS OF ENGAGEMENT
Entities within ENERGA Group	Clear goals and possibilities of their accomplishment	Consultations, meetings, information exchange, e-mail communication, cyclical meetings of the Capital Group Council
NGOs (social, environmental, other)	Cooperation in favour of joint projects and initiatives, support to projects, institutions and organisations, transparent rules of support, consultation of investment projects	Cooperation within the projects, sponsoring, responses to questions, correspondence, websites, activities of the Foundations
Academic and scientific communities	Financial cooperation in education and research, internship and job offers, making knowledge concerning the company and the sector available, partnership in the projects conducted	Meetings, labour career expos, projects and conferences, financial support, Acta Energetica, internship and fellowship programmes
Other representatives of social and political life	Access to detailed information concerning the activities of the Group, implementation of the intervention undertaken	Correspondence, providing explanations, meetings
Suppliers and business partners	Relations based on cooperation, transparent selection rules	Information exchange, e-mail and telephone contacts, correspondence, publications on websites, Register of Qualified Contractors
Opinion leaders	Access to detailed information concerning the activities of the Group and the applied methods of operations, content-related cooperation	Providing information, presentations and lectures, study tours
Media	Information concerning current activities, results and plans, explanations, transparent communication	Current reports and announcements, interviews, press conferences and individual meetings, website
Services (Police, Fire Department, other)	Information concerning hazards, cooperation, support in equipment	Current cooperation, correspondence, sponsoring, joint actions
Sector (trade organisations and competitors)	Participation in teams, development of common positions, information concerning results of the Group	Participation in the activities of the organisation, participation in trade conferences, implementation of joint projects

THE HIGHEST STANDARDS OF ETHICS ON EVERYDAY BASIS

The internal "Code of Good Practices of ENERGA SA" was the ethical road sign for us in 2013. The document prepared in 2012 contains the description of mutual relations between the governing and control bodies and stakeholders. The "Code of Good Practices" underlines that the sustainable development means the implementation of business goals through ethical activities, taking into account the care for life and its quality.

In connection with the entry to the Stock Exchange and implementation of the Corporate Governance rules, replacement of the "Code of Good Practices" by the Code of Ethics is planned.

Within the activities undertaken in the scope of counteracting corruption, we have implemented the procurement procedures and we have conducted educational activities among the selected group of the management staff.

Examples of training and workshops conducted in 2013:

- Control Office, in cooperation with the training department, conducted the e-learning training in the scope of information security for about 1,200 employees of the Sales Segment.
- The top and medium level management staff of ENERGA SA participated in the training concerning counteracting corruption phenomena and mechanisms. Moreover, they participated in workshops concerning the counter-intelligence prevention

and selected elements of information risk. The series of training courses was concluded by the December workshops on counteracting the corruption. The training was provided by the officers of ABW (Internal Security Agency) and CBA (Central Anti-corruption Bureau).

• Analogical subjects were covered during the training for directors and managers of ENERGA Invest company. The workshops and the "Anti-corruption guide for entrepreneurs" prepared by CBA, among others, referred to internal codes of ethics, rules of ethics in conducting business and ethical behaviour towards competition, as well as the approach to the issue of combating corruption. The "Anti-corruption guide for entrepreneurs" was also introduced to the employees of ENERGA Wytwarzanie. Moreover, in ENERGA Wytwarzanie, within each public procurement procedure, members of the tender commission submit declarations confirming the lack of circumstances excluding their impartiality.

Another aspect of compliance with ethical standards in the Group refers to the Good Practices of Companies Listed at WSE adopted in the Group, regulating the issues of conflict of interests among the members of the Management Boards and Supervisory Boards. The relevant provisions are included in the agreements and manager contracts, the By-laws of the Management Board and the Articles of Association of individual Companies.





The role of the ethical factor in the economic activity has been recently still growing, which is demonstrated by the increasing interest of companies in the concept of corporate social responsibility. This concept, although often confused with a marketing tool or philanthropic activity, is founded on such values as: timeliness, care for quality, fairness and responsibility, whose observance is the first step to build good relations with stakeholders. Only activity based on ethical values characteristic for the specific cultural circles allows the company to build a good market position, enabling its employees to balance own ethical rules with the rules binding in the company.

Janina Filek
Habilliated doctor, Professor of Cracow University of Economics

Register of incidents of potential personal data protection infringement

In June 2013, the ENERGA Oświeetlenie company implemented the register of incidents indicating the potential infringement of personal data protection and/or information security. The aim of the good practice is to prevent the occurrence of infringements: fast response to the existing incidents enables to undertake preventive and adjustment measures.

Relations with suppliers and customers

Our goal is to make our suppliers and customers share values important for us. In 2013 ENERGA SA started to apply clauses concerning the non-economic requirements in agreements with contractors (care for ethics, respect of human rights and care for natural environment). This practice is currently implemented in successive companies of the Group.

2013 was the year of internal preparations to the development of a cooperation model with our business partners. The so-called qualified suppliers will have a possibility to benefit from easier and faster service procedures. In 2014 we are planning to conduct consultations with suppliers on this issue.

Register of Qualified Contractors

In 2013 ENERGA Operator created the Register of Qualified Contractors. The electronic register of companies contains a list of permanent partners of the Company who passed the verification and cooperate with the Company in implementation of construction works and design services. The programme is particularly addressed to smaller enterprises, local companies, consequently increasing their opportunities in the competitive market. The presence of a given company in the Register ensures, among others: simplification and acceleration of formal processes of awarding contracts, acquisition of current information on planned investments, participation in transparent and competitive public procurement procedures and a possibility to obtain references as a qualified contractor. The entry to the register is free.

Striving for the highest level of quality and security the Company is planning to perform the assessment of cooperation quality at least on an annual basis. As a result of such an assessment the Contractor will receive a positive or negative qualification. Two negative assessments may result in suspension of the cooperation. The best Contractors shall receive a possibility to use the additional facilitating measures in cooperation with ENERGA Operator.



ANNEX - SPECIFICATION OF INDICATORS

Significant financial support obtained from the state

COMPANY	YEAR	NAME OF ORGANISATION AND AMOUNT OF FINANCIAL SUPPORT
ENERGA SA	2013	National Centre for Research and Development; amount: PLN 818,897.11
ENERGA Innowacje	2013	National Centre for Research and Development to the project on Energy Management System; amount: PLN 411.6 thousand
	2012	Reliefs for timely payment of statutory liabilities; amount: PLN 31,822.00
ENERGA Elektrownie Ostrołęka	2013	Reliefs for timely payment of statutory liabilities; amount: 19,923.00 Depreciation related to tangible fixed assets funded from the National Fund of Environmental Protection and Water Management and PZU; amount: PLN 263,084.78
ENERGA Kogeneracja	2013	Agreement on co-financing of the Project on "Construction of biomass burning energy unit of 20 MWe capacity in Energa Kogeneracja Sp. z o.o. in Elbląg; Operational Programme Infrastructure and Environment, 2007-2013; amount: PLN 30,595,224.32 Payment within direct support systems; amount: PLN 263,830.75 Payment within direct support systems; amount: PLN 71,353.89

Composition of the Supervisory Boards divided into gender and age groups

	SUPERVISORY BOARDS, ACCORDING TO GENDER				SUPERVISORY BOARDS, ACCORDING TO AGE GROUPS					
	2012		2013		2012			2013		
	Women	Men	Women	Men	<30	30-50	>50	<30	30-50	>50
ENERGA SA	2	4	2	4	0	3	3	0	3	3
ENERGA Centrum Usług Wspólnych	2	1	0	0	0	2	1	0	0	0
ENERGA Elektrociepłownia Kalisz	0	3	0	3	0	2	1	0	2	1
ENERGA Elektrownie Ostrołęka	2	4	2	4	0	4	2	0	4	2
ENERGA Wytwarzanie	1	3	1	2	0	4	0	0	3	0
ENERGA Informatyka i Technologie	1	2	0	0	0	3	0	0	0	0
ENERGA Innowacje	0	4	0	0	0	4	0	0	0	0
ENERGA Invest	2	2	2	2	0	4	0	0	3	1
ENERGA Kogeneracja	0	3	0	0	0	3	0	0	0	0
ENERGA Obrót	2	2	2	2	0	3	1	0	4	0
ENERGA Obsługa i Sprzedaż	1	3	1	3	0	0	0	0	0	0
ENERGA OPEC	2	2	2	2	0	3	1	0	3	1
ENERGA Operator	0	6	1	5	0	2	4	0	3	3
ENERGA Oświetlenie	0	3	0	0	0	1	2	0	0	0
ENERGA Serwis	1	2	0	0	0	2	1	0	0	0

Percentage of employees trained on anti-corruption policies and procedures

	2012		2013	
	MANAGEMENT STAFF (MANAGERS)	OTHER EMPLOYEES	MANAGEMENT STAFF (MANAGERS)	OTHER EMPLOYEES
ENERGA Operator	0.38%	0.02%	0.44%	0.02%
ENERGA Invest	0%	0%	100%	0
ENERGA Obrót	12%	0	30%	0
ENERGA Elektrownie Ostrotęka	0	0	0	0.52%
ENERGA SA	6.47%	5.76%	9.35%	14.39%
ENERGA Wytwarzanie	50%	0	100%	80%
ENERGA Obsługa i Sprzedaż	2%	0	0	0

In other companies training courses on anti-corruption issues were not conducted

Financial penalties and the number of non-financial sanctions due to non-compliance with law and regulations

	2012		2013	
	TOTAL AMOUNT OF PENALTIES (PLN)	NUMBER OF SANCTIONS	TOTAL AMOUNT OF PENALTIES (PLN)	NUMBER OF SANCTIONS
ENERGA Elektrownie Ostrotęka	10,000	1	0	0
ENERGA OPEC	1,032	1	0	0
ENERGA Oświetlenie	1,000	1	151	1
ENERGA Operator	200,000	1	20,000	1
Total	212,032	4	20,151	2

No penalties and sanctions due to non-compliance with law and regulations were imposed on other Companies

Percentage and number of investment agreements containing clauses related to human rights

	2012		2013	
	PERCENTAGE OF AGREEMENTS CONTAINING CLAUSES RELATED TO HUMAN RIGHTS	TOTAL NUMBER OF AGREEMENTS CONTAINING CLAUSES RELATED TO HUMAN RIGHTS	PERCENTAGE OF AGREEMENTS CONTAINING CLAUSES RELATED TO HUMAN RIGHTS	TOTAL NUMBER OF AGREEMENTS CONTAINING CLAUSES RELATED TO HUMAN RIGHTS
ENERGA SA	0	0	16.13	10

In investment agreements concluded by other Companies no clauses related to compliance with human rights were included in the reporting period.

Percentage of agreements signed with suppliers and subcontractors taking into account the obligations of compliance with the human rights

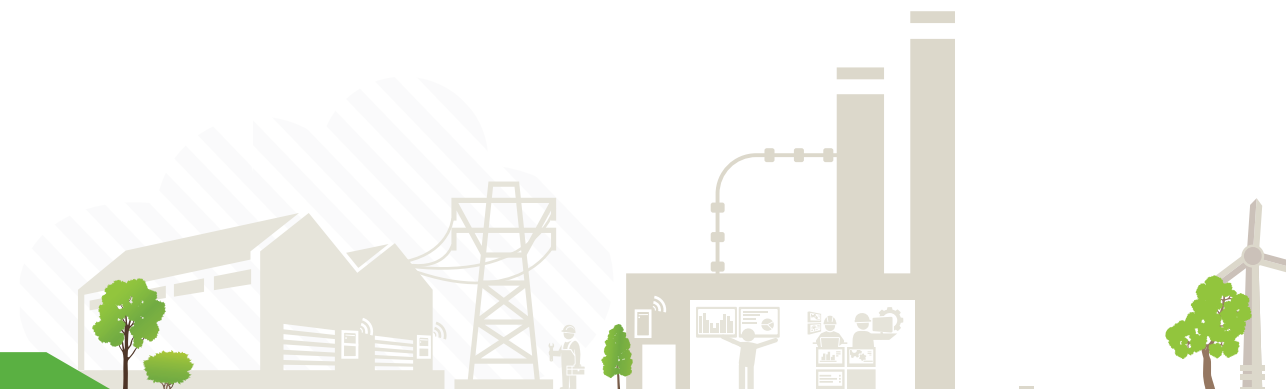
	2012	2013
	PERCENTAGE OF AGREEMENTS SIGNED WITH SUPPLIERS AND SUBCONTRACTORS TAKING INTO ACCOUNT THE OBLIGATIONS OF COMPLIANCE WITH THE HUMAN RIGHTS	0.2

In the reporting period no verification of significant suppliers and subcontractors in terms of compliance with human rights was performed. The percentage of signed agreements (significant investments) was indicated by ENERGA SA. No data concerning the performance of the audit of suppliers and subcontractors in terms of compliance with human rights.



Being aware of our responsibility for energy security at 1/4 of the Poland's territory, we have included the development of distribution as one of three pillars of our strategy. Next to the economic effects, the most important goals set for the Distribution Segment include the continuous improvement of service quality and connecting of subsequent RES installations to the distribution grid. The implementation of these goals shall be accompanied by in-depth organisational changes and investments associated with the continuous grid modernisation and extension as well as constant improvement of its reliability.

Automation of industry and the flexible demand of households for energy is the opportunity, but also a huge challenge for companies of the energy sector. The reason is that the increasing demand is accompanied by the requirement of continuity and reliability of energy supplies, since even a short interruption of supplies may result in serious economic and social consequences.



DEVELOPMENT OF THE DISTRIBUTION ACTIVITIES

Reliability above all



The area of distribution fulfils the key role in ensuring energy safety to our clients, both corporate and individual. We have been implementing this goal through the reliability and quality of energy supplies, simultaneously supporting the development of dispersed generation, with the prevalence of renewable energy sources (RES).

Energy safety in the grid where both consumers and energy generators exist next to each other, is a challenge requiring technical and intellectual involvement. Therefore we are proud of the fact that - while planning and implementing investment at unprecedented scale - we use the state-of-the-art solutions, such as the Smart Grid intelligent network.



Iwona Ludwicka
CSR Coordinator,
ENERGA Operator SA

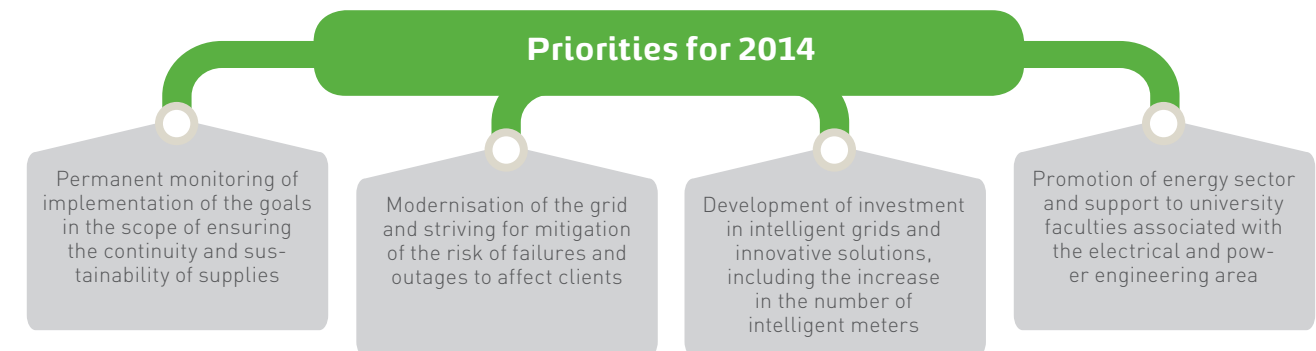
Goals defined so far and their implementation

WE PROVIDE QUALITY AND ENERGY SAFETY	INVESTMENTS FOR INFRASTRUCTURE DEVELOPMENT	WE SUPPORT SCIENCE AND EDUCATION
Monitoring of implementation of the goals in the scope of ensuring the continuity and sustainability of supplies (SAIDI indicator). (ENERGA SA)	Connecting 523MW capacity to the ENERGA Group grid, total at MV grid, and 110kV in 2013 (ENERGA Operator)	Follow-up of the "Energy for science" programme: covering the selected university faculties with the patronage, fellowships and apprenticeship for students (ENERGA Operator)
Decreasing the level of transmission losses to 15.2% in 2013 (ENERGA OPEC)	42 connections from renewable energy sources (RES), total at MV grid, and 110kV in 2013 (ENERGA Operator)	Co-organisation of a conference on "Methods of managing lighting systems on the territory of the country" (ENERGA Oświecenie)
Implementation of the Integrated Risk Management System; (ENERGA Wytwarzanie)	Modernisation of transmission grids, introduction of remote reading and monitoring systems of nodes, introduction of the grid modelling system, and telemetric and telemechanic systems. (ENERGA OPEC)	Organisation of a discussion panel during the Enegy Summit. (ENERGA Innowacje)
		Organisation of innovation workshops for business environment of the Company (ENERGA Innowacje.)

IMPLEMENTED

NOT IMPLEMENTED

Priorities for 2014



WE ENSURE QUALITY AND ENERGY SECURITY

Energy security has strategic importance not only for the economy and the society but also for the whole state. This is one of the reasons why electric energy distribution in Poland is a regulated activity, conducted based on feed-in tariffs approved by the President of the Energy Regulatory Office. It is expected that the subsequent modifications of the regulatory system will strengthen the importance of continuity of electric energy supplies and customer service (assessment of the services provided will have influence on assessment of the return on invested capital).

Next to the economic effects, the most important goals set for the Distribution Segment include the continuous improvement of service quality and connecting of subsequent RES installations to the distribution grid. The implementation of these goals shall be accompanied by deep organisational changes and investments associated with the continuous grid modernisation and extension and constant improvement of its reliability.

Although the Distribution Segment is responsible for over 70% of the financial result of our Group (EBITDA), our activities are not only subordinated to the economic targets. We have been trying to make sure that the comprehensive, long-term policy of Distribution Segment management takes into account the changing needs of business and individual consumers as well as our other stakeholders.

Among the leaders

The Gdańsk company ENERGA Operator is responsible for the management of the Distribution Segment, as one of three biggest Distribution System Operators (DSO) in Poland (almost 17% of market share). The mission of the company is the reliability.

The network of six branches of ENERGA Operator (Gdańsk, Koszalin Kalisz, Olsztyn, Płock, Toruń) cares for the continuity of energy supplies to over 2.9 million consumers from the area equal to ¼ of the Poland's territory. ENERGA Operator maintains, in total, over 190 thousand km of electric power lines of all voltages, through which it annually transmits over 20 TWh energy to consumers.

In the classification of large DSOs operating in Poland, the Company is a leader in terms of reliability of electric energy supplies (classification based on SAIDI and SAIFI indicators in 2013). The Company is also a leader of implementation of the smart metering programme: over 10 per cent of clients have already been provided with remote meters.

In 2013, ENERGA OPEC was also in charge of the distribution activities, as the company responsible for the transmission and distribution of heat in Ostrołęka (in 2014 the Company was classified to the Generation Segment).



Number of registered users (divided according to the types of consumers)

Consumer type	2012	2013
	Number of registered users (consumers)	Number of registered users (consumers)
Individual	2,611,382	2,638,170
Industrial	6,102	6,345
Institutional	10,329	10,512
Commercial	288,954	290,981
TOTAL	2,916,767	2,946,008

Length of distribution lines (km)

BRANCHES	HV ELECTRIC POWER GRIDS				MV ELECTRIC POWER GRIDS				ELECTRIC POWER GRIDS WITH CONNECTIONS			
	[KM]				[KM]				[KM]			
	Overhead		Wires		Overhead		Wires		Overhead		Wires	
	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Gdańsk	888	888	10	10	5,468	5,472	3,388	3,554	9,302	9,312	9,248	9,712
Kalisz	1,098	1,098	0	0	9,950	9,735	1,337	1,276	17,255	14,560	4,916	4,408
Koszalin-Stupsk	1,178	1,173	0	0	9,121	9,130	2,446	2,539	7,109	7,073	7,585	7,816
Olsztyn-Elbląg	1,245	1,245	0	0	12,158	12,191	1,827	1,887	15,246	15,277	5,322	5,594
Płock	891	891	0	0	10,805	10,817	965	988	17,915	17,983	3,107	3,230
Toruń	1,066	1,066	12	12	8,916	8,917	1,513	1,538	15,314	15,334	5,405	5,462
TOTAL	6,366	6,361	22	22	56,418	56,262	11,476	11,782	82,141	79,539	35,583	36,222

Under strict control

We treat the quality and continuity of energy supplies as our priority, implementing procedures and programmes focusing on improvement of processes associated with the grid reliability and fast elimination of potential failures. We pay special attention to prevention - counteracting energy losses and failures - and to building proper attitudes and employee involvement.

We are aware of the fact that the distribution grid has been changing its nature for several years - from the consumer network to the prosumer network: consumers may simultaneously act as energy generators. It opens new opportunities for the energy market and the market of grid services, but it also affects the level of complication of the existing distribution system and increased probability of failure. Efficient functioning under such conditions increases the requirements concerning the general status of the grid and its management, affecting the procedures of investment planning at a medium and short term.

Some of the procedures are of local range and serve for current protection of clients whereas others, mainly those associated with the verification and monitoring of the investment directions and extent, are aimed at increasing of performance security of our grid. Measures oriented towards continuous growth of energy security have a multi-stage structure - the analysed concepts of grid development make a starting point for the grid Development Programmes and the operating Development Plan.

Development concepts for the 110kV and MV grid, performed by the ENERGA Operator company, serve for taking strategic decisions concerning the development of the grid at a long-term perspective. The concepts enable the identification of potential future hazards and proposals of neutralising measures. They also allow for the analysis of innovative technologies. The development concepts are updated, which results in

continuous adjustment of the plausibility of investment plans and maintaining the relevance of planning of the development directions.

Development Programmes for the 110kV and MV grid are used for the operational planning of the grid development for the long-term perspective. Whenever the development Concept is updated, the investments optimum under the specific conditions are included in the Development Programmes. The monitoring and updating of the Development Programmes enables current management of the grid investment portfolio, depending on the changing conditions of the investment environment.

The Development Plan is a planning document used for operational planning at a medium-term perspective, prepared for grids at all voltage levels and other investments. The development of this document is based on the provisions of the Act on Energy Law. The Plans are created for a period of six years and they are subject to updates every three years; the recent plan covers a period of 2014-2019.

In 2013, we continued the investments aimed at ensuring the continuity of supplies: The ENERGA Operator company allocated PLN 3.4 million for research and investments associated with the transmission technology (micro networks, intelligent grids, etc.) and almost PLN 40.9 million for innovative related services (among others remote meters). Investment projects implemented by ENERGA OPEC, associated with transmission and distribution amounted to PLN 13.9 million in 2013.

Research and investment aimed at ensuring the continuity of supplies

INVESTMENT CATEGORY	COSTS (INCURRED IN CONNECTION WITH THE IMPLEMENTATION OF INVESTMENTS – SUM FOR EACH CATEGORY) PLN	
	2012	2013
Renewable energy technology	277,873	
Distribution of energy	8,127,293.92	9,032,212.00
Technologies of transmission and distribution (e.g. micro networks, intelligent grids)	116,579,869.6	73,406,299.05
Innovative related services (e.g. remote meters)	19,300,000	43,439,682
TOTAL	144,285,037	125,878,193



At the beginning of 2011, ENERGA Operator, as the first of the national DSOs of dispersed structure, implemented a consistent IT platform (Grid Asset Management System – SID – integrated with SCADA), allowing for the centralised and consolidated registration of planned and unplanned outages, resulting in interruptions in electric energy supplies to consumers.

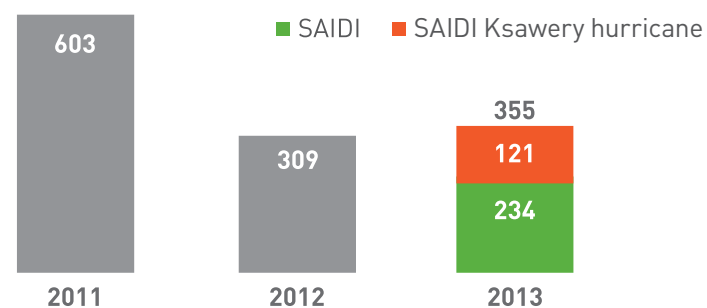
On the area of ENERGA Operator operations, due to the consistently implemented investments, the planned interruptions in supplies happen less frequently and last shorter. At present, the SAIFI indicator for unplanned outages (including disasters) decreased to 2.95 in 2013 (from the level of 3.35 in 2012).

The average duration of the planned outages (SAIDI indicator) was reduced in 2013 from 83.7 to 71 minutes. Significant force majeure events (mainly the effects of Ksawery hurricane which passed across Poland in December 2013) resulted in the increase of duration of unplanned outages (SAIDI indicator) – from 225 minutes in 2012 to 284 minutes in 2013.

ENERGA Operator is the first company among large energy distributors which created the Central Dispatch of Systems, controlling the performance of all ICT systems in the company on a 24-hour basis. The investment completed at the end of 2013 supports the reliability of power supply.

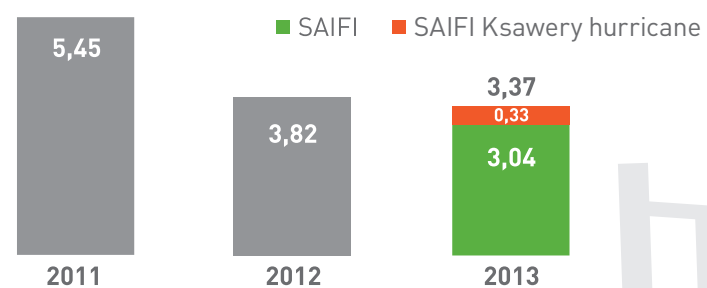
SAIDI

Number of minutes of supply disruptions* per recipient per year



SAIFI

(Number of supply disruptions* per recipient per year)



*unplanned and planned disastrous

Management Processes of remedying the failures and their effects

ENERGA Operator, striving for ensuring the permanent access of clients to electric energy, implements tasks aimed at management of interruptions in supplies, e.g. in case of failure. Accordingly, visualisation of information for clients was launched, concerning the current planned and emergency outages. The visualisation is available on-line on the website of ENERGA Operator in the form of a map and a text created on the basis of announcements on outages, placed in the IVR module of Contactis Emergency system.

The Company has also implemented a special procedure, dedicated to measures associated with remedying of mass breakdowns, i.e. failures covering extensive areas of interruptions in energy supplies whose duration may be inconvenient for clients. The procedure comprises the methods of work organisation, communication with stakeholders during breakdowns, receiving reports from clients.

In ENERGA OPEC a process describing the procedure and persons responsible for remedying of the failure operates. The Integrated Risk Management System has also been implemented, within which the risk to "Efficiency of infrastructure performance continuity" has been defined and control mechanisms have been applied, mitigating the residual risk to the medium level.

Improvement in continuity of supplies in ENERGA Operator for the years 2013-2020

In 2013, in the ENERGA Operator company a System for Performance Continuity Management was developed for the most important processes, which is compliant with the requirements of BS 25999 (ISO 22301). Under the project, plans of procedure were defined, enabling prompt response to emergency situations and effective resumption of performance following the interruption. Owing to these plans the

Company is prepared to mitigate both the potential risk of crisis situations as well as their effects for its activities. The ultimate task, summarising these efforts in the scope of construction and maintenance of the efficient System, will be the certification process to be conducted in 2014 and obtaining of the certificate of compliance with the ISO/EC 22301:2012 standard.

Covering the basic processes associated with the provision of distribution services within the System for Performance Continuity Management, provides for the additional increase in the continuity of supplies of electric energy demonstrating the relevant quality parameters.

In ENERGA Operator processes dedicated to the service of failures and complaints in the electric power grids and specialised equipment have been implemented. These processes comprise all issues associated with handling of complaint and emergency orders and remedying of failure effects at all voltage levels of the distribution grid.

Moreover, in ENERGA Operator a procedure operates regulating the proceedings in emergency situations causing mass failure, within which such elements are defined as: rules of announcing and recalling such situations, methods of work organisation, persons responsible for the execution of specific activities, methods of communication with the consumers and the media, rules of acquisition of additional support in the scope of remedying the effects of the failure and principles related to conducting cyclical training courses and exercises in the scope of emergency actions.

Implementation of the quality management system according to the ISO9001 standard in ENERGA Serwis company

Aiming at optimisation of the activities and continuous improvement of the quality of services provided to clients, in 2013

the ENERGA Serwis company implemented the Integrated Management System (ZSZ).

External auditors of the TÜV Sud certifying company confirmed that the Integrated Management System established in the Company is compliant with the requirements of the following standards: PN-EN ISO 9001: 2009 Quality Management System, PN-EN ISO 14001: 2005 Environmental Management System, BS OHSAS 18001: 2007 Health and Safety Management System, EN ISO 3834-2 Quality Management System in welding and the Directive 97/23/EC, module H1, applied to designing, generation and assessment of the compliance of pressure devices or assemblies.

Mechanisms regulating the management in the company were streamlined within 6 major processes which covered the following areas of operations: supervision of the integrated ZSZ, preparing of tenders and project management, production and supply of services to clients, Health&Safety and environmental protection, and finance and controlling. The processes are accompanied by 57 procedures and instructions. The system has covered the design, generation, assembly, modernisation, repairs, service and diagnostics in the scope of pressure devices, energy, heat and industrial installations at two company sites in Ostrołęka.

The memorandum for counteracting theft and destruction of energy and telecommunication infrastructure

The memorandum is the initiative of three regulatory authorities: Office of Electronic Communication, Energy Regulatory Office and Rail Transport Office. Companies of the telecommunication, energy and railway sector joined the initiative, including the ENERGA Operator company.

The project has been included in the catalogue of actions implemented under the governmental programme on limiting the crime rate and anti-social behaviours called "Safer together". Under the Memorandum the "Niezlomni" (the Unbroken) Foundation was also established, implementing measures aimed at reduction and counteracting of theft and devastation of infrastructure. The role of the Foundation is to raise the awareness and increase the involvement of local government units and public institutions, with close cooperation of law enforcement entities and the judiciary bodies, in relation to combating the phenomenon of theft and destruction of the infrastructure.

In parallel, the ENERGA Operator Company has undertaken the cooperation with the Police Department in Toruń, focusing on raising the awareness of effects of theft and destruction of the infrastructure (power supply outages, delays of trains, etc.). The result of the agreement is, among others, the common internet portal devoted to the activities of the Foundation.

INVESTMENT IN THE DEVELOPMENT OF INFRASTRUCTURE

The comprehensive investment programme increases our distribution capacity and aims at ensuring the reliability of supplies to our consumers. The priority treatment of the distribution area is reflected in the structure of strategic investments for the years 2013-2021: approximately 58% out of PLN 19 billion budget for key projects will be allocated to the distribution area. In 2013 the capital expenditure amounted to PLN 1,408 million.

Projects ensuring the increase in the Segment effectiveness are the priority of our investment programme. Out of the pool of almost PLN 12.5 billion for 2013-2021 the largest part of the funds will be allocated for grid extension in connection with the increase in the number of connected clients and generation sources, in particular, the renewables. The total value of projects in this area will reach PLN 4.7 billion. On the other hand, the modernisation of the grid will consume PLN 3.1 billion.

The main goals of the investment programme include the reduction of grid losses and mitigation of the failure rate as well as the number and time of disturbances in the grid, which will have direct impact on the improvement of consumer supply continuity indicators - SAIDI and SAIFI.

In order to fulfil our major obligation - ensuring energy security to entities connected to the grid - we have been implementing

a number of programmes aimed at improvement or maintaining of the quality and reliability of supplies.

The ENERGA Operator company has focused on such activities, as:

- participation in the research and development programme entitled "Advanced Technologies of Energy Acquisition", carried out by the National Research and Development Centre,
- improvement of supply continuity,
- development of methods and tools for grid asset management,
- development of services, methods and tools for maintenance of grid traffic at all voltage levels,
- support to the development of dispersed power engineering,
- improvement of customer service in the process of connecting to the electric power grid.

While implementing the programmes for the improvement of the quality of services, we also reach for available financing from the EU funds. The ENERGA OPEC company carries out a project co-financed from the Cohesion Fund under the Operational Programme - Infrastructure and Environment 2007-2013. Priority IX. Environment-friendly energy infrastructure and energy efficiency. Measure 9.2 Effective distribution of energy.

Key investment projects 2013-2020

New Clients

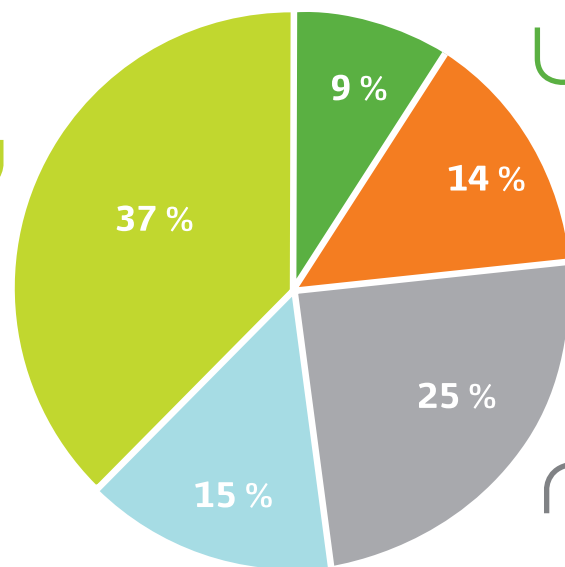
- Construction of new service lines
- Amount of capital expenditure will ultimately depend on the required extension of the grid in order to connect new clients

Total investments: PLN 4,670 million

RES Connections

- Refers to the statutory obligation to connect new sources of energy to the distribution grid
- The total value of investments based on expected increase in RES installed capacity in the area of energy distribution from 1.9 GW today to 7.7 GW in 2021

Total investments: PLN 1,841 million



TOTAL: PLN 12,463 million



78% of expenditure on key projects allocated for investment in the distribution segment

Other

- Investments in IT, communication, etc.

Total investments: PLN 1,146 million

Smart meters

- Investments in smart grids and meters to increase reliability of supplies and improve Customer Service quality

Total investments: PLN 1,723 million

Modernisation

- Investments in order to increase grid throughput and reduce losses and failure rate

Total investments: PLN 3,083 million

Mass passporting of the grid

The purpose of implementation of the practice was to build the database on grid assets. The information (technical, topological, topographic), acquired from paper, electronic sources and the field inventory, is entered to the IT system in order to maintain the validity of the digital model.

The data collected in the GIS base represents the strategic information resources of ENERGA Operator. The grid model built in such a way enables automation of production and business processes of individual services, influencing the increased effectiveness of their work.

Grid passporting is the indispensable element for building of the Smart Grid. The use of the data also supports the mobile solutions and the processes of managing the field teams.

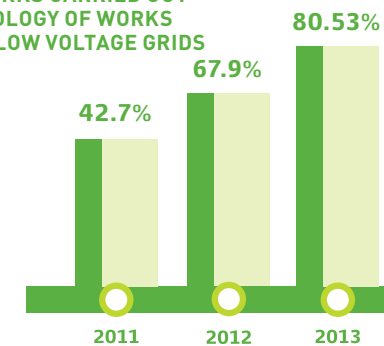
Dissemination of technology for works under voltage

The Olsztyn Branch of ENERGA Operator is the pioneer in implementation of the technology for works under voltage (PPN) in overhead lines. The Company used this technology, as the first one in Poland, already in 1997, for the purpose of improvement of continuity of supplies to consumers.

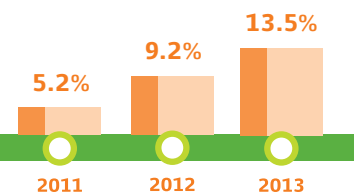
Aiming at enhancement of the grid reliability, in 2013, the analogical technology was implemented on the area of the Toruń Branch. In 2014 the Company is planning the purchase of three consecutive specialised hoists for works under voltage in MV overhead lines, to be used by the Branches in Gdańsk, Kalisz and Płock. This solution will enable to shorten the duration and reduce the number of planned energy supply outages.

Percentage of works carried out within the technology of works under voltage

PERCENTAGE OF WORKS CARRIED OUT WITHIN THE TECHNOLOGY OF WORKS UNDER VOLTAGE IN LOW VOLTAGE GRIDS



PERCENTAGE OF WORKS CARRIED OUT WITHIN THE TECHNOLOGY OF WORKS UNDER VOLTAGE IN MEDIUM VOLTAGE GRIDS



The Work Force Management (WFM) Project – management of field works

In 2013 a concept of implementation of a pilot system to support management of field works using mobile solutions was developed. The WFM (Work Force Management) Project is an element of implementation of the strategic initiative called "Increased operational effectiveness in the scope of asset management and grid works", included in the objectives of the

Distribution Segment up to 2020.

The implementation of the system will result in business benefits (improvement of cost effectiveness), but, first of all, it will enable to improve field works and, as a consequence, to enhance the quality of services we provide. The teams will have ongoing access to the data, documents or the current configuration of the grid. Using the system of automatic location of vehicles we will also be able to plan and coordinate the orders effectively and to optimise the time of reaching the site of the works. The system will increase the availability of service teams in case of emergency works.

In 2014 and 2015 the pilot project is planned for the selected area of operations of ENERGA Operator Koszalin Branch. The experience gained and the conclusions arising from the project will enable to define the recommendations in the scope of target implementation of the WFM system in the whole organisation.

SUSTAINABLE ENERGY

At present, the majority of the energy consumed by the developed countries, including Poland, is generated from fossil fuels. One of the biggest challenges of our times is the sustainable energy, which means increasing the share of energy from other sources, including the renewable energy sources, and any activities enhancing the energy effectiveness of individual economies. Such obligation are also imposed by the European Union climate and energy package.

At the same time, there is general agreement that the most effective method to ensure the security and efficiency of the electric power system is the development of the Smart Grid, i.e. a new philosophy of reconstruction of the distribution system, using the IT infrastructure. This global trend is also strong in Poland, and our Group belongs to the leaders of the smart revolution. The pilot project carried out on the Hel Peninsula is the first implementation of the Smart Grid in our country.

Smart Grid

The Smart Grid is a distribution grid and the associated IT and telecommunication technologies, integrating in intelligent manner the activities of electric energy market participants. Accordingly, it is possible to increase energy effectiveness, improve the reliability and effectiveness of supplies and to increase consumers' involvement in energy generation. The implementation of smart grids is associated with a number of benefits for energy consumers, among others:

development of modern services in the scope of electric energy supplies, tailored to consumer needs, including new dynamic tariffs; enabling the bilateral communication between an energy consumer and the supplier; a possibility to optimise energy use depending on individual needs; higher quality and reliability of energy supplies.

