

2018

AB “Energijos skirstymo operatorius”

SOCIAL RESPONSIBILITY
ADVANCEMENT REPORT



eso

CONTENT

2018 m. Social liability advancement report

Advancement of the company in the field of social responsibility	3
Responsibility to employees	3
Market, investors and clients	7
Environmental protection	8
Society	9
Social initiatives	9

AB “Energijos skirstymo operatorius” (hereinafter referred to as the ESO Company) is a participant of the Global Compact initiated by the United Nations (UN) and provides an annual Advancement report prepared on the basis of principles of the agreement and guidelines of the Global Reporting Initiative (GRI).

The Global Compact includes 10 principles of responsible operation and obliges the participating organisations to follow them: encourages companies to not harm the environment, society, other businesses and, by joint effort with the UN,

government institutions and non-government organisations, to participate in solving social and environmental protection problems, to contribute to the development of the society and economic growth.

In this Advancement report, activities of ESO in the sphere of social responsibility in 2018 are presented: relations with clients, market participants, environmental protection and related activities, relations with employees and the society. In the Report strategic directions, actions and accomplishments of social responsibility are described.

COMPANY’S ADVANCEMENT IN THE FIELD OF SOCIAL RESPONSIBILITY

Principles of social responsibility

ESO seeks to contribute to the creation of a harmonious society by carrying out its activities and ensuring uninterrupted distribution and supply of electric power and natural gases.

The foundation of responsible activities of ESO – increasing energetic effectiveness by encouraging the society and business to conserve

power resources and to change consumption habits. The essence of the mutual partnership of business and society – sustainable, safe and clean environment, which we shall leave to the future generations.

In its activities ESO follows the following principles of development:

- ensuring reliability of electric power and natural gas distribution and electric power supply which encourages economic and social development, by conserving the environment and satisfying interests of the target groups;
- effective use of natural resources in its activities;
- smart and effective use of energy and reduction of impact of distribution and use of electricity and natural gas on the environment.
- encouraging of considerate attitude towards the environment among employees, contractors, suppliers and in the society

Priorities of social responsibility of ESO:

- Increasing energetic effectiveness;
- Reducing the impact on the environment by conserving energy and resources;
- Encouraging of responsible behaviour in respect of electricity and gas (both clients and employees).

RESPONSIBILITY TO EMPLOYEES

Number of employees

The staff policy of the company is oriented towards continuous development of employees and formation of culture of organisation which ensures creation of greater added value for the clients, partners

and the society. As of 31 December, 2018, 2 387 employees actually worked at the company.

ESO employees according to position

Employee category	Number of employees 31/12/2018
Head of the company	1
Highest level supervisors	4
Medium level supervisors	201
Experts, specialists	1661
Workers	520
Employees in total:	2 387

ESO employees according to education

Education	Number of employees 31/12/2018
Higher	1 459
Post-secondary	784
Secondary and vocational	144

Transparent and clear remuneration system

ESO has an employee remuneration system in place. This system allows the company to appear next to other most advanced companies of the country, which compensate their employees for work performed according to the results achieved, created value for the organisation and the team. “Hay group” methodology was used to create the remuneration system. This methodology ensures objective evaluation of positions according to required education, complexity of problems and level of responsibility. This system allows to effectively control expenses of the Company and ensures that strategic goals and business management logic of ESO reflect in the remuneration system.

The employee remuneration package of the Company consists of financial, non-financial and emotional compensations. The remuneration system includes the consistent part of remuneration of an employee which is indicated in the employment contract and is paid every month. The system also includes the variable part for achieved results and

additional payments provided in the Collective agreement (for overtime, work at night etc.).

Non-financial compensation is an indirect form of employee compensation, which the Company uses for encouragement of effort, involvement and loyalty of employees, enrichment of employee welfare and activities within the Company. It is various Company events, recognition and appreciation by rewarding employees for exceptional work results, encouragement of healthiness, employee education. The emotional compensation is difficult to measure. However, it is significant for employee involvement in the activities of the Company. It includes the reputation of the Company, organisational culture and values, provided career opportunities, various internal communication programmes – employees have an opportunity to share ideas, ask concerning questions, to get to know colleagues on the internal website.