The first pilot implementation of the Smart Grid is implemented on the Hel Peninsula by the ENERGA Operator company. Within the framework of the "Smart Hel Peninsula" project, in 2012, the existing electric power grid was supplemented with elements and equipment which transformed it into a smart grid. The area of the project covers about 10 thousand of the Peninsula inhabitants. At present, tests of the new system are in progress. The main aim of the project was, first of all, to ensure supplies of better quality electric energy, to improve the effectiveness of the power system and to make new services, available to consumers, tailored to their needs. The most noticeable benefit for energy consumers will be the reduction of interruptions in electric energy supplies.



About **10 000** of the Hel Peninsula inhabitants are covered by the "Smart Hel Peninsula" project.

In the smart grid, i.e. the Smart Grid in practice

The elements of the smart grid comprise:

The traditional distribution infrastructure (transmission lines, switching stations and lines supplying electricity to consumers, etc.);

Measurement devices and automatic equipment, including the smart meters;

Telecommunication infrastructure and equipment for data exchange - transmission networks, databases, telecommunication devices;

IT systems for grid management, e.g. special systems allowing for minimisation of interruptions in supply and systems enabling data analysis.

Model Smart Grid



ANNEX – SPECIFICATION OF INDICATORS

Research and investment aimed at ensuring the reliability of energy supplies

INVESTMENT CATEGORY	COMPANY	2012		2013	
		TYPE OF INVESTMENT – NAME OF INVESTMENT	COSTS (INCURRED IN CONNECTION WITH THE IMPLEMENTATION OF INVESTMENTS – SUM FOR EACH CATEGORY) PLN	TYPE OF INVESTMENT – NAME OF INVESTMENT	COSTS (INCURRED IN CONNECTION WITH THE IMPLEMENTATION OF INVESTMENTS – SUM FOR EACH CATEGORY) PLN
Renewable energy technology	ENERGA Elektrociepłownia Kalisz	License for the use of the study “Multi variant analysis of target generation sources in Elbląg and Kalisz in the scope of fuel and technological capacity, including the adjustment to needs of the municipal heating systems”	192,500		
	ENERGA Elektrociepłownia Kalisz	Construction of a biomass burning unit	85,373		
Distribution of energy	ENERGA OPEC	Reconstruction of the channel heating network to the technology of pre-insulated pipes at the “Centrum” housing estate	2,795,000.00	Change of technology and thermal insulation materials in “M” grid	2,387,000.00
	ENERGA OPEC	Reconstruction of the channel heating network to the technology of pre-insulated pipes at the I Armii Wojska Polskiego street	1,178,421.66	Reconstruction of the channel heating network to the technology of pre-insulated pipes in “M” grid	3,278,000.00
	ENERGA OPEC	Reconstruction of the channel heating network to the technology of pre-insulated pipes -section Statoił – Korczaka	607,856.00	Reconstruction of the channel heating network to the technology of pre-insulated pipes in Traugutta and Kickiego streets	887,212.00
	ENERGA OPEC	Reconstruction of the channel heating network to the technology of pre-insulated pipes at the Łęczysk housing estate	3,546,016.26	Change of technology and thermal insulation materials in “O” and “P” grids	2,480,000.00

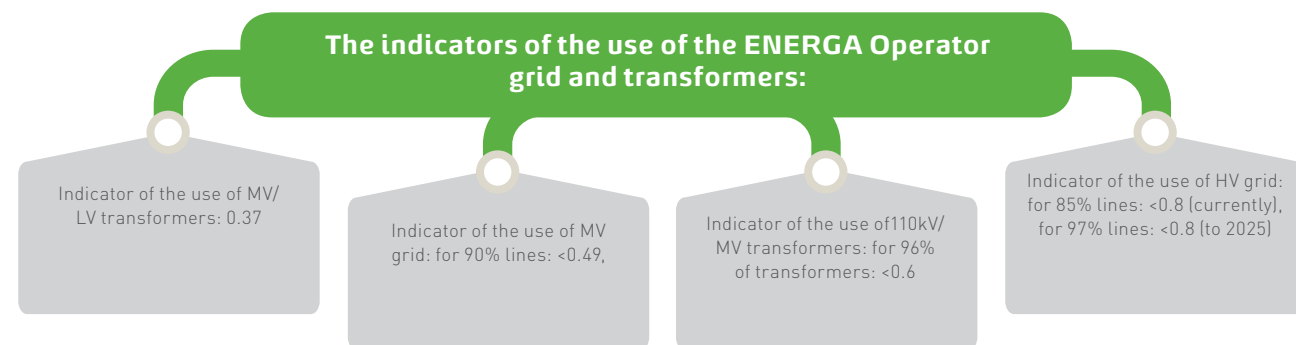
INVESTMENT CATEGORY	COMPANY	2012
		TYPE OF INVESTMENT - NAME OF INVESTMENT
Technologies of transmission and distribution (e.g. micro networks, intelligent grids)	ENERGA Operator	
	ENERGA Kogeneracja	Biomass unit - BB20p project (EC Elbląg)
	ENERGA Kogeneracja	Biomass co-burning in pulverised boilers - WiB30 project (EC Elbląg)
	ENERGA Kogeneracja	Biomass grinding for the co-burning needs (EC Elbląg)
	ENERGA OPEC	Modelling system of the heating network, Stage I off-line
	ENERGA OPEC	Modelling system of the heating network, Stage II on-line
Innovative related services (e.g. remote meters)	ENERGA Operator	
	ENERGA OPEC	
TOTAL		

2012	2013	
COSTS (INCURRED IN CONNECTION WITH THE IMPLEMENTATION OF INVESTMENTS - SUM FOR EACH CATEGORY) PLN	TYPE OF INVESTMENT - NAME OF INVESTMENT	COSTS (INCURRED IN CONNECTION WITH THE IMPLEMENTATION OF INVESTMENTS - SUM FOR EACH CATEGORY) PLN
4,840,000		3,400,000
103,075,377.94	Biomass unit - BB20p project (EC Elbląg)	63,151,858.01
6,660,736.31	Biomass grinding for the co-burning needs (EC Elbląg)	4,568,444.04
1,655,319.31		
174,601.50	Modelling system of the heating network, Stage III - optimisation module	186,533.00
173,834.50	Telemechanics and telemetry system of the heating network	2,099,464.00
19,300,000		40,879,000
	Reading systems of heat and water meters	2,560,682.00
144,285,036.8		125,878,193.1

Not applicable to other companies



Planned throughput against the foreseen electric energy demand



Transmission and distribution losses as a percentage of total energy

	2012		2013	
	[%]		[%]	
	Transmission losses	Distribution losses	Transmission losses	Distribution losses
ENERGA Operator	NONE	6.15	NONE	5.84
ENERGA Kogeneracja	9.88		9.91	
ENERGA Elektrociepłownia Kalisz	7.8	3.4	6.8	3.6

Not applicable to other companies



Days worked by employees of subcontractors involved in the construction, exploitation and maintenance in favour of ENERGA OPEC

TYPE OF WORKS PERFORMED IN FAVOUR OF ENERGA OPEC		
2012		
Construction	Exploitation	Maintenance works
582	0	105
2013		
Construction	Exploitation	Maintenance works
871	0	129

Other companies of the Group do not have systems allowing to obtain information for the indicator.



We have been continuously developing our offer and improving the quality of our service, responding to the changing needs of our clients - both business and individual. Their satisfaction, arising from independent studies, confirms the legitimacy of the development direction we have adopted, simultaneously acting as an inspiration for creation of new products and services.

In accordance with the development strategy of the ENERGA Group, we treat the quality of products and services supplied to clients as a priority. This goal predetermines our investments in new solutions (real time gross settlement systems, pre-paid services) and the development of remote channels, as well as ensuring the consistence of customer service, irrespective of the selected form of contact.



FOR CLIENTS

Shaping relations responsibly



Customer service standards and adjustment of solutions to consumers' needs, trends and the potential of new technology, may be the source of permanent competitive advantage. Taking this into account, we have been constantly working on the development of innovative products and services and conducting satisfaction surveys among our clients. They help us to improve the offer and the quality of our service and define future directions of development.

Magdalena Stołoska

CSR Coordinator, ENERGA Obrót SA and ENERGA Obsługa i Sprzedaż Sp. z o.o.

Goals defined so far and their implementation

THE HIGHEST STANDARDS IN CUSTOMER SERVICE	COMMUNICATION IN MARKETING AND ADVERTISING	CLIENT SATISFACTION AS A STARTING POINT FOR NEW SOLUTIONS
Optimisation of processes and improvement of effectiveness (ENERGA Centrum Usług Wspólnych)	Implementation of the standard of local announcements in the scope of planned and emergency outages (ENERGA Operator)	Satisfaction Survey concerning the services and registering clients' expectations (ENERGA Centrum Usług Wspólnych)
Implementation of the Integrated Management System according to ISO 9001: 2008, ISO 14001: 2004 and BS OHSAS 18001: 2007. Obtaining the Certificates of Compliance with Directive 97/23/EC and PN-EN ISO 3834-2 standard; (ENERGA Serwis)		Adjustment of service offer and IT systems to clients' needs and expectations, in accordance with the Service Level Requirement agreed with the clients (SLR – a document defining clients' requirements) (ENERGA Informatyka i Technologie)
Parametrisation of the Service Manager system (reports handling system) (ENERGA Informatyka i Technologie)		Enhancement of client satisfaction level (ENERGA Kogeneracja, ENERGA Oświetlenie, ENERGA Obsługa i Sprzedaż - implemented)
Introduction of a separate catalogue of services of ENERGA Informatyka i Technologie and ENERGA Operator and ENERGA Obrót (ENERGA Informatyka i Technologie)		Quarterly meetings with key clients of the company in order to verify cards of services (ENERGA Operator)
Introduction of dedicated processes of incident management and standard order for dedicated services (ENERGA Informatyka i Technologie)		Participation in the national PBS survey defining the position of ENERGA in the ranking of large Distribution System Operators (DSOs) (ENERGA Operator)

IMPLEMENTED

IN PROGRESS



Goals defined so far and their implementation

THE HIGHEST STANDARDS IN CUSTOMER SERVICE	COMMUNICATION IN MARKETING AND ADVERTISING	CLIENT SATISFACTION AS A STARTING POINT FOR NEW SOLUTIONS
Optimisation of costs incurred by the company, aimed at offering services of the highest possible level and at the most favourable price (ENERGA Informatyka i Technologie)	Implementation of the standard of local announcements in the scope of planned and emergency outages (ENERGA Operator)	Maintaining the current satisfaction level of IT service user (60% of users satisfied, 25% of users fairly satisfied with the services), including the introduction of a coherent model of reporting of the level of services provided to individual clients for the purpose of ongoing control of the SLA level of the system (ENERGA Informatyka i Technologie)
Implementation of a quality system (ENERGA Invest)		
Implementation of client segmentation (ENERGA Operator)		
Launching the eBOK service (ENERGA Operator)		
Launching the hotline 801 (ENERGA Operator)		
Restructuring of the website (ENERGA Operator, ENERGA Oświeetlenie – created a new website)		

IMPLEMENTED

IN PROGRESS

Priorities for 2014

Aiming at increasing client satisfaction from company services and products (increase in the satisfaction in relation to the previous year)

Building of the highest standards in customer service in key service channels

Promotion of the ecological awareness by means of dedicated products

Better access for clients – using new, innovative solutions and communication channels

CUSTOMER SERVICE STANDARDS

Our ambition is to guarantee an attractive price and satisfactory level of services to individual clients. We wish to reach our strategic clients with a broad package of ancillary services and the highest level of service. This group, besides the competitive prices of supplies, expects also the flexible approach to payments and settlements as well as understanding and anticipation of its needs.

Quickly and conveniently

In the face of the technological and social changes, mainly the popularisation of Internet, smartphones and tablets, the development of services enabling clients to contact us at the time and place convenient for them, becomes particularly important. The activities we have been implementing in the scope of successive migration of clients from traditional to remote contact channels have also their business background. Liberation of G tariff, which may intensify the competitive struggle in our sector, enforces permanent concentration on optimisation of customer service costs.

More frequent use of remote service by clients opens the possibility to handle a definitely larger number of reports within a shorter time.

The subsequent change was the introduction of specialisation in contact channels and customer service employees. Using the capacity of the new technologies, we have been improving

the effectiveness of the traditional communication and increasing the functionality of electronic communication forms, depending on the nature of the specific issue and clients' preferences, encouraging clients to contact us:

- via the internet service at www.energa.pl,
- via the electronic Customer Service Office (eBOK),
- by e-mail,
- by phone - through the dedicated hotline for households and for companies.
- by mail - via the Report Service Department.

The common denominator of the activities implemented in the area of customer service is their impact on performance costs, with simultaneous enhancement of the level of client satisfaction from the service. In the survey regularly performed by the PBS research centre concerning client satisfaction from services in individual access channels, e-BOK receives the highest evaluation (92% of positive scores in the 3rd quarter of 2013).



Many channels, many possibilities

	energa.pl	eBOK	tBOK	BOK
Information on prices, tariff groups	✓		✓	✓
Information on modern products and methods of their settlement, payment methods and current promotions	✓	✓	✓	✓
Information on how to become our client (convenient methods of concluding the agreement and required documents)	✓		✓	✓
Preparation of the agreement	✓			✓
Updating of contact data		✓	✓	✓
Information on current balance and payment terms, confirmation of payment		✓	✓	
Registration of free account in electronic Customer Service Office (eBOK)		✓	✓	✓
Activation of the Real Settlement service		✓		✓
Activation of the Pre-Paid Service				✓
Purchase of code for energy to the pre-paid meter	✓	✓		
Activation of e-Invoice – fast and convenient form of supplying the electricity bills		✓		
Collecting the PAYBACK points for fees paid for electric energy		✓		
Launching the Payment Order service	✓			✓
Statistics of electric energy consumption		✓		
Free sms and e-mail notification of payments		✓		
Price lists and forms to download	✓	✓		
Contact form concerning settlements and service	✓	✓		
Information on complaint procedure concerning settlements	✓	✓	✓	
Report concerning electric energy meter	✓	✓	✓	
Payment of invoice for electric energy		✓		

The www.eBOK.energa.pl transaction service was prepared on the basis of WAI (Web Accessibility Initiative) standard, ensuring the availability of WWW services to the broadest possible group of consumers, with special attention to people with blindness and visual impairment. The user of eBOK platform may adjust the image of the service to its needs, e.g. by increasing or decreasing font size and contrast.

Continuous improvement

The aforementioned actions make the element of the Effectiveness Improvement Programme implemented by ENERGA Group since 2010. The starting point of the changes was the observation that many issues addressed by clients during their visits to Customer Service Offices (BOK) referred to settlements and invoices, i.e. operations which may be executed using the remote contact channels (telephone, Internet), combining the convenience (possibility of contact at a convenient time and place) with time saving.

In March 2013, ENERGA Obrót launched a project on "Development of the Sales Segment Business Model". In the framework of the project, internal relations were defined as well as distribution of functions in the Sales Segment, based on process integration: from commercialisation and management of the offer, through its sales, service and execution.

The activities implemented will result in the increase of cost effectiveness of the Sales Segment and provide the opportunity for the companies to develop and construct specialisation within the functions attributed in the main value chain.

The general satisfaction of clients with services of ENERGA Group is also affected by the Distribution Segment, mainly the

efficient connection process, followed by reliability of energy supplies.

ENERGA Operator, responsible for connection to the electric power grid, maintains the total of 42 Connection Service Points, in which clients may implement all processes requiring technical approvals, in relation to the supply of new facilities, change of supply conditions of previous facilities or temporary connections. It is a significant facilitation due to the fact that such processes are often complicated and require the support of a specialist with the relevant technical knowledge.

In the Settlement Division of ENERGA Obsługa i Sprzedaż the model of settlement centralisation is under implementation. Such solution enables the abandoning of the territorial structure (based on territories close to former provinces) in favour of a functional structure operating based on the so-called centres of competence. Employees deal with execution of similar activities resulting in the measurable effect: settlement of a client's account, issuing invoices, bookkeeping of payments or collection of receivables. Such an approach facilitates the specialisation and guarantees better quality of implementation of individual stages of the settlement process, which is reflected in a lower frequency of errors and lower costs.

The Effectiveness Improvement Programme has also introduced clear and simple measurement mechanisms of basic operational, cost and quality parameters essential for management. Due to the measurement system of events and costs, we know the value and cost of individual activities and actions, both in relation to a single client and a single situation (contact with a client, invoice issued, adjustment). Accordingly, we are able to plan the activities and set the goals for organisations and individual units.



Contact indicators in individual channels



eBOK.energa.pl

Internet-based service also adapted to the needs of blind and visually impaired persons



meBOK

application, first in the energy sector, for the customers using the mobile devices

Frequency of using individual contact channels in 2013

CONTACT CHANNEL	% OF TRAFFIC PARTICIPATION
Customer Service Office (BOK)	9%
Telephone / Electronic Customer Service Offices (tBOK, eBOK, DOZ)	23%
Self-service	68%
TOTAL	100%

SOS Programme

In mid-2013 the SOS Programme (Sales Service System) was launched, i.e. implementation of the IT environment for customer service and settlements, comprising, among others, CRM and Billing.

Full knowledge of the client, history, behaviour and preferences in terms of products and prices, in particular, of the consents and powers of attorney granted, enables us to meet clients' expectations in a flexible way, simultaneously raising the quality of the service. One of the goals of the implementation is the decrease of clients' turnover.

The implementation of the SOS will ensure the consistence, improvement of effectiveness of processes in all areas connected with customer service, flexibility and possibility of fast implementation of new products (among others, through the improvement of the IT support), services and price offers for clients and the development of support for the area of trade and distribution settlement. Within the framework of SOS, among others, a new eBOK is created, with a broader range of functionalities useful for the client.

System QS Master

Within the framework of the Project on Telephone Reporting Infrastructure Development, the ENERGA Obrót SA company implemented the QS Master in tBOK (telephone Customer Service Offices), consolidating the contact channels, ensuring the fast and complex handling of clients' issues, as expected by clients. Irrespective of the form of contact - email, fax, SMS, chat, and now also telephone - information on the client and his/her problem is integrated and accessible to each of the consultants. Owing to this solution, the time of processing of the reports has been significantly reduced (a part of information is provided to clients automatically), the number of contacts has decreased.



COMMUNICATION IN MARKETING AND ADVERTISING

The ENERGA Group conducts its business operations under the "ENERGA" brand in three main segments. The role of the common brand, through its recognition and reliability in the environment, is both to support the core business associated with the distribution and sales of electric energy, and to build the social acceptance for the generation activity and infrastructural investments conducted by the Group.

A client, an investor, a customer, a partner, a neighbour, experiencing contact with the communication, advertising or business activities, should be sure that the Capital Group standing behind the ENERGA brand is a serious entity of a well-established market position. In particular, in 2013, when also the marketing communication determined the relevant informing of potential investors of the public offering of ENERGA SA shares, and the characteristics of the Company and the Capital Group, the advertising activities were focused mainly on communication of facts and arguments confirming the position of the brand in the Polish economy and in the electric energy market. ENERGA SA is responsible for building of the desired image in the environment, for initiation and coordination of the internal and external communication in the Group.

We consider the reliable and objective communication as a very important element of partner relations with the consumers. Knowledge concerning the solutions offered by us fosters the optimum selection of products and services to provide the source of satisfaction to clients. Therefore, our advertising campaigns and other forms of marketing activity support the promotion of the offer and the convenient contact channels with the electric energy supplier, preferred by clients.

Marketing communication also serves as a platform for promotion of attitudes and habits important for us and the

society, among others, in the scope of conscious energy use or environmentally friendly behaviours.

We pay special attention to the popularisation and publicity of own shares supporting the brand value in the society. Accordingly, our environment has the opportunity to learn that ENERGA is not only the supplier and vendor of electricity but also a good neighbour which contributes to important social and cultural events, owing to which children have a chance to develop their sports talents or participate in the modern classes concerning the safe and rational energy use.

The marketing activities we implement are subordinated to the trade regulations (e.g. the ICC/ESOMAR International Code on Market and Social Research) and the internal guidelines. It gives us the certainty that we communicate with the consumers in the responsible and reliable way. At a level of the whole Group, provisions of the Capital Group Strategy and Code of Good Practices apply. Works are ongoing concerning the adoption of the document on "Rules on corporate communication and other marketing activities in ENERGA Group", containing the guidelines related to the rules and procedures of consistent corporate marketing activity and actions supporting the operations of leaders of Group Segments. Their role is to regulate, among others, the issues associated with the corporate communication, promotion and image-building activities, such as the visual identification system, marketing communication of the brand, sponsoring and charity activity. The selected companies have imposed additional standards, taking into account the specific nature of the activities. For example, in the ENERGA Obrót company works are in progress concerning the establishment of "Communication Standards for the Sales Segment". The document should be ready in the 3rd quarter of 2014.

Companies also implement their own activity forms, supporting the operational business activities, compliant with the

marketing strategy of the Group. For example, the ENERGA OPEC company carries out the Partner ENERGA programme. Within the framework of the programme, key clients of the Company receive cash awards which, in accordance with the agreement, are allocated to the improvement of the quality of life of the local communities (purchase of educational aids for schools, playground equipment, etc.).

Improvement of the communication associated with outages, failures and time of resolving the problem

On the ENERGA Operator website we have included a functional map which enables checking of information concerning the current and planned outages. The data is refreshed in real time. Analogical information may be also obtained by calling the emergency numbers 991 or 801-456-456 (the national number accessible also by mobile phone).

Clients may now inform us faster of any hazardous incidents, such as breaking of lines, fire, explosion in energy facilities or the open transformer station. Clients calling the emergency number 991, who define the subject of report as an issue concerning direct threat to life or property, are automatically redirected to the relevant consultant who asks questions to the reporting person, assisting in identification and proper classification of the event.

In situations of planned and unplanned outages of billing systems, transaction systems and other system failures, ENERGA Obrót immediately implements the communication measures for clients. In accordance with the developed standard, the communication comprises news on the website,

information "windows" in eBOK, whereas in Customer Service Offices, posters in advertising monitors, labels with the announcement and posters appear in info kiosks. In special cases we publish press announcements.

Protection of privacy

Smart software, due to the revolutionary nature of this solution, is the common subject of discussions in media, also in the context of privacy protection.

The ENERGA Operator Company, which decided to undertake mass implementation of the system as the first Distribution System Operator in Poland, conducted the multi-dimensional analysis of all aspects of the programme, including the assessment of the privacy issues and risks associated with the collection and availability of the measurement data derived from smart meters. The findings of the analysis served for the elaboration and implementation of the relevant protective procedures, comprising the technical solutions, already at a level of the equipment and functionality of the remote meters.

The measures implemented received positive evaluation of the General Inspector for Personal Data Protection who, after getting acquainted with the system, said in the interview for the "Electric Energy" magazine: "From the technical and technological point of view, some solutions, for example those implemented in pilot projects now carried out by ENERGA Operator, are convincing. The reason is that ENERGA Operator conducted a detailed risk analysis concerning the solutions it has introduced and prepared good answers to the questions arising from this analysis".

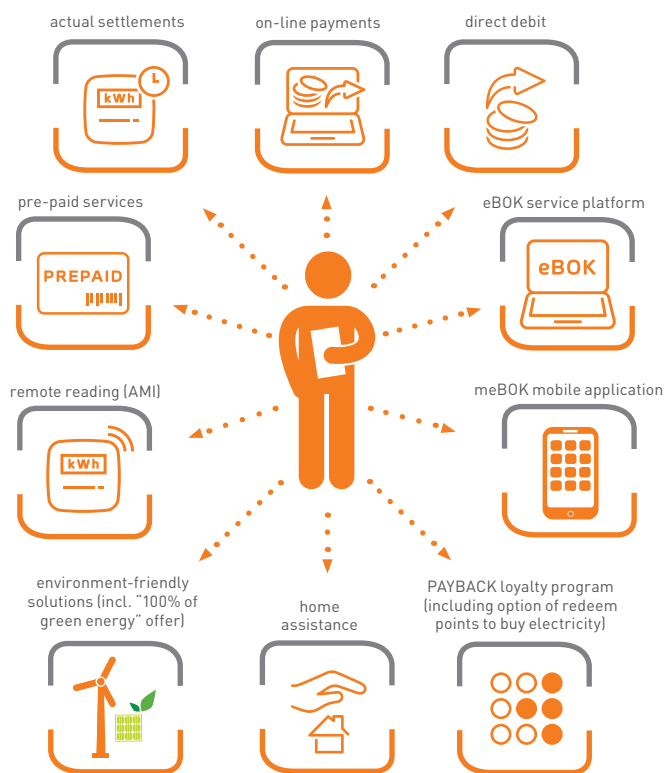


NEW PRODUCTS AND SERVICES INSPIRED BY CLIENTS' NEEDS

Modern products and services (real settlements, pre-paid, visualisation of consumption) enable better management of energy as well as planning and management of a home budget. We also offer individual solutions to people in difficult

economic situation. For example, we provide them with a possibility to split the payments into instalments or to resign from forecasts.

Modern solutions for customers



Regarding our clients, we prepared a number of modern solutions:

Real settlements

The service ensures a possibility to pay for the electric energy really consumed in a given period, instead of forecast, which significantly facilitates the settlements to our clients. About 300 thousand clients have already used this option, including 92 thousand in 2013. The total number of electronic invoices issued on the basis of real settlements amounted to 2 million.

Pre-paid settlements

The pre-paid settlements are equally popular. This offer was introduced in 2010 and it is based on a possibility to pay for electric energy "upfront". This product is addressed to people who want to control their expenses and/or those renting flats. Clients using this offer may be sure that they will not be indebted due to fees for electric energy. Only in 2013 over 13 thousand people joined the programme. Since 2010, 30 thousand persons used the prepaid settlement option. The total number of recharges of accounts in 2013 exceeded 2.5 million events.

It is worth stressing that the pre-paid settlements, similar to real settlements, provide a solution which is not only client-friendly but also environmentally-friendly (due to the lack of invoices, we saved over 1.2 million A-4 sheets of paper in 2013).

On-line payments

Our clients eagerly use the possibility to make on-line payments via eBOK. In 2013 the clients made 154.7 thousand on-line transactions.

Remote reading (AMI) and products for clients

As the first energy group in Poland, as early as in 2011, we implemented elements of the cutting-edge AMI technology (Advanced Metering Infrastructure) in the distribution grid. So far, almost 380 thousand smart meters have been installed. In 2014, launching of the next 350 thousand AMI meters is planned.

Clients with installed remote reading meters may use the service specially prepared for the users. It allows for observation of individual consumption of electric energy and its rational use. Information is available at mojlicznik.ENERGAoperator.pl and via mobile devices. "My meter" is available to all clients of ENERGA Operator, also those using other vendors than ENERGA Obrót.

The AMI programme opens a possibility to introduce new products, using the potential of remote reading and two-directional communication with the meters. The first products implemented by ENERGA Obrót based on AMI include: visualisation of energy consumption and functionally improved version of real settlements. The first product enables clients to perform the analysis of detailed data on consumption and costs of electric energy, in the form of easy to handle and understandable graphs facilitating the effective management of electric energy consumption. The second product enables clients to make their settlement at any moment of the real energy consumption based on the meter reading downloaded on remote basis. In 2014, implementation of a modern pre-paid system based on remote reading meters is planned.

In 2013 these products were available only in the area of Kalisz, whereas in 2014, extension of their availability to other cities and areas covered by the implementation of the AMI infrastructure is planned.

One of the goals of AMI programme implementation is also the education of the society in the scope of conscious use of electric energy. Within the framework of these activities, among others, three educational videos for consumers were produced, published on the website www.ENERGAoperator.pl and in the YouTube service. Public opinion surveys were also conducted in Kalisz, demonstrating the benefits of AMI from client's perspective. The Company was also involved in the educational campaign under the ISE programme (Smart Energy Grids) organised by the National Fund of Environmental Protection and Water Management.

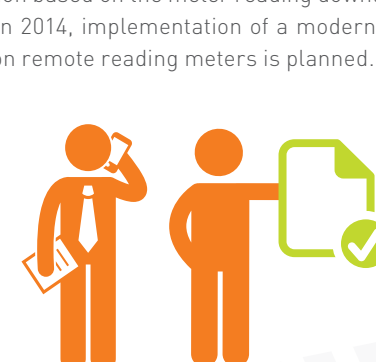
The PAYBACK loyalty programme

Owing to ENERGA joining the PAYBACK programme, its participants may not only choose attractive awards but also pay for electricity using the points collected.

The Programme is very popular among our clients: since September 2013, 50 thousand clients registered their loyalty cards in eBOK. Until the end of 2013 they collected over 3 million points using their cards. 2 million points collected in the programme were used for payments of electricity bills.

Green energy

For companies we prepared a unique offer "100% green energy". The users have a possibility to purchase electric energy 100% of which is covered by energy generated in renewable sources. The purchase is confirmed by a certificate.





While creating the offer for our clients, we listen to their needs and use new functional possibilities arising from the technological development in the electric power sector. The AMI technology has a huge potential for us in terms of products and services. Through new functionalities, among others, the remote communication with the meter, knowledge of the profile of energy consumption, new possibilities for assisting clients in effective energy consumptions are opening for us.

Marek Mielcarek
 Head, Department of Product Development, ENERGA Obrót SA

CLIENT SATISFACTION SURVEYS AS A SOURCE OF NEW SOLUTIONS

We pay special attention to feedback provided both by external and internal clients. It serves us as a source for identification of development directions and prioritisation of actions.

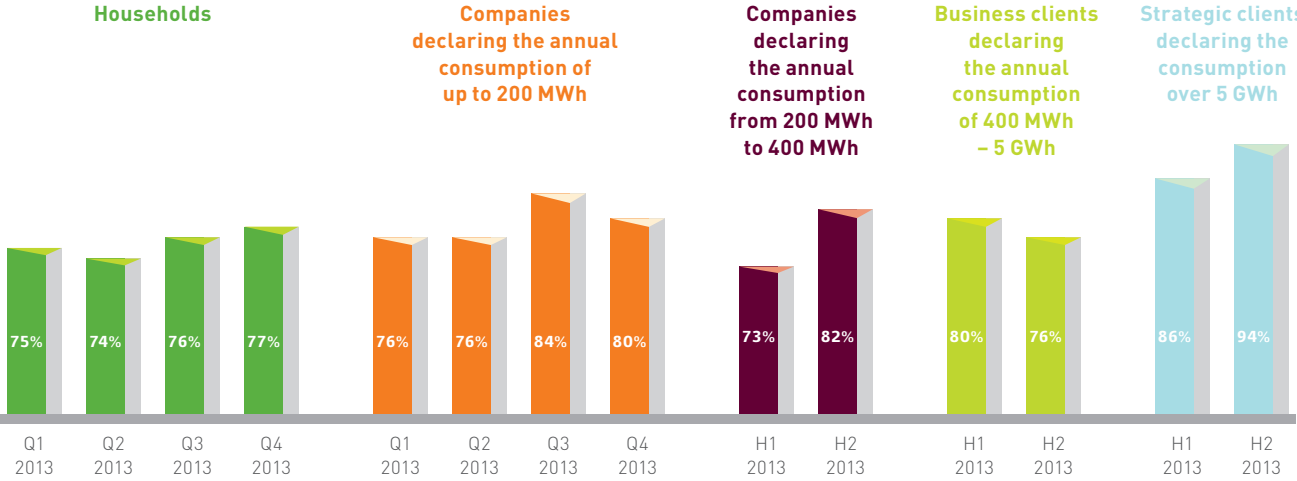
We continuously monitor the satisfaction of clients of ENERGA Group and the assessment of individual channel contacts (BOK, tBOK, eBOK, DOZ, as well as Telephone Reporting Centre, Connection Service Points, communication of meter installers). The surveys are performed, depending on a client group, on a quarterly, semi-annual or annual basis. In total, we conduct approximately 100 thousand interviews with clients from representative research samples. The survey covers clients of our Group and the biggest energy concerns in Poland (TAURON, PGE, ENEA, RWE). As a result, we acquire

information concerning functioning of the client service area directly from clients.

Based on the results of surveys conducted in 2013, it can be concluded that client satisfaction increased over a year in almost all segments studied. The highest growth in satisfaction from Energa services was noted among strategic clients, currently reaching 94% and micro companies, where the satisfaction level reached 82% at the end of the year. Only among business clients, a slight decrease to 76% from 80% of satisfied clients was recorded in the first half of 2013. The chart below illustrates detailed results of the surveys, divided into individual market segments and research periods.

Satisfaction from ENERGA services in 2013 according to segments.

The charts present % of "satisfied" and "unsatisfied" responses

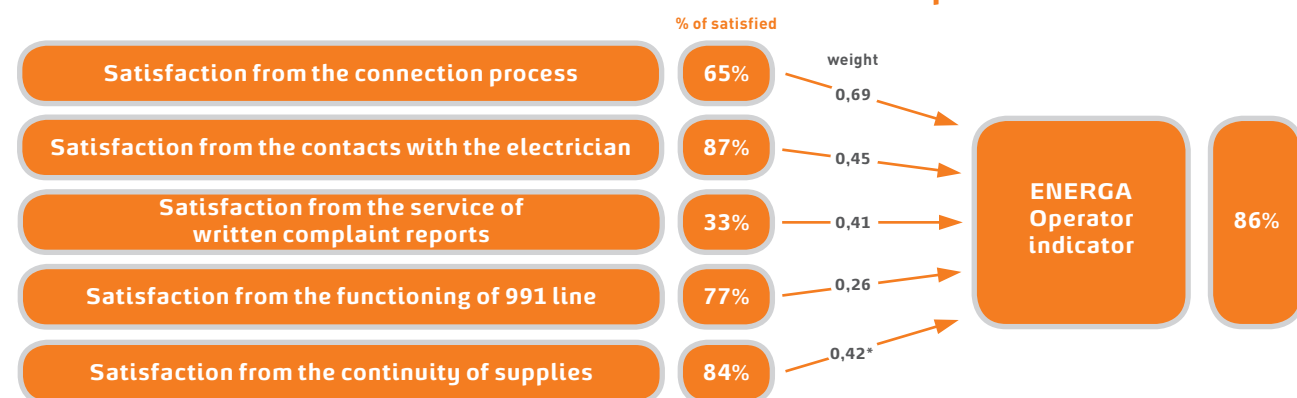


The survey of Strategic Clients was performed only in the first quarter of 2013. Business Clients were surveyed in the first and third quarter

Satisfaction surveys of ENERGA Operator clients serve as a barometer of opinion on clients' perception of the key areas for energy security and customer service: continuity of supplies,

service of emergency telephone line 991, connection process, performance of electricians and the process of examining the complaints reported.

General satisfaction from the EOP area of operations



Weight is the strength of impact of the ENERGA Operator operations on the general satisfaction from Energa company services. It should be understood that if, e.g. satisfaction from the connection process increases by one point (e.g. from 3 to 4), the general satisfaction from Energa company services will increase by 0.65 (e.g. from 4.00 to 4.65).

For the model presented $R^2=0.38$. It means that the EOP indicator explains 38% of volatility in the general satisfaction from Energa company services. *The weight for Satisfaction from the continuity of supplies, presented in the above model, was calculated on the basis of weights obtained from separate SEM models for individual areas. For the calculation of the indicator for this question, different weight was used for each area of EOP operations.

Other companies of the Group also perform their own satisfaction surveys. ENERGA Serwis, following the completion of each task valued over PLN 500 thousand, asks its clients to fill in the electronic questionnaire. The overall measurement is performed based on the procedure included in the certified ISO 9001 Quality Assurance System.

ENERGA Oświetlenie conducted the client satisfaction survey in 2013 jointly with ENERGA Obrót. The formula of an interview in the respondents' offices was selected: local government units and other public institutions dealing with the purchase of street lightning services and building illumination. 186 entities from the entire area of the company operations participated in the survey. The results of the survey conducted revealed that three of four clients of the ENERGA Oświetlenie company are satisfied with using its services (74%). Three basic elements had the most significant impact on the general satisfaction of the Company clients: offer of services, fulfilment of the obligations arising from the contract and the level of prices offered.

As the results of the conducted survey indicated, 61% of the respondents surveyed are satisfied with the level of prices offered by the company, over 76% of clients are satisfied with the company fulfilling the obligations arising from the contracts signed. The satisfaction from such elements as service quality, timeliness of execution of the orders and fulfilment of client expectations has reached the level from 61% to 65%. The consecutive client satisfaction survey is scheduled in March 2014. Client satisfaction surveys are also implemented by ENERGA Kogeneracja and ENERGA Elektrociepłownia Kalisz, using the questionnaires sent by clients once per year.

We also assess satisfaction of other companies of the Group (the so-called surveys of internal clients within the Group). Such surveys are performed by ENERGA Informatyka i Technologie, using the electronic channels. In December 2013, such survey was also conducted by ENERGA Invest.

ANNEX – SPECIFICATION OF INDICATORS

Number of flats disconnected due to overdue payments, according to the period during which the disconnection occurred

TOTAL LENGTH OF TIME BETWEEN DISCONNECTING OPERATIONS:		2012	2013
48 HOURS – 1 WEEK	ENERGA Operator	121,419	101,958
1 WEEK – 1 MONTH	ENERGA OPEC	4	2
TOTAL LENGTH OF TIME BETWEEN A FLAT DISCONNECTING AND A PAYMENT, DIVIDED INTO:		2012	2013
MORE THAN A WEEK	ENERGA Operator	116,295	114,140
	ENERGA OPEC	4	2



FOR THE ENVIRONMENT

Sustainable development

The sustainable development, considering the needs of the natural environment, is the philosophy distinguishing the best companies in their industries. Leaders of the energy sector bear special responsibility in this area. The awareness of environmental impact and the responsible environmental management, represent the foundations of our activity conducted in compliance with any applicable regulations governing the use of the environment.

Our care for the environment is also expressed by investment in modern technology mitigating the adverse environmental impact. In parallel, we carry out a number of initiatives aimed at raising of the level of common knowledge and awareness concerning the ways of harmonious co-existence with the nature, without degrading it, and the approach to the reasonable use of the natural resources, mainly through the rational use of electric energy and water. We engage the employees in the pro-ecological activities, creating the system eco-solutions aimed at saving of energy, paper and other materials.



One of the main challenges for the ENERGA Group is to achieve good business results with simultaneous minimising of the impact on the natural environment. Therefore, we undertake measures to optimise our processes, both at the governance and operational level. Taking into account the expectations of the stakeholders, we consistently increase the share of energy from renewable sources in the total energy generated, simultaneously investing in pro-ecological modernisation of the existing conventional power plants. Our strategic goal is to maintain our position of the leader in the scope of environmentally friendly renewable power engineering.

Katarzyna Karolak

CSR Coordinator, ENERGA SA

Goals defined so far and their implementation

RESPONSIBLE ENVIRONMENTAL IMPACT MANAGEMENT	WE REDUCE OUR IMPACT ON THE ENVIRONMENT	WE INVEST IN THE DEVELOPMENT OF ENVIRONMENTALLY-FRIENDLY ENERGY	ENERGA FOR THE NATURE – WE EDUCATE AND SUPPORT
Reporting of non-financial data (ENERGA SA)	Defining the goals for companies in the scope of mitigation of adverse environmental impact (ENERGA SA)	15 000 MWh of energy generated from RES by ENERGA Elektrownie Ostrołęka	Continuation of the grant project of the Fund for the Nature (a Group supervised by ENERGA SA)
	Reduction of CO2 emission in 2013 at a level of 0.83 t/MWh – (ENERGA Elektrownie Ostrołęka)	886.8 thousand MWh (in water segment) of energy generated from RES by ENERGA Wytwarzanie	
	Achieving the level of 2,810,000 t as the total level of CO2 emission in the energy generation process - (ENERGA Elektrownie Ostrołęka)	Production of 121 thousand MWh of electric energy generated from RES in the CHP segment (ENERGA Kogeneracja)	Continuation of the project "Energetyczny Obręczkarze" according to the changed formula (a Group supervised by ENERGA SA)
Implementation of the Environmental Management System (ENERGA Wytwarzanie)	CO2 emission reduction in the nearest years to the level of 218 thousand Mg in EC Elbląg Energa Kogeneracja Branch due to reduction of coal combustion for biomass use in energy production. (ENERGA Kogeneracja)	Commissioning of the installation for biomass and coal co-burning in EC Elbląg Energa Kogeneracja Branch in the first half of the year (WIB30 project (ENERGA Kogeneracja)	Promoting of the initiative of energy saving and energy efficient construction through information campaigns (ENERGA Innowacje)
	Reduction of energy consumption for own use by 1% (ENERGA Elektrociepłownia Kalisz)	Commissioning of a new biomass unit in EC Elbląg Energa Kogeneracja Branch in 2013 (BB20p project (ENERGA Kogeneracja)	

IMPLEMENTED

IN PROGRESS

NOT IMPLEMENTED

Priorities for 2014

Implementation of EMAS project in accordance with the adopted assumptions and preparation of the plan for further development

Increasing the RES share in energy generated and supplied to clients

Continuation and development of the grant project "Fund for the Nature"

WE MANAGE OUR IMPACT ON THE ENVIRONMENT IN A RESPONSIBLE WAY

The environmental management system, currently under implementation, confirms that the awareness of environmental impact and the responsible environmental management, represent the foundations of our activity conducted in compliance with any applicable regulations governing the use of the environment. Our care for the environment is also expressed by investment in modern technology mitigating the adverse environmental impact. In parallel, we carry out a number of initiatives aimed at raising the level of common knowledge and awareness concerning the ways of harmonious co-existence with the nature, without degrading it, and the approach to the reasonable use of the natural resources, mainly through the rational use of electric energy and water. We engage the employees in the pro-ecological activities, creating the system eco-solutions aimed at saving of energy, paper and other materials.

Environmental management system in ENERGA Group

The confirmation of fulfilment of the European environmental standards by the Group is the implementation, under a project formula, of a system based on the guidelines of the EMAS Regulation.

The EMAS (Eco-Management and Audit Scheme) initiative gathers the European Union entities which undertake on voluntary basis to perform the assessment of their environmental

impact and improve their environmentally friendly activities. EMAS is based on the ISO 14001 standard, extended by additional elements, such as the dialogue with stakeholders and active involvement of employees in the process of improvement of the environmental activity effects.

The implementation of the system will increase our environmental effectiveness understood as the provision of legal compliance, mitigation of environmental impact of the operations and achievement of the desired economic effect.

The EMAS project has been carried out since 2012 in the following key companies of the Group:

- ENERGA SA,
- ENERGA Operator,
- ENERGA Wytwarzanie,
- ENERGA Obsługa i Sprzedaż,
- ENERGA Obrót,
- ENERGA Elektrownie Ostrołęka,
- ENERGA Kogeneracja,
- Elektrociepłownia Kalisz,
- ENERGA Oświetlenie,
- ENERGA OPEC.

Since 2012, under the implementation of the project, we have been collecting and analysing the key indicators included in the EMAS Regulation.

SPECIFICATION OF EMAS INDICATORS

INDICATOR	A: ANNUAL IMPACT IN THE AREA	R=A/B ¹	A: ANNUAL IMPACT IN THE AREA	R=A/B ¹
	2012		2013	
Energy effectiveness (MWh)				
Energy consumption for own use	1,159,430.881	10,602.1	1,193,693.532	6,765.6
Water (m3)				
Water consumption (from own sources and other sources)	30,398,673,931.1	277,971,396.3	35,941,318,878	203,706,245.7
Use of groundwater	304,025	2,780.1	315,239	1,786.7
Use of surface water	30,398,205,972	277,967,117.2	35,940,848,476	203,703,579.6
Fuels (Mg)				
Hard coal	1,429,022	13,067.3	1,576,154	8,933.2
Fuel oil	2,726	24,9	2,176	12,3
Biomass	403,441	3,689.1	454,723	2,577.3
Biodiversity (m2)				
Developed areas	4,410,293	40,328.6	730,339	4,139.4
Emissions (Mg)				
CO2	4,004,797	36,620.6	4,225,690	23,950.1
SO2	13,744	125.7	14,697	83.3
NOx	7,790	71.2	8,154	46.2
PM (dust)	743	6.8	741	4.2
Volatile organic compounds	0.2	0.002	8.8	0.05
HCl	329	3.0	316	1.8

INDICATOR	A: ANNUAL IMPACT IN THE AREA	R=A/B ¹	A: ANNUAL IMPACT IN THE AREA	R=A/B ¹
	2012		2013	
Waste (Mg)				
Bottom ash slag	292,067	2,670.7	393,233	2,228.7
Other than hazardous	45,541	416.4	48,022	271.2
Hazardous	3,496	32.0	1,293	7.3

1. B: annual result of the organisation in 2012 = EUR 109.359 million, result of the organisation in 2013 = EUR 176.437 million

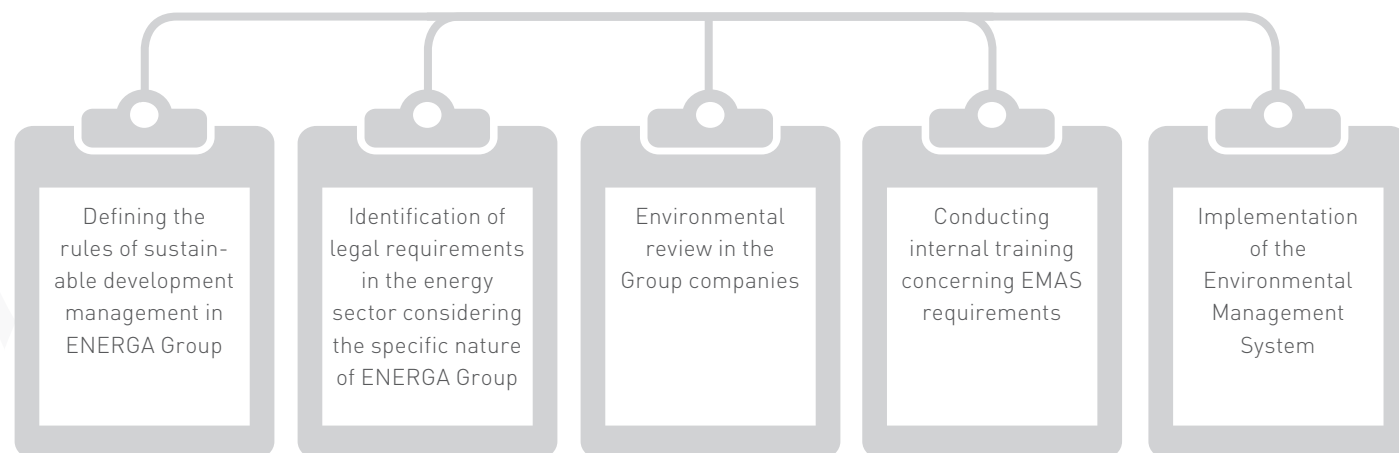
In 2013, in companies covered by the project, a team of auditors performed environmental reviews based on the requirements of the EMAS Regulation. They focused on the analysis of environmental aspects of companies and their compliance with the requirements of the legal regulations in the area of environmental protection as well as the conditions in the environmental decisions and permits held. Reports summarising the reviews contain, among others, the analysis of the environmental risks, assessment of environmental aspects

for each company and recommendations on the improvement of the environmental processes conducted.

In 2013, a cycle training courses was organised in the scope of EMAS and the broadly understood environmental protection. The participants of the training courses included, among others, members of implementation teams and future internal auditors of the environmental management system.



EMAS implementation



Implementation of the environmental management system according to the ISO14001 standard in ENERGA Serwis company

In 2013 ENERGA Serwis, as the third company in the Group, implemented the ISO 14001 standard and obtained the certification of the environmental management system. The implementation of this system supports the company in the systematic, consistent activities fostering the sustainable development and mitigation of the adverse environmental impact. The implementation covered, among others, the description of processes and creation of procedures and instructions associated with the environmental management. The analogical system has been maintained and improved for several years in ENERGA Elektrociepłownia Kalisz and ENERGA OPEC.

GENERATION AND ENVIRONMENT

We produce energy in 57 generation facilities, including 47 hydroelectric power plants. The total installed electric generation capacity amounts to 1,301MW, whereas the total installed heat generation capacity amounts to 674MW.

Four companies covered by this report are responsible for generation of electric energy and heat in the Group: ENERGA Wytwarzanie, ENERGA Elektrownie Ostrołęka, ENERGA Kogeneracja and ENERGA Elektrociepłownia Kalisz.

Installed generation capacity, divided according to the type of raw material

COMPANY	TYPE OF RAW MATERIAL	2012		2013	
		Electric energy [MW]	Heat [MW]	Electric energy [MW]	Heat [MW]
ENERGA Elektrociepłownia Kalisz	Hard coal	7	106	7	106
ENERGA Elektrownie Ostrołęka	Hard coal	717	298	717	298
ENERGA Elektrownie Ostrołęka	Biomass	141	23	141	23
ENERGA Wytwarzanie	Water	352	0	352	0
ENERGA Wytwarzanie	Wind	0	0	51	0
ENERGA Kogeneracja	Hard coal	42	247	42	247
TOTAL		1 259	674	1 310	674

Although the majority of electric energy and heat generated by our company is still derived from hard coal combustion, nevertheless, the generation capacity based on environmentally-friendly sources plays an increasing role, including the hydroelectric power plants, wind farms as well as power plants and co-generation plants based on biomass co-burning.

ENERGA Wytwarzanie manages the biggest Hydroelectric Plant in Poland in Włocławek (160 MW), Żydowo Pumped Storage Power Plant (150 MW) and 45 small hydroelectric power plants. The total installed capacity in the hydroelectric power plants is 352MW, which gives us the position of a leader among producers of the so-called green energy from water. Moreover, the Group holds the generation capacity of wind farms in the north-western Poland of the capacity amounting to 165 MW.

ENERGA Elektrownie Ostrołęka, next to coal, uses also biomass for energy generation. The Company is the market pioneer in management of biomass of plant origin. As the first in Poland, it was the owner of a fluidised bed boiler for burning of biomass originating from forests.

In 2013 the consumption of biomass increased by 13% in relation to the previous year (to 454,744 tonnes), and year 2014 shall bring the successive growth of RES share, among others, due to the commissioning of a new power unit burning biomass in the form of straw pellet by ENERGA Kogeneracja. The unit will produce electric energy and heat in co-generation for the inhabitants of Elbląg.

Quantity of net energy produced, according to the energy source

TYPE OF RAW MATERIAL	2012		2013	
	Electric energy [GWh]	Heat [GWh]	Electric energy [GWh]	Heat [GWh]
Coal	2 488,3	3,577,820.4	2,793.9	3,552,842.7
Biomass	499,3	296,573.0	632.3	171,672.9
Water	742,1	0	1,019.5	0
Wind	0,0	0	149.9	0
Gas	0	3,270.0	0	2,891.0

Average generated efficiency of conventional generation installations according to the energy source

COMPANY	SOURCE OF ENERGY	AVERAGE GENERATED EFFICIENCY OF HEAT PLANTS [%]	
		2012	2013
ENERGA Elektrociepłownia Kalisz	Hard coal	75.13	76.72
Elektrociepłownia Ostrołęka A	Coal/Biomass	50.1	47.3
Elektrownia Ostrołęka B	Coal/Biomass	32.8	34.0
ENERGA Kogeneracja	Hard coal	71.5	72.1
TOTAL		57.38	57.53

Continuity of energy generation

Companies of the Generation Segment pay special attention to ensuring of the continuity of energy generation which may be disturbed in emergency situations. Considering the possibility of occurrence of such incidents, companies of ENERGA Group have emergency management plans and risk management policies in place. For example, in ENERGA Wytwarzanie all procedures associated with occurrence of failures are contained in the maintenance instructions of hydroelectric plants whereas ENERGA Elektrownie Ostrołęka prepares business continuity plans.

The integrated risk management plans operating in ENERGA Kogeneracja contain, among others, procedures in case of failures, compliant with the maintenance instructions of the equipment and the work station instructions. Cooperation

with the service staff is also covered by the relevant procedures. Under the preventive activities, among others, plans of repairs and renovation works are developed, including their monitoring and reviews, in compliance with the technical and maintenance documentation and protection plans associated with the weather conditions.

Raw materials and energy

In 2013 over 2 million Mg of raw materials were used for energy production. Within the structure of raw materials, the share of coal reached 78%, whereas the share of biomass processed in ENERGA Elektrownia Ostrołęka and ENERGA Kogeneracja amounted to about 22.4%.

Coal consumption in 2013 increased by 10% and biomass consumption - by 13% in relation to the previous year, whereas the use of gas decreased by 17%, and the use of oil - by 20%.

Raw materials and materials used for conducting the operations

	2012	2013
NON-RENEWABLE RAW MATERIALS		
Coal [Mg]	1,429,022.20	1,576,154.20
Gas [m3]	156,933.00	146,073.02
Heat oil [Mg]	2,726.35	2,175.97
Consumption of other non-renewable raw materials and materials (for the needs of functioning of the organisation, e.g. paper, cartridges, batteries, rock salt, calcium) [Mg]	40.37	79.84
RENEWABLE RAW MATERIALS		
Biomass [Mg]	403,441.00	454,723.00
Consumption of direct materials (for the needs of functioning of the organisation, e.g. steel)	219.20	392.81

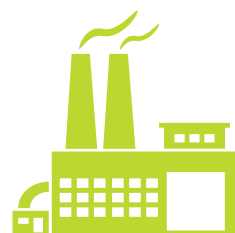


The total quantity of energy (according to primary energy sources) generated for own needs and sales by four generation entities in 2013 amounted to **12,582,818.16 MWh**

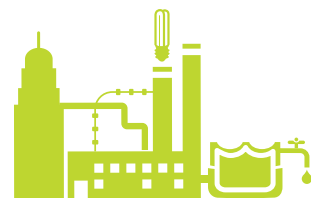
Production of energy from renewable sources increased by **11%** in 2013 in relation to the previous year.

Direct energy consumption according to primary energy sources (MWh)

COMPANY NAME	ENERGY GENERATED ON THE AREA OF THE ORGANISATION FROM NON-RENEWABLE RAW MATERIALS [MWH]		ENERGY GENERATED ON THE AREA OF THE ORGANISATION FROM RENEWABLE RAW MATERIALS [MWH]		TOTAL ENERGY GENERATED ON THE AREA OF THE ORGANISATION FROM RENEWABLE AND NON-RENEWABLE RAW MATERIALS [MWH]		DIRECT ENERGY SOLD BY THE ORGANISATION FROM RENEWABLE AND NON-RENEWABLE RAW MATERIALS [MWH]	
	2012	2013	2012	2013	2012	2013	2012	2013
ENERGA Elektrociepłownia Kalisz	153,882.0	151,183.0	0.0	0.0	153,882.0	151,183.0	145,889.00	144,055.00
ENERGA Elektrownie Ostrołęka	7,811,890.0	8,559,662.0	1,693,164.0	1,952,552.0	9,505,054.0	10,512,214.0	8,625,258.00	9,586,852.00
ENERGA Wytwarzanie	0.0	0.0	984,666.6	1,045,276.2	984,666.6	1,045,276.2	967,772.71	1,027,744.63
ENERGA Kogeneracja	889,615.0	872,408.0	3,231.0	1,737.0	892,846.0	874,145.0	638,098.00	630,473.00
TOTAL	8,855,387.0	9,583,253.0	2,681,061.6	2,999,565.2	11,536,448.6	12,582,818.2	10,377,017.71	11,389,124.63



Companies of the Group covered by this report consumed indirectly **2,677,233.11 MWh** energy, mainly for the needs of office activities of the companies.



Indirect energy consumption according to primary energy sources

CONSUMPTION OF ENERGY, ACCORDING TO THE SOURCE	CONSUMPTION IN 2012 [MWH]	CONSUMPTION IN 2013 [MWH]
Indirect energy consumption from non-renewable sources	2,304,727.13	2,332,477.12
Indirect energy consumption from renewable sources	347,580.15	344,745.99
Indirect energy consumption from renewable and non-renewable sources	2,652,307.28	2,677,223.11

An example of initiatives undertaken by companies of the Group, aimed at reduction of indirect energy consumption, are the activities undertaken by ENERGA Informatyka i Technologie. In the Company, besides the educational programmes changing the behaviour of employees, replacement

of equipment to more energy effective devices was also performed; moreover, some processes were re-designed and improved, such as, e.g. turning heaters on and off on specific hours. These measures resulted in the decline of energy consumption by 3.5% in 2013 in relation to the previous year.

WATER RESOURCES

We use water from surface water intakes and deep water wells, among others, for cooling purposes of generation installations, electric energy production in hydroelectric power plants and social supply of employees.

In 2013 we consumed the total of approximately 36 billion m³ of water for the needs of current operations. Water consumed directly for production and social purposes made ab. 98% of the total water intake, whereas water used for cooling purposes made ab. 2%.

Total water intake according to the intake method

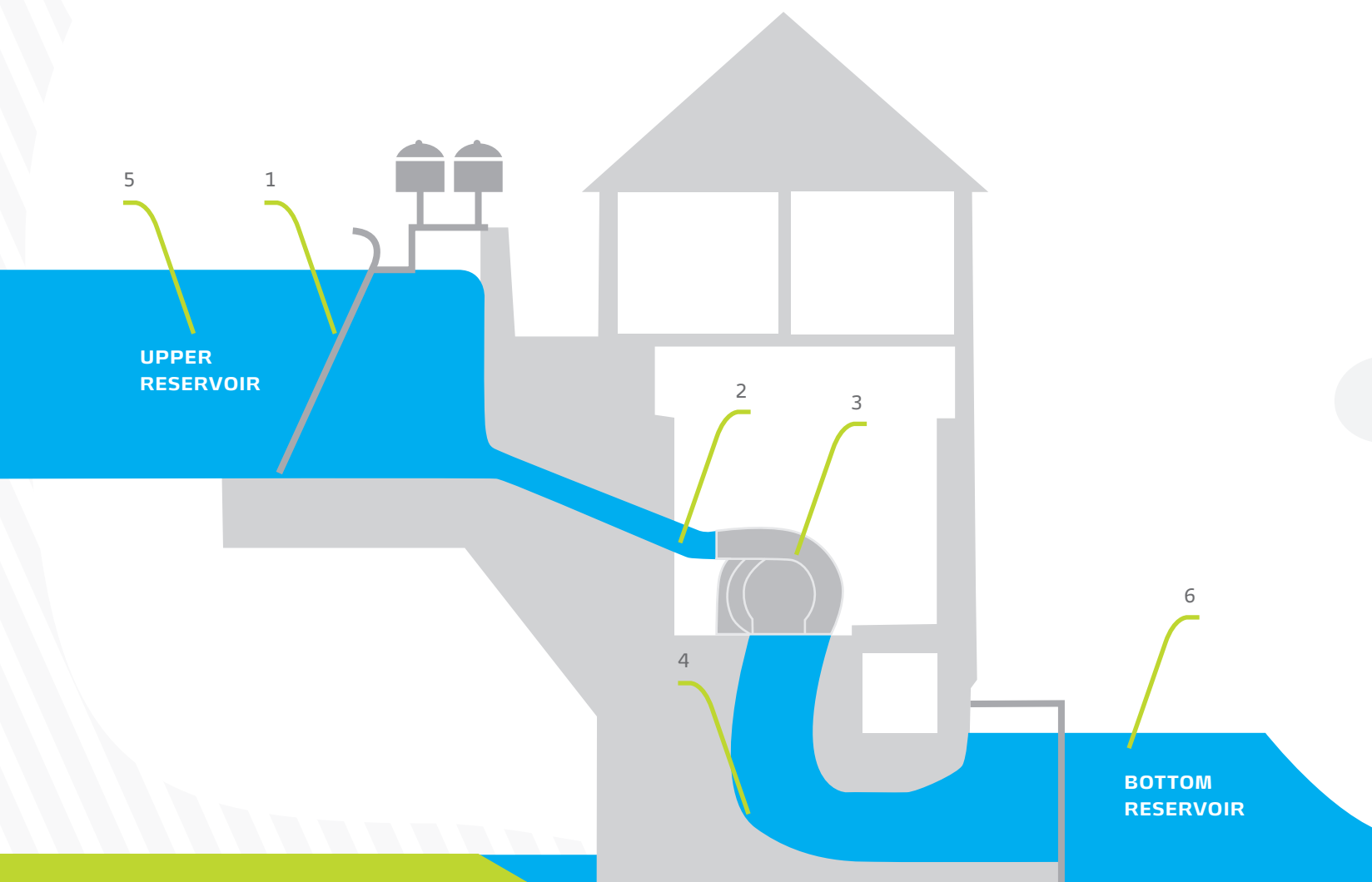
TOTAL WATER INTAKE ACCORDING TO THE INTAKE METHOD	QUANTITY IN 2012 [M ³ /YEAR]	QUANTITY IN 2013 [M ³ /YEAR]
Volume of water consumed directly by the organisation for cooling purposes	559,752,312.00	572,393,111.00
Volume of water consumed directly by the organisation for purposes other than cooling purposes	29,849,352,886.72	35,381,152,823.51
Volume of water consumed indirectly by the organisation for purposes other than cooling purposes	161,277.38	152,366.74
Total volume of water consumed directly by the organisation and by intermediaries for cooling purposes and purposes other than cooling purposes	30,398,673,931.10	35,941,318,878.25

Water intake and its discharge into the environment differ depending on the company and the activities conducted. ENERGA Wytwarzanie has the main share in water intake due to the performance of hydroelectric plants. In the process of electric energy production in hydroelectric power plants

water is collected directly from rivers and lakes. Following the passage through the power plant turbines, water in the same quantity and unchanged physical and chemical parameters is discharged to the reservoir.

Simplified diagram of water power plant operation

- 1 - grates
- 2 - inflow pipeline on the turbine
- 3 - turbine
- 4 - outflow pipes below the turbine
- 5 - derivative channel
- 6 - river bed



Total water intake according to the source

TOTAL WATER INTAKE ACCORDING TO THE SOURCE	QUANTITY IN 2012 [M ³ /YEAR]	QUANTITY IN 2013 [M ³ /YEAR]
Rivers (for cooling purposes)	557,608,392.0	570,436,611.0
Rivers (for purposes other than cooling)	29,838,453,659.5	35,368,455,364.9
Lakes (for purposes other than cooling)	2,143,920.0	1,956,500.0
Groundwater (for purposes other than cooling)	304,025.5	315,239.0
Water from municipal sewage network	163,934.1	155,163.4
Total volume of water intake from all sources considered	30,398,673,931.1	35,941,318,878.3

We stock rivers and build fish passes

ENERGA-Wytwarzanie supports the process of reclamation of the natural ichthyofauna resources characteristic for a given watercourse. Stocking of rivers through introduction of alevin improves the size of a given species. The growing ecological awareness does not currently allow for excessive intervention in the environment and therefore, when building each new water dam installations should be provided to enable the migration of aquatic organisms, in accordance with the status before the construction of the dam.

Being aware of the problem, we undertake measures aimed at enabling the fish to overcome the dam, also next to our old hydroelectric power plants, through construction of fish passes. Where the fish passes are not yet available, we partly cover costs of stocking. We participate in stocking costs, among others, for the following rivers: Radunia, Wierzyca, Łyna, Pastęka, Wąsza, Łupawa and Stupia (including the tributaries). Every year we contribute to introduction of hundred thousands of alevin pieces to the rivers.

ENERGA Elektrownie Ostrołęka makes the discharge channel of after-cooling water available for intensive breeding of fish and the alevin, thereby using the heat of the discharged water.

Elektrowniana Dyspozycja Ruchu (Power Plant Dispatching Centre)

At the beginning of March 2013 in the ENERGA Wytwarzanie company the Power Plant Dispatching Centre was launched. The modern, computerised centre for the management of

performance of the generation assets of small hydroelectric power plants ensures the permanent supervision over the performance of equipment, control of energy and hydrological parameters and provides signalling in case the current maintenance parameters are exceeded in all hydroelectric plants belonging to the Company. The system also communicates with the control systems in large hydro power plants – Włocławek and Żydowo, with a possibility to view the parameters of their performance.

The system also represents an effective tool for planning and coordination of works in the facilities, activities connected with flood prevention and supports the reporting of the power plant performance.

We save water and energy

Within the activities aimed at optimisation of water and energy consumption, undertaken by companies in their offices, among others, systems enabling safe use of electric energy and air conditioning have been installed. Reed switches installed in windows switch off the air conditioning during window opening. Moreover, each room is equipped with individual air conditioning controller (in addition to the central controller). Motion detectors in rooms switch off the light if no movement is detected within 30 minutes. The investment contributed to the significant energy savings. Motion detectors have been also used in taps in wash basins in the bathrooms, thus eliminating the problem of uncontrolled water intake.

EMISSIONS UNDER CONTROL

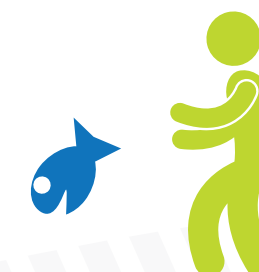
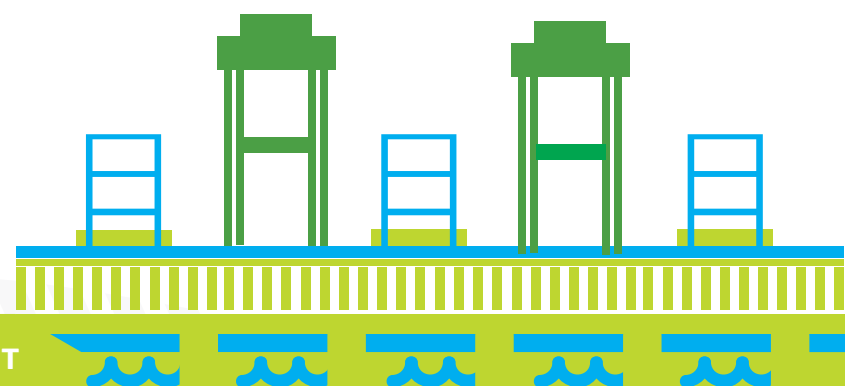
Greenhouse gases emission to the atmosphere

The operations of our Group generate emission of greenhouse gases, both directly (e.g. during energy production) and indirectly (e.g. through energy consumption in offices of the companies). In 2013 over 85% of direct emission was associated

with electric energy generation, whereas 14.6% - originated from heat energy generation. In 2013 we emitted the total of 4,343,653 tonnes of the CO₂ equivalent. At the same time, it should be stressed that the increase in direct emission of greenhouse gases by 7% was lower than the dynamics in energy production (increase by 9%).

Total direct and indirect emissions of greenhouse gases according to weight

TYPE OF EMISSION OF GREENHOUSE GASES	EMISSION IN 2012 [TCO ₂]	EMISSION IN 2013 [TCO ₂]
DIRECT EMISSIONS		
Emission associated with electric energy generation	2,536,862.0	2,732,215.0
Emission associated with heat generation	451,272.3	469,076.8
Emissions associated with the transport of materials, products and waste	8,369.1	8,857.2
Total direct emission	2,996,503.4	3,210,148.0
INDIRECT EMISSIONS		
Emission originating from operations and performance of the company (e.g. activities of an office)	1,152,219.2	1,133,680.5
TOTAL	4,148,722.6	4,343,829.5



CO2 emission allowances

In accordance with the National Allocation Plan of Allowances for the years 2008 – 2012, the government of Poland allocated free, redeemable CO2 emission allowances (EUA) to individual electric energy generators. Since 2013, the main method of allocation of emission allowances has been the auction sales. It means that companies are forced to purchase the growing number of their allowances at auctions. Poland, as one of eight states which acceded to the European Union in 2004, may use a possibility to acquire free of charge a limited number of allowances until 2019 for the existing power plants under the derogation granted by the EU ETS Directive, subject to implementation of the investments reported to the European Commission. In 2013 the number of free CO2 emission allowances amounted to 1,763,985.

Other pollutants released to the ambient air

The relatively lower emission caused by the operations of ENERGA Group results from the systemic emission management. We comply with the emission standards and fulfil all conditions of permits and regulations concerning ambient air emission of pollutants, including, among others, sulphur dioxide (SO2), nitrogen oxides (NOX), dust and other substances (e.g. volatile organic compounds and mercury). Measures mitigating the adverse environmental impact undertaken by generation companies of ENERGA Group caused that irrespective of the significant growth of the energy generated, ambient air emission of pollutants in 2013 increased by only 0.4% in comparison to 2012.

In 2013 the increase was recorded in emissions of nitrogen oxides (NOx) - by 5% in relation to the previous year, and sulphur oxides (SOx) by 7%, whereas the level of volatile organic compounds increased from 0.2 Mg in 2012 to 8.8 Mg in the reporting year. Decrease in emission was noted in case of hydrogen chloride (HCl), mercury and other compounds.

Emission of NOx, SOx and other significant compounds emitted to the air according to the type of compound and the weight

TYPE OF COMPOUND	EMISSION IN 2012 [MG]	EMISSION IN 2013 [MG]
NOx (nitrogen oxides)	7,789.8	8,154.4
SOx (sulphur oxides)	13,743.8	14,697.7
Volatile organic compounds	0.2	8.8
HCL (hydrogen chloride)	329.2	315.6
Mercury	0.1	0.0
Dust (PM)	742.8	741.1
Other	2,707.2	1,494.6
TOTAL	25,313.1	25,412.2

In 2013 we were undertaking a number of measures in order to reduce the emission of pollutants emitted to the air. In order to increase the efficiency of heat and electric energy generation and enable the performance of the facilities after 2015 (in connection with the introduction of the regulations on stricter standards for emission of air pollutants, decreasing the limits for dust, sulphur and nitrogen oxides), the generation companies successively perform comprehensive modernisation of their existing equipment or replace it by new installations.

An example of such measures was the increase of biomass share (to 25%) in the total balance of the fuel used for combustion by ENERGA Elektrownie Ostrołęka. This affected the reduction of the quantity of combustion waste as well as the

decline of CO2 emission by almost 610 thousand [Mg]. In the ENERGA Kogeneracja company, on the other hand, the service overhaul of electrofilters was performed for three boilers, which resulted in the reduction of dust emission by 27 Mg in relation to the previous year.

Initiatives reducing the ambient air emissions are also undertaken in other companies of the Group. An example is considering the requirements of flue gas emission standards, EURO 4 and EURO , among the criteria for purchase of the company cars. In case of ENERGA Operator a system of vehicle monitoring was additionally introduced, which has contributed to their more effective use by employees.

WASTE MANAGEMENT

The total quantity of waste generated in the Group in the reporting period amounted to 442,548 Mg. All the waste was segregated, deposited or reclaimed in accordance with the applicable regulations and submitted to companies authorised to collect waste. The bottom ash slag represented the highest share in the quantity of the waste generated, which is typical for the operations of power plants and co-generation plants. In 2013 the share of bottom ash slag in all waste amounted to 89%, i.e. by 3% more in relation to the previous year, with the highest quantity, i.e. about 355,053 Mg generated by ENERGA

Elektrownie Ostrołęka S.A. In accordance with the requirements of REACH Regulation, since 2008 two companies of the Group generating bottom ash slag register, among others, its quantities, in the European Agency for Chemicals.

The quantity of hazardous waste generated in the reporting period reached 1292.7 Mg, i.e. by 63% less than in 2012 (the effect of reduction and generated quantities, mainly in ENERGA Operator SA).

Total mass of waste according to waste type

TYPE OF WASTE	QUANTITY IN 2012 [MG]	QUANTITY IN 2013 [MG]
Hazardous (in accordance with the definition of the national legislation)	3,496.3	1,292.7
Other than hazardous (excluding bottom ash slag)	45,540.7	48,021.9
Bottom ash slag	292,067.2	393,233.5
Total mass of waste according to waste type	341,104.2	442,548.0

Eco-printing

Aiming at reduction of paper consumption, the majority of the companies of the Group introduced a system of double-sided printing. The project generated environmental benefits, but it has also contributed to reduction of maintenance costs of printers.

All printing devices are set to the double-sided and black-and-white print mode. Moreover, printers in offices were eliminated (employees use the network devices), which additionally fosters the effective paper use.

Waste segregation

In 2013 ENERGA SA and ENERGA Centrum Usług Wspólnych joined the group of companies of the Distribution and Generation Segment segregating waste. Waste is segregated in labelled containers for paper, plastics, glass and batteries. Moreover, containers for dry and wet waste are placed in kitchens.

BIODIVERSITY AND PROTECTED AREAS

Due to the extensive scope of our activity we are aware of its impact on the naturally valuable areas. The extensive distribution infrastructure of the Group companies and the generation installations may pose direct or indirect effects on legally protected areas, such as Natura 2000 areas, nature reserves, national parks, landscape parks and areas of protected landscape.

In case of the ENERGA Wytwarzanie company, some part of hydroelectric plants is located in:

- 10 special areas of habitat protection Natura 2000,
- 4 special areas of bird protection Natura 2000,
- 9 areas of protected landscape,
- Słupia Valley Landscape Park, protective zone of Słowiński National Park, Beaver Reserve on Pastęka River.

Within the mitigation of its impact on the aquatic environment, the company equips water power plants with fish passes.

Moreover, Karcino wind farm is located in the close neighbourhood of the Area of Special Protection of Birds "Ostoja Trzebiatowska" - Natura 2000 (PLB320010), where the endangered species of white eagle occurs. In order to safeguard the protected areas, mainly, to protect the avifauna, ENERGA Wytwarzanie conducts the monitoring of the wind farm area over a period of 5 years following the commissioning of the wind turbine project. The annual reports submitted to the

Regional Nature Conservator comprises the observations and analyses of the natural phenomena on the area of the farm.

In case of ENERGA Elektrownie Ostrołęka, the impact of the company on the Area of Special Protection of Birds 'Lower Narew Valley' (PLB 1400014) is mainly associated with the exploitation of combustion waste landfill - "Łęg". The species protected and endangered by loss of habitat in this area is the little tern. Within the framework of the protective measures in the area, the company prevents the secondary dusting in the sections of the landfill which are filled or temporarily excluded from exploitation.

ENERGA Kogeneracja is the owner of combustion waste landfill in Jagodno, located within several established Natura 2000 areas, including the Special Area of Habitat Protection 'Mierzeja Wiślana' - Natura 2000 (PLH 280007) and the Landscape Park of the Elbląg Highland. Moreover, from the west, the landfill is directly adjacent to the 'Elbląg Bay' Nature Reserve. Within the observations carried out so far, no adverse environmental impact of the landfill has been detected.

All new investment projects implemented by the Group, located in the vicinity or on the territory of protected areas, in accordance with the national legislation, are subject to the procedure of environmental impact assessment of a given project.



FEES AND COSTS ASSOCIATED WITH THE USE OF THE ENVIRONMENT AND PENALTIES FOR EXCEEDING THE PERMISSIBLE STANDARDS

In 2013, the total value of fees associated with the use of the environment, incurred by the reporting companies, amounted to PLN 13,400,839.00, where the fees of the Generation Segment make over 99%. The costs are associated with water intake, introduction of gases and dust into the air and discharge of sewage to water or ground.

Besides fees for the use of the environment, we incur the environmental maintenance costs which reached PLN 9,490,642 in the reporting year. The costs are mainly connected with water treatment, wastewater collection and treatment and waste utilisation. The major part of costs is represented by expenses incurred by the Generation Segment, associated with the

measurements of water quality in the reservoir where sewage is discharged, ambient air emission of substances and noise measurements.

Total investment expenditure of all companies included in the report, concerning solutions mitigating the adverse environmental impact amounted to PLN 97,122,975.80.

Almost double increase of the expenditure compared to the previous year is a result of implementation of "Building the heat source for Ostrołęka" project conducted by ENERGA Elektrownie Ostrołęka S.A. The primary element of the project is modernization of selected existing generator systems of Power Plant Ostrołęka "B".

Fees associated with the use of the environment and expenses arising from other legal commitments

TYPE OF EXPENSES		
FEES FOR:	AMOUNT IN 2012 [PLN]	AMOUNT IN 2013 [PLN]
Discharge of sewage to water or soil	167,984.95	208,650.35
Surface or groundwater intake	2,058,356.00	2,363,104.00
Discharge of gases or dust into the air	9,737,097.37	10,827,346.03
TOTAL FEES FOR THE USE OF THE ENVIRONMENT	11,963,438.32	13,399,100.38
Waste utilisation	4,154,275	6,648,122
Cost of wastewater treatment, including costs of land rehabilitation due to spillage	726,841	835,656
Costs of wastewater collection	939,034	659,962
Expenses due to purchase and use of emission permits	21,000	348,672
Surveys and measurements of air pollution emission, noise emission, level of water table in wells	396,618	421,162
Expenses reducing air emission, including, among others, consumables	1,329,743	577,068
TOTAL MAINTENANCE COSTS	PLN 7,567,510	PLN 9,490,642

Other expenses and capital expenditure allocated for environmental protection

TYPE OF INVESTMENT	AMOUNT IN 2012 [PLN]	AMOUNT IN 2013 [PLN]
Environmental management systems (implementation)	361,800	529,350
External services concerning environmental protection management (training)	38,319	63,942
External certification of management systems	0	10,900
Expenses related to installation and purchase of clean technologies (e.g. additional costs exceeding the costs of standard technology)	0	115,848
Additional expenses related to purchase of ecological products (recycled paper, energy saving bulbs, etc.)	8,404	8,067
Capital expenditure incurred on large, significant investment projects aimed at mitigation of environmental impact	49,789,490	96,394,869
TOTAL	50,198,014	97,122,976

In 2013 the Group did not incur costs of any financial sanctions and it was not obliged to pay penalties due to non-compliance with the law and regulations concerning the environmental protection.

In 2013, Companies of the Group systematically submitted reports to administrative bodies in the scope specified in the legal regulations, including, among others:

- collective information on the scope of use of the environment and the level of the fees due,
- report on the emission of greenhouse gases and other substances introduced into the air (introduced to the KOBiZE system),

- report within the National Register of release and transfer of pollutants PRTR,
- collective data specifications concerning the types and quantities of waste, management methods as well as installations and equipment used for recovery and treatment of such waste.