Average remuneration of ESO employees

Employee category	Number of employees according to the category	Average remuneration, in euros (before taxes) January – December of 2018
Head of the company	1	5 857
Highest level supervisors	4	4 963
Medium level supervisors	201	2 221
Experts, specialists	1661	1224
Workers	520	1 020
In total:	2 387	1 266

Collective agreements

ESO has signed a collective agreement with social partners. This agreement ensures higher protection for ESO employees and more of additional benefits, which are not provided in the Labour Code of the Republic of Lithuania. The purpose of the collective agreement – to ensure effective operation of the Company and to represent the rights and legal interests of all employees of the Company.

In this agreement working, work compensation, social, economic and professional conditions and guarantees, which are not regulated by the law, other norm legislation are established. Additional guarantees are applied to employees (payments in cases of accidents, sickness, loss of loved ones, allowance due to birth of a child, additional paid vacation days upon birth of a child, upon marriage etc.)

Professional unions

The Company supports employee unionisation into voluntary professional unions and closely cooperates with them. Every quarter meetings are organised, where strategic projects being carried out are discussed. If a need arises, representatives of professional unions always participate

in work groups, where issues (employee working conditions, remuneration, social etc.) related to employees are solved.

In 2018 there were 7 professional unions within ESO.

Development of employee competences

ESO pays a great deal of attention to the development of employee competences. The development plans are created every year, considering the aims of the Company and employee competences while reaching said aims. When organising training, a great deal of attention is directed towards ensuring effective and qualitative maintenance of gas and electricity distribution networks, customer service and work safety.

From January through to December of 2018, 2 779 employees participated in mandatory training, after which a certificate allowing to perform special work is issued. The employees went through employee safety and health training, fire safety, diesel operator of emergency stations training, exploitation of flammable gas systems and work with electrical equipment, isolation, grounding and zeroing resistance measurement taking, pressure vessel, work in wells, lifting equipment, logging training.

From January through to December of 2018, 2863 employees took general training. The general training is organised by sending individual employees to seminars and conferences of external providers (within Lithuania and abroad), as well as by forming groups within the Company.

The Company seeks to involve internal employees – internal lecturers, having specific knowledge and skills and able to share them with others, in competence development programmes.

Internship possibilities

ESO actively cooperates with education institutions and creates conditions for university and college students to apply theoretical knowledge and gain practical skills. During 2018, 33 students completed their internships at ESO throughout Lithuania.

Integration of new employees

In order to ensure appropriate adaptation process of new employees, “Newcomer days” are organised. During this event the new employees familiarise with the supervisors and activities of divisions of the Company. The newcomers are introduced the structure of the energetics sector, strategic trends, the mission, the vision, the values, the most important principles of the energetics sector, other

Protection of human rights

While carrying out its activities and providing services, operating in different communities, the Company follows the principles of protection of human rights. The Company respects and supports international protection of human rights in its sphere, ensures, that it does not contribute to violations of human rights

Monitoring of equal rights

The majority of employees of the Company are men. It is very much influenced by the particularity of activities of the Company: women chose work related to technical engineering

The Company also invests in training of such employees. During 2018, 1863 participants participated in the internal training. The employees expanded their knowledge in personal data protection training, suited personal effectiveness and public speaking, wondered about fields of energetics within the company, improved their MS Excel skills, participated in newcomer’s training, learned the basics of using GIS.

While preparing training programmes, it is closely cooperated with training providers and surveys for evaluation of the training are carried out. ESO continually cooperates with manufacturers, equipment providers, which share their knowledge with the employees by introducing novelties in the field of energetics.