Since 2013 we have also been reporting the emission of greenhouse gases in the framework of the voluntary initiative under the **Carbon Disclosure Project**

WE INVEST IN THE DEVELOPMENT OF ENVIRONMENTALLY FRIENDLY ENERGY

We are convinced that the energy industry of the future must be environmentally friendly, therefore we concentrate our investments and research and development works on projects demonstrating the lowest carbon dioxide emission rate.

Caring for the environment we also develop offers for clients adding the solutions fostering the rational energy consumption (Real Settlements, offer on "100% of green energy"). Our ecologically-aware clients eagerly select also the electronic invoices. More on this issue, in chapter "FOR CLIENTS".

Green investments

We are the biggest green energy supplier in Poland. Year 2013 brought the commencement or follow-up of projects which increase the importance of energy from RES in our generation structure.

Wind farms

In the Koszalin District we have been implementing a project on construction of Drzewiany Wind Farm of about 28 MWe capacity. The project is at the stage of obtaining the decision on environmental conditions. In the Kołobrzeg District, Myślino Wind Farm of about 20 MWe capacity will be established. The

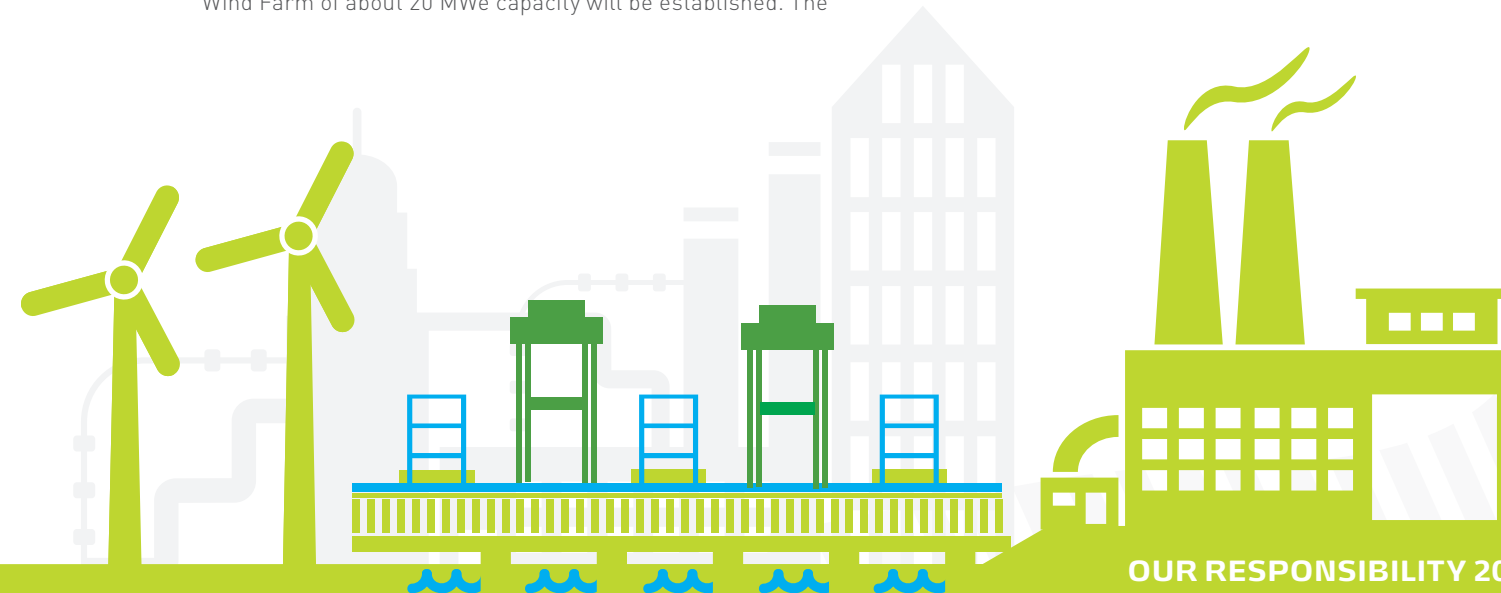
project received the building permit and it holds the connection agreement; currently the selection of contractors is in progress.

Moreover, in 2013, ENERGA Wytwarzanie established the projects of the following Wind Farms: Gąsiorowo, Pырzyce, Parsówek, Manowo-Bonin, Przykona.

Photovoltaic power stations

The photovoltaic power station under establishment in Czernikowo, of about 4 MWe capacity, is an element of the Smart Toruń Project. The project received the building permit; currently the tender aimed at selection of the General Contractor is in progress. Besides the photovoltaic farm, the project also comprises the development of smart distribution grids, IT systems for smart lightning control and remote meter reading.

Moreover, the selection of the General Contractor for the photovoltaic power station project of 2 MWe capacity located in Gdańsk is ongoing. The project has received the decision on environmental conditions and the building permit.



Hydroelectric power plants

Within the framework of the ENERGA Wista project initiated by ENERGA SA in 2009, we are planning the construction of a new barrage on the Vistula river in the area of Włocławek dam, including the hydroelectric plant of about 70 MWe capacity. The project is at the stage of acceptance of documents required to obtain the environmental decision. The complete Environmental Impact Assessment Report has been prepared for the project as well as a number of technical documents, including the Feasibility Study. The implementation of the project is planned under the formula of public-private partnership.

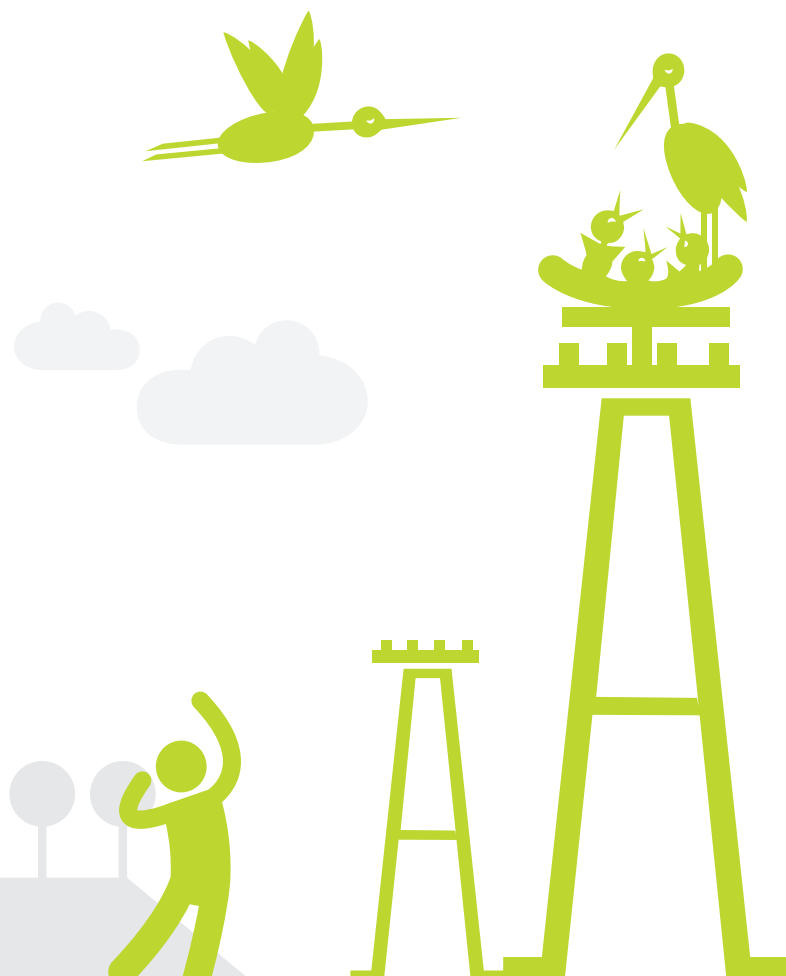
Biomass

In 2011 ENERGA Kogeneracja started the construction of a power unit of 25 MWe and 30 MWt capacity, fully biomass-fired, producing electric energy and heat in co-generation for the needs of Elbląg inhabitants. The project is at the stage of optimisation tests and trials and the commissioning of the installation is scheduled in June 2014. The planned annual production will amount to over 200,000 MWh of electric energy and 769,000 GJ of heat. The Unit will significantly reduce carbon dioxide emission into the air - by about 155 thousand tonnes per year. The construction is co-financed from the Cohesion Fund under the Operational Programme - Infrastructure and Environment in the amount of PLN 40 million.

Electric cars

Electric vehicles represent one of the most dynamically developing segments of the automotive industry. All over the world, cities more and more often decide to establish eco-car rentals, similar to rental of city bicycles.

This market, attractive not only for economic reasons, is the subject of works of the team appointed by ENERGA SA. The issues analysed include, among others, tendencies in the scope of development of the vehicles themselves, but also the infrastructure, and, above all, the expectations of the current and future users.



WE EDUCATE AND SUPPORT: ENERGA FOR THE NATURE

Nature is one of five key areas of our involvement under the ENERGA for You programme (described in chapter (described in chapter FOR THE SOCIETY)). ENERGA for nature is the expression of our respect for the natural environment, and the belief that the future will belong to companies which are able to combine the economic goals with the social and environmental objectives.

Initiatives aimed at popularising the relevant ecological attitudes and habits among the society occupy an important place in our activities. We also convince giving our own example: in offices projects are implemented (described above) allowing for significant reduction of electric energy and water consumption, and we also engage in waste segregation.

In our correspondence with clients we use envelopes made of recycled paper. In our marketing and advertising materials (printed forms, envelopes, imprints on cars) we place specially prepared pictograms with slogans promoting ecology. Using such measures we remind a possibility of reuse of a given item or provide advice concerning its rational use. We always try to select such materials and media which are environmentally friendly. Following the end of the usage, we care for adequate utilisation of the waste. Our external and corporate publications are printed on paper holding the FSC certificate.

Storks

ENERGA Group conducts its operations mainly in the northern and central Poland, where large populations of white stork occur. Due to the fact that these birds often choose energy poles to make their nests, we apply special protection to this bird



species. In the recent years, employees of ENERGA Operator installed over 9 thousand platforms for the stork nests. Every year they protect life of at least 18 thousand birds and their offsprings, i.e. about 18 percent of the stork population flying to Poland.

Moreover, since 2009, in cooperation with the 'Pro Natura' Polish Society of Nature Friends, we have been consistently conducting the additional activities aimed at active nature protection. A unique initiative at the European scale was the action of white stork ringing by our electricians conducted in the years 2009-2012. The innovation was that the action of bird marking was not conducted by ornithologists, but by the employees of the Group, previously trained by experts of PTPP "pro Natura". This atypical project allowed for ringing of 5 thousand stork chicks which can be monitored by nature specialists today, tracking their life, thus providing better protection of this species in Poland.

We also support the popularisation of knowledge concerning storks and their protection through the websites dbajobociany.pl and bocianopedia.pl. Since 2013 we have also been a partner of bociany.pl website service. It is a project consisting in observation of white storks, their nests and feeding sites and undertaking measures contributing to preserving of these birds in Poland. At bociany.pl the national base of activities undertaken in relation to storks was created and the national Polish base of their nests. The website also comprises a compendium of knowledge concerning this species, providing an opportunity for volunteers to join the observation and protection of the birds.

In 2013, owing to our support, the national information point was established at "pro Natura" society: 801 BOCIAN (STORK) (telephone no.: 801-26-24-26). The hotline kept by the experts operates from Monday to Friday, supporting people willing to assist the protection of white stork and its habitat. The telephone is invaluable, particularly in the early spring, when the prolonged frost period, like in 2013, poses risk to the storks returning to Poland. In the first year of functioning of the hotline the nature consultants received about 600 reports, owing to which many reported problems were solved.

Fund for the Nature

The Fund for the Nature, the next joint project with PTPP "pro Natura", is the first initiative in Poland, undertaken in

cooperation of the social organisation and the company in order to distribute funds for projects in the scope of active nature protection. In the framework of the fund, every year a grant competition is conducted, within which the group of experts selects projects addressed to active nature protection. In 2013, the fourth issue of the competition has been already performed, devoted to the protection of white stork. The Projects selected referred to, for example, renovation of nests on trees, buildings and poles. The jury of the competition awarded 8 projects and the total amount of grants allocated to NGOs and public administration centres exceeded PLN 30 thousand.



over 9 000

constructed safe platforms for stork nests (for ab. 18% of stork population nesting in Poland)



5 000

chicks ringed by ENERGA Group electricians



about 600

interventions in 2013 owing to the Infoline 0-801 BOCIAN



Business usually supports the non-profit organisations by submitting money for the implementation of the specific project. In case of ENERGA Group, since the very first meeting, we have been convinced that we would like to gain something more due to this cooperation, not just the donation. The openness of people from the Group enabled us to create a number of projects which, although not easy, became extremely successful: "Energetyczni obrączkarze" project, bociany.pl service, "801 BOCIAN" hotline and the popular and appreciated grant competition - Fund for Nature. It is the first initiative of this kind in the country, joining the NGO and business, totally oriented towards the active nature protection.

Krzysztof Konieczny

Polish Society of Nature Friends
"pro Natura", The "pro Natura"
Nature Foundation

ANNEX – SPECIFICATION OF INDICATORS

Raw materials and materials used for conducting the operations

COMPANY NAME*	TOTAL CONSUMPTION OF RAW MATERIALS** [Mg]		TOTAL CONSUMPTION OF GAS [m3]	
	2012	2013	2012	2013
ENERGA Elektrociepłownia Kalisz	32,129	31,263.4	0	0
ENERGA Elektrownie Ostrotęka	1,653,143	1,861,412	0	0
ENERGA Wytwarzanie	6.35	3.97	25,839	22,870
ENERGA Informatyka i Technologie	7.16	0.06	375	389
ENERGA Invest	0.612	0.778	0	0
ENERGA Kogeneracja	150,064	140,607	101,230	99,220
ENERGA Obrót	7	10.8	1,900	1,700
ENERGA Obsługa i Sprzedaż	0	38.3	21,600	15,573
ENERGA Oświetlenie	0	0	5,989	6,321.02
ENERGA Serwis	210	388,514	0	0
TOTAL	1,835,567.12	2,033,703.82	156,933.00	146,073.02

* The table above contains only such companies which consumed the raw materials listed in the reporting period, for operations of the company and for production

** Refers to all renewable and non-renewable raw materials included in the table, excluding gas

*** For the needs of the organisation functioning, e.g. paper, cartridges, batteries, rock salt, calcium

**** Direct materials - materials present in the final product, e.g. steel

NON-RENEWABLE						CONSUMPTION OF OTHER NON-RENEWABLE RAW MATERIALS AND MATERIALS*** [MG]		RENEWABLE		CONSUMPTION OF DIRECT MATERIALS**** [MG]	
COAL [MG]		GAS [M3]		HEAT OIL [MG]				BIOMASS [MG]			
2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
32,094.2	31,229.2	0	0	0	0	32.6	29.9	0	0	2.2	4.3
1,247,954	1,405,061	0	0	2,512	2,018	0	0	402,677	454,312	0	0
0	0	25,839	22,870	6.35	3.97	0	0	0	0	0	0
0	0	375	389	0	0	0.16	0.06	0	0	7	0
0	0	0	0	0	0	0.612	0.778	0	0	0	0
148,974	139,864	101,230	99,220	208	154	59	89	764	411	0	0
0	0	1,900	1,700	0	0	7	10.8	0	0	0	0
0	0	21,600	15,573	0	0	0	38.3	0	0	0	0
0	0	5,989	6,321.02	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	210	388.514
1,429,022.20	1,576,154.20	156,933.00	146,073.02	2,726.35	2,175.97	40.37	79.84	403,441.00	454,723.00	219.20	392.81



Direct energy consumption according to primary energy sources (GJ)

1. Energy generated on the area of the organisation

COMPANY NAME*	TOTAL ENERGY GENERATED ON THE AREA OF THE ORGANISATION FROM RENEWABLE AND NON-RENEWABLE RAW MATERIALS [GJ]		ENERGY GENERATED ON THE AREA OF THE ORGANISATION FROM NON-RENEWABLE RAW MATERIALS [GJ]		NON-RENEWABLE RAW MATERIALS (PURCHASED FROM SUPPLIERS)			
					COAL [GJ]		NATURAL GAS [GJ]	
	2012	2013	2012	2013	2012	2013	2012	2013
ENERGA Elektrociepłownia Kalisz	553,975.20	544,258.80	553,975.20	544,258.80	553,975.20	544,258.80	0.00	0.00
ENERGA Elektrownie Ostrołęka	34,218,194.40	37,843,970.40	28,122,804.00	30,814,783.20	28,021,129.20	30,733,142.40	0.00	0.00
ENERGA Wytwarzanie	3,544,799.72	3,762,994.18	0.00	0.00	0.00	0.00	0.00	0.00
ENERGA Kogeneracja	3,214,245.60	3,146,922.00	3,202,614.00	3,140,668.80	3,187,954.80	3,128,767.20	3,844.80	3,769.20
TOTAL	41,531,214.92	45,298,145.38	31,879,393.20	34,499,710.80	31,763,059.20	34,406,168.40	3,844.80	3,769.20

* The table above contains only companies generating electric energy or heat 1 MWh = 3.6 GJ

NON-RENEWABLE RAW MATERIALS (PURCHASED FROM SUPPLIERS)				ENERGY GENERATED ON THE AREA OF THE ORGANISATION FROM RENEWABLE RAW MATERIALS [GJ]		RENEWABLE RAW MATERIALS					
HEAT OIL [GJ]		DIESEL OIL [GJ]				BIOMASS (PURCHASED FROM SUPPLIERS) [GJ]		WIND ENERGY [GJ]		WATER ENERGY [GJ]	
2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
101,674.80	81,640.80	0.00	0.00	6,095,390.40	7,029,187.20	6,095,390.40	7,029,187.20	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	3,544,799.72	3,762,994.18	0.00	0.00	0.00	134,029.15	3,544,799.72	3,628,965.02
8,928.00	6,634.80	1,886.40	1,497.60	11,631.60	6,253.20	11,631.60	6,253.20	0.00	0.00	0.00	0.00
110,602.80	88,275.60	1,886.40	1,497.60	9,651,821.72	10,798,434.58	6,107,022.00	7,035,440.40	0.00	134,029.15	3,544,799.72	3,628,965.02

2. Energy sold by the organisation (GJ)

COMPANY NAME*	DIRECT ENERGY SOLD BY THE ORGANISATION FROM RENEWABLE AND NON-RENEWABLE RAW MATERIALS [GJ]		DIRECT ENERGY SOLD BY THE ORGANISATION FROM NON-RENEWABLE RAW MATERIALS [GJ]		NON-RENEWABLE RAW MATERIALS			
					COAL [GJ]		NATURAL GAS [GJ]	
	2012	2013	2012	2013	2012	2013	2012	2013
ENERGA Elektrociepłownia Kalisz	525,200.40	518,598.00	525,200.40	518,598.00	525,200.40	518,598.00	0.00	0.00
ENERGA Elektrownie Ostrołęka	31,050,928.80	34,512,667.20	25,524,129.60	28,091,210.40	25,432,372.80	28,018,346.40	0.00	0.00
ENERGA Wytwarzanie	3,483,981.76	3,699,880.67	0.00	0.00	0.00	0.00	0.00	0.00
ENERGA Kogeneracja	2,297,152.80	2,269,702.80	2,288,851.20	2,265,199.20	2,277,864.00	2,256,451.20	3,268.80	2,890.80
TOTAL	37,357,263.76	41,000,848.67	28,338,181.20	30,875,007.60	28,235,437.20	30,793,395.60	3,268.80	2,890.80

* The table above contains only companies selling electric energy or heat 1 MWh = 3.6 GJ

NON-RENEWABLE RAW MATERIALS				DIRECT ENERGY SOLD BY THE ORGANISATION FROM RENEWABLE RAW MATERIALS [GJ]		RENEWABLE RAW MATERIALS					
HEAT OIL [GJ]		DIESEL OIL [GJ]				BIOMASS [GJ]		WIND ENERGY [GJ]		WATER ENERGY [GJ]	
2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
91,756.80	72,864.00	0.00	0.00	5,526,799.20	6,421,456.80	5,526,799.20	6,421,456.80	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	3,483,981.76	3,699,880.67	0.00	0.00	0.00	132,943.03	3,483,981.76	3,566,937.64
6,372.00	4,777.20	1,346.40	1,080.00	8,301.60	4,503.60	8,301.60	4,503.60	0.00	0.00	0.00	0.00
98,128.80	77,641.20	1,346.40	1,080.00	9,019,082.57	10,125,841.06	5,535,100.80	6,425,960.40	0.00	132,943.03	3,483,981.76	3,566,937.64

3. Total consumption of direct energy (GJ)

COMPANY NAME*	TOTAL CONSUMPTION OF DIRECT ENERGY (FROM RENEWABLE AND NON-RENEWABLE SOURCES) [GJ]		TOTAL CONSUMPTION OF DIRECT ENERGY FROM NON-RENEWABLE SOURCES [GJ]		TOTAL CONSUMPTION OF DIRECT ENERGY FROM RENEWABLE SOURCES [GJ]	
	2012	2013	2012	2013	2012	2013
ENERGA Elektrociepłownia Kalisz	28,774.80	25,660.80	28,774.80	25,660.80	0	0
ENERGA Elektrownie Ostrołęka	3,167,265.60	3,331,303.20	2,598,674.40	2,723,572.80	568,591.20	607,730.40
ENERGA Wytwarzanie	60,817.97	63,113.51	-	-	60,817.97	63,113.51
ENERGA Kogeneracja	917,092.80	877,219.20	913,762.80	875,469.60	3,330.00	1,749.60
TOTAL	4,173,951.17	4,297,296.72	3,541,212.00	3,624,703.20	632,739.17	672,593.52

* The table above contains only companies generating electric energy or heat 1 MWh = 3.6 GJ

Indirect energy consumption according to primary energy sources

COMPANY NAME*	TOTAL ALL [MWH]		TOTAL NON-RENEWABLE (COAL, NATURAL GAS, HEAT OIL, DIESEL OIL, ETC.) [MWH]		TOTAL RENEWABLE [MWH]	
	2012	2013	2012	2013	2012	2013
ENERGA SA	433,927.01	245,482.16	433,927.01	245,482.16	0	0
ENERGA Centrum Usług Wspólnych	0	201,005.59	0	201,005.59	0	0
ENERGA Elektrociepłownia Kalisz	264.58	396.86	217.06	325.47	47.52	71.39
ENERGA Elektrownie Ostrołęka	340,943.00	363,774.00	278,898.00	298,686.00	62,045.00	65,088.00
ENERGA Wytwarzanie	14,978.75	26,849.70	14,978.75	26,849.70	0	0
ENERGA Informatyka i Technologie	1,683.00	1,626.00	1,683.00	1,626.00	0	0
ENERGA Innowacje	N/A	N/A	N/A	N/A	N/A	N/A
ENERGA Invest	0.00	60.00	N/A	60.00	0	0
ENERGA Kogeneracja	829.00	798.00	680.00	654.00	149.00	144.00
ENERGA Obrót	245.4	407.9	201.15	334.36	44.25	73.54
ENERGA Obsługa i Sprzedaż	1,151.70	1,011.20	944.05	828.88	207.65	182.32
ENERGA OPEC	271,116.00	281,034.00	271,116.00	281,034.00	N/A	N/A
ENERGA Operator	1,581,179.83	1,548,456.69	1,296,093.11	1,269,269.95	285,086.72	279,186.74
ENERGA Oświetlenie	5,989.00	6,321.02	5,989.00	6,321.02	0	0
ENERGA Serwis	N/A	N/A	N/A	N/A	N/A	N/A
TOTAL	2,652,307.28	2,676,223.11	2,304,771.13	2,332,477.12	347,580.15	344,745.99

* N/A (no data available) in companies: ENERGA Innowacje and ENERGA Serwis arises from flat rate settlement of energy consumption in the scope of rent and lack of possibility to present a value

Quantity of energy saved due to maintenance/renovation of infrastructure and improvement of energy effectiveness of solutions applied so far

COMPANY NAME*	ACTIVITIES UNDERTAKEN IN INDIVIDUAL AREAS*	QUANTITY OF ENERGY SAVED IN 2013 [MWH]	PERCENTAGE OF ENERGY SAVED IN RELATION TO 2012 [%]
ENERGA Informatyka i Technologie	automatic equipment adjustments: automatic turning on/off of heaters on specific hours; switching on/off the equipment	0.05	3.50
	Switching off the equipment – change of employee habits	N/A	N/A

Initiatives undertaken in order to reduce energy demand

COMPANY NAME*	INITIATIVES	QUANTITY OF ENERGY SAVED IN 2013 [MWH]	PERCENTAGE OF ENERGY SAVED IN RELATION TO 2012 [%]
ENERGA Oświetlenie	Modernisation of lighting in the Gdańsk city in the form of replacement of 296 old fixtures by new, energy-saving ones	90	0.0007
	Modernisation of lighting in the Słupsk city in the form of replacement of 728 old fixtures by new, energy-saving ones	551	0.0047



Total water intake according to the source

1. Total water intake according to the intake method

COMPANY NAME*	TOTAL VOLUME OF WATER CONSUMED DIRECTLY BY THE ORGANISATION AND BY INTERMEDIARIES FOR COOLING PURPOSES AND PURPOSES OTHER THAN COOLING (IT IS THE TOTAL VALUE OF VOLUME PROVIDED IN THE SUBSEQUENT COLUMNS) [M3/YEAR]		VOLUME OF WATER CONSUMED DIRECTLY BY THE ORGANISATION FOR COOLING PURPOSES [M3/YEAR]		VOLUME OF WATER CONSUMED DIRECTLY BY THE ORGANISATION FOR PURPOSES OTHER THAN COOLING [M3/YEAR]		VOLUME OF WATER CONSUMED INDIRECTLY BY THE ORGANISATION FOR PURPOSES OTHER THAN COOLING [M3/YEAR]	
	2012	2013	2012	2013	2012	2013	2012	2013
ENERGA SA	984.34	978.30	0	0	0	0	984.34	978.3
ENERGA Centrum Usług Wspólnych	275.50	215.98	0	0	0	0	275.5	215.98
ENERGA Elektrociepłownia Kalisz	464,503.00	371,195.00	407,494	300,818	54,108	67,613	2,901	2,764
ENERGA Elektrownie Ostrołęka	540,863,264.00	552,022,390.00	4,269,093.00	3,943,921.00	0.00	0.00	0.00	0.00
ENERGA Wytwarzanie	29,844,874,897.50	35,377,492,279.90	10,551,503.00	12,876,690.00	29,834,320,729.50	35,364,611,838.90	2,665.00	3,751.00
ENERGA Informatyka i Technologie	1,429.00	1,861.00	0	0	1429	1861	0	0
ENERGA Innowacje*	0.00	0.00	N/A	N/A	N/A	N/A	N/A	N/A
ENERGA Invest	0.00	60.00	0	0	0	0	N/A	60
ENERGA Kogeneracja	12,368,792.00	11,340,768.00	12,199,144.00	11,137,134.00	113,410.00	147,231.00	56,238.00	56,403.00
ENERGA Obrót	182.00	0.00	N/A	N/A	N/A	N/A	N/A	N/A
ENERGA Obsługa i Sprzedaż	987.00	876.00	0	0	0	0	987.00	876.00
ENERGA OPEC	1,550.00	646.00	0	0	0	0	1,550.00	646.00
ENERGA Operator	96,021.00	86,672.46	0	0	344.46	0	95,676.54	86,672.46
ENERGA Oświetlenie	1,045.76	935.61	0	0	1,045.76	935.61	0	0
ENERGA Serwis**	0.00	0.00	N/A	N/A	N/A	N/A	N/A	N/A
TOTAL	30,398,673,931.10	35,941,318,878.25	559,752,312.00	572,393,111.00	29,838,760,159.72	35,368,773,400.51	161,277.38	152,366.74

* The value impossible to estimate due to several changes of the company seat in the years 2012 - 2013 and different rules of water consumption settlement (flat rate, size of consumption)

** The Company does not hold data concerning water consumption on the rented areas

2. Total water intake according to the type of sources

COMPANY NAME	TOTAL VOLUME OF WATER INTAKE FROM ALL SOURCES CONSIDERED (IT IS THE TOTAL VALUE OF VOLUME PROVIDED IN THE SUBSEQUENT COLUMNS) [M3/YEAR]		RIVERS (FOR COOLING PURPOSES) [M3/YEAR]	
	2012	2013	2012	2013
	ENERGA SA	984.3	978.3	0
ENERGA Centrum Usług Wspólnych	275.5	216.0	0	0
ENERGA Elektrociepłownia Kalisz	464,503.0	371,195.0	407,494.0	300,818.0
ENERGA Elektrownie Ostrołęka	540,863,264.0	552,022,390.0	536,594,171.0	548,078,469.0
ENERGA Wytwarzanie	29,844,874,897.5	35,377,492,279.9	8,407,583.0	10,920,190.0
ENERGA Informatyka i Technologie	1,429.0	1,861.0	0	0
ENERGA Innowacje*	0	0	N/A	N/A
ENERGA Invest	0	60.0	0	0
ENERGA Kogeneracja	12,368,792.0	11,340,768.0	12,199,144.0	11,137,134.0
ENERGA Obrót	182.0	0.0	N/A	N/A
ENERGA Obsługa i Sprzedaż	987.0	876.0	0	0
ENERGA OPEC	1,550.0	646.0	0	0
ENERGA Operator	96,021.0	86,672.5	0	0
ENERGA Oświetlenie	1,045.8	935.6	0	0
ENERGA Serwis**	0	0	N/A	N/A
TOTAL	30,398,673,931.1	35,941,318,878.3	557,608,392.0	570,436,611.0

* The value impossible to estimate due to several changes of the company seat in the years 2012 - 2013 and different rules of water consumption settlement (flat rate, size of consumption)

** The Company does not hold data concerning water consumption on the rented areas

TYPES OF SOURCES OF WATER USED IN THE ORGANISATION FOR COOLING AND OTHER PURPOSES							
RIVERS (FOR PURPOSES OTHER THAN COOLING) [M3/YEAR]		LAKES (FOR PURPOSES OTHER THAN COOLING) [M3/YEAR]		GROUNDWATER (FOR PURPOSES OTHER THAN COOLING) [M3/YEAR]		WATER FROM MUNICIPAL NETWORK [M3/YEAR]	
2012	2013	2012	2013	2012	2013	2012	2013
0	0	0	0	0	0	984.3	978.3
0	0	0	0	0	0	275.5	216.0
54,108.0	67,613.0	0	0	0	0	2,901.0	2,764.0
3,969,029.0	3,631,931.0	0.0	0.0	300,064.0	311,990.0	0.0	0.0
29,834,317,112.5	35,364,608,589.9	2,143,920.0	1,956,500.0	3,617.0	3,249.0	2,665.0	3,751.0
0	0	0	0	0	0	1,429.0	1,861.0
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
0	0	0	0	0	0	N/A	60.0
113,410.0	147,231.0	0	0	0	0	56,238.0	56,403.0
N/A	N/A	N/A	N/A	N/A	N/A	182.0	.
0	0	0	0	0	0	987.0	876.0
0	0	0	0	0	0	1,550.0	646.0
0	0	0	0	344.5	0	95,676.5	86,672.5
0	0	0	0	0	0	1,045.8	935.6
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
29,838,453,659.5	35,368,455,364.9	2,143,920.0	1,956,500.0	304,025.5	315,239.0	163,934.1	155,163.4

Water sources significantly depleted due to excessive water intake

COMPANY NAME	TYPE OF WATER INTAKE	DESCRIPTION (WHICH COMPANY IT REFERS TO, WHAT IS THE PURPOSE, IS THE IMPACT SIGNIFICANT)	SIZE OF INTAKE [M3/YEAR]
ENERGA Elektrociepłownia Ostrołęka	Intake making, on average, 5 percent or more of the average annual volume of a given water reservoir	Intake of water from Narew river included in Natura 2000 area for technological purposes, including mainly cooling purposes, with 100% return to the river. No significant environmental impact observed	564,089,823.0

Emissions of substances depleting the ozone zone according to the weight

COMPANY NAME*	HFC (FLUORINATED HYDROCARBONS)* [KG CFC-11]	
	2012	2013
ENERGA Elektrociepłownia Kalisz	3	3
ENERGA Wytwarzanie	0	3

* The reported substances are contained in the air conditioners of the reporting companies. Other companies do not have such data.

Total direct and indirect emissions of greenhouse gases according to weight

COMPANY NAME*	TOTAL DIRECT AND INDIRECT EMISSION [TCO2]		EMISSION ASSOCIATED WITH ELECTRIC ENERGY GENERATION [TCO2]	
	2012	2013	2012	2013
	ENERGA Elektrociepłownia Kalisz	61,288.00	62,116.00	8,273.00
ENERGA Elektrociepłownia Ostrołęka	2,627,919.00	2,838,925.00	2,441,323.00	2,638,051.00
ENERGA Kogeneracja	297,908.00	299,213.00	87,266.00	86,268.00
ENERGA OPEC	92,519.00	95,552.00	0	0
ENERGA Operator	1,063,140.56	1,042,121.49	0	0
ENERGA Oświetlenie	5,779.00	5,681.00	0	0
ENERGA Serwis	169.00	221.00	0	0
TOTAL	4,148,722.56	4,343,829.48	2,536,862.00	2,732,215.00

* Other companies do not conduct measurements of greenhouse gas emissions

DIRECT EMISSION						INDIRECT EMISSION	
EMISSION ASSOCIATED WITH HEAT GENERATION [TCO2]		EMISSIONS ASSOCIATED WITH THE TRANSPORT OF MATERIALS, PRODUCTS AND WASTE [TCO2]		TOTAL DIRECT EMISSION [TCO2]		INDIRECT EMISSION FROM COMPANY OPERATIONS (E.G. ACTIVITIES OF AN OFFICE) [TCO2]	
2012	2013	2012	2013	2012	2013	2012	2013
53,015.00	54,220.00	0	0	61,288.00	62,122.00	0	0
186,596.00	200,874.00	0	0	2,627,919.00	2,838,925.00	0	0
210,034.00	212,360.00	0	0	297,300.00	298,628.00	608	585
0	0	0	0	0	0	92,519.00	95,552.00
1,627.29	1,622.77	7,284.09	8,087.24	8,911.38	9,710.01	1,054,229.17	1,032,411.48
0	0	916.00	549.00	916.00	549.00	4,863.00	5,132.00
0	0	169.00	221.00	169.00	214.00	N/A	N/A
451,272.29	469,076.77	8,369.09	8,857.24	2,996,503.38	3,210,148.01	1,152,219.17	1,133,504.14

Emission of NOx, SOx and other significant compounds emitted to the air according to the type of compound and the weight

COMPANY NAME*	TOTAL AIR EMISSIONS [MG]		NOX NITROGEN OXIDES [MG]		SOX SULPHUR OXIDES [MG]		VOLATILE ORGANIC COMPOUNDS [MG]	
	2012	2013	2012	2013	2012	2013	2012	2013
ENERGA Elektrociepłownia Kalisz	456.4	448.6	98.6	92.6	265.9	267.7	0.2	0.2
ENERGA Elektrownie Ostrołęka	16,923.3	17,350.1	5,258.7	5,725.0	8,277.8	9,438.2	0.0	0.0
ENERGA Informatyka i Technologie	26.7	32.0	0	0	0	0	0	0
ENERGA Kogeneracja	1,870.0	1,659.0	603.0	543.0	1,146.0	1,022.0	0	0
ENERGA Operator	6,036.8	5,922.5	1,829.5	1,793.8	4,054.1	3,969.8	0	8.6
TOTAL	25,313.1	25,412.2	7,789.8	8,154.4	13,743.8	14,697.7	0.2	8.8

HCL HYDROGEN CHLORIDE [MG]		MERCURY [MG]		DUST [MG]		OTHER [MG]	
2012	2013	2012	2013	2012	2013	2012	2013
19.3	18.7	0	0	41.9	36.8	30.5	32.6
309.9	296.9	0.1	0	426.8	460.0	2,650.0	1,430.0
0	0	0	0	0	0	26.7	32.0
0	0	0	0	121.0	94.0	0	0
0	0	0	0	153.1	150.3	0	0
329.2	315.6	0.07	0.03	742.8	741.1	2,707.2	1,494.6

* The indicator is reported only by generation companies and a company conducting measurements of emission of pollutants. Other companies do not have such statistics.



Total volume of sewage according to quality and target destination

1. Total volume of sewage according to target destination

COMPANY NAME	TOTAL VOLUME OF SEWAGE [M3]		SEWAGE DISCHARGED TO THE SEWAGE NETWORK [M3]	
	2012	2013	2012	2013
ENERGA SA	984.3	978.3	984.3	978.3
ENERGA Centrum Usług Wspólnych	275.5	216.0	275.5	216.0
ENERGA Elektrociepłownia Kalisz	465,976.0	377,346.0	2,888.0	3,591.0
ENERGA Elektrownie Ostrotęka	1,811,472.0	1,720,970.0	54,817.0	56,504.0
ENERGA Wytwarzanie	47,647.1	72,845.1	1,303.6	1,781.9
ENERGA Informatyka i Technologie	1,221.0	843.0	1,217.0	837.0
ENERGA Innowacje*	N/A	N/A	N/A	N/A
ENERGA Invest**	N/A	N/A	N/A	N/A
ENERGA Kogeneracja	99,568.0	155,759.0	24,202.0	31,431.0
ENERGA Obrót**	N/A	N/A	N/A	N/A
ENERGA Obsługa i Sprzedaż	987.0	876.0	987.0	876.0
ENERGA OPEC	1,550.0	646.0	1,550.0	646.0
ENERGA Operator	91,892.3	80,090.6	91,892.3	80,090.6
ENERGA Oświetlenie	1,045.8	935.6	1,045.8	935.6
ENERGA Serwis**	N/A	N/A	N/A	N/A
TOTAL	2,522,619.0	2,411,505.6	181,162.5	177,887.4

SEWAGE DISCHARGED TO WASTEWATER TREATMENT PLANTS USING TRANSPORT [M3]		SEWAGE DISCHARGED TO SURFACE WATER [LAKE, RIVER, ETC.] [M3]		SEWAGE DISCHARGED THROUGH SOIL [M3]	
2012	2013	2012	2013	2012	2013
0	0	0	0	0	0
0	0	0	0	0	0
10.0	21.0	463,078.0	373,734.0	0	0
0	0	1,756,655.0	1,664,466.0	0	0
1,218.5	1,320.2	44,614.0	69,240.0	511.0	503.0
4.0	6.0	0	0	0	0
N/A	N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A	N/A
0.0	0.0	75,366.0	124,328.0	0.0	0.0
N/A	N/A	N/A	N/A	N/A	N/A
0	0	0	0	0	0
0.0	0	0	0	0	0
N/A	N/A	N/A	N/A	N/A	N/A
0	0	0	0	0	0
N/A	N/A	N/A	N/A	N/A	N/A
1,232.5	1,347.2	2,339,713.0	2,231,768.0	511.0	503.0

* The value impossible to estimate due to several changes of the company seat in the years 2012 - 2013 and different rules of sewage settlement

** The Company does not hold data concerning sewage generated on the rented areas

Total mass of waste according to waste type and method of waste treatment

2. Total volume of sewage according to treatment method

COMPANY NAME	TOTAL VOLUME OF SEWAGE SUBJECTED TO TREATMENT [M3]		TREATMENT BY MUNICIPAL WASTEWATER TREATMENT PLANT [M3]		SEWAGE TREATED BY THE ORGANISATION [M3]	
	[M3]	2013	2012	2013	2012	2013
ENERGA SA	984.3	978.3	984.3	978.3	0	0
ENERGA Centrum Usług Wspólnych	275.5	216.0	275.5	216.0	0	0
ENERGA Elektrociepłownia Kalisz	465,976.0	377,346.0	2,898.0	3,612.0	463,078.0	373,734.0
ENERGA Elektrownie Ostrołęka	1,811,472.0	1,720,970.0	54,817.0	56,504.0	1,756,655.0	1,664,466.0
ENERGA Wytwarzanie	47,647.1	72,845.1	2,522.1	3,102.1	45,125.0	69,743.0
ENERGA Informatyka i Technologie	1,221.0	843.0	1,221.0	843.0	0	0
ENERGA Innowacje*	N/A	N/A	N/A	N/A	N/A	N/A
ENERGA Invest**	N/A	N/A	N/A	N/A	N/A	N/A
ENERGA Kogeneracja	99,568.0	155,759.0	24,202.0	31,431.0	75,366.0	124,328.0
ENERGA Obrót**	N/A	N/A	N/A	N/A	N/A	N/A
ENERGA Obsługa i Sprzedaż	987.0	876.0	987.0	876.0	0	0
ENERGA OPEC	1,550.0	646.0	1,550.0	646.0	0	0
ENERGA Operator	91,892.3	80,090.6	91,892.3	80,090.6	0	0
ENERGA Oświetlenie	1,045.8	935.6	1,045.8	935.6	0	0
ENERGA Serwis**	N/A	N/A	N/A	N/A	N/A	N/A
TOTAL***	2,522,619.0	2,411,505.6	182,395.0	179,234.6	2,340,224.0	2,232,271.0

* The value impossible to estimate due to several changes of the company seat in the years 2012 - 2013 and different rules of sewage settlement

** The Company does not hold data concerning sewage generated on the rented areas

*** The total volume of sewage according to destination differs from the total volume of sewage according to the treatment method, since the sewage, such as cooling water of ENERGA Elektrociepłownia Kalisz is not treated prior to discharge (it is not contaminated water)

1. Total mass of waste according to waste type

COMPANY NAME	TOTAL MASS OF WASTE [MG]		WEIGHT OF HAZARDOUS WASTE (IN ACC. WITH THE DEFINITION IN THE ACT) [MG]		WEIGHT OF WASTE OTHER THAN HAZARDOUS (EXCLUDING BOTTOM ASH SLAG) [MG]		BOTTOM ASH SLAG [MG]	
	2012	2013	2012	2013	2012	2013	2012	2013
ENERGA SA	0.0	0.1	0.0	0.0	0	0.1	0	0
ENERGA Centrum Usług Wspólnych	0.0	0.1	0.0	0.0	0	0.1	0	0
ENERGA Elektrociepłownia Kalisz	9,685.0	9,102.0	1.0	12.0	43.7	29.0	9,640.3	9,061.0
ENERGA Elektrownie Ostrołęka	289,260.0	398,276.0	73.0	18.0	40,325.0	43,206.0	248,862.0	355,052.0
ENERGA Wytwarzanie	262.7	304.6	55.4	58.3	204.2	246.2	3	0
ENERGA Informatyka i Technologie	17.0	2.3	0.0	0.1	17.0	2.2	0	0
ENERGA Innowacje*	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
ENERGA Invest*	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
ENERGA Kogeneracja	33,964.3	29,466.4	16.4	9.7	385.9	336.2	33,561.9	29,120.5
ENERGA Obrót	2.7	0.2	0.2	0	2.6	0.2	0	0
ENERGA Obsługa i Sprzedaż	25.3	15.5	0.4	0	24.8	15.5	0	0
ENERGA OPEC	7.9	14.9	0.4	0.1	7.5	14.8	0	0
ENERGA Operator	7,287.9	4,139.6	3,340.6	1,192.8	3,947.3	2,946.8	0	0
ENERGA Oświetlenie	71.3	84.0	4.8	N/A	66.5	84.0	0	0
ENERGA Serwis	520.3	1,142.3	4.1	1.6	516.2	1,140.7	0	0
TOTAL	341,104.2	442,548	3,496.3	1,292.7	45,540.7	48,021.9	292,067.2	393,233.5

* The companies do not register waste generated.

2. Total mass of waste according to treatment method

COMPANY NAME	TOTAL MASS OF WASTE [MG]		RECYCLING [MG]	
	2012	2013	2012	2013
ENERGA SA	0	0.1	0	0
ENERGA Centrum Usług Wspólnych	0	0.1	0	0
ENERGA Elektrociepłownia Kalisz	9,685.0	9,805.0	0	0
ENERGA Elektrownie Ostrołęka	289,260.0	398,276.0	0	0
ENERGA Wytwarzanie	262.7	304.6	0	0
ENERGA Informatyka i Technologie	17.0	2.3	0	0
ENERGA Innowacje*	N/A	N/A	N/A	N/A
ENERGA Invest*	N/A	N/A	N/A	N/A
ENERGA Kogeneracja	33,964.3	29,478.1	0	0
ENERGA Obrót	2.7	0.2	0	0
ENERGA Obsługa i Sprzedaż	25.3	15.5	0	14.2
ENERGA OPEC	7.9	14.9	0	0
ENERGA Operator	7,287.9	4,139.6	0	0
ENERGA Oświetlenie	71.3	84.0	71.30,47.30	N/A
ENERGA Serwis	520.3	1,142.285	375.0	937.98
TOTAL**	341,104.2	443,260.976	375.0	952.18

* The companies do not register waste generated.

** The sum of the total weight of waste according to the treatment method is not equal to the total weight of waste according to the type of waste due to the fact that ENERGA Elektrociepłownia Kalisz stores some of its waste and manages it in the consecutive year

RECOVERY [MG]		DUMPING AT LANDFILL SITES [MG]		STORAGE IN A PLANT [MG]		OTHER [MG]	
2012	2013	2012	2013	2012	2013	2012	2013
0	0	0	0	0	0	0	0.1
0	0	0	0	0	0	0	0.1
9,670.2	9,509.0	14.8	0	0	287	0	9
211,298.0	314,626.0	77,952.0	83,425.0	10.0	7.0	0.0	218.0
3.0	0	0	0	0	0	259.7	304.6
17.0	0	0	0	0	0	0	2.3
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
33,847.8	29,362.9	82.9	90.5	11.7	1.8	21.9	23.0
0	0	0	0	0	0.0	2.7	0.2
0	0	0	0	0	0.0	25.3	1.3
0	0	3.0	11.3	0	0.2	4.9	3.5
0	4,139.6	0.0	0.0	0	0	7,287.9	0
0	N/A	24.0	84.0	0	N/A	0	0
0	0	141.2	0	0	0	4.1	204.305
254,836.0	357,637.5	78,217.9	83,610.8	21.7	295.9	7,606.4	764.608

Total expenses and investments allocated for environmental protection, according to the type

1. Fees associated with the use of the environment and arising from legal commitments

TYPE OF EXPENSES [PLN]	ENERGA ELEKTRO-CIEPŁOWNIA KALISZ		ENERGA ELEKTROWNIE OSTROŁĘKA		ENERGA WYTWARZANIE		ENERGA INFORMATYKA I TECHNOLOGIE		ENERGA INVEST		ENERGA KOGENERACJA	
	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Discharge of sewage to water or soil	11,812	14,411	137,061	174,575	796	1,833	0	0	0	0	7,695.00	11,152.00
Surface or groundwater intake	0	0	2,054,173	2,361,218	0	0	0	0	0	0	0	0
Ambient air emission of gases or dust	222,047	249,098	8,487,000	9,627,245	0	0	0	0	0	0	996,535.00	933,632.00
Waste treatment and utilisation	15,472.86	13,985.99	2,754,585.24	5,372,936.34	113,409	144,214.72	0	0	0	0	178,909.28	136,061.24
Cost of wastewater treatment, including costs of reclamation due to spillage indicated in EN23	0	0	724,800	833,900	2,041	1,756	0	0	0	0	N/A	N/A
Costs of wastewater collection	18,156.09	22,244.86	37,059	43,506	48,570.00	42,025.33	922	307	0	0	88,050.34	167,243.93
Expenses due to purchase and use of emission permits	0	0	21,000	7,345	0	0	0	0	0	0	0	341,326.72
Surveys and measurements of air pollution emission, noise emission, level of water table in wells	16,149.37	21,159.39	295,900	277,700	30,368.18	31,922.46	0	0	0	0	54,200	89,820
Expenses reducing air emission (for example, filters, substances)	0	0	0	0	0	0	0	0	0	0	1329,742.79	577,067.56
TOTAL	283,291.85	320,899.2	14,511,578.24	18,698,425.34	195,184.18	179,726.18	922.00	307.00	0.00	0.00	2,655,132.41	2,256,303.45

ENERGA OBRÓT	ENERGA OBSŁUGA I SPRZEDAŻ	ENERGA OPEC		ENERGA OPERATOR		ENERGA OŚWIETLENIE		ENERGA SERWIS		TOTAL EXPENDITURE IN A GIVEN CATEGORY	
		2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
0	0	0	0	0	0	0	0	0	0	167,984.95	208,650.35
0	0	0	0	4183	1886	0	0	0	0	2,058,356.00	2,363,104.00
1,278	1,809.98	513	456.43	0	0	24,102	6,199	2,377	4,125	9,737,097.37	10,827,346.03
0	0	9,092.99	9,479.91	6045	6875	1076,760.55	868,476.58	N/A	N/A	4,154,274.92	648,122.13
0	0	0	0	0	0	0	0	0	0	726,841	835,656
0	0	5,618.19	7,300.17	9,997	4,024	725,579.06	410,228.04	5,427.5	5,108.43	939,379.18	659,962.43
0	0	0	0	0	0	0	0	N/A	N/A	21,000	348,671.72
0	0	0	0	0	0	0	0	0	560	396,617.55	421,161.85
0	0	0	0	0	0	0	0	0	0	1,329,742.79	577,067.56
1,278.00	1,809.98	15,224.18	17,236.51	20,225.00	12,785.00	1,837,062.93	1,291,582.59	7,804.50	9,793.43	19,530,948.29	22,889,742.07

2. Other expenses associated with mitigation of the environmental impact

TYPE OF EXPENSES [PLN]	ENERGA ELEKTRO-CIEPŁOWNIA KALISZ		ENERGA ELEKTROWNIE OSTROŁĘKA		ENERGA WYTWARZANIE		ENERGA INFORMATYKA I TECHNOLOGIE		ENERGA INVEST		ENERGA KOGENERACJA		ENERGA OBRÓT		ENERGA OBSŁUGA I SPRZEDAŻ		ENERGA OPEC		ENERGA OPERATOR		ENERGA OŚWIETLENIE		ENERGA SERWIS		TOTAL EXPENDITURE IN A GIVEN CATEGORY		
	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012
Environmental management systems (implementation)	3,600.0	8,400.0	28,800.0	72,000.0	72,000.0	72,000.0	0.0	0.0	0.0	0.0	0.0	24,250.0	16,200.0	54,900.0	18,000.0	72,000.0	7,200.0	9,800.0	180,000.0	180,000.0	36,000.0	36,000.0	0.0	0.0	361,800.0	529,350.0	
External services concerning environmental protection management (training)	0.0	3,595.0	28,139.6	29,110.0	674.8	10,800.0	350.0	861.0	500.0	2,440.0	8,655.0	6,536.0	0.0	0.0	0.0	0.0	0.0	1,000.0	0.0	3,000.0	N/A	6,600.0	0.0	0.0	38,319.4	63,942.0	
External certification of management systems	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	10,900.0	0.0	0.0	0.0	10,900.0	
Expenses related to installation and purchase of clean technologies (e.g. additional costs exceeding the costs of standard technology)	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	115,847.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	115,847.6
Additional expenses related to purchase of ecological products (recycled paper, energy saving bulbs, etc.)	0.0	0.0	0.0	0.0	0.0	3,222.8	110.0	125.0	0.0	0.0	4,914.3	1,301.2	0.0	0.0	0.0	0.0	0.0	0.0	3,379.9	3,418.4	0.0	0.0	0.0	0.0	8,404.2	8,067.4	
Capital expenditure incurred on large, significant investment projects aimed at mitigation of environmental impact	0.0	0.0	36,712,934.3	88,790,077.8	0.0	0.0	0.0	0.0	0.0	0.0	8,316,055.9	4,568,444.0	0.0	0.0	0.0	0.0	0.0	0.0	4,760,500.0	2,406,600.0	N/A	629,747.0	0.0	0.0	49,789,490.2	96,394,868.8	
TOTAL	3,600.0	11,995.0	36,769,873.9	88,891,187.8	72,674.8	86,022.8	460.0	986.0	500.0	2,440.0	8,329,625.2	4,716,378.8	16,200.0	54,900.0	18,000.0	72,000.0	7,200.0	10,800.0	4,943,879.9	2,593,018.4	36,000.0	672,347.0	0.0	10,900.0	50,198,013.9	97,122,975.8	

Average availability coefficient according to source of energy and regulations

NAME OF COMPANY PLANT	NUMBER OF HOURS OF PLANNED SHUTDOWN		NUMBER OF HOURS OF ENFORCED SHUTDOWN		TOTAL NUMBER OF WORKING HOURS OF THE PLANT		COEFFICIENT OF ENERGY AVAILABILITY [%]	
	2012	2013	2012	2013	2012	2013	2012	2013
ENERGA Elektrociepłownia Kalisz	0	0	0	0	8784	8760	100.0%	100.0%
ENERGA Elektrociepłownia Ostrołęka A	0	0	0	0	8784	8760	100.0%	100.0%
ENERGA Elektrownia Ostrołęka B	0	0	0	0	8784	8760	100.0%	100.0%
ENERGA Wytwarzanie - MEW	399.5	480.49	381.79	270.61	8002.71	8032.9	91.1%	91.7%
ENERGA Wytwarzanie - farma wiatrowa Karcino	N/A	10.32	N/A	19.5	N/A	1434.18	N/A	97.96%
ENERGA Wytwarzanie - EW Włocławek	966.83	954	7.33	0.5	7809.84	7829.5	88.9%	89.4%
ENERGA Wytwarzanie - ESP Żydowo	2914	2546	311	64	5559	6174	63.3%	70.5%
ENERGA Kogeneracja - elektrociepłownia w Elblągu	24	0	26	3	8734	8757	99.4%	100.0%
ENERGA Kogeneracja - ciepłownia w Żychlinie	120	240	0	0	8664	8520	98.6%	97.3%
ENERGA Kogeneracja - ciepłownia w Wyszogrodzie	0	120	0	0	8784	8640	100.0%	98.6%
ENERGA Kogeneracja - ciepłownia w Winnicy	0	0	0	0	8784	8760	100.0%	100.0%

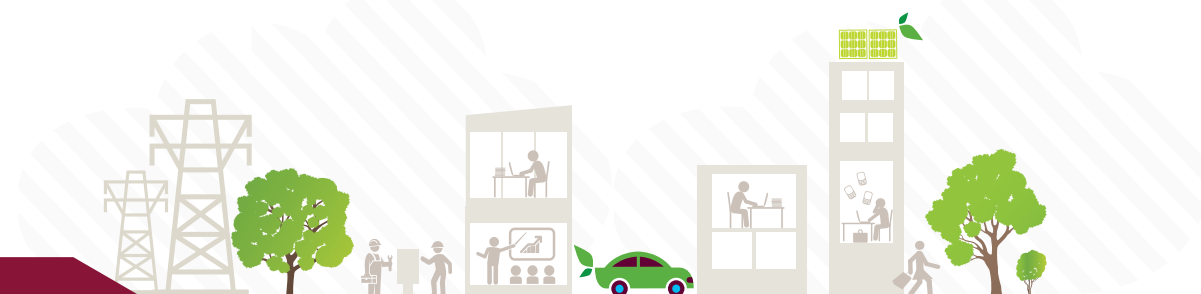
Number of free CO2 emission allowances allocated

GENERATION UNIT	NUMBER OF FREE CO2 EMISSION ALLOWANCES ALLOCATED	
	2012	2013
Elektrociepłownia Ostrołęka A	421,372	157,860
Elektrownia Ostrołęka B	2,290,616	1,349,730
Elektrociepłownia Elbląg	278,098	193,388
Ciepłownia Żychlin	20,050	12,362
Elektrociepłownia Kalisz	70,240	50,645



FOR EMPLOYEES

Cooperation is the value



We are one of the biggest capital groups in Poland in terms of the number of persons employed. The life and health of our employees is our priority, therefore, we pay special attention to create the feeling of responsibility for safety at work among our employees and subcontractors.

While involving and motivating our employees we have been building one of the most important elements of competitive advantage today. We have been creating the friendly working environment fostering the development.

We have been creating a working environment free from discrimination, promoting the diversity and allowing for balance of professional and private roles. Due to the specific nature of our sector, we consider the measures aimed at provision of the highest safety level to our employees and subcontractors as a key factor.



An experienced, motivated and committed team of employees is nowadays one of the most important elements of the competitive advantage as well as the prerequisite for further development of the organisation. Therefore, we pay special attention to the management of human resources - starting from the moment of searching for the best candidates and ending with the support of employees' development. We create a working environment free from discrimination, promoting the diversity and allowing for balance of professional and private roles. The commitment, energy and passion of employees enable us to fulfil the ambitious goals.

Agnieszka Kamińska

Director for Human Resources Management, ENERGA SA



Goals defined so far and their implementation

OUR EMPLOYEES	SAFETY AND HEALTH OF EMPLOYEES	DIALOGUE AND COOPERATION	EDUCATION, ASSESSMENT, DEVELOPMENT
Implementation of the Code of Good Practices (ENERGA SA)	Monitoring of H&S actions (ENERGA SA)	Development of the Programme "My idea of CUW" (ENERGA Centrum Usług Wspólnych)	Follow-up of the development programmes: ENERGA Talents Academy, Academy of a Manager, Academy of an Engineer (ENERGA SA, ENERGA Invest)
Organisation of training for students and vocational school pupils (ENERGA Oświatlenie)	Preparation of plans and exercises on procedure in emergency situations (ENERGA Informatyka i Technologie)	Ensuring raising of employees' awareness through introducing them to the goals of individual business units (ENERGA Informatyka i Technologie)	Academy of Manager Development, Academy of an Engineer (ENERGA Kogeneracja, ENERGA Elektrociepłownia Kalisz; already implemented in ENERGA Operator)
Organisation of meetings at universities and universities of technology (ENERGA Innowacje)	Zero accident ratio (ENERGA Invest)		Implementation of the project on employee competence development (ENERGA Informatyka i Technologie)
Organisation of practice, laboratory classes and lectures in EC Elbląg for students of Elbląg State Higher Vocational School (ENERGA Kogeneracja)	Preparation and conducting the evacuation in case of fire (ENERGA OPEC)	Implementation of a model for provision of common services for companies (ENERGA Invest)	Quarterly evaluation of employees (ENERGA Invest)
Implementation of research, educational and implementation projects in cooperation with Warmińsko-Mazurski University in Olsztyn (ENERGA Kogeneracja)	Implementation of the work safety management system OHSAS 18001 (ENERGA Serwis)		Ensuring participation of each employee in minimum one training or conference per year in the years 2013-2015 (ENERGA Innowacje)

IMPLEMENTED

IN PROGRESS

NOT IMPLEMENTED

Goals defined so far and their implementation

OUR EMPLOYEES	SAFETY AND HEALTH OF EMPLOYEES	DIALOGUE AND COOPERATION	EDUCATION, ASSESSMENT, DEVELOPMENT
Implementation of 5 key values defined in 2012 in the company: Speed, Openness, Proactive approach to the problem, Goal orientation, Fluid intelligence	Enforcement, in accordance with IOBP, high standard of work in the company and work performed by external companies (ENERGA Wytwarzanie)	Introduction of solutions supporting internal and external communication (ENERGA Invest)	Conducting of a series of thematic training courses for employees upgrading their skills and expanding their knowledge in the scope of current and future obligations (ENERGA Kogeneracja)
Implementation and execution of the Change Management System (ENERGA Wytwarzanie)	Development and implementation of the instruction on work at heights (ENERGA Wytwarzanie)		Introduction of an English course: preparation to BEC business language certification (ENERGA Operator)
Introduction of the association between achievement of targets of the units with the level of bonus for the management staff (ENERGA Oświetlenie)			Implementation and conducting of the employee evaluation process by supervisors (ENERGA Obsługa i Sprzedaż)

IMPLEMENTED

IN PROGRESS

NOT IMPLEMENTED

Priorities for 2014

Continuation of measures in favour of raising the safety level among employees.

Conducting the survey on the level of commitment and satisfaction among employees of the whole Group.

Continuation of activities in the scope of employer branding and the educational programmes addressed to students and graduates.

OUR EMPLOYEES

At the end of 2013 in the whole Capital Group we had almost 10 thousand employees which means that - in terms of the number of employees - we are one of the biggest capital groups in Poland.

The framework of our activities associated with the area of human resources management (HR) is regulated both by the unconditionally binding legal regulations, and by the General Collective Labour Agreement, Social Agreement, collective labour agreements in plants and Workplace Regulations. Due to the specific nature of our activities, different regulations

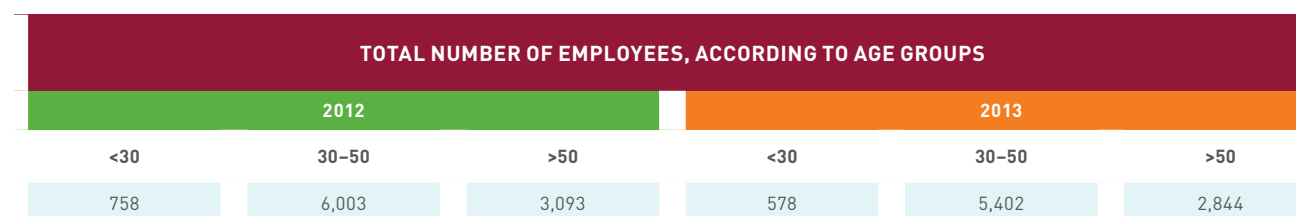
are binding in individual companies of the Group, shaping the content of working relations in those entities.

The collective information included in the tables below presents the main indicators in relation to the Companies described in the report. In the analysed group of Companies, men constitute almost 75% of employees. The dominating form of employment is the full time employment contract. The majority of employees are people with professional experience, aged over 30.

Number of employees, according to gender



Number of employees, according to age groups



Number of employees, divided into managers and other employees

TOTAL NUMBER OF EMPLOYEES, DIVIDED INTO MANAGERS AND OTHER EMPLOYEES							
2012				2013			
Managers		Other employees		Managers		Other employees	
Women	Men	Women	Men	Women	Men	Women	Men
288	1,037	2,289	6,240	270	997	2,111	5,446

Number of employees, according to type of contract

TOTAL NUMBER OF EMPLOYEES, ACCORDING TO TYPE OF CONTRACT											
2012						2013					
Definite		Indefinite		Manager contract		Definite		Indefinite		Manager contract	
Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
176	247	2,399	7,000	2	30	103	145	2,271	6,262	7	36

Number of employees, according to working time

TOTAL NUMBER OF EMPLOYEES, ACCORDING TO WORKING TIME							
2012				2013			
Full time		Part time		Full time		Part time	
Women	Men	Women	Men	Women	Men	Women	Men
2,548	7,263	29	14	2,359	6,434	22	9

Recruiting employees we take into account their earlier professional experience as well as knowledge and skills required for work at a given position. We place the recruitment announcements on the websites, recruitment portals, as well as on the information boards and in local and national newspapers. The majority of the employees comes from the local communities and lives on the area of operations of our companies.

Through various development programmes and training activities conducted in individual companies we act in favour of the continuous upgrading of employees' professional competence. In many companies (e.g. ENERGA SA, ENERGA Operator SA, ENERGA Serwis Sp. z o.o.) implementation programmes are conducted to facilitate adaptation of new employees at a new workplace.

Number and percentage of new employees from outside the Group, employees who left the Group and the indicator of external turnover of employees, according to age groups and gender

	TOTAL NUMBER AND PERCENTAGE OF NEW EMPLOYEES, EMPLOYEES WHO RESIGNED AND THE INDICATOR OF TURNOVER OF EMPLOYEES, ACCORDING TO AGE GROUPS AND GENDER									
	2012		2013		2012			2013		
	Women	Men	Women	Men	<30	30-50	>50	<30	30-50	>50
Total number of employees leaving the Group, according to gender and age groups	235	443	250	977	57	305	316	144	565	518
Percentage of employees who left the Group, according to gender and age groups	2.38%	4.50%	2.83%	11.07%	0.58%	3.10%	3.21%	1.63%	6.40%	5.87%
Total number of new employees from outside the Group, according to gender and age groups	197	362	101	197	157	333	69	120	158	20
Percentage of new employees from outside the Group, according to gender and age groups	2.00%	3.67%	1.14%	2.23%	1.59%	3.38%	0.70%	1.36%	1.79%	0.23%
Indicator of external turnover of employees, according to gender and age groups	4.38%	8.17%	3.98%	13.30%	2.17%	6.47%	3.91%	2.99%	8.19%	6.10%

Remuneration System

Our remuneration system and procedure for granting social benefits is decentralised and diverse. Besides the Labour Code, it is regulated by the General Collective Labour Agreement for Employees of the Energy Sector of 13 May 1993, collective labour agreements of the plants, remuneration regulations and social agreements concluded with the trade union organisations.

In case of the Key Management Staff of the Capital Group, a consistent system of management through objectives applies, linking the remuneration with the evaluation of fulfilment of the objectives. In addition, in selected companies (e.g. ENERGA Operator, ENERGA Informatyka i Technologie, ENERGA Obrót, ENERGA Obsługa i Sprzedaż, ENERGA Oświetlenie, ENERGA Serwis) solutions have been implemented which transpose the objectives to the remaining management staff.

Additional Benefits

We ensure a diverse set of additional benefits to our employees. In individual companies, such elements of the set of benefits occur: The Employee Pension Programme, "Employee Tariff" for electric energy, special vouchers provided to employees for Easter, Christmas and Day of Energy Worker, cash equivalent for coal allowance as well as other bonuses and allowances.

Employees are also provided with a possibility to use additional AXA medical insurance, fully financed by the employer. For additional fee, incurred individually, employees may also insure their family and/or extend the insurance package. Individual companies of the Group enable co-financing of university studies and postgraduate studies, language courses or training, supporting the professional development of employees.

Under the "Active after hours" programme we organise a number of meetings integrating employees and their families and promoting sports and healthy lifestyle. We enable co-financing of leisure of employees, participation in cultural events and sport activities, making the MultiSport cards available in many companies.

Securing of the future

We create opportunities for our employees in terms of additional pension security in the form of the Employee Pension Programme (PPE). The main source of financing of the PPE is the contribution paid by the employer (the so-called basic contribution) at a level of 7% of the remuneration of a given employee. Employees are also offered a possibility to pay the so-called additional contribution. The PPE operates in companies covered by the Social Agreement of 19 July 2007 and those which decided to join the programme later.

The "We release energy" Programme

The educational programme called "We release energy", initiated in 2013 serves as a valuable source of talents. The programme is implemented under the "Business for education" project and co-financed from the European Union funds (the leader of the project is the Polish Agency for Enterprise Development, in partnership with the Polish Association of Personnel Management).

We support students in their active preparation to enter the labour market, among others, through the organisation of cyclical workshops for students of the Gdańsk University of Technology and the University of Gdańsk, during which they have a possibility to participate in meetings with our specialists and discussions associated with the future of the energy sector. Students of the last years are, moreover, provided with a unique opportunity to acquire valuable experience both within the organised apprenticeship programmes and the Ambassador Programme.

The "ENERGY for science" Programme

The programme carried out by ENERGA Operator supports the educational activities in schools covered by the patronage through financing of school aids (e.g. technical laboratory), training at universities and fellowships for the best. At present, the programme covers 250 pupils and students from 4 vocational secondary schools and two universities acting on the premises of the Company. Until 2017 the range of the programme will increase to cover 12 vocational schools and 4 universities.

I have always been interested in ecology and renewable energy sources, and within the "We release energy" Programme, conferences and workshops related to this programme are organised. The meetings also provide the opportunity to get acquainted with the structure of ENERGA Group and the processes ongoing inside. Owing to the participation in the Ambassador Programme, I have acquired knowledge and experience in organisation of conferences and workshops. In my opinion, while being a student, it is worth looking for contacts and new experience, in particular such which is searched for by employers. The activity outside the university is also extremely important for self-fulfilment.

Dominika Steranka

Student of the 5th year of Mechanical Faculty, Gdańsk University of Technology, Ambassador of the "We release energy" Programme



I graduated as an engineer from the faculty of Electro-technics with a very good result. I currently participate in the recruitment for the MSc studies.

I obtained the fellowship of ENERGA Operator due to my own work and commitment during the studies. It was also important that I did more than the required minimum: I participated in scientific groups, took part in projects. I had my practice in the Gdańsk branch of ENERGA Operator during holiday. I have very positive memories: the coaches of the practice, besides specific tasks, provided me with a lot of useful knowledge in the field of electric engineering.

Agata Dzionk
 Student of Gdańsk University of Technology, Participant of the "ENERGY for science" Programme

SAFETY AND HEALTH OF OUR EMPLOYEES

Safety as the basis of our work

The life and health of our employees is our priority. We subordinate all activities initiated at a workplace to this priority and we care for promotion of physical activity and healthy lifestyle. We pay special attention to creating employees' feeling of responsibility for safety at work. The attitude of the management staff is of particular importance, since they strengthen the appropriate behaviours in their teams. In parallel, we implement a number of mandatory and voluntary activities aimed at ensuring of the highest safety level. These includes, among others, the inception and periodical

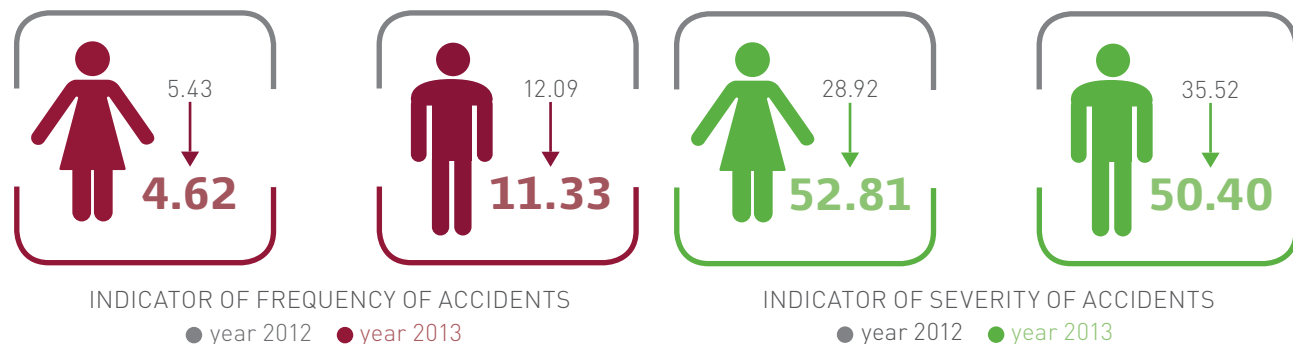
training in the scope of occupational health and safety. We unconditionally enforce the requirement of mandatory medical tests to be performed by all our employees. We also provide the appropriate tools and equipment as well as personal and collective protective equipment (including the footwear and protective clothing), protecting against hazards associated with the risks at work.

In accordance with the applicable regulations, we also have our own H&S services (and the Occupational Health and Safety Commission in companies, where required by law), fulfilling the advisory and control functions in the H&S area. Social labour inspectors also operate. Our employees are entitled to refuse performance of hazardous works.

The total number of accidents and work-related diseases and the number of absence days at work, according to gender

	THE TOTAL NUMBER OF ACCIDENTS AND WORK-RELATED DISEASES AND THE NUMBER OF ABSENCE DAYS AT WORK, ACCORDING TO GENDER			
	2012		2013	
	Women	Men	Women	Men
The total number of days of disability to work (due to accidents, injuries)	405	3,091	581	3,629
Number of work-related accidents (total)	14	88	11	73
Number of collective work-related accidents	0	1	0	0
Number of fatal work-related accidents	0	1	0	1
Number of cases of work-related occupational diseases	0	1	0	3

Indicator of frequency and severity of accidents according to gender



As a Group we also care for safety of our subcontractors through creating adequate working conditions for them. Within our mutual relations, we stress the importance of responsibility for employees' safety and health. The framework of these activities is not covered by any formal policy, the responsibility for their implementation rests with individual Group companies which have the best knowledge on the processes and behaviours adequate to the specific character of a given activity.

For example, agreements concluded by ENERGA Operator include clauses concerning occupational safety and fire protection. Such clauses bind subcontractors, among others, to ensure full safety during the construction works conducted, and to provide easy access to authorised employees of ENERGA Operator to the site or the area under their impact, at any place or time, in order to conduct inspections in the scope of control of compliance with the health and safety regulations, fire prevention or environmental protection regulations.

Prior to the commencement of the works the subcontractors are instructed (on the job instruction) on the occurring risks and hazards and the procedures for safe performance of the work. The duration of such instruction depends on the type of the work performed and on the hazards occurring in the working zone. In case of preparation of the working zone for the subcontractor by a team of ENERGA Operator employees,

the H&S equipment used for this purpose is provided by ENERGA Operator. Employees of ENERGA Kogeneracja subcontractors, prior to commencement of the works commissioned by the Company on the premises of Elektrociepłownia Elbląg, are introduced the Instruction on Organisation of Safe Work on energy equipment and installations (IOBP), applicable in the Company and the Instruction of Fire Safety. They are also informed of the health and life hazards which may occur in the Company, protective and preventive measures and the rules of procedure in case of failures and other situations hazardous to the health and life of employees (including persons appointed to provide first aid and to perform activities in the scope of fire combating and evacuation of employees).

In 2013, analogical procedures were implemented in ENERGA-Wytwarzanie. External companies performing works on the premises of the Company are subject to, among others, training in the form of instructions presenting the rules of work organisation in the Company based on IOBP, implemented by the H&S unit, or persons leading employee teams. Subcontractors providing service to hydroelectric plants participate in periodical training for persons working at worker positions.

The mandatory H&S training also covers the subcontractors working for ENERGA Serwis on the premises of ENERGA Elektrownie Ostrołęka (all contractors and subcontractors undergo H&S training at the moment they enter the site).

Implementation of the H&S status reporting system in the Distribution Segment

In the Distribution Segment (ENERGA Operator and its subsidiaries) the reporting system of the H&S area was launched and developed in 2013 in the manager cockpit for the needs of the management of the Distribution Segment and its health and safety services. The system enables the management of the Distribution Segment to perform current analyses of the H&S and fire protection status, including the control of the accident rate. It provides the continuous monitoring of the occupational safety status in order to enable potential immediate decision making and undertake preventive measures by the management staff.

Education is the basis

The H&S services in ENERGA Wytwarzanie systematically conduct educational actions concerning the hazards which may occur in the working environment, associated with: safety when carrying heavy objects, ergonomics in the office, organisation of work at a work station, safe use of chemicals or protection of employees against noise.

The aim of the action is to minimise the number of accidents at work among employees and the cooperating companies. In 2013, no accidents at work occurred. In 2014, extension of the educational programme is planned by adding the training on medical first aid. The course will be addressed to the specialised group of employees of the Hydrotechnical Department, included in the teams providing assistance before the arrival of a doctor.

We ensure health and well-being

We care for health of our employees, ensuring access to specialised medical staff - our employees are covered by the medical care under AXA medical insurance.

We also organise many copyright projects aimed at promotion of a healthy lifestyle. In addition, the common, active leisure fosters the integration of the teams. In 2010 a cycle of sport and recreational tournaments for employees of the Group was initiated, organised by ENERGA Operator. Within the competitions organised so far, our employees with their families participated in tournaments of various sports disciplines: volleyball, football, skiing race, chess contests, sailing race. Also children of our employees could join active forms of leisure, owing to the games and animation specially prepared for them.

The amateur training sessions for employees of ENERGA Group organised under the "Active after hours" programme are extremely popular. In 2013 we appointed new coordinators of the meetings among the most committed employees. We also managed to acquire new places and new disciplines. The training sessions currently take place in Gdańsk, Słupsk and Koszalin. Our employees may participate in volleyball and football (indoor and outdoor), basketball and badminton games. The training sessions are cyclically attended (based on rotation) by about 200 people representing all companies of ENERGA Group.



The "Active after hour" programme

Taking advantage of the fact that we sponsor the amateur and professional sport, we offer the opportunity to our employees to have training and fun supervised by sportsmen and coaches from the clubs we have been cooperating with for many years. Besides regular training, we organise one-off sport events for employees, where they can invite their families.

In April 2013, due to the cooperation with the AZS Koszalin Association, we organised a "Spring activation" which was attended by over 100 people. The participants had, among others, the opportunity to play in the basketball tournament, competing with the junior AZS Koszalin team, and to enjoy the Active Kid Zone and the Family Sport Centre. The "Active summer" was similar, organised together with a junior basketball club of ENERGA KKS Olsztyn, likewise the "Active farewell to the summer", organised in cooperation with the professional basketball team of ENERGA Czarni Słupsk and the Słupsk Society of Sports Dance "Cheerleaders Maxi".

Each of these events gathered about 80 employees of the Group with families. We concluded the action with a winter accent. Owing to the cooperation with the Gdańsk Sport Club "Stocznowiec" and the Hockey Pupils' Sport Club "Niedźwiadki" the event called "Ślizgawka mikotajkowa" (Sliding for St Nicolaus Day) took place in Olivia hall, gathering almost 300 people.

Moreover, under the project "Share your passion" we enable the employees to organise workshops for colleagues from work. At the beginning of 2013 an extremely popular cycle of eight dance workshops was organised (in cooperation with the Dance Avenue Dancing School). Many participants liked it and they continue free classes within the MultiSport card. On the other hand, in the autumn, interested employees learnt some rules of self-defence and aikido art during a series of four meetings organised in cooperation with the Gdańsk Aikido Section.

DIALOGUE AND COOPERATION

The atmosphere, working environment in our Group and relations with the surroundings have been developing for many years. We share our commitment, attitude to our responsibilities and tasks, client-orientation, mutual respect, cooperation, readiness to exchange information. We would like this common code of unwritten rules to become the sustainable value of our organisation. Therefore, in the Sales segment work is in progress concerning the creation of the optimum model of corporate culture which will additionally support the implementation of our strategic goals for the years 2013-2016.