In the first half of 2018 ESO partially financed studies of five, in the second – of four employees at Lithuanian schools of higher education, in order to raise employee qualifications and develop supervisor competences. Employees have an opportunity to study in energetics and management programmes of studies, related to the activities of the Company.

Not only students who are required to complete a mandatory internship do so at the company, but also motivated and enthusiastic students are able to complete a voluntary internship.

basics of activities. Newcomers are also given plans of probationary period goals. The Supervisors assign curators to the new employees. These curators are responsible for helping the new employees during the probationary period.

and is against any kind of violations. In 2018 no cases of discrimination or other incidents, related to human rights violations, have been established.

and technological work performed in the field, as well as related specialities less often.

Activity management system and its improvement

The management of employee activities is one of the most important methods of effective management and supervision of ESO. It helps to strive for the goals of organisation and to create positive relations between supervisors and subordinates, it allows employee career planning, improving their motivation.

A measure of management of employee activities, which ensures that personal goals of employees are set considering

the goals of the Company – the annual talk. Aims are coordinated, approved and evaluated through an electronic system. They have to be measurable, specific, defined in terms of time, achievable and motivating. The annual talk helps to evaluate the achievement of aims of an employee and to set new aims. It forms a culture of feedback between a supervisor and a subordinate. During the talk, competence development, learning, career possibilities are discussed.

Employee health

The company follows general provisions and principles of employee safety, as well as the main guidelines of their implementation, which are defined by Employee safety and health policy provisions of “Lietuvos energija” company group.

Employees and contractors of the Company, during the course of their day to day activities, perform dangerous work, exploiting equipment of electricity distribution network and gas distribution network. Additional risk for the employees comes from work performed, e.g. work at great heights, excavations, using possibly dangerous equipment, sources of open fire – all that puts the employees and the contractors at risk. It also presents risks for resident safety and health non-security.

The Company pays a great deal of attention to prevention of accidents: a OHSAS 18001:2007 certificate is maintained for ensuring safety and health. Workplaces and quality of work organisation of employees and contractors of the Company are periodically checked, complex checks

of divisions of the Company are carried out. Employees are briefed live and on electronic platforms, they are taught and supplied with personal safety equipment. In 2018, works of preparation of Practical training centre were completed. Virtual training started – new employees train in a virtual reality to safely evacuate buildings in case of a fire. Most skilful employees from the regions are elected, safety days take place, weekly “Safety Minutes” have been implemented for employees of exploitation departments.

The Company takes care of the health of its employees. A free-of-charge check-up is organised for all employees for who it is necessary to go through one. Employees are vaccinated from influenza and Tick-borne encephalitis. (455 employees vaccinated).

In 2018, using an electronic training platform, a periodical briefing of safety requirements was carried out for employees.

Indicators of employee health and work safety (2018)

<p>Incidents and accidents involving employees (minor, major or deaths)</p>	<p>12 incidents. 9 minor accidents: 4 on the way to/from work, 5 while performing work functions. Employee deaths – 1. The main cause of accidents and incidents – employee carelessness in the workplace, neglectful driving, failing to check voltage of the electricity, expansion of the work place. All of the incidents have been investigated.</p>
<p>Violations of contractor and employee work safety and health regulations that took place at objects of the Company. Their types and accidents.</p>	<p>3722 workplaces of contractors have been checked, 732 violations have been established. On 41 occasion the works were brought to a halt for complex or gross violations. Type: failing to use personal safety equipment, violation of employee safety and health rules, inappropriate finalisation of work, not being sober etc. 4 accidents: 3 minor, 1 major accidents.</p>

Education

In December of 2018, new virtual reality fire evacuation training started. In two weeks, 24 employees completed the training. This training is mandatory for all newcomers.

Periodic remote employee briefing was carried out further – in such way, 2257 employees were briefed.

In 2018, at the ESO Practical training centre, 360 employees of accounting management department studied in accordance with 9 themes.

Traditional, annual professional skilfulness competition took place in the Fall of 2018 at the reconstructed ESO Practical training centre in Panevėžys. 5 teams participated, in total 65 employees of electricity, gas, accounting from all of Lithuania.

Work safety

During 2018, a total of 19 articles and messages related to topics of employee safety were published on the intranet of the Company.

Since June, 2018, a work safety “Safety minutes” campaign intended for heads of technical departments was started: every week notifications on safety related topics were sent and their content was discussed with employees. A work clothing renting process was established which ensures uninterrupted supply of quality and proper work clothes. In 2018, creation of a system

“Eshopis” (safety equipment and tool ordering programme) was started. With this system, employees are able to conveniently order safety equipment/clothing which they lack.

Safety days of new concept were started: every half a year on different topics for different divisions. A tool was created for employees to report unsafe conduct or place.

MARKET, INVESTORS AND CLIENTS

In business environment, ESO seeks to maintain transparent relations with all participants of the market – clients, partners, contractors, investors. By taking care of power supply safety and social and economic benefit to the society every year, ESO pays a great deal of attention to the development and modernisation of power and gas distribution networks. An important aspect of such activity in the environmental protection sector – better conditions for conservation, more rational use of power.

In 2017 the Ministry of Energy and ESO signed an agreement regarding power conservation. The power conservation

initiatives implemented by ESO will help residents and businesses to save 1,6 THw of power by 2020.

The Company is planning to install equipment which improves the effectiveness of power consumption of end users and which does not burden financially. The main power saving means of ESO – investments in the infrastructure, smart accounting, encouraging of producing consumer development.

Investors

ESO seeks to maintain close relations with current and potential investors, to ensure that information is equally accessible to all.

ESO announces preliminary results of the company every month, every quarter the company provides comprehensive accountability and consistently reflects the activities of the Company

through information spread by the exchange and the press. The information of the Company is equally accessible to all shareholders and potential shareholders. Relations with shareholders are maintained by employees of the Financial department (contact details: tel.: +370 612 42767, email: investuotojams@eso.lt)

Market liberalisation

As of 31st December, 2018, independent providers supplied power to 62 977 (57%) objects of commercial clients.

To the remaining objects power is supplied by the guarantee provider ESO.

Number of serviced clients

In 2018, ESO concluded 24 314 agreements of connecting to the ESO distribution network with private clients and 9712 agreements of power supply or transfer services

with commercial clients. In 2018, 14 333 private clients and 408 business clients connected to the ESO gas distribution network and the distribution services are ensured to them.

Client settlement management

On 1st October, 2018, electrical power supply activities were transferred to another company of the group UAB “Lietuvos energija” – UAB “Lietuvos energijos tiekimas” (hereinafter referred to as LET). From the 1st of October, more than 1,6 mil. of domestic power consumers and legal entities, which pay for electric power according to the general rate, became the clients of LET. On 31 December, 2018, the number of domestic and legal clients connected to the ESO distribution network was 1,8 mil, 1,6 mil of which have concluded agreements of power supply with LET. In 2018, ESO provided its clients with an opportunity to pay for electric power based on average amount of energy consumed. Payment based on average amount of energy consumed helps to plan expenses gradually – regardless of season and changes in the amount of electric power consumed, every month the same amount is paid.

Additionally, clients in possession of several objects have a possibility to pay for electric power consumed in several abodes with one payment (one bill may be provided). The size of monthly payments for a client is calculated based on the average of power consumed by the client previously (in kilowatt-hours, kWh), which is adjusted according to counter readings published by the client or data of periodic counter checks. Clients are able to learn about and verify the applied payment average by using the self-service website www.manogile.lt, by calling customer service number 1802 or by visiting “Gile” customer service centre. VAT invoices are provided to all ESO clients on the website www.manogile.lt. 9,5 percent of ESO clients settle according to an electronic invoice.

Client satisfaction

According to the latest survey of GCSI, the level of satisfaction of clients of the electricity and gas company ESO in 2018 was 79 points. This result

was 7 points higher than that of Europe (72) and 4 points higher than that of the world (75).