One of the elements building the competitive advantage today are people - committed and being aware of their co-responsibility for the company development. Such corporate culture may be only based on open communication and partner dialogue where the opinion of employees is essential. Therefore, we try to involve employees in the process of defining the corporate culture. For example, a team from ENERGA Obrót participated in the survey on the current and desired working environment. The survey received very good response - 72% of employees participated.

In ENERGA Operator the model of corporate culture is based on corporate values: effectiveness, responsibility, cooperation

and initiative. The opinion survey was conducted among all employees of the Distribution Segment, as a result of which they defined the desired and undesirable behaviours within each value. The survey indicated that 84% of employees acknowledge the role of values in the organisation.

Within the team work a document was prepared describing the behaviours compliant with our values, called "A Book of our Values". The Book contains the description of behaviours and good practices we want to observe in relations with our clients, business partners and, in particular, in relations inside the Distribution Segment of ENERGA Group.

Employees feel better in the company if they know what is going on. They understand their role, place and importance in the organisation better. Therefore, ENERGA SA makes modern tools of internal communication available to employees. They enable efficient flow of information between the employers of the Group and the employees. The Corporate Communication Department in ENERGA SA cares for providing ongoing information to employees of the Group concerning the important corporate and industrial events.



"Emission" corporate magazine
issued in 7600 copies,
available in all companies of the Group

The information flow in our Group is supported by many tools:

- **intranet**, i.e. the internal information portal available in 25 companies of the Group;
- **“Emission” corporate magazine** – issued in 7600 copies, at a frequency of 1.5–2 months, available in all companies of the Group;
- **“ENERGA-Ekspres” newsletter** – containing the announcements of the Management Board of ENERGA SA, distributed by e-mail and posted on the information boards;
- **own newsletters** of companies or segment leaders;
- **special publications** issued by individual companies and devoted to specific projects or events;
- **corporate website** www.grupaenergia.pl – containing the current data and information concerning the ENERGA Group, its history, financial results, strategy as well as job offers or information related to the social responsibility of the Group;
- **investor relations service** www.ir.energia.pl, which contains, among others, current reports, financial results, ratings, information for shareholders, including, among others, information on the dividend, dates of general meetings, etc.;
- **service of the Public Information Bulletin** www.bip.energia.pl;
- **service of the Press Office** www.media.energia.pl, where all information provided to the media is placed, including many photos and videos documenting the business activities of the Group and projects conducted within the CSR and marketing activity;
- **service for clients** www.energia.pl;
- **websites of individual companies.**

The readiness for cooperation and dialogue helped us in passing a difficult exam which was the necessary employment restructuring in the last years, required to maintain the competitiveness of our Group and its capacity for future development.

Due to the cooperation based on good will we manage, together with trade unions and Employee Councils, to initiate important decisions and changes which may affect the status and conditions of employment. The subjects of the dialogue comprise, among others, the rules of termination of the employment contracts due to restructuring as well as the regulations of the collective labour agreements in plants, and the annual negotiations on collective agreements concerning remuneration and additional benefits.

In case it is necessary to conduct the restructuring activities or introduce other important changes, individual companies included in our Group give priority to the social dialogue, mainly through the relevant communication with employees and their representatives. The programmes of voluntary resignation under compensation, undertaking cooperation wherever it is feasible and profitable for both parties, are the measures which resulted in employees’ interest, enabling deep changes to be conducted in a possibly harmless way. The restructuring measures applied in 2013 in the whole Group are summarised in the Information to the report of ENERGA SA Management Board from the activities of the Capital Group for 2013.

Since 1 August 2007, the provisions of the Social Agreement, signed by the employers of the Group and the trade unions have been binding. The Agreement refers, in particular, to our obligations towards employees due to the guarantee of employment over a period of 120 months following its entry into force. The Social Agreement also contains other provisions concerning the protection of the rights and interests of employees of the Group companies in connection with process of the consolidation and restructuring of the Group, including the right to select one member of the Supervisory Board of companies of the Group and the right to select one management board member in specified companies of the Group.

In addition, on 1 August 2006, a separate social agreement was concluded between ENERGA Elektrownie Ostrołęka and the trade unions. A separate social package was also concluded with employees of ENERGA OPEC on 27 November 2008. In the companies of the Capital Group 30 trade union organisations operate. The membership in trade unions in ENERGA Group reached approximately 61% at the end of 2013.

In accordance with the provisions of the Act on trade unions “the decisions and actions concerning the rights and interests

of employees within the restructuring processes conducted by the employer require the agreement with the trade unions”. Employees are informed minimum thirty days in advance of any important changes which may have impact on their rights and interests. In an individual cases other time limits are agreed. The open dialogue enables us to develop solutions which balance the employee goals with the business goals. In 2013 the number of collective claims significantly decreased - from 27 to 12.

NUMBER OF COLLECTIVE CLAIMS ENDED WITH AGREEMENT IN THE YEARS 2012-2013				
SEGMENTS	2012		2013	
	Collective claims reported in 2012	Collective claims ended with the agreement signed in 2012	Collective claims reported in 2013	Collective claims ended with the agreement signed in 2013
Distribution Segment	17	15	6	1
Sales Segment	3	1	3	3
Generation Segment	4	2	1	1
Other	3	2	2	1
TOTAL	27	20	12	6

New communication rules in the sales segment

Ensuring the consistent and current communication in large, dispersed structures, such as the Sales Segment - is a significant challenge. We have been successful, owing to the introduction of several important changes. First of all, the positions of PR Partners have been created, i.e. personal (for a given company or area) coaches for communication who can respond to any information needs of employees. Secondly, we divided the recipients into target groups - each

of the employees receives personalised key information for his/her area of responsibility. Thirdly, we provided each group with the harmonised electronic communication tools (newsletters) and direct communication tools (meetings), caring for their cyclical nature and cohesive content. Consequently, four dedicated newsletters were created: Manager’s Compass, Sales Azimuth, GPS of Sales Support, Executive Team Busola (Compass) and one general newsletter addressed to all employees of Sales Segment (HR Newsletter).

Meetings of the Management Board of ENERGA Operator and the key management staff and employees represent an essential element of culture of the Distribution Segment. The cyclical meetings include:

- the Congress of the management staff of the Distribution Segment, providing a platform for exchange of knowledge on the most important projects;
- the Technical Seminar for the management staff of grid asset management area;
- cyclical meetings of the Management Board with the management staff in ENERGA Operator branches.

We conduct satisfaction and opinion surveys

We want to improve and provide employees with optimum conditions of professional and personal development, therefore, it is important for us to know their opinion concerning their satisfaction from the work in our Group. In 2013 the survey covered the Sales Segment, ENERGA Operator and ENERGA Centrum Usług Wspólnych. In 2014, the Commitment Survey will be implemented in the entire Capital Group.

My idea of CUW

"My idea of CUW" is a cyclical programme to collect ideas which may be implemented in ENERGA Centrum Usług Wspólnych (CUW). Owing to the Programme, each employee may actively influence the effectiveness of the daily work of the Company. The idea reported should refer to at least one aspect of work. The ideas are considered in terms of possible implementation and the employee participates in the implementation, if his/her current responsibilities and their scope allow. In addition, each completed implementation participates in the competition.

Survey of opinion of ENERGA Centrum Usług Wspólnych employees

Each member of ENERGA Centrum Usług Wspólnych team may participate in the survey of employee opinion. In the last

edition, conducted in 2013, 62% of employees shared their opinions and ideas. The material collected in the survey is subject to analysis and the conclusions are submitted to employees and implemented. The voice of employees is very important to us, since it allows for creating the optimum working conditions, which is later reflected in the effectiveness and quality of work of our entire organisation.

From the idea to the implementation

The objective of the competition "From the idea to the implementation" organised by ENERGA Operator, is to promote unconventional thinking, creating innovative technological and organisational solutions, concerning both the entire Distribution Segment and the individual workplace.

Through this competition we would like to create foundations for the development of the open corporate culture oriented towards development, creating space for innovation, accepting the associated risk. The summary of the competition takes place once a year. Projects or ideas implemented between 1 January and 31 December participate in the competition.

The awards are granted in three categories:

- **The most innovative idea in the Distribution Segment** – employees who submitted an idea or concept improving the DS operations, contributing to the improvement of the organisation, are awarded.
- **The best facilitating measure at a workplace** – employees are awarded who submitted a concept, solution to facilitate or simplify the activities in the scope of a workplace of a given organisational unit.
- **The best implementation of a project** – employees who successfully implemented their project or its milestone are awarded.

In 2013, 60 people participated in, submitting 33 projects. As many as 18 projects were submitted in the category "The best facilitating measure at a workplace". 23 persons were awarded.

EDUCATION, ASSESSMENT, DEVELOPMENT

In accordance with the best practices, we stress the most important role of self-improvement in the educational process as well as strengthening of key competence under the supervision of a boss-mentor, ensuring useful feedback during the daily work. Training supplements the development process understood as such. Employees are offered workshops, courses, internal and external training, specialised or language courses or training on "soft" competence, adequately to the business needs.

Our intention is that our team, besides the specialised experience, represents the highest level of universal competence, ensuring the competitive advantage. In many Companies, the level of individual competences is taken into account during the periodical assessment of employees and it is the starting point for further actions, defined during the Development talk.

Modern training

The complex offer of traditional training is supplemented with the e-learning training (e.g. four thematic blocks available to the employees of the Sales Segment) and participation of employees in trade conferences, enabling to expand knowledge in selected areas.

The solution which allows for cost-effective improvement of competence in an interesting way and at a favourable time, has been created by ENERGA Operator. The solution is known as "Knowledge pills", i.e. an interactive tool in the form of short instruction videos, providing knowledge in the scope of handling electronic working tools in a simple and effective way. The "pills" are to facilitate the everyday work of employees of the Distribution Segment. Currently under the Intranet bookmark: "Spread your wings in DS", over 30 "Knowledge Pills" are provided.

For each of the groups

The management staff of ENERGA Operator is covered by training courses which strengthen the competence required to a given group. For example, in the development programmes for the operational staff we focus on team management skills and decision-making. In case of the top management staff, excellent business orientation, client orientation and change management skills are essential. On the other hand, we want to strengthen the strategic leaders in the areas of innovation, strategic thinking and leadership.

A similar development programme covered the entire management staff of ENERGA Obrót and ENERGA Obsługa i Sprzedaż. The Programme is oriented towards the Leadership Performance Pipeline (leadership oriented towards results).

We care for ensuring that our talented employees have a possibility to develop their competence within our company. The Academy ENERGA Talents programme fulfils this goal.

The "My new role" programme implemented in ENERGA Operator, serves for the preparation to the new management role. The "New" managers follow 5 two days' training and workshop sessions during 12 months, among others, in the scope of team management, employee motivation or delegating.



The total number of training hours and the average number of training hours per employee, according to gender and employment category

THE TOTAL NUMBER OF TRAINING HOURS AND THE AVERAGE NUMBER OF TRAINING HOURS PER EMPLOYEE, ACCORDING TO GENDER AND EMPLOYMENT CATEGORY								
2012				2013				
Women	Men	Women	Men	Managers	Other employees	Managers	Other employees	
The total number of training hours according to gender and employment category								
23,559	91,739	23,327	89,262	26,032	89,265	36,704	75,884	
The average number of training hours per employee, according to gender and employment category								
14	15	14	15	25	13	35	12	

The average in 2012 was calculated for 10 companies, due to the lack of data in other companies
The average in 2013 was calculated for 12 companies, due to the lack of data in other companies

Over **112,000 hours of training** completed by employees of 15 Group companies, which submit reports on CSR, in 2013



On the right path

Correct identification of development needs and providing the optimum development path inside the organisation requires, on the one hand, the appropriate attitude of supervisors, mainly the belief in the capacity of the Team members, but also the systemic approach, which will enable to manage the development of such a large and diversified group of employees.

The HR tools we use support the defining of the development potential of individual employees, specialists, managers, identification of talents, support to recruitment processes and internal promotions, or creating the construction of succession plans for key positions in the company.

The systems of periodic employee assessment (SOOP), existing in several companies and the development interviews, play an important role. The open, sincere talk with the the

manager serves not only for summarising of the previous period, but mainly for planning of the future actions, both in terms of further steps on the carrier path, and in terms of provision of training adequate to the development plans.

ENERGA Talents Academy

The ENERGA Talents Academy cyclical project, initiated in 2013 (at the beginning of 2014 its second edition was launched), is aimed at identification of employees with high potential and their preparation to the role of project team leaders. Participants of the Academy are covered by a dedicated programme of training and actions developing such competences as: cooperation and team building, decision-making, motivating skills, cost awareness, searching for new solutions, time management and work organisation. The first issue of ENERGA Talents Academy had 15 participants.

Manager's Academy

The development programme for the Management of the Distribution Segment was initiated in 2012 and it will last until 2015. Its goal is to raise and balance the level of knowledge in the organisation, to increase the quality of leadership, which is eventually reflected in the increased commitment of employees, to develop Management Staff competence essential from business perspective and to enable the exchange of experience and building culture of knowledge exchange. The Programme has covered: managers of offices in the headquarters, departments and divisions of DS (Operational staff), directors of departments of the head office, managers of offices in the headquarters directly reporting to the Management Board or the Director of Division, managers of offices in branches of ENERGA Operator and in SPNS, directors in ETOO (Top Management Staff) as well as directors of divisions, key departments of the headquarters and departments in branches of ENERGA Operator and the management boards the subsidiaries (Strategic Leaders).

For each of the three groups own development profile was created, based on three key competences, essential from the perspective of business:

- operational staff: management effectiveness, team leading, decision-making,
- top management staff: business orientation, client orientation, change management,
- strategic leaders: innovativeness, strategic thinking, leadership.

Assessment and development in ENERGA Operator

In the second half of 2013, 14 training courses for 150 employees of ENERGA Operator took place, covered by the periodical employee assessment (SOOP) in 2012. Employees who entered the recommendation of soft skills training in the form of professional development in SOOP were selected for the training. In addition, 10% of employees assessed in SOOP last year were selected from each Branch, recommended by Directors General. Internal trainers of ENERGA Operator also participated in the training in the role of learning persons (observers). Employees invited to the programme had the opportunity to select the subject of the training in cooperation with their supervisors. The workshops referred to such subjects as: communication and cooperation in business (57 participants), assertiveness and persuasion in business (41 participants), organisation of own work and self-management of time (47 participants) and art of presentation (5 participants). The workshops received very high score (4.6 to 4.8 in the five-score scale).



ANNEX - SPECIFICATION OF INDICATORS

Number of employees, according to gender

	NUMBER OF EMPLOYEES, ACCORDING TO GENDER			
	2012		2013	
	Women	Men	Women	Men
ENERGA SA	54	85	57	82
ENERGA Centrum Usług Wspólnych	301	40	294	36
ENERGA Elektrociepłownia Kalisz	10	84	10	64
ENERGA Elektrownie Ostrotęka	108	539	92	484
ENERGA Wytwarzanie	56	208	58	214
ENERGA Informatyka i Technologie	90	174	73	135
ENERGA Innowacje	8	11	11	9
ENERGA Invest	15	16	21	17
ENERGA Kogeneracja	48	236	47	156
ENERGA Obrót	191	220	193	206
ENERGA Obsługa i Sprzedaż	576	169	491	135
ENERGA OPEC	22	49	22	43
ENERGA Operator	1,057	4,951	967	4,300
ENERGA Oświetlenie	23	223	25	217
ENERGA Serwis	18	272	20	345
TOTAL	2,577	7,277	2,381	6,443

Number of employees, according to age groups

	TOTAL NUMBER OF EMPLOYEES, ACCORDING TO AGE GROUPS					
	2012			2013		
	<30	30-50	>50	<30	30-50	>50
ENERGA SA	28	103	8	22	107	10
ENERGA Centrum Usług Wspólnych	56	232	53	44	232	54
ENERGA Elektrociepłownia Kalisz	10	58	26	9	44	21
ENERGA Elektrownie Ostrotęka	17	283	347	17	263	296
ENERGA Wytwarzanie	25	132	107	26	143	103
ENERGA Informatyka i Technologie	12	195	57	8	158	42
ENERGA Innowacje	9	10	0	5	15	0
ENERGA Invest	7	24	0	9	29	0
ENERGA Kogeneracja	18	155	111	14	110	79
ENERGA Obrót	85	306	20	91	292	16
ENERGA Obsługa i Sprzedaż	69	505	171	34	438	154
ENERGA OPEC	3	29	39	4	25	36
ENERGA Operator	341	3,706	1,961	222	3,257	1,788
ENERGA Oświetlenie	42	144	60	39	141	62
ENERGA Serwis	36	121	133	34	148	183
TOTAL	758	6,003	3,093	578	5,402	2,844

Number of employees, divided into managers and other employees

	TOTAL NUMBER OF EMPLOYEES, DIVIDED INTO MANAGERS AND OTHER EMPLOYEES							
	2012				2013			
	Managers		Other employees		Managers		Other employees	
	Women	Men	Women	Men	Women	Men	Women	Men
ENERGA SA	12	26	42	59	13	22	44	60
ENERGA Centrum Usług Wspólnych	31	5	270	35	29	7	265	29
ENERGA Elektrociepłownia Kalisz	4	9	6	75	4	6	6	58
ENERGA Elektrownie Ostrołęka	11	93	97	446	11	90	81	394
ENERGA Wytwarzanie	8	45	48	163	8	40	50	174
ENERGA Informatyka i Technologie	17	31	73	143	5	23	68	112
ENERGA Innowacje	3	2	5	9	3	5	8	4
ENERGA Invest	4	6	11	10	6	8	15	9
ENERGA Kogeneracja	4	20	44	216	4	16	43	140
ENERGA Obrót	29	48	162	172	27	51	166	155
ENERGA Obsługa i Sprzedaż	57	39	519	130	50	41	441	94
ENERGA OPEC	3	5	19	44	3	5	19	38
ENERGA Operator	103	659	954	4,292	105	632	862	3,668
ENERGA Oświetlenie	1	35	22	188	1	32	24	185
ENERGA Serwis	1	14	17	258	1	19	19	326
TOTAL	288	1,037	2,289	6,240	270	997	2,111	5,446

Number of employees, according to type of contract

	TOTAL NUMBER OF EMPLOYEES, ACCORDING TO TYPE OF CONTRACT											
	2012						2013					
	Definite		Indefinite		Manager contract		Definite		Indefinite		Manager contract	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
ENERGA SA	3	3	51	79	0	3	4	4	51	70	2	8
ENERGA Centrum Usług Wspólnych	41	15	259	24	1	1	32	5	261	30	1	1
ENERGA Elektrociepłownia Kalisz	0	5	10	79	0	0	0	1	10	62	0	1
ENERGA Elektrownie Ostrołęka	3	3	104	534	1	2	1	3	90	479	1	2
ENERGA Wytwarzanie	6	10	50	195	0	3	4	7	52	202	2	5
ENERGA Informatyka i Technologie	5	7	85	165	0	2	0	1	73	132	0	2
ENERGA Innowacje	2	4	6	6	0	1	1	0	10	9	0	0
ENERGA Invest	3	3	12	11	0	2	0	0	21	16	0	1
ENERGA Kogeneracja	0	0	48	234	0	2	0	1	47	153	0	2
ENERGA Obrót	45	40	146	176	0	4	28	21	165	182	0	3
ENERGA Obsługa i Sprzedaż	39	25	537	142	0	2	3	2	488	131	0	2
ENERGA OPEC	0	1	22	48	0	0	0	0	21	42	1	1
ENERGA Operator	23	45	1,034	4,902	0	4	22	38	945	4,259	0	3
ENERGA Oświetlenie	6	43	17	178	0	2	7	16	18	199	0	2
ENERGA Serwis	0	43	18	227	0	2	1	46	19	296	0	3
TOTAL	176	247	2,399	7,000	2	30	103	145	2,271	6,262	7	36

Number of employees, according to working time

	TOTAL NUMBER OF EMPLOYEES, ACCORDING TO WORKING TIME							
	2012				2013			
	Full time		Part time		Full time		Part time	
	Women	Men	Women	Men	Women	Men	Women	Men
ENERGA SA	53	83	1	2	56	81	1	1
ENERGA Centrum Usług Wspólnych	294	39	7	1	291	35	3	1
ENERGA Elektrociepłownia Kalisz	10	84	0	0	10	64	0	0
ENERGA Elektrownie Ostrotęka	108	538	0	1	92	484	0	0
ENERGA Wytwarzanie	54	206	2	2	56	212	2	2
ENERGA Informatyka i Technologie	90	173	0	1	73	134	0	1
ENERGA Innowacje	8	11	0	0	11	9	0	0
ENERGA Invest	15	16	0	0	21	17	0	0
ENERGA Kogeneracja	48	236	0	0	47	156	0	0
ENERGA Obrót	190	220	1	0	191	206	2	0
ENERGA Obsługa i Sprzedaż	576	169	0	0	489	135	2	0
ENERGA OPEC	22	49	0	0	22	43	0	0
ENERGA Operator	1,041	4,945	16	6	957	4,297	10	3
ENERGA Oświetlenie	21	222	2	1	23	216	2	1
ENERGA Serwis	18	272	0	0	20	345	0	0
TOTAL	2,548	7,263	29	14	2,359	6,434	22	9

Number of employees who left the Group, according to gender and age groups

	TOTAL NUMBER OF EMPLOYEES LEAVING THE GROUP, ACCORDING TO GENDER				TOTAL NUMBER OF EMPLOYEES LEAVING THE GROUP, ACCORDING TO AGE GROUPS					
	2012		2013		2012			2013		
	Women	Men	Women	Men	<30	30-50	>50	<30	30-50	>50
ENERGA SA	2	3	1	5	2	3	0	1	3	2
ENERGA Centrum Usług Wspólnych	15	5	28	5	3	12	5	8	20	5
ENERGA Elektrociepłownia Kalisz	0	1	0	2	0	0	1	1	0	1
ENERGA Elektrownie Ostrotęka	2	12	6	33	2	3	9	0	5	34
ENERGA Wytwarzanie	6	24	5	11	4	14	12	0	4	12
ENERGA Informatyka i Technologie	9	7	14	39	2	9	5	6	29	18
ENERGA Innowacje	0	1	1	5	0	1	0	4	2	0
ENERGA Invest	0	0	0	4	0	0	0	0	4	0
ENERGA Kogeneracja	0	9	1	21	1	2	6	0	9	13
ENERGA Obrót	19	31	41	47	7	43	0	13	68	7
ENERGA Obsługa i Sprzedaż	101	35	66	27	13	59	64	24	43	26
ENERGA OPEC	1	2	1	7	0	1	2	1	2	5
ENERGA Operator	67	293	83	667	13	146	201	41	340	369
ENERGA Oświetlenie	12	11	3	14	4	11	8	4	5	8
ENERGA Serwis	1	9	0	90	6	1	3	41	31	18
TOTAL	235	443	250	977	57	305	316	144	565	518

Percentage of employees who left the Group, according to gender and age groups

	PERCENTAGE OF EMPLOYEES WHO LEFT THE GROUP, ACCORDING TO GENDER				PERCENTAGE OF EMPLOYEES WHO LEFT THE GROUP, ACCORDING TO AGE GROUPS					
	2012		2013		2012			2013		
	Women	Men	Women	Men	<30	30-50	>50	<30	30-50	>50
ENERGA SA	1.44%	2.16%	0.72%	3.60%	1.44%	2.16%	0%	0.72%	2.16%	1.44%
ENERGA Centrum Usług Wspólnych	4.40%	1.47%	8.48%	1.52%	0.88%	3.52%	1.47%	2.42%	6.06%	1.52%
ENERGA Elektrociepłownia Kalisz	0.00%	1.06%	0.00%	2.70%	0%	0%	1.06%	1.35%	0%	1.35%
ENERGA Elektrownie Ostrołęka	0.31%	1.85%	1.04%	5.73%	0.31%	0.46%	1.39%	0%	0.87%	5.90%
ENERGA Wytwarzanie	2.27%	9.09%	1.84%	4.04%	1.52%	5.30%	4.55%	0%	1.47%	4.41%
ENERGA Informatyka i Technologie	3.41%	2.65%	6.73%	18.75%	0.76%	3.41%	1.89%	2.88%	13.94%	8.65%
ENERGA Innowacje	0%	5.26%	5.56%	25%	0%	5.26%	0%	22.22%	10%	0%
ENERGA Invest	0%	0%	0%	10.53%	0%	0%	0%	0%	10.53%	0%
ENERGA Kogeneracja	0%	3.17%	0.49%	10.34%	0.35%	0.70%	2.11%	0%	4.43%	6.40%
ENERGA Obrót	4.62%	7.54%	10.28%	11.78%	1.70%	10.46%	0.00%	3.26%	17.04%	1.75%
ENERGA Obsługa i Sprzedaż	13.56%	4.70%	10.54%	4.31%	1.74%	8.46%	7.92%	3.83%	6.87%	4.15%
ENERGA OPEC	1.41%	2.82%	1.54%	10.77%	0%	1.41%	2.82%	1.54%	3.08%	7.69%
ENERGA Operator	1.12%	4.88%	1.58%	12.66%	0.22%	2.43%	3.35%	0.78%	6.46%	7.01%
ENERGA Oświetlenie	4.88%	4.47%	1.24%	5.79%	1.63%	4.47%	3.25%	1.65%	2.07%	3.31%
ENERGA Serwis	0.34%	3.10%	0%	24.66%	2.07%	0.34%	1.03%	11.23%	8.49%	4.93%
TOTAL	2.38%	4.50%	2.83%	11.07%	0.58%	3.10%	3.21%	1.63%	6.40%	5.87%

Percentage of new employees from outside the Group, according to gender and age groups

	TOTAL NUMBER OF NEW EMPLOYEES FROM OUTSIDE THE GROUP				TOTAL NUMBER OF NEW EMPLOYEES FROM OUTSIDE THE GROUP, ACCORDING TO AGE GROUPS					
	2012		2013		2012			2013		
	Women	Men	Women	Men	<30	30-50	>50	<30	30-50	>50
ENERGA SA	14	20	6	5	12	20	2	5	5	1
ENERGA Centrum Usług Wspólnych	44	14	24	1	15	38	5	10	15	0
ENERGA Elektrociepłownia Kalisz	0	0	0	1	0	0	0	1	0	0
ENERGA Elektrownie Ostrołęka	0	4	1	4	0	4	0	1	3	1
ENERGA Wytwarzanie	3	7	2	10	4	5	1	5	7	0
ENERGA Informatyka i Technologie	3	11	0	4	3	10	1	0	3	1
ENERGA Innowacje	8	11	2	1	9	10	0	0	3	0
ENERGA Invest	6	3	2	1	2	7	0	1	2	0
ENERGA Kogeneracja	0	2	1	2	0	2	0	1	2	0
ENERGA Obrót	43	58	28	31	23	77	1	34	25	0
ENERGA Obsługa i Sprzedaż	17	10	4	4	11	16	0	4	4	0
ENERGA OPEC	0	1	1	1	0	1	0	2	0	0
ENERGA Operator	50	98	23	50	37	82	29	16	52	5
ENERGA Oświetlenie	5	22	5	9	7	16	4	7	6	1
ENERGA Serwis	4	101	2	73	34	45	26	33	31	11
TOTAL	197	362	101	197	157	333	69	120	158	20

Percentage of new employees from outside the Group, according to gender and age groups

	PERCENTAGE OF NEW EMPLOYEES FROM OUTSIDE THE GROUP, ACCORDING TO GENDER				TOTAL NUMBER OF NEW EMPLOYEES FROM OUTSIDE THE GROUP, ACCORDING TO AGE GROUPS					
	2012		2013		2012			2013		
	Women	Men	Women	Men	<30	30-50	>50	<30	30-50	>50
ENERGA SA	10.07%	14.39%	4.32%	3.60%	8.63%	14.39%	1.44%	3.60%	3.60%	0.72%
ENERGA Centrum Usług Wspólnych	12.90%	4.11%	7.27%	0.30%	4.40%	11.14%	1.47%	3.03%	4.55%	0%
ENERGA Elektrociepłownia Kalisz	0%	0%	0%	1.35%	0%	0%	0%	1.35%	0%	0%
ENERGA Elektrownie Ostrołęka	0%	0.62%	0.17%	0.69%	0%	0.62%	0%	0.17%	0.52%	0.17%
ENERGA Wytwarzanie	1.14%	2.65%	0.74%	3.68%	1.52%	1.89%	0.38%	1.84%	2.57%	0%
ENERGA Informatyka i Technologie	1.14%	4.17%	0%	1.92%	1.14%	3.79%	0.38%	0%	1.44%	0.48%
ENERGA Innowacje	42.11%	57.89%	11.11%	5.56%	47.37%	52.63%	0%	0%	16.67%	0%
ENERGA Invest	19.35%	9.68%	5.26%	2.63%	6.45%	22.58%	0%	2.63%	5.26%	0%
ENERGA Kogeneracja	0%	0.70%	0.49%	0.99%	0%	0.70%	0%	0.49%	0.99%	0%
ENERGA Obrót	10.46%	14.11%	7.02%	7.77%	5.60%	18.73%	0.24%	8.52%	6.27%	0%
ENERGA Obsługa i Sprzedaż	2.28%	1.34%	0.64%	0.64%	1.48%	2.15%	0%	0.64%	0.64%	0%
ENERGA OPEC	0%	1.41%	1.54%	1.54%	0%	1.41%	0%	3.08%	0%	0%
ENERGA Operator	0.83%	1.63%	0.44%	0.95%	0.62%	1.36%	0.48%	0.30%	0.99%	0.09%
ENERGA Oświetlenie	2.03%	8.94%	2.07%	3.72%	2.85%	6.50%	1.63%	2.89%	2.48%	0.41%
ENERGA Serwis	1.38%	34.83%	0.55%	20.00%	11.72%	15.52%	8.97%	9.04%	8.49%	3.01%
TOTAL	2.00%	3.67%	1.14%	2.23%	1.59%	3.38%	0.70%	1.36%	1.79%	0.23%

Indicator of external turnover of employees, according to gender and age groups

	INDICATOR OF EXTERNAL TURNOVER OF EMPLOYEES, ACCORDING TO GENDER				INDICATOR OF EXTERNAL TURNOVER OF EMPLOYEES, ACCORDING TO AGE GROUPS					
	2012		2013		2012			2013		
	Women	Men	Women	Men	<30	30-50	>50	<30	30-50	>50
ENERGA SA	11.51%	16.55%	5.04%	7.19%	10.07%	16.55%	1.44%	4.32%	5.76%	2.16%
ENERGA Centrum Usług Wspólnych	17.30%	5.57%	15.76%	1.82%	5.28%	14.66%	2.93%	5.45%	10.61%	1.52%
ENERGA Elektrociepłownia Kalisz	0%	1.06%	0%	4.05%	0%	0%	1.06%	2.70%	0%	1.35%
ENERGA Elektrownie Ostrołęka	0.31%	2.47%	1.22%	6.42%	0.31%	1.08%	1.39%	0.17%	1.39%	6.08%
ENERGA Wytwarzanie	3.41%	11.74%	2.57%	7.72%	3.03%	7.20%	4.92%	1.84%	4.04%	4.41%
ENERGA Informatyka i Technologie	4.55%	6.82%	6.73%	20.67%	1.89%	7.20%	2.27%	2.88%	15.38%	9.13%
ENERGA Innowacje	42.11%	63.16%	16.67%	30%	47.37%	57.89%	0%	22.22%	25%	0%
ENERGA Invest	19.35%	9.68%	5.26%	13.16%	6.45%	22.58%	0%	2.63%	15.79%	0%
ENERGA Kogeneracja	0%	3.87%	0.99%	11.33%	0.35%	1.41%	2.11%	0.49%	5.42%	6.40%
ENERGA Obrót	15.09%	21.65%	17.29%	19.55%	7.30%	29.20%	0.24%	11.78%	23.31%	1.75%
ENERGA Obsługa i Sprzedaż	15.84%	6.04%	11.18%	4.95%	3.22%	10.74%	7.92%	4.47%	7.51%	4.15%
ENERGA OPEC	1.41%	4.23%	3.08%	12.31%	0.00%	2.82%	2.82%	4.62%	3.08%	7.69%
ENERGA Operator	1.95%	6.51%	2.01%	13.61%	0.83%	3.79%	3.83%	1.08%	7.44%	7.10%
ENERGA Oświetlenie	6.91%	13.41%	3.31%	9.50%	4.47%	10.98%	4.88%	4.55%	4.55%	3.72%
ENERGA Serwis	1.72%	37.93%	0.55%	44.66%	13.79%	15.86%	10.00%	20.27%	16.99%	7.95%
TOTAL	4.38%	8.17%	3.98%	13.30%	2.17%	6.47%	3.91%	2.99%	8.19%	6.10%

Employees covered by collective agreements (%)

	PERCENTAGE OF EMPLOYEES COVERED BY COLLECTIVE AGREEMENTS (%)	
	2012	2013
ENERGA SA	97.84%	92.81%
ENERGA Centrum Usług Wspólnych	39.59%	39.09%
ENERGA Elektrociepłownia Kalisz	87.00%	81.00%
ENERGA Elektrownie Ostrołęka	86.40%	85.24%
ENERGA Wytwarzanie	98.48%	96.69%
ENERGA Informatyka i Technologie	91.60%	90.86%
ENERGA Innowacje	0%	0%
ENERGA Invest	6.45%	2.56%
ENERGA Kogeneracja	99.30%	99.01%
ENERGA Obrót	99.03%	99.25%
ENERGA Obsługa i Sprzedaż	99.73%	99.68%
ENERGA OPEC	100.00%	96.92%
ENERGA Operator	99.93%	99.94%
ENERGA Oświetlenie	59.00%	55.00%
ENERGA Serwis	61.03%	66.58%

The total number of days of disability to work (due to accidents, injuries) according to gender

	THE TOTAL NUMBER OF DAYS OF DISABILITY TO WORK (DUE TO ACCIDENTS, INJURIES) ACCORDING TO GENDER			
	2012		2013	
	Women	Men	Women	Men
ENERGA SA	0	25	0	0
ENERGA Centrum Usług Wspólnych	0	0	219	0
ENERGA Elektrociepłownia Kalisz	0	90	0	195
ENERGA Elektrownie Ostrołęka	55	406	127	76
ENERGA Wytwarzanie	0	9	0	0
ENERGA Informatyka i Technologie	9	20	0	42
ENERGA Innowacje	0	0	0	0
ENERGA Invest	0	0	0	0
ENERGA Kogeneracja	16	131	0	66
ENERGA OBRÓT	10	0	1	66
ENERGA Obsługa i Sprzedaż	212	107	0	0
ENERGA OPEC	0	10	0	0
ENERGA-OPERATOR	103	2,230	234	2,808
ENERGA Oświetlenie	0	34	0	181
ENERGA Serwis	0	29	0	196
TOTAL	405	3,091	581	3,630

Number of accidents, collective accidents, fatal accidents and diseases associated with work, according to gender

	NUMBER OF WORK-RELATED ACCIDENTS (TOTAL)				NUMBER OF COLLECTIVE WORK-RELATED ACCIDENTS				NUMBER OF FATAL WORK-RELATED ACCIDENTS				NUMBER OF CASES OF WORK-RELATED OCCUPATIONAL DISEASES			
	2012		2013		2012		2013		2012		2013		2012		2013	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
ENERGA SA	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ENERGA Centrum Usług Wspólnych	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
ENERGA Elektrociepłownia Kalisz	0	3	0	3	0	0	0	0	0	0	0	0	0	0	0	0
ENERGA Elektrownie Ostrołęka	2	9	1	4	0	0	0	0	0	0	0	0	0	1	0	2
ENERGA Wytwarzanie	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ENERGA Informatyka i Technologie	1	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0
ENERGA Innowacje	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ENERGA Invest	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ENERGA Kogeneracja	1	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0
ENERGA Obrót	2	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0
ENERGA Obsługa i Sprzedaż	4	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ENERGA OPEC	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ENERGA Operator	4	61	7	53	0	1	0	0	0	1	0	1	0	0	0	1
ENERGA Oświetlenie	0	2	0	4	0	0	0	0	0	0	0	0	0	0	0	0
ENERGA Serwis	0	2	0	6	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	14	88	11	73	0	1	0	0	0	1	0	1	0	1	0	3

Indicator of frequency and severity of accidents according to gender

	INDICATOR OF FREQUENCY OF ACCIDENTS (ACCIDENT RATE)				INDICATOR OF SEVERITY OF ACCIDENTS			
	2012		2013		2012		2013	
	Women	Men	Women	Men	Women	Men	Women	Men
ENERGA SA	0	11.76	0	0	0	25	0	0
ENERGA Centrum Usług Wspólnych	0	0	6.80	0	0	0	109.5	0
ENERGA Elektrociepłownia Kalisz	0	35.71	0	46.88	0	30	0	65
ENERGA Elektrownie Ostrołęka	18.52	16.70	10.87	8.26	27.50	45.10	127	19
ENERGA Wytwarzanie	0	4.81	0	0	0	9	0	0
ENERGA Informatyka i Technologie	11.11	11.49	0	7.40	9	10	0	42
ENERGA Innowacje	0	0	0	0	0	0	0	0
ENERGA Invest	0	0	0	0	0	0	0	0
ENERGA Kogeneracja	20.83	8.47	0	6.41	16	65.50	0	66
ENERGA Obrót	10.47	4.55	5.18	4.85	5	0	1	66
ENERGA Obsługa i Sprzedaż	6.94	5.92	0	0	53	107	0	0
ENERGA OPEC	0	61.22	0	0	0	3.3	0	0
ENERGA Operator	3.78	12.32	7.23	12.32	25.75	37.17	33.43	54
ENERGA Oświetlenie	0	8.97	0	18.43	0	17	0	45.25
ENERGA Serwis	0	7.35	0	17.39	0	14.50	0	32.66
TOTAL	5.43	12.09	4.62	11.33	28.92	35.52	52.81	50.40

Indicator of absence at work according to gender

	INDICATOR OF ABSENCE AT WORK ACCORDING TO GENDER			
	2012		2013	
	Women	Men	Women	Men
ENERGA SA	12,933.33	12,094.12	8,224.56	4,195.12
ENERGA Centrum Usług Wspólnych	10,175.91	3,446.22	14,440.82	5,066.67
ENERGA Elektrociepłownia Kalisz	6,693.23	2,912.16	12,240.00	12,325.00
ENERGA Elektrownie Ostrołęka	7,326.25	6,723.38	12,000.00	6,752.07
ENERGA Wytwarzanie	7,171.31	5,746.25	8,916.06	5,592.58
ENERGA Informatyka i Technologie	513.50	361.77	536.99	361.48
ENERGA Innowacje	9,063.75	14,559.94	23,272.73	55,542.86
ENERGA Invest	2,910.05	843.25	5,600.00	2,164.71
ENERGA Kogeneracja	7,984.73	11,543.66	9,531.91	12,071.79
ENERGA Obrót	8,598.07	1,839.91	9,558.55	3,102.91
ENERGA Obsługa i Sprzedaż	14,255.48	6,209.48	12,672.73	8,985.96
ENERGA OPEC	8,764.94	4,683.31	10,800.00	9,153.49
ENERGA Operator	11,436.24	8,937.77	11,907.30	10,116.93
ENERGA Oświetlenie	9,700.33	7,557.22	5,344.00	7,240.55
ENERGA Serwis	11,243.91	5,700.73	6,880.00	11,109.57