ENVIRONMENTAL PROTECTION

The Company seeks to protect environment while carrying out its activities, to use nature resources efficiently, to install modern, effective and safe for the environment technologies in the manufacturing process. The Company upholds the requirements of the legislation and norms regulating environmental protection. It professionally applies preventative measures which reduce negative impact on the environment.

The most important environmental protection issues raised: safe exploitation of equipment, safe, in ecological sense, use of dangerous substances, handling of accumulated waste.

The Company fulfils all of the environmental protection requirements applicable and on its own initiative installs new equipment and renews old equipment, in order that the activities of the Company impact the environment even less. The company organises environment cleaning campaigns. Meetings of employees of different departments within the Company are organised via video conferences, so that the expenses for transportation are reduced and the environment is less polluted with exhaust gases. The Company encourages conservation of electronic equipment, conservation and recycling of paper. Employees of the Company use less and less paper for work, more and more documents are handled digitally, using a special document management system

Maintenance of the environmental protection management standards

The company maintains environmental protection management standard ISO 14001. The certificate, recognised in the whole world, indicates that the Company follows the requirements of the identification, monitoring,

management and improvement of most important environmental protection aspects

Landscape protection

In order to reduce the impact on the landscape, in place of old power lines hanging in the air, new cables are laid in places where the wires of power lines were thin and dangerously close to

the greenery, where outdated infrastructure determined many failures. Cable lines ensure a more reliable power supply and are safer.

Conservation of resources

In 2018, the Company had 1,6 mill. of clients and encouraged them to give up paper bills and check books, to move to the channels of remote servicing. During the mentioned period, many of the clients had already been using digital bills.

Clients who had provided their data and ordered such service were informed about interruptions of power supply, estimated duration of repairs via SMS and emails free of charge.

Waste handling

In 2018, the Company moved to a unified accounting system for products, packaging and waste (GPAIS). Based on the legislation of waste management, waste accumulating in the course of activities of ESO are accounted in said system.

Additionally, supervision and renewal of returning materials and dangerous waste management processes were started.

Environmental protection management system

In 2017, an international environmental protection management system LST EN ISO 14001 was installed and certified. Operating management system helps to not only ensure uninterrupted compliance with the legal requirements,

but also to manage environmental protection aspects of the Company, follow and evaluate effectiveness indicators, improve processes related to environmental protection, fulfil additional obligations to clients and the society.

Campaign “Darom 2018”

Approximately 250 ESO employees from various regions joined the environment cleaning initiative “Darom 2018” and in the Spring of 2018 collected litter polluting the environment.

SOCIETY

ESO implements large scale, long-term projects of social responsibility, meant for the wide society, including the young generation. The Company addresses all, who are united by ideas of

active local communities, target group involvement, safe conduct, effective energy consumption and environment conservation.

Events for the society

National Energetics Association of Lithuania (NLEA), which unites the largest energetics companies, and a member of which is ESO, every year on 17th of April marks the day of Energetics and invites the society to events

at the Museum of Energetics and Technology situated in Vilnius. Visitors can learn about the history of energetics in the country, are involved in interactive games free of charge.

Preventive education of residents

ESO seeks to encourage responsible behaviour with equipment of electricity and gas distribution networks, increase the understanding of residents regarding safe conduct and reduce negative consequences arising from irresponsible or malicious behaviour of the residents.

In 2018, 273 reports related to possible thefts of electricity and gas network equipment, fraud and deception cases, breaches of zero corruption tolerance, which put the reputation of the Company at risk, were registered. 128 of said reports were confirmed (47%).

In 2018, ESO continued active cooperation with the association of elders of municipalities of Lithuania.

In 2018, compared to 2017, the number of electricity and gas thefts fell slightly (respectfully 103 and 90). However, total sustained losses grew more than twice.

ESO believes, that the greatest support in fighting theft is the citizenship of residents. Reports of residents help to operatively identify offenders, repair damaged equipment before the power or gas supply