The total number of training hours per employee, according to gender and employment category

	THE TOTAL NUMBER OF TRAINING HOURS PER EMPLOYEE, ACCORDING TO GENDER AND EMPLOYMENT CATEGORY							
	2012		2013		2012		2013	
	Women	Men	Women	Men	Managers	Other employees	Managers	Other employees
ENERGA SA	3,328	3,680	1,302	2,102	1,752	5,256	860	2,544
ENERGA Centrum Usług Wspólnych	5,444	616	5,750	766	1,776	4,284	1,103	5,413
ENERGA Elektrociepłownia Kalisz	269	648	249	678	524	394	432	495
ENERGA Elektrownie Ostrołęka	2,759	7,186	1,740	4,528	4,722	5,223	2,294	3,974
ENERGA Wytwarzanie	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
ENERGA Informatyka i Technologie	1,463	3,715	1,091	2,728	960	4,218	1,408	2,411
ENERGA Innowacje	24	50	17	33	21	53	13	37
ENERGA Invest	243	280	997	957	235	288	879	1,075
ENERGA Kogeneracja	845	3,129	605	1,970	1,426	2,548	1,023	1,552
ENERGA Obrót	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
ENERGA Obsługa i Sprzedaż	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
ENERGA OPEC	288	1,032	568	880	384	936	568	880
ENERGA Operator	8,896	71,403	10,313	69,408	14,233	66,065	25,800	53,921
ENERGA Oświetlenie	N/A	N/A	463	4,268	N/A	N/A	1,980	2,751
ENERGA Serwis	N/A	N/A	232	944	N/A	N/A	344	832
TOTAL	23,559	91,739	23,327	89,262	26,032	89,265	36,704	75,884

The total number of training hours per employee, according to gender and employment category

	THE TOTAL NUMBER OF TRAINING HOURS PER EMPLOYEE, ACCORDING TO GENDER AND EMPLOYMENT CATEGORY							
	2012		2013		2012		2013	
	Women	Men	Women	Men	Managers	Other employees	Managers	Other employees
ENERGA SA	61.63	43.29	22.84	25.63	46.11	52.04	24.57	24.46
ENERGA Centrum Usług Wspólnych	18.09	15.40	19.56	21.28	49.33	14.05	30.64	18.41
ENERGA Elektrociepłownia Kalisz	26.90	7.71	24.85	10.59	40.27	4.86	43.15	7.73
ENERGA Elektrownie Ostrołęka	25.55	13.33	18.91	9.36	45.40	9.62	22.71	8.37
ENERGA Wytwarzanie	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
ENERGA Informatyka i Technologie	16.26	21.35	14.95	20.21	20.00	19.53	50.29	13.39
ENERGA Innowacje	3.00	4.55	1.55	4.71	4.11	3.82	2.63	2.83
ENERGA Invest	16.20	17.50	47.48	56.29	23.50	13.71	62.79	44.79
ENERGA Kogeneracja	17.60	13.26	12.87	12.63	59.42	9.80	51.15	8.48
ENERGA Obrót	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
ENERGA Obsługa i Sprzedaż	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
ENERGA OPEC	13.09	21.06	25.82	20.47	48.00	14.86	71.00	15.44
ENERGA Operator	8.42	14.42	10.66	16.14	18.68	12.59	35.01	11.90
ENERGA Oświetlenie	N/A	N/A	18.52	19.67	N/A	N/A	60.00	13.16
ENERGA Serwis	N/A	N/A	11.60	2.74	N/A	N/A	16.38	2.42
TOTAL	14	15	14	15	25	13	35	12

The average in 2012 was calculated for 10 companies, due to the lack of data in other companies
The average in 2013 was calculated for 12 companies, due to the lack of data in other companies

The ratio of women remuneration to men remuneration according to the position held

	THE RATIO OF WOMEN REMUNERATION TO MEN REMUNERATION ACCORDING TO THE POSITION HELD			
	2012		2013	
	Managers	Other employees	Managers	Other employees
ENERGA SA	0.65	0.79	0.67	0.81
ENERGA Centrum Usług Wspólnych	0.77	0.90	0.85	0.88
ENERGA Elektrociepłownia Kalisz	0.93	1.41	0.81	1.44
ENERGA Elektrownie Ostrotęka	1.04	1.00	1.14	1.04
ENERGA Wytwarzanie	0.98	1.03	1.01	1.01
ENERGA Informatyka i Technologie	0.99	0.86	0.98	0.93
ENERGA Innowacje	1.08	0.85	1.14	0.85
ENERGA Invest	0.61	0.73	0.65	0.86
ENERGA Kogeneracja	0.68	1.06	0.61	1.05
ENERGA Obrót	0.99	1.00	0.89	0.95
ENERGA Obsługa i Sprzedaż	0.75	0.86	0.79	0.81
ENERGA OPEC	1.45	1.11	1.37	1.08
ENERGA Operator	1.27	1.08	1.25	1.08
ENERGA Oświetlenie	1.29	0.96	0.87	0.95
ENERGA Serwis	0.77	1.22	2.11	1.02

The number of entitled employees using the parental leave according to gender

	NUMBER OF EMPLOYEES AUTHORISED TO PARENTAL LEAVE				NUMBER OF EMPLOYEES WHO USED THE PARENTAL LEAVE				NUMBER OF EMPLOYEES WHO RETURNED TO WORK AFTER COMPLETING THE PARENTAL LEAVE			
	2012		2013		2012		2013		2012		2013	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
ENERGA SA	4	14	3	13	4	9	3	10	2	9	1	10
ENERGA Centrum Usług Wspólnych	6	1	15	1	10	0	18	1	7	0	5	1
ENERGA Elektrociepłownia Kalisz	0	3	0	0	0	3	0	0	0	3	0	0
ENERGA Elektrownie Ostrotęka	1	8	2	11	2	8	3	11	1	8	3	11
ENERGA Wytwarzanie	0	2	2	3	0	0	2	3	0	0	2	3
ENERGA Informatyka i Technologie	4	7	6	6	4	5	6	3	1	5	3	3
ENERGA Innowacje	0	1	0	0	0	1	0	0	0	1	0	0
ENERGA Invest	0	1	0	1	0	1	0	1	0	1	0	1
ENERGA Kogeneracja	2	13	1	12	2	5	1	8	1	5	1	8
ENERGA Obrót	16	N/A	13	11	18	15	19	13	5	15	5	13
ENERGA Obsługa i Sprzedaż	29	N/A	23	N/A	44	14	27	3	36	14	11	3
ENERGA OPEC	0	1	1	1	0	1	1	1	0	1	1	1
ENERGA Operator	41	266	41	230	50	186	47	135	36	186	22	134
ENERGA Oświetlenie	1	7	2	9	1	7	2	9	1	7	0	9
ENERGA Serwis	3	17	2	16	3	2	2	11	2	2	2	11
TOTAL	107	341	111	314	138	257	131	209	92	257	56	208

In companies ENERGA Obrót and ENERGA Obsługa i Sprzedaż it was not possible to collect data on men entitled to use the parental leave

Indicator of return of employees to work after the parental leave according to gender

	INDICATOR OF RETURN TO WORK AFTER COMPLETING THE PARENTAL LEAVE			
	2012		2013	
	Women	Men	Women	Men
ENERGA SA	0.50	0.64	0.33	0.77
ENERGA Centrum Usług Wspólnych	1.17	0	0.33	1.00
ENERGA Elektrociepłownia Kalisz	0	1.00	0	0
ENERGA Elektrownie Ostrołęka	1.00	1.00	1.50	1.00
ENERGA Wytwarzanie	0	0	1.00	1.00
ENERGA Informatyka i Technologie	0.25	0.71	0.50	0.50
ENERGA Innowacje	0	1.00	0	0
ENERGA Invest	0	1.00	0	1.00
ENERGA Kogeneracja	0.50	0.38	1.00	0.67
ENERGA Obrót	0.31	N/A	0.38	1.18
ENERGA Obsługa i Sprzedaż	1.24	N/A	0.48	N/A
ENERGA OPEC	0	1.00	1.00	1.00
ENERGA Operator	0.88	0.70	0.54	0.58
ENERGA Oświetlenie	1.00	1.00	0	1.00
ENERGA Serwis	0.67	0.12	1.00	0.69
TOTAL	0.86	0.67	0.50	0.61

Due to the lack of data in ENERGA Obrót and ENERGA Obsługa i Sprzedaż, the indicator of returns for men considers the data for 13 companies

Percentage of employees who qualify to retirement within the nearest 10 years, divided into work categories

	PERCENTAGE OF EMPLOYEES WHO QUALIFY TO RETIREMENT WITHIN THE NEAREST 5 YEARS AND 10 YEARS, DIVIDED INTO WORK CATEGORIES			
	2012		2013	
	Physical workers	Other employees	Physical workers	Other employees
ENERGA SA	0	3.60	0	2.88
ENERGA Centrum Usług Wspólnych	0	13.78	0	13.03
ENERGA Elektrociepłownia Kalisz	13.64	12.58	15.71	8.70
ENERGA Elektrownie Ostrołęka	3.61	2.71	3.32	2.09
ENERGA Wytwarzanie	4	4	4.02	4.17
ENERGA Informatyka i Technologie	0	11.07	0	10.09
ENERGA Innowacje	0	0	0	0
ENERGA Invest	0	0	0	0
ENERGA Kogeneracja	21.83	11.97	18.23	13.30
ENERGA Obrót	0	0.24	0	2
ENERGA Obsługa i Sprzedaż	0	1.60	0	15.49
ENERGA OPEC	12.68	20	13.85	22
ENERGA Operator	3.36	8.12	2.87	9.38
ENERGA Oświetlenie	9.80	4.50	8.99	5
ENERGA Serwis	9.3	6.2	9.6	6.02

Percentage of subcontractors' employees who passed the relevant H&S training

Type of works performed in favour of the Group	PERCENTAGE OF SUBCONTRACTORS' EMPLOYEES WHO PASSED THE RELEVANT H&S TRAINING					
	2012			2013		
	Construction	Exploitation	Maintenance works	Construction	Exploitation	Maintenance works
ENERGA Wytwarzanie	0	0	0	100	100	100
ENERGA Kogeneracja	100	100	100	100	100	100
ENERGA OPEC	100	0	0	100	0	0
ENERGA Operator	100	100	0	100	100	0

Other companies do not conduct additional H&S training courses for subcontractors

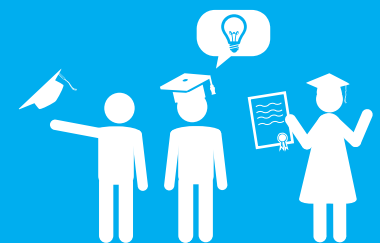
Our activity is integrally connected with the environment in which we operate. The infrastructure of ENERGA Group, due to the basic pillar of our activities, i.e. electric energy distribution, is dispersed over the area equal to almost ¼ of the Poland's territory. Connecting the consecutive consumers and caring for the stable and friendly conditions of electric energy use by our clients, we contribute to facilitating their life and work, simultaneously creating opportunities for the development of entrepreneurship.

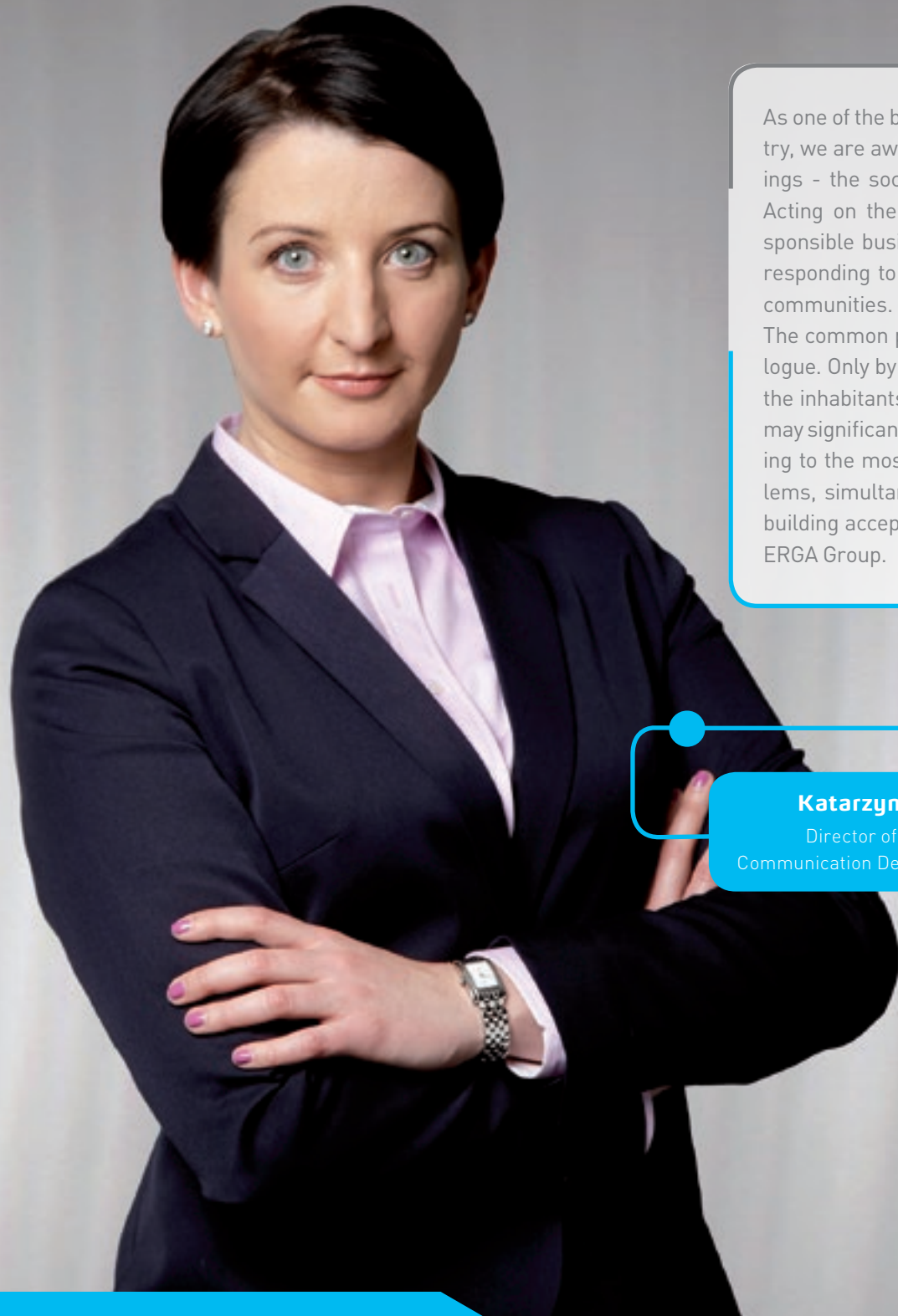
Therefore, on the area where our Distribution System Operator actively performs, the share and impact of ENERGA Group on the life of the local communities and on business is the highest. As a big employer, we also act to the benefit of our employees and their families. Form them, activities we undertake around the idea of responsible business are equally important as the working conditions.



FOR THE SOCIETY

ENERGA for You





As one of the biggest energy holdings in the country, we are aware of the impact on our surroundings - the society and the natural environment. Acting on the basis of the ideas of socially responsible business, we undertake activities corresponding to the values important for the local communities.

The common platform of our activities is the dialogue. Only by being close to the people, knowing the inhabitants' expectations, we may implement may significant projects, including those responding to the most important local needs and problems, simultaneously influencing the process of building acceptance and social confidence in ENERGA Group.

Katarzyna Kowalska
 Director of Marketing and Communication Department, ENERGA SA

Goals defined so far and their implementation

ENERGY FOR SCIENCE

40 thousand people who will visit the "Energy Planet" city during visits to 10 locations in Poland (ENERGA SA)

Continuation of the "Energy for science" Programme: conducting activities addressed also to pupils of secondary schools with electrical profile. (ENERGA Operator)

IMPLEMENTED

Priorities for 2014

Continuation of projects under the ENERGA for You Programme

Building of cooperation and partnership with the social sector

Support to employees in implementation of projects under the employee voluntary programme



WE ARE A PART OF LOCAL COMMUNITIES

An important factor determining our involvement in favour of the local communities is also the feeling that only the bilateral and long-term relations with the environment, especially the closest, ensure the real and stable competitive advantage.

Strategic approach to social involvement

Relations with the local communities constitute one of the key areas of our involvement in the scope of social responsibility of business. We wish that the initiatives we undertake bring the expected effects and cover a possibly large group of beneficiaries, therefore, we have been trying to act in consistent and comprehensive manner.

We focus on seven key areas, compliant with the values important for ENERGA Group and the local communities: man, enjoyment of life, education, environment, ecology, safety and future of children.

ENERGA SA is responsible for the preparation of the strategy and action plan and implementation of the majority of actions in the scope of social involvement. In parallel, companies of the Group which know well the needs and expectations of their nearest surroundings, implement their own local projects, supplementary to the corporate activity. Consequently, good practices are created in the scope of relations with the communities, which can be used by other companies owing to the effective knowledge management in the Group.



In 2012, in moments difficult for our inhabitants, just after the air twister passed, the ENERGA FOUNDATION was the first to offer help for renovation of the damaged houses. This year the Foundation has again supported our inhabitants in the difficult situation resulting from the hurricane. The authorities of our commune appreciate the assistance offered, including the interest and care for our inhabitants.

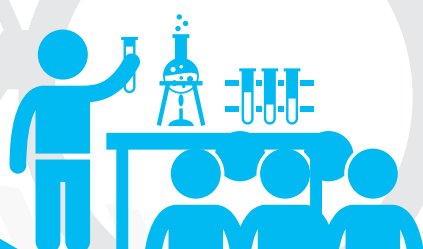
Zofia Kirszenstein
the Governor of Smętowo
Graniczne commune

ENERGA for You

The support of important initiatives for the society, including the local communities, has always been an essential element of promotional, educational and charity activities of ENERGA Group.

Since 2009 the pro-social and image-building activities have been consolidated by the programme implemented under the name ENERGA for You. It comprises five areas, within which we established the following projects: ENERGA Education, ENERGA Foundation, ENERGA Sport, ENERGA Sponsorship and ENERGA for Nature (described in the chapter on the environment).

Within the scope of each of the projects, we implement a number of initiatives, mainly of permanent or cyclical nature. Through our commitment we express and contribute to popularisation of values and attitudes important for us, but also for the society, such as respect to nature and culture, awareness of the role of education, physical activity or pro-ecological behaviours. Projects in favour of education, research and science enable us to stimulate the interest in the world among children, create development opportunities for talented individuals and share our knowledge with the stakeholders. On the other hand, the ENERGA Foundation established in April 2009, offers assistance to those in need, particularly, the ill children living mainly on the territory of operations of our Group.



WE SUPPORT EDUCATION

The ENERGA Education programme covers activities improving awareness of the safe use of electric appliances, promoting the rational use of electric energy and development of pro-environmental attitudes. Moreover, we want to raise the interest of the youngest in the fascinating energy world – where does electricity come from, why does it flow in the wires and how does it change our lives. We inspire the older ones – teenagers, students, PhD students, to associate their research career with innovation in power engineering and the energy of the future.

We always try to adjust the appropriate form and tools used to transfer the knowledge: we organise education for the youngest in a form of attractive games, and for students and researchers - competitions on the best PhD thesis and grant competitions for the development of research.

It is also worth mentioning that initiatives implemented under other programmes also demonstrate educational character, such as the ENERGA Sport programme described below (promotion of a healthy lifestyle) or ENERGA for Nature (presented in the chapter on the Environment).

Energy Planet

Our flagship project in this area is the educational programme "Energy Planet", promoting the knowledge on energy among pupils of classes 1-3 of primary schools, with the active involvement of their teachers. The project implemented in the form of a competition has been covered by the honorary patronage of the Minister of National Education and the Ombudsman for Children.

The content-related patronage of the programme is provided by the University of Warmia and Mazury, whereas its ambassador is dr Tomasz Rożek, the well-known science promoter,

a journalist and an author of many books, including books for children. We have already conducted three editions of the competition, currently the fourth is on-going.

Teachers of classes 1-3 may participate in the competition who prepared and conducted minimum three lessons related to electric energy based on the educational materials received from ENERGA Group "In the land of electric current". The package includes the methodological notebook for teachers (6 detailed lesson scenarios) and the educational copybook for children which provides knowledge in attractive and easy to remember way, e.g. in the form of quizzes and games.

Every year the participants surprise the jury with the level of their works and the non-standard activities going beyond the scenarios. The projects of winning classes often engage the whole local communities - families, neighbours, all schools, and they even reach offices, employing establishments, promoting the desired habits and behaviours.

The modern formula of the classes, a possibility to use interactive educational tools make children actively participate in the lessons and absorb the knowledge. The youngest learn where electricity comes from, what is its importance in their everyday life and how it influences the functioning and development on the surrounding world. Children also learn how to use electric devices safely and how to behave correctly near the power facilities during thunderstorm or in case of an electric shock. The Programme also enables to develop the awareness of the youngest generation that the rational use of electric devices and heating allows for protection of the natural environment.

Emotions of pupils and teachers participating in the competition are associated with attractive awards - 10 winning classes win a visit of the "Energy Planet" city, a mobile research centre, in their town. The awarded pupils celebrate the opening of the city

It is difficult to imagine functioning in the world today without knowledge on energy, its saving and safe use. This knowledge is particularly necessary for the youngest who discover the world and experience it through touch or fragrance. Therefore, our role is to raise awareness and educate the children at the youngest age. Owing to such projects as the "Energy Planet" we can present, for example, the effects of big electrical loads or the phenomenon of thunder creation. Through fun, experiments or experience, we reach the imagination of a child, explaining it the surrounding world.

Tomasz Rożek

Physics teacher, journalist, popularizer of science, the ambassador of the "Energy Planet" Programme

which is then made available to pupils of all primary schools from the area, and to all interested inhabitants in the afternoon. The "Energy Planet" is divided into three zones of attractions: animation associated with electric energy generation, the 3D cinema where the film on the rational and safe use of electricity is presented and scientific experiments are performed, explained to children by experienced animators. A visit of the city is always a big event, particularly in smaller towns, eagerly visited by children and even the adults, usually broadly covered by the local media.

10 awarded schools and teachers receive a set of educational aids. Moreover, for 50 classes most involved in the competition, with interesting ideas, special distinctions are envisaged in the form of a gift for each pupil. Teachers who fulfilled the competition tasks also receive certificates confirming their participation and involvement in the action.

The project is supplemented by the PlanetaEnergii.pl website and the Facebook profile, where all the interested – teachers, parents, children – will find information concerning the annual competition and, moreover, the research news, videos, competitions and quizzes and information concerning electric energy and its rational use, provided in easy form.

Energy of the Future

The aim of the cyclical competition - the "Energy of the Future" is to popularise science and increase interest of teenagers in education in the scope of the broadly understood power engineering. The competition is addressed to pupils of all 32 secondary schools with energy and electrotechnical profile within the ENERGA Group area of operations. In total, 69 teams from 29 schools registered for participation in the two issues of the competition organised so far.

The leading topic of the second edition of the project organised in 2013 was the economic effectiveness. The teams consisting of three persons, supervised by their teachers, created their projects on "Energy Effective Poland in 2020. Innovative solutions in the scope of electric energy saving". Members of the

successful team won computers and educational aid for their schools, of the total value of PLN 12 thousand. The winners of the 2nd and 3rd place received, respectively, tablets and smart-phones, and their schools received equipment worth PLN 8 and 5 thousand.

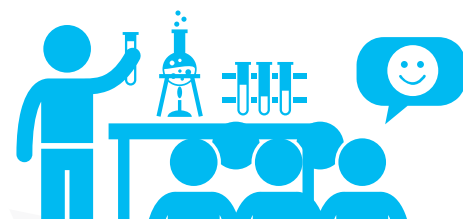
The partners of the competition included, among others, the Opole University of Technology, the University of Gdańsk and the Gdańsk Research and Technology Park. The honorary patronage of the project was taken over by the former Minister of National Education, Krystyna Szumilas, President of Energy Regulatory Office, Marek Woszczyk, Superintendent of Education in the Pomerania Province, Elżbieta Wasilenko, the Rector of the Gdańsk University of Technology, professor Henryk Krawczyk and the Mayor of the Gdańsk City, Paweł Adamowicz.

Day with ENERGA at school

Employees of companies from our Group have been providing educational classes for primary school pupils for several years. In the past, this initiative was conducted within the action "Safer with the electric current", whereas for six years the workshops have been organised within the "Day with ENERGA at school", provided by experts of ENERGA Operator.

The employees act as trainers who teach the young people how to use electric energy safely. They also promote the rules of correct behaviour in the vicinity of the electric power equipment in order to reduce the number of electric shock accidents systematically. Since the beginning of the action, approximately 150 thousand children have been trained.

During the classes the pupils also receive educational materials of the "Energy Planet" whereas schools receive a set of educational aids enabling teachers to provide their own classes concerning safe electric energy use.



Our school participated in the Energy Planet Project in the consecutive year. Mainly because it is a well-thought and high level project, and the materials received within this project were very useful both for the pupils and for the teachers. For children it was an interesting lesson, in a completely different form, and for us - support in transmission of the knowledge. The valuable aspect of the Planet is that there is no strict lesson scenario, which leaves room for all ideas and experiments - many of them emerged during our classes. Besides the content-related issues, the programme is also valuable in educational terms - it transfers the skills useful in life, from the energy saving methods to the elements of first aid in case of electrical shock.

Grażyna Sujewicz

Teacher of Primary School no. 1 in Turek. Her class was one of the winners in 3rd edition of "Energy Planet" Programme

Participation in the "Energy Planet" Programme

109,000
children from all over Poland participated in the programme

35
towns visited the interactive city

18,500
adults visited the interactive city

9,000
registered users of the webservice (PlanetaEnergii.pl)

2 mln
displayed during 220,000 visits (since September 2009)

150
entries in the energy encyclopaedia – the Energopedia



67,000 children visited the interactive city and learned about energy

The Energy Planet – where we have been so far:

CITY	EDITION	CITY	EDITION
Płock	I	Elbląg	II
Koszalin	I	Malbork	II
Kwidzyn	I	Łąwa	II
Koszalin	I	Świdwin	II
Stupsk	I	Szczytno	II
Kartuzy	I	Olsztyn	II
Olsztyn	I	Warszawa	III
Płock	I	Września	III
Włocławek	I	Turek	III
Konin	I	Radomsko	III
Jastrzębie Zdrój	I	Katowice	III
Jawor	I	Ostrotęka	III
Grudziądz	I	Gołdap	III
Płońsk	II	Brodnica	III
Bielsk Podlaski	II	Pruszcz Gdański	III
Koto	II	Lębork	III
Ostrów Wielkopolski	II	Kołobrzeg	III
Bytów	II		

WE SUPPORT RESEARCH AND EDUCATION

Due to the huge challenges faced by Poland in the area of energy effectiveness, research and development has a particular role to play. Parallel to the activities implemented inside the Group (investments and directions of R&D development are partly covered in chapter DEVELOPMENT OF THE DISTRIBUTION ACTIVITIES), for many years we have been also supporting the research communities in their work in favour of the development of the energy sector in Poland.

We are the partner and active participant of trade conferences and meetings, such as:

- the international conference "Gdańsk Talks 2013" (under the slogan: "Energy industry and the internal security");
- the Development Initiation Forum (in 2013 the 2nd edition of the event took place, aimed at launching the inter-sectoral cooperation for the local development);
- the European Executive Forum Leadership in Changing Europe (the compendium of knowledge on the best practices in business, place for cyclical presentation of the latest trends in management);
- the Polish Energy Summit (addressed to the challenges faced by the development of the Polish power engineering);
- the APE'2013 conference (Current problems in power engineering).

We also engage in events popularising science, which are received with a huge interest by a broad group of recipients, such as: Olsztyn Festival of Science and Arts, the European Night of Researchers in Olsztyn, the Baltic Festival of Science, or the Summer Meetings with Science.

We also act in favour of closer cooperation and transfer of knowledge between the world of business and science (among others, through the "Acta Energetica" quarterly, recognised in

the sector), with the belief that the close cooperation of both environments is the key to the growth and increase in the innovativeness of Poland.

Cooperation with universities and research centres

Within the scope of the research and development projects conducted we cooperate with the leading universities and research centres. The list of the most important partners include: Gdańsk University of Technology, Warmińsko-Mazurski University, Gdańsk Research and Technology Park, Pomorski Research and Technology Park in Gdynia, Institute of Energy in Gdańsk and Institute of Fluid-Flow Machinery of the Polish Academy of Sciences.

The Competition for the best doctoral thesis

Since 2010 we have organised competitions for the best doctoral thesis. During two earlier editions (2010 and 2012) of the competition, the projects of PhD students from the Gdańsk University of Technology were evaluated, whereas, starting from this year's edition, the competition is also addressed to students of all universities located within the operational range of our Group. The authors of three best projects receive, respectively, PLN 10, 5 and 2 thousand.

The subject of the competition projects must refer to the technical or economic problems and challenges faced by the energy sector. The project is aimed at promotion of research achievements of scientific staff of the technical schools and the solutions which may be implemented in economic practice and generate measurable benefits. In the two former editions of the competition, five PHD students were awarded.

Energy of the Future in figures:



The total of **69** teams registered from **29** schools with energy profile from the area of our operations;



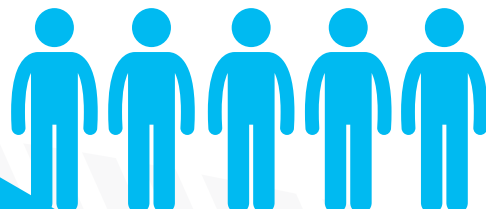
The total of **50** submitted projects;

Two editions – the first (in 2012) under the slogan "Energy of the future. Vision of 2050", the second (in 2013) - under the slogan "Energy Effective Poland in 2020 Innovative solutions in the scope of electric energy saving".

Acta Energetica

Since 2009, we have been publishing the "Acta Energetica" Scientific Quarterly, designed for experts of power engineering sector, in cooperation with the Gdańsk University of Technology. In the magazine research and implementation of practical solutions in the power industry are presented. The publication is a link between the world of science and business. The quality of the materials published in the magazine has been recognised by the Ministry of Science and Higher Education which included "Acta Energetica" in the list of the most important Polish scientific journals (authors of the projects receive points which have impact on the evaluation of their research units).

The paper version of the periodical is supplemented with the internet service www.actaenergetica.org, where all issues of the quarterly are available. The content of the website is published in the Open Access formula.



"Acta Energetica" in figures:

The quarterly is distributed, among others, to:

- 50 university libraries,
- 43 research institutes,
- 25 technological parks,
- ministries, central and local authorities, energy groups.

So far the publications in **"Acta Energetica"** included: **123** articles of Polish and foreign authors.

Cooperation of the academic circles with business is extremely necessary. The experience of practitioners and the innovativeness of scientists enables to create new, attractive concepts. "Acta Energetica" is such a platform for cooperation and exchange of knowledge. The scientific environment was the initiator of its creation, however, the journal is published owing to the understanding and commitment of ENERGA. This common activity made "Acta Energetica" become one of the best evaluated scientific journals concerning power engineering. The Ministry of Science and Higher Education included the quarterly in the list of the most significant Polish scientific journals published in September 2012.

Jan Majewski

PhD DSc – the advisor to the management board of ENERGA SA, the originator of the "Acta Energetica" quarterly

6.0. ENERGA FOUNDATION

The scale and profile of our activity often cause that requests for aid are addressed to us, submitted by institutions and individual persons. However, we are aware that to make the philanthropic activity effective and help the broadest possible group of people in need, relevant experience and regulations are necessary. For this reason, five years ago we established the Foundation whose team makes decisions on the scope and directions of the assistance granted.

The ENERGA Foundation offers assistance on the territory of our Group operations. We pay special attention and offer particular care to children, particularly those suffering from diseases or disability. We extend our assistance to caretakers, facilities and institutions acting in favour of children. ENERGA Foundation also helps affected employees of the Group.

Among the statutory goals of the Foundation, the support of the following initiatives is also envisaged:

- development of public health care facilities, palliative care and social help and welfare
- development of medical research and medical knowledge
- assistance to natural persons in the scope of medical benefits, medical and rehabilitation equipment as well as financial needs of persons affected due to extraordinary force majeure events
- development of the organisational units of the State Fire Department, Police and other specialised rescue services

- development of science and education in Poland
- promotion of healthy lifestyle and sport activity
- activity of social organisations dealing with assistance to the disabled, in particular, the intellectually disabled
- support of occupational and social activation of the disabled

In 2013, the Foundation supported 375 projects and the total amount of its contribution reached PLN 2,318,226.00.

In justified cases of particularly difficult situation, the management board of the Foundation also grants fellowships to talented pupils of secondary schools and technical schools on the territory of the Group operations. Among others, Piotr Gruszecki, the last year graduate of the Group of Energy Schools became the fellow of the Foundation. His maturity exam certificate was impressive: 10 excellent marks, and all other - very good. The exam to the university of his dreams was only a formality. Piotr won the student's book of the Gdańsk University of Technology and he is the student of the first year at the Faculty of Electrotechnics and Automation.

One of the main premises to establish the ENERGA Foundation was the willingness to streamline and separate the social activity and the business activity in the Group as well as concentrating the responsibilities for the charity activities of the Group in one, competent place. Quite often, one person or the same organisation, searching for support, addressed their requests to several companies of the Group, which may have resulted in non-systematic granting of the aid. The establishment of the Foundation allowed for collecting of all requests in one place and building the consistent communication around the social and charity activities of ENERGA Group. Due to the awards and distinctions we have been granted, we know that our work is important and appreciated. At the same time, as a corporate foundation of one of the biggest Polish capital groups, we feel special responsibility for the activities undertaken and the assistance offered.

Anna Gidzielska

President of the ENERGA Foundation



Financial ratios

	NUMBER OF SUPPORT AGREEMENTS	TOTAL AMOUNT OF SUPPORT
2012	352	2,518,640.00 zł
2013	375	2,318,226.00 zł

The activities of the Foundation concentrate around six areas:

1. Integration – the programme addressed to public benefit organisations whose main task is to provide assistance to disabled children and teenagers through care, organising rehabilitation sessions, purchase of medical and rehabilitation equipment and organisation and conducting the volunteer training. The Programme also comprises organisations acting to the benefit of orphans, children exposed to social exclusion and traumatic experience.

2. Woman – the programme offers assistance to women suffering from a breast cancer, including women after mastectomy treatment.

3. Science – the programme focusing on support of the scientific research searching for treatment methods of rare genetic diseases in children, raising the quality of education through providing schools with additional equipment, and support of innovative activities of children and teenagers through co-financing their participation in scientific competitions.

4. ENERGA Foundation for medical service – the programme addressed to medical institutions, including hospitals. The support of the Foundation enables the purchase of specialised medical equipment, tools and medical devices required for treatment and saving life.

5. ENERGA Foundation for children – the programme supports treatment and rehabilitation of children.

6. ENERGA Foundation for hospices – the programme addressed to hospices and other palliative care centres, caring for people in terminal status. The aim of the support is the co-financing of the purchase of the required devices and care taking equipment, co-financing of the Fund for Children Orphans and the development of the voluntary activities.

Action "Help with ENERGA"

The idea of the programme, covering the whole area of operations of the Group, is the involvement of employees of the companies in assisting the public benefit organisations as well as integration of employees around the common, valuable idea of helping others.

Every year, based on recommendations of companies and their employees, a list of public benefit organisations is created, among which each employee of ENERGA Group may choose one and pass his/her vote of PLN 100 value to such organisation. In 2013, 6617 employees of 35 companies engaged in the 5th edition of the programme. Since the beginning of the programme, it has been possible to transfer the amount of over PLN 3 million to hundreds of organisations.

The additional goal of the "Help with ENERGA" programme is to promote the idea of transferring 1% of own annual income tax to any selected public benefit organisation.

5th edition of the Action "Help with ENERGA"

Range of the action: 35 companies of the Group	Number of employees involved: 6,617	Total sum of donations: PLN 662.3 thousand
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Employee voluntary work

Many employees of the Group eagerly engage in initiatives to the benefit of those in need. They also take active part in events important for the wards of ENERGA Foundation. In August 2012 the "Drop of Energy" programme was launched in all our Group, i.e. the Informal Club of Honorary Blood Donors of ENERGA. The aim of the initiative is to promote the idea of honorary blood donation among the employees, as the non-replaceable method of saving human life. It also integrates the environment of honorary blood donors in

the Group. Within the "Drop of Energy" programme periodical actions of blood collection using the ambulance are organised as well as trips to the stationary blood sampling points. Since the beginning of existence of the "Drop" we have collected over 134 litres of blood (299 donations, 450 ml each) and we helped 15 persons. We conducted 18 actions of blood collection for rescue purposes, including 3 with participation of the ambulance of the Regional Centre of Blood Donation and Blood Treatment. We also collect blood for treatment purposes - currently two individual actions are ongoing in favour of people suffering from cancer.



WE PROMOTE SPORT AND PHYSICAL ACTIVITY

Sport and energy are inseparably connected. Our intention is to release positive energy, particularly in children and teenagers, through physical activity and outdoor activities. Through the initiatives implemented and supported under the ENERGA Sport programme we also want to popularise positive life attitude, healthy lifestyle and upbringing according to fair play rules. Our programmes encourage to fair competition and systematic and determined work. These are the values which are beneficial not only in sport but also in life.

Within the framework of sport programmes we conduct a number of educational activities for the youngest who, under the supervision of professionals, learn the selected discipline, have the opportunity to play in professional tournaments and train in specialised sport facilities.

We also engage in professional sport, supporting the most talented sportsmen and teams which - like ENERGA Czarni Stupsk - commonly create the local identity and integrate inhabitants around the idea of sport competition.

The distinctive feature of projects addressed to children and teenagers, implemented under the ENERGA Sport programme, is their open and free formula and extensive range, due to which every year several thousand people all over the country participate in these initiatives. We pay special attention to the development of three projects supporting the search for and development of future masters in selected sport disciplines: basketball, athletics and sailing.

High attendance during the sport events organised by us proves that we manage to fill, at least partly, an important gap in the sphere of sport: popularisation of activity of the youngest and searching for talents. Whereas the recognised teams or individual sportsmen with good achievements usually do not have any problems in finding partners, the passionate

trainers of the youngest, who mainly recognise the talent of the child, usually work alone. The problem is not only the financial support but also the logistic and marketing support, so that the programmes change the attitudes in sustainable way and shape the healthy lifestyle and active leisure, offering the opportunity to develop talent and fight for medals to the best.



ENERGA Basket Cup

is the biggest basket ball tournament in Poland, for girls and boys aged 11-13, in primary schools. The organiser of the tournaments is the School Sport Association, the largest Polish NGO acting for children and teenagers for over 50 years. The patron of the programme is ENERGA Group. The honorary patronage of the tournament was taken over by the Ombudsman of Children and the Polish Olympic Committee.

The Masters of Poland are selected after the multi-stage competition starting with municipal matches, followed by local, district, regional meetings and the final at a Province

level. In total, about 300 thousand young competitors have already participated in five editions of the programme. In this year's edition of the tournament (2013/2014) about 80 thousand pupils from almost 6 thousand schools from all over Poland participate in the competition. The Ambassador of the programme is Adam Wójcik, the recognised basket ball player, representative of Poland in many tournaments and the Master of Poland eight times.



ENERGA Athletic Cup

since 2008 popularises athletics and serves for the development of talents through the support of the wards from local centres (currently: Gdynia, Kolbudy, Karsino, Osieczna, Lubichowo, Pinczyn, Bytów and Kielpin). The programme is implemented by the Sopot Athletics Club (SKLA) under the patronage of ENERGA Group. The Ambassador of the project is Anna Rogowska from the Tri City, the World Master and Olympic medallist in pole-vault.

The selected centres received additional specialised training equipment. The participants of the Programme take part in the control tournaments of SKLA and the Pomeranian Athletics Association and participate in training camps. The best of

them receive proposals to continue the specialised training in the Sopot Athletics Club. The alumnus of the programme is, among others, Patryk Dobek from z Karsino - the record winner of Poland in 400m run in junior category, the medallist of World Championships of Juniors and the participant of the Olympic Games in London.



ENERGA Sailing

- the programme established in 2013 promoting sailing as a sport and a form of leisure. The six month free training for pupils from selected provinces encourages to start the adventure under the sails (a half of the participants comes from an open recruitment, and the remaining participants are selected in a competition at school).

A part of the programme is also the **ENERGA Sailing Cup**, a cycle of the most important racing of Optimist A class in Poland. The competitors participating in the racing collect points within the total final classification which is later the basis for selection of the best forty sailors who participate in the great final of the programme in Sopot. Each region may be supported by a master who is the member but also the trainer of a given ENERGA Sailing Team. The Patrons include distinguished,

active sailors of the national team of Poland, winners of many medals of Olympic games and World Cup competitions. In individual Provinces, the mentors of sailing practitioners include: Przemysław Miarczyński (Pomeranian Province), Piotr Myszka (Warmia-Masuria Province), Anna Weinzieher (Masovia Province), Łukasz Przybytek and Paweł Kołodziński (Małopolska Province), Kacper Ziemiński (Wielkopolska Province) and Agnieszka Skrzypulec and Natalia Wójcik (West Pomerania Province).

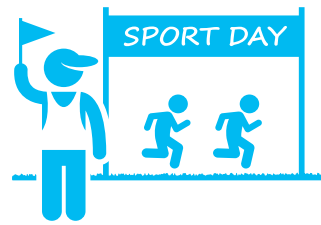
The award for winners is the participation in the specially established Development Fund of Young Talents of ENERGA Sailing for the next season. In total, in the 2013 season 14 most skilled sailors received support of the Polish Sailing Association and ENERGA Group to continue their sport career. The Ambassador of the programme is captain Zbigniew Gutkowski, the first Pole who took part in the oceanic single race around the Globe, Vendee Globe.

Number of participants:



ENERGA Basket Cup

approx. **300** thousand
(since 2009)



ENERGA Athletic Cup

approx. **5** thousand
(since 2009)



ENERGA Sailing Edukacja

approx. **1.1** thousand
(since 2009)



ENERGA Sailing is a fantastic project which filled an important gap: it is one of very few programmes for children, which not only trains in the scope of sailing but also teaches responsibility, defines a certain sport classification and creates a small sailing league.

The sailing education programme currently covers 6 centres and 600 children. The distinguishing element is that each centre has its coach - a member of the national team who acts as a mentor for the participants - a person they know and follow.

The formula of the ENERGA Sailing project was developed due to the enormous effort and commitment of employees of the ENERGA company and the experience of PZŻ (Polish Sailing Association), due to which it contains all elements which should be included in the sport educational programme. It is our joint product we are very proud of.

Wiesław Kaczmarek

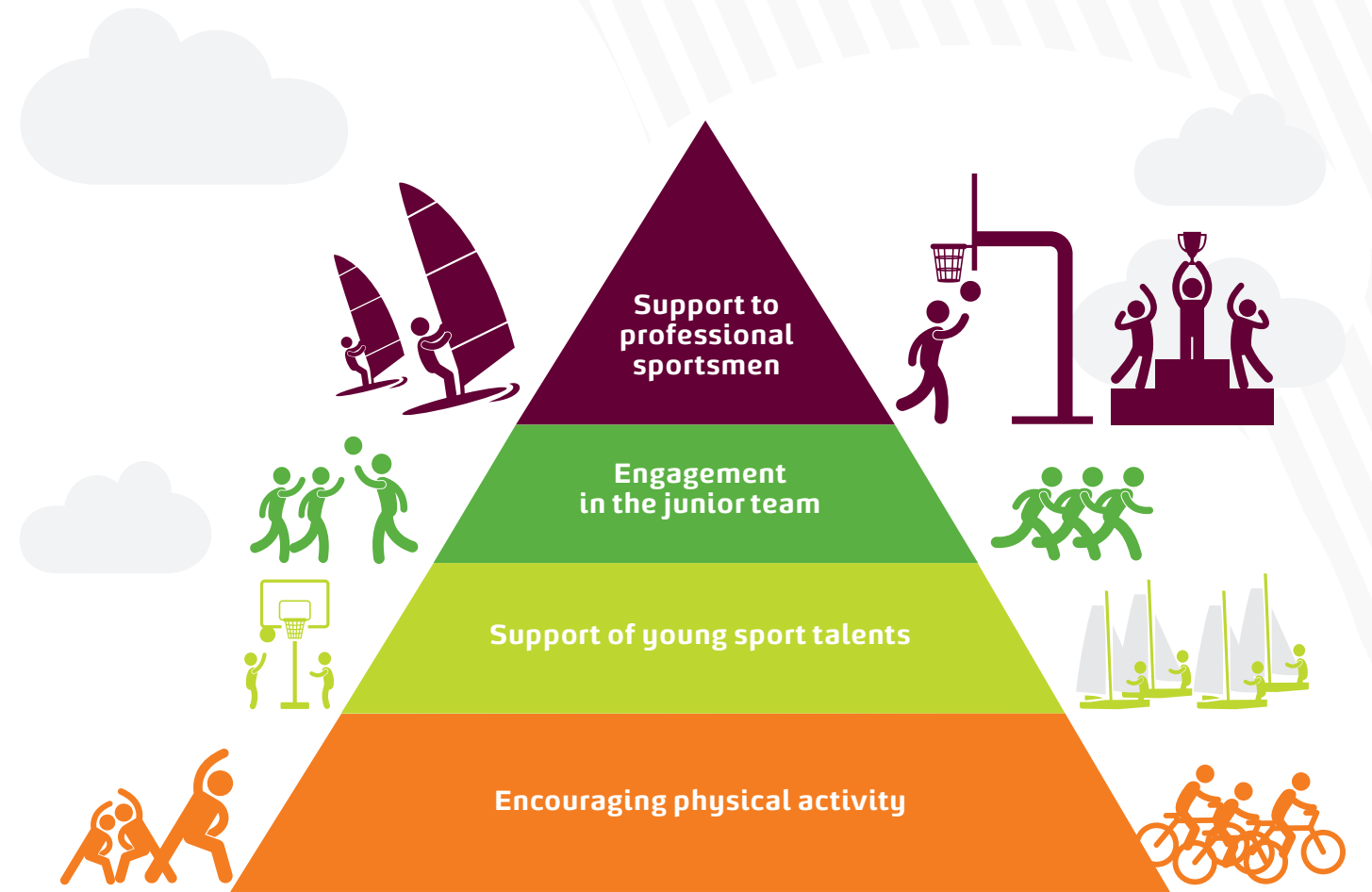
President of the
Polish Sailing Association



In Poland, physical exercise, jogging is currently fashionable, however, mainly among the adults. In the world full of various attractions, entertainment and comfortable leisure opportunities, children are more difficult to motivate not only to do sports, but to move in general. Therefore, any efforts aimed at "moving" the young generation are so important. ENERGA Athletic Cup is an important programme which not only encourages children to physical activity but also produces measurable sport effects. The best among thousands of the project participants already win medals in junior competitions, or even nominations to the representation of Poland to the Olympic Games. Owing to the engagement of ENERGA Group the most talented competitors from Pomerania have the opportunity to receive professional assistance and fellowships, but they mainly have a chance to fulfil their dreams to stand on the podium during the greatest events in the future. I believe that in the nearest future we will have a possibility to see the next alumni of ENERGA Athletic Cup on many master arenas.

Anna Rogowska

Olympic medallist, World and Europe Master in pole-vault, Ambassador of ENERGA Athletic Cup



We sponsor the best

The long-term approach to the sport sponsoring enables us to combine business goals (efficiently, based on positive emotions and passion, reaching consumers) with activities for the local communities. It also involves and integrates our employees who are fans of their favourite teams.

For many years we have been sponsoring three professional sport clubs participating the the top competition classes in their disciplines: ENERGA Czarni Słupsk (male basketball

team), ENERGA Toruń (female basketball team) and Lechia Gdańsk (male football). We also support, among others: the first league volleyball team ENERGA Pekoł Ostrotęka, the fencing section of Gdańsk Sietom, the awarded uni-hockey club (multiple senior masters of Poland) ENERGA Olimpia Osowa Gdańsk, the junior volleyball teams – multiple junior masters of Poland ENERGA Gedania Gdańsk. We also sponsor many other sport events, both national and important for the communities of the specific region, and local teams, including school sport clubs and associations of physical culture.

WE SUPPORT CULTURE

The sponsoring of culture has become particularly important in current times. The partnership of business and culture is also important at a local level. Due to the engagement of business many projects are successful which would not be possible without this support, or would be organised at a much smaller scale.

Supporting culture is an important element of the social involvement of the ENERGA Group. Within the ENERGA Sponsoring Programme we offer our patronage not only to spectacular cultural projects but also to events important for local environment: theatre performances, festivals, concerts or days of cities (among others, Days of Elbląg).

We are sponsors of, among others, The Polish Chamber Philharmonic Orchestra in Sopot, the Polish Baltic Philharmonic Orchestra in Gdańsk, the Chamber Orchestra in Elbląg. We also cooperate with local centres of culture, such

as: Centre of Culture and Arts in Konin, Centre of Culture, Theatre in Grudziądz, or the Municipal Centre of Culture in Olsztyn.

Our partners also include the Blues Club, the organiser of Gdynia Blues Festival (in 2013 its 10th edition took place). Since 2010 we have also supported the famous Festival of Rock Legends which for seven years has been gathering music fans in the area of Słupsk, not only from Poland but also from all over the world. In 2013 the 20th edition of the Festival of Music and Arts of the Baltic States – PROBALTICA "From the sea to the sea", was held, which we also support.

In 2013, we were the main sponsor of the film "Wałęsa. Man of hope". The film directed by Andrzej Wajda, referring to the turning point events of the modern history of the world, gathered over a million audience in cinemas; it was also a Polish candidate for Oscar.

We support events and centres of culture, among others:

- The Polish Chamber Philharmonic Orchestra in Sopot (PFK Sopot)
 - X Gdynia Blues Festival,
 - Festival of Rock Legends,
 - Jan Heweliusz New Year's Concert in Gdańsk,
- Centre of Culture, Theatre in Grudziądz,
 - Chamber Orchestra in Elbląg,

- Gdańsk Solidarity of Arts Festival,
 - Triptych of Kalisz,
 - the 20th edition of the Festival of Music and Arts of the Baltic States – PROBALTICA "From the sea to the sea",
 - National Museum in Gdańsk,
 - "Wałęsa. Man of hope". The film directed by Andrzej Wajda.

The domestic cinematography showing the history of our country and the transformations which occurred in it, is extremely important for our national identity. It responds to an essential question, who are we today. Therefore, I decided to show Poland and the world the story of Lech Wałęsa - the man who did not lose the hope and changed the course of our history so much. The weight of such film productions is invaluable, whereas the possibilities to implement it, i.e. the funds for production - very limited. Therefore, I was extremely delighted with the fact of engagement of ENERGA Group - the company strongly connected with Gdańsk, where the events shaping our road to independence took place. Without this support the film "Wałęsa. Man of hope" would not have been possible.

Andrzej Wajda

Polish film and theatrical director. In 2000, Andrzej Wajda received a honorary Oscar from the Academy of Motion Picture Arts and Sciences.

GRI INDEX

INDICATOR	DESCRIPTION OF INDICATOR	COMPANIES REPORTING THE INDICATOR	LEVEL OF REPORTING	PAGES	ADDITIONAL INFORMATION
STRATEGY AND ANALYSIS					
1,1	Statement from the most senior decision-maker of the organization.	ENERGA Group	Full	4-5	
1,2	Description of key impacts, risks, and opportunities.	ENERGA Group	Full	4-5; 27-28	Additional information in Annual Report for 2013
ORGANISATIONAL PROFILE					
2,1	Name of the organization.	ENERGA Group	Full	11	
2,2	Primary brands, products, and/or services.	ENERGA Group	Full	16; 19-23	
2,3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	ENERGA Group	Full	16; 19-23	
2,4	Location of organization's headquarters.	ENERGA Group	Full	12; 15	
2,5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	ENERGA Group	Full	11	Two companies, not covered by this Report operate in Slovakia (Energa Slovakia), in Sweden (Energa Finance)
2,6	Nature of ownership and legal form.	ENERGA Group	Full	11-12	
2,7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	ENERGA Group	Full	11; 15; 19-23	Two companies, not covered by this Report operate in Slovakia (Energa Slovakia), in Sweden (Energa Finance)

INDICATOR	DESCRIPTION OF INDICATOR	COMPANIES REPORTING THE INDICATOR	LEVEL OF REPORTING	PAGES	ADDITIONAL INFORMATION
2,8	Scale of the reporting organization.	ENERGA Group	Full	12; 145-146	
2,9	Significant changes during the reporting period regarding size, structure, or ownership.	ENERGA Group	Full	17	Additional information in Annual Report for 2013
2,10	Awards received in the reporting period.	ENERGA Group	Full	18	
REPORT PARAMETERS					
3,1	Reporting period (e.g., fiscal/calendar year) for information provided.	ENERGA Group	Full	6	
3,2	Date of most recent previous report (if any).	ENERGA Group	Full	6	
3,3	Reporting cycle (annual, biennial, etc.)	ENERGA Group	Full	6	
3,4	Contact point for questions regarding the report or its contents.	ENERGA Group	Full	6	
3,5	Process for defining report content.	ENERGA Group	Full	6-8	
3,6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	ENERGA Group	Full	6	
3,7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	ENERGA Group	Full		Lack of limitations in the scope and range of the report.
3,8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	ENERGA Group	Full		No cases which could affect comparability of activities of the organisation.

INDICATOR	DESCRIPTION OF INDICATOR	COMPANIES REPORTING THE INDICATOR	LEVEL OF REPORTING	PAGES	ADDITIONAL INFORMATION
3,9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	ENERGA Group	Full	6	
3,10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement [e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods].	ENERGA Group	Full		In connection with the consolidation of the method for calculating the data to the report, some results for 2012 were changed and consolidated in accordance with the adopted method of data calculation.
3,11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	ENERGA Group	Full	6	
3,12	Table identifying the location of the Standard Disclosures in the report.	ENERGA Group	Full	208-225	
3,13	Policy and current practice with regard to seeking external assurance for the report.	ENERGA Group	Full	6	
GOVERNANCE, COMMITMENTS, AND ENGAGEMENT					
4,1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	ENERGA Group	Full	19-23	Additional information in Annual Report for 2013

INDICATOR	DESCRIPTION OF INDICATOR	COMPANIES REPORTING THE INDICATOR	LEVEL OF REPORTING	PAGES	ADDITIONAL INFORMATION
4,2	Indicate whether the Chair of the highest governance body is also an executive officer.	ENERGA Group	Full		The Chairman of the supervisory body does not act as the Chief Executive Officer (managing director)
4,3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	ENERGA Group	Full	19-23	
4,4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	ENERGA Group	Full	24; 26; 33-34	Additional information in Annual Report for 2013
4,5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	ENERGA Group	Full	29	
4,6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	ENERGA Group	Full	35	Additional information in Annual Report for 2013
4,7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	ENERGA Group	Full	19	Additional information in Annual Report for 2013
4,8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	ENERGA Group	Full	14; 35	

INDICATOR	DESCRIPTION OF INDICATOR	COMPANIES REPORTING THE INDICATOR	LEVEL OF REPORTING	PAGES	ADDITIONAL INFORMATION
4,9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	ENERGA Group	Full	29-30	
4,10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	ENERGA Group	Full	19	
4,11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	ENERGA Group	Full	27-28	
4,12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	ENERGA Group	Full	18	
4,13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	ENERGA Group	Full	18	
4,14	List of stakeholder groups engaged by the organization.	ENERGA Group	Full	32	
4,15	Basis for identification and selection of stakeholders with whom to engage.	ENERGA Group	Full	32-34	
4,16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	ENERGA Group	Full	32-34	
4,17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	ENERGA Group	Full	33-34	

INDICATOR	DESCRIPTION OF INDICATOR	COMPANIES REPORTING THE INDICATOR	LEVEL OF REPORTING	PAGES	ADDITIONAL INFORMATION
DISCLOSURE ON MANAGEMENT APPROACH					
DMA EC	Disclosure on Management Approach - ECONOMIC	ENERGA Group		12-13; 19-23; 48-53; 77; 183-189; 196-198	
DMA EN	Disclosure on Management Approach - ENVIRONMENTAL	ENERGA Group		85-89; 93-105; 109-110	
DMA LA	Disclosure on Management Approach - SOCIAL: LABOR PRACTICES AND DECENT WORK	ENERGA Group		145-148; 151; 153; 155-156; 159-161; 178-180	
DMA HR	Disclosure on Management Approach - SOCIAL: HUMAN RIGHTS	ENERGA Group		37; 142-144; 156-157	
DMA SO	Disclosure on Management Approach - SOCIAL: SOCIETY	ENERGA Group		17-19; 35; 48; 51; 93; 183-186	
DMA PR	Disclosure on Management Approach - SOCIAL: PRODUCT RESPONSIBILITY	ENERGA Group		48; 69; 74-75	
ECONOMIC					
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	ENERGA Group	Full	13	

INDICATOR	DESCRIPTION OF INDICATOR	COMPANIES REPORTING THE INDICATOR	LEVEL OF REPORTING	PAGES	ADDITIONAL INFORMATION
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	ENERGA Group	Full	27-28	Additional information in Annual Report for 2013
EC3	Coverage of the organization's defined benefit plan obligations.	ENERGA Group	Full	148	
EC4	Significant financial assistance received from government.	ENERGA SA; ENERGA Innowacje, ENERGA Elektrownie Ostrołęka, ENERGA Kogeneracja	Full	38	
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	ENERGA Group	Full		Lack of formal policies of using local suppliers
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	ENERGA Group	Full	147	Lack of formal policies of hiring workforce from local market
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	ENERGA Group	Full	186-189; 196-198	
ENVIRONMENTAL					
EN1	Materials used by weight or volume.	ENERGA Group	Full	94; 114-115	
EN2	Percentage of materials used that are recycled input materials.	ENERGA Group	Not applicable		Lack of materials derived from recycling used during the production process

INDICATOR	DESCRIPTION OF INDICATOR	COMPANIES REPORTING THE INDICATOR	LEVEL OF REPORTING	PAGES	ADDITIONAL INFORMATION
EN3	Direct energy consumption by primary energy source.	ENERGA Elektrociepłownia Kalisz, ENERGA Elektrownie Ostrołęka, ENERGA Kogeneracja, ENERGA Wytwarzanie	Full	95; 116-118	
EN4	Indirect energy consumption by primary source.	ENERGA Group	Partial	96; 119	the indicator reported partly due to the lack of possibility to acquire data on the level of consumption of primary fuel from energy suppliers for all reporting companies
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	ENERGA Oświetlenie	Partial	120	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	ENERGA Informatyka i Technologie	Partial	120	
EN8	Total water withdrawal by source.	ENERGA Group	Full	97; 99; 121-122	
EN9	Water sources significantly affected by withdrawal of water.	ENERGA Elektrownie Ostrołęka	Partial	124	
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	ENERGA Wytwarzanie, ENERGA Elektrownie Ostrołęka, ENERGA Kogeneracja,	Partial	105	Location of areas considering the size of areas is difficult to define by the reporting companies. No measurements of this type were conducted.
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	ENERGA Wytwarzanie, ENERGA Kogeneracja,	Full	105	

INDICATOR	DESCRIPTION OF INDICATOR	COMPANIES REPORTING THE INDICATOR	LEVEL OF REPORTING	PAGES	ADDITIONAL INFORMATION
EN16	Total direct and indirect greenhouse gas emissions by weight.	ENERGA Oświetlenie, ENERGA Kogeneracja, ENERGA Elektrociepłownia Kalisz, ENERGA Elektrownie Ostrołęka, ENERGA Serwis, ENERGA Operator, ENERGA OPEC	Full	101; 124-125	
EN17	Other relevant indirect greenhouse gas emissions by weight.	ENERGA Group	Not applicable		
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	ENERGA Group	Full	103	
EN19	Emissions of ozone-depleting substances by weight.	ENERGA Elektrociepłownia Kalisz, ENERGA Wytwarzanie	Full	125	In the companies: ENERGA Elektrownie Ostrołęka, ENERGA Kogeneracja, ENERGA Oświetlenie, ENERGA OPEC no emissions occurred
EN20	NOx, SOx, and other significant air emissions by type and weight.	ENERGA Operator, ENERGA Elektrociepłownia Kalisz, ENERGA Elektrownie Ostrołęka, ENERGA Kogeneracja, ENERGA Informatyka i Technologie	Full	103; 126-127	
EN21	Total water discharge by quality and destination.	ENERGA Group	Full	128-130	
EN22	Total weight of waste by type and disposal method.	ENERGA Group	Full	104; 131-133	
EN23	Total number and volume of significant spills.	ENERGA Group	Full		No significant spills in the reporting period
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	ENERGA Group	Full	96; 100; 109-110	

INDICATOR	DESCRIPTION OF INDICATOR	COMPANIES REPORTING THE INDICATOR	LEVEL OF REPORTING	PAGES	ADDITIONAL INFORMATION
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	ENERGA Group	Not applicable		
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	ENERGA Group	Full	108	Within ENERGA Group one penalty occurred imposed in 2012 on ENERGA Elektrownie Ostrołęka in the amount of PLN 10,000 In 2013, no cases of sanctions or penalties occurred
EN30	Total environmental protection expenditures and investments by type.	ENERGA Group	Full	107-108; 134-137	
SOCIAL: LABOR PRACTICES AND DECENT WORK					
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	ENERGA Group	Full	145-146; 162-166	
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	ENERGA Group	Full	147; 167-171	
LA4	Percentage of employees covered by collective bargaining agreements.	ENERGA Group	Full	172	
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	ENERGA Group	Full	157	
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	ENERGA Group	Full	151-152; 172-175	
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	ENERGA Group	Full		Within the framework of its activities ENERGA Group does not carry out such type of activities

INDICATOR	DESCRIPTION OF INDICATOR	COMPANIES REPORTING THE INDICATOR	LEVEL OF REPORTING	PAGES	ADDITIONAL INFORMATION
LA10	Average hours of training per year per employee by gender, and by employee category.	ENERGA Group	Full	160; 176-177	
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	ENERGA Group	Full	23; 39; 145; 162-163	
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	ENERGA Group	Full	178	
LA15	Return to work and retention rates after parental leave, by gender.	ENERGA Group	Full	179-180	
SOCIAL: HUMAN RIGHTS					
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	ENERGA Group	Full	41	In the reporting period, no clauses on human rights were applied in agreements. Only the ENERGA SA company used this type of clauses in case of agreements concerning significant investments
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	ENERGA Group	Full	41	In the reporting period no verification of significant suppliers and subcontractors in terms of compliance with human rights was performed.
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	ENERGA Group	Full		In the reporting period, no training on human rights was conducted

INDICATOR	DESCRIPTION OF INDICATOR	COMPANIES REPORTING THE INDICATOR	LEVEL OF REPORTING	PAGES	ADDITIONAL INFORMATION
HR4	Total number of incidents of discrimination and corrective actions taken.	ENERGA Group	Full		In the reporting period no cases of discrimination occurred in ENERGA Group
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	ENERGA Group	Full	156-157	In the reporting period, no measures were identified in the organisations of significant suppliers as potentially detrimental to the law on freedom of association and right of collective claims
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	ENERGA Group	Full		In the reporting period, no cases like that were identified in the organisation and in the organisations of significant suppliers
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	ENERGA Group	Full		In the reporting period, no cases like that were identified in the organisation and in the organisations of significant suppliers
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	ENERGA Group	Full		In the reporting period no actions aimed at review in terms of compliance with human rights were performed.
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	ENERGA Group	Full		In the reporting period, no claims associated with human rights were recorded
SOCIAL: SOCIETY					
S01	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	ENERGA Group	Full	85-87; 185-186	
S02	Percentage and total number of business units analyzed for risks related to corruption.	ENERGA Group	Full		In 2012-2013 in ENERGA Group, no analyses were conducted in terms of risk associated with corruption

INDICATOR	DESCRIPTION OF INDICATOR	COMPANIES REPORTING THE INDICATOR	LEVEL OF REPORTING	PAGES	ADDITIONAL INFORMATION
S03	Percentage of employees trained in organization's anti-corruption policies and procedures.	ENERGA Operator, ENERGA Invest, ENERGA Obrót, ENERGA Elektrownie Ostrołęka, ENERGA SA, ENERGA Wytwarzanie, ENERGA Obsługa i Sprzedaż	Full	40	Other companies did not conduct additional training courses in this area
S04	Actions taken in response to incidents of corruption.	ENERGA Group	Full		Lack of corruption cases in the reporting period.
S05	Public policy positions and participation in public policy development and lobbying.	ENERGA Group	Full	17-18	ENERGA SA is responsible for the Policy concerning participation in public life and lobbying
S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	ENERGA Oświetlenie, ENERGA OPEC, ENERGA Operator, ENERGA Elektrownie Ostrołęka	Full	40	No sanctions or penalties were imposed on other companies in the reporting period
S09	Operations with significant potential or actual negative impacts on local communities.	ENERGA Group	Full		In ENERGA Elektrownie Ostrołęka exploitation of "Łęg" combustion waste landfill results in flooding of some adjacent areas. This results in limitation of agricultural crops and loss of profit due to lack of harvest of the flooded crops. In ENERGA Wytwarzanie investment plans may have impact on local communities - construction of wind farms and hydroelectric plants. In other companies no operations of adverse impact on the communities were recorded.

INDICATOR	DESCRIPTION OF INDICATOR	COMPANIES REPORTING THE INDICATOR	LEVEL OF REPORTING	PAGES	ADDITIONAL INFORMATION
S010	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	ENERGA Group	Full	32; 105; 196-198	In ENERGA Group no operations of adverse impact on the communities were recorded. In selected companies (ENERGA Wytwarzanie, ENERGA Elektrownie Ostrołęka, ENERGA Invest, ENERGA SA) activities are undertaken associated with the mitigation of the adverse impact on the communities in connection with the activities conducted.
SOCIAL: PRODUCT RESPONSIBILITY					
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	ENERGA Group	Not applicable		Due to the type of operations conducted, the issue does not apply to ENERGA Group (safety provided through protective measurements, visual inspections, overhauls of equipment used for provision of services, in compliance with high safety standards)
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	ENERGA Group	Not applicable		Within the procedures applicable in ENERGA Group no information concerning products and services is required
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	ENERGA Group	Partial	79-80	Due to the specific nature of some companies, the satisfaction surveys are not conducted in the following companies: ENERGA Centrum Usług Wspólnych, ENERGA Wytwarzanie, ENERGA Innowacje, ENERGA Elektrownie Ostrołęka, ENERGA Operator, ENERGA OPEC
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	ENERGA Group	Full	74-75	

INDICATOR	DESCRIPTION OF INDICATOR	COMPANIES REPORTING THE INDICATOR	LEVEL OF REPORTING	PAGES	ADDITIONAL INFORMATION
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	ENERGA Group	Full		In 2012 according to the decision of the President of ERO, the penalty of PLN 200,000 was imposed on ENERGA Operator; in 2013 according to the decision of the President of ERO, the penalty of PLN 20,000 was imposed on ENERGA Operator No penalties were imposed on other companies of ENERGA Group in the reporting period.

ELECTRIC UTILITIES SECTOR SUPPLEMENT

EU1	Installed capacity, broken down by primary energy source and by regulatory regime.	ENERGA Wytwarzanie, ENERGA Elektrociepłownia Kalisz, ENERGA Kogeneracja, ENERGA Elektrownie Ostrołęka	Full	91	
EU2	Net energy output broken down by primary energy source and by regulatory regime.	ENERGA Group	Full	92	
EU3	Number of residential, industrial, institutional and commercial customer accounts.	ENERGA Group/ ENERGA Operator	Full	47	
EU4	Length of above and underground transmission and distribution lines by regulatory regime	ENERGA Group/ ENERGA Operator	Full	47	
EU5	Allocation of CO2e emissions allowances or equivalent, broken down by carbon trading framework.	ENERGA Group	Full	102; 139	
EU6	Management approach to ensure short and long-term electricity availability and reliability	ENERGA Operator, ENERGA Elektrociepłownia Kalisz, ENERGA Kogeneracja, ENERGA ENERGA Wytwarzanie	Full	48; 93; 109-110	

INDICATOR	DESCRIPTION OF INDICATOR	COMPANIES REPORTING THE INDICATOR	LEVEL OF REPORTING	PAGES	ADDITIONAL INFORMATION
EU7	Demand-side management programs including residential, commercial, institutional and industrial programs	ENERGA Obrót, ENERGA Obsługa i Sprzedaż	Full	76-77	
EU8	Research and development activity and expenditure aimed at providing reliable electricity and promoting sustainable development	ENERGA Operator, ENERGA OPEC, ENERGA Elektrociepłownia Kalisz, ENERGA Kogeneracja	Full	49; 58-61	
EU9	Provisions for decommissioning of nuclear power	ENERGA Group	Not applicable		
EU10	Planned capacity against projected electricity demand over the long term, broken down by energy source and regulatory regime.	ENERGA Operator	Full	62	
EU11	Average generation efficiency of thermal plants by energy source and regulatory regime.	ENERGA Elektrociepłownia Kalisz, ENERGA Elektrownie Ostrołęka, ENERGA Kogeneracja	Full	93	
EU12	Transmission and distribution losses as a percentage of total energy.	ENERGA Operator, ENERGA Kogeneracja, ENERGA Elektrociepłownia Kalisz	Full	62	
EU13	Biodiversity of offset habitats compared to the biodiversity of the affected areas	ENERGA Group	Not applicable		ENERGA Group did not conduct offsetting activities
EU14	Programs and processes to ensure the availability of a skilled workforce	ENERGA Group	Full	159-161	
EU15	Percentage of employees eligible to retire in the next 5 and 10 years broken down by job category and by region	ENERGA Group	Full	181	

INDICATOR	DESCRIPTION OF INDICATOR	COMPANIES REPORTING THE INDICATOR	LEVEL OF REPORTING	PAGES	ADDITIONAL INFORMATION
EU16	Policies and requirements regarding health and safety of employees and employees of contractors and subcontractors	ENERGA Group	Full	152	
EU17	Days worked by contractor and subcontractor employees involved in construction, operation and maintenance activities.	ENERGA OPEC	Full	63	Other companies did not keep registers of employees of subcontractors
EU18	Percentage of contractor and subcontractor employees that have undergone relevant health and safety training.	ENERGA Wytwarzanie, ENERGA Kogeneracja, ENERGA OPEC, ENERGA Operator	Full	181	Other companies do not conduct additional training courses for subcontractors
EU19	Stakeholder participation in the decision making process related to energy planning and infrastructure development.	ENERGA Group	Full	32-34	
EU20	Approach to managing the impacts of displacement	ENERGA Group	Not applicable		
EU21	Contingency planning measures, disaster/emergency management plan and training programs, and recovery/restoration plans.	ENERGA Elektrownie Ostrołęka, ENERGA Wytwarzanie, ENERGA Kogeneracja, ENERGA Elektrociepłownia Kalisz, ENERGA OPEC, ENERGA Operator	Full	48; 51; 93; 100	
EU22	Number of people physically or economically displaced and compensation, broken down by type of project.	ENERGA Group	Not applicable		Activities of ENERGA Group are not associated with resettlement of population
EU23	Programs, including those in partnership with government, to improve or maintain access to electricity and customer support services.	ENERGA Operator, ENERGA OPEC	Full	52-53	

INDICATOR	DESCRIPTION OF INDICATOR	COMPANIES REPORTING THE INDICATOR	LEVEL OF REPORTING	PAGES	ADDITIONAL INFORMATION
EU24	Practices to address language, cultural, low literacy and disability related barriers to accessing and safely using electricity and customer support services	ENERGA Obrót, ENERGA Obsługa i Sprzedaż	Full	71; 76-77	
EU25	Number of injuries and fatalities to the public involving company assets, including legal judgments, settlements and pending legal cases of diseases.	ENERGA Operator	Full		In 2012-2013, 13 injuries and 5 fatal accidents occurred in ENERGA Operator
EU26	Percentage of population unserved in licensed distribution or service areas.	ENERGA Group	Full		ENERGA OPEC according to the estimated data defines the Percentage of population not covered by services within the areas included in the licence or areas of services provided at a level of ab. 15%. The Company did not conduct detailed studies. Other companies do not conduct this type of analyses due to the nature of the activities performed.
EU27	Number of residential disconnections for non-payment, broken down by duration of disconnection and by regulatory regime.	ENERGA Operator, ENERGA OPEC, ENERGA Obrót	Full	81	Data concerning ENERGA Operator are estimated - lack of detailed reports specifying the time of re-connection of consumers
EU28	Power outage frequency.	ENERGA Group	Full	50	
EU29	Average power outage duration.	ENERGA Group	Full	50	
EU30	Average plant availability factor by energy source and by regulatory regime.	ENERGA Wytwarzanie, ENERGA Elektrociepłownia Kalisz, ENERGA Kogeneracja, ENERGA Elektrownie Ostrołęka	Full	138	



Statement GRI Application Level Check

GRI hereby states that **ENERGA SA** has presented its report "Our Responsibility 2013. ENERGA Group Corporate Social Responsibility Report" to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level A+.

GRI Application Levels communicate the extent to which the content of the G3.1 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3.1 Guidelines. For methodology, see www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 7 May 2014

Nelmara Arbex
Deputy Chief Executive
Global Reporting Initiative



The "+" has been added to this Application Level because ENERGA SA has submitted (part of) this report for external assurance. GRI accepts the reporter's own criteria for choosing the relevant assurance provider.

The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. www.globalreporting.org

Disclaimer: Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 29 April 2014. GRI explicitly excludes the statement being applied to any later changes to such material.

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Independent assurance report pertaining to the "Our Responsibility. Corporate Social Responsibility Report 2013"

To the Management Board of ENERGA S.A.

We have reviewed "Our Responsibility. Corporate Social Responsibility Report 2013" ("CSR Report" or "Report") developed by ENERGA S.A. with the registered address in Gdańsk, at al. Grunwaldzka 472 ("Company"), with respect to indicators reported on the basis of G3.1 Sustainable Development Reporting Guidelines for A level issued by Global Reporting Initiative (GRI). The assurance works covered the period from 1 January 2013 to 31 December 2013 with relation to quantity and quality of available evidence.

The Management Board of the Company is responsible for reliable, correct and fair information and for correct preparation of the documentation. Our task was to issue an independent assurance report based on the CSR Report.

Our procedures did not include assessment of the fairness, correctness and completeness of documents provided by the Company, nor did they constitute an audit of the internal control system implemented therein. Therefore, we do not express an opinion regarding correctness of the system. Our procedures did not constitute an audit of financial statements as defined in the Accounting Act. Therefore, we do not express an opinion concerning the auditor's Report nor do we make statements regarding the financial statements of the Company as determined in regulations applicable to certified auditors.

Planning and performing our works had the nature of a limited assurance engagement performed in line with ISAE 3000 (Assurance Engagements Other than Audits or Reviews of Historical Financial Information), which requires us to plan and perform the engagement in a manner which allows for limited assurance that the CSR Report does not include significant misstatements. The scope and methodology of a review of the CSR Report significantly differ from those applied during an audit, which is aimed at expressing reasonable assurance. The purpose of the review is not to issue an opinion on correct, true and fair nature of the CSR Report, and therefore no such opinion has been issued. The procedures followed during the review of the CSR Report comprised:

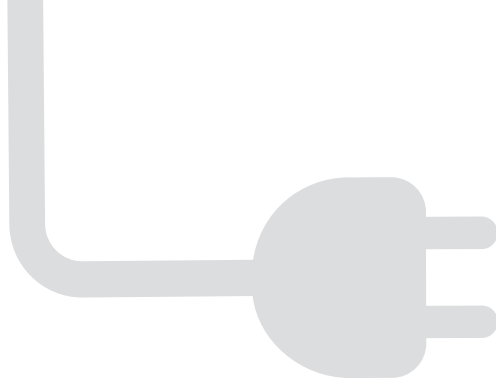
- Identifying issues and results significant for the content of the Report from the viewpoint of the corporate social responsibility strategy followed by the Company and stakeholders' expectations;
- Comparing data included in the CSR Report to those presented in the Financial Statements of ENERGA S.A. for 2013;
- Interviewing individuals in charge of the implementation of the corporate social responsibility strategy in the Company and of the preparation of Report;
- Verifying the information included in the Report for compliance with the internal documentation of the Company;
- Assessing the level of compliance with Sustainable Development Reporting Guidelines and GRI Reporting Framework.

Based on the review we obtained limited assurance that the information concerning indicators fully reported by the Company included in CSR Report is free from material misstatements and it is compliant with G3.1 Sustainable Development Reporting Guidelines for level A issued by Global Reporting Initiative.

Deloitte Advisory Sp. z o.o.

Warsaw, 7 July 2014

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This publication presents information on key directions of our corporate social responsibility and on the programmes under implementation.

We invite you to contact us. Any feedback you provide will be essential since it allows us to evaluate the activities we have undertaken by far and to plan our successive measures so that they respond to the stakeholders' needs, to the greatest extent possible.

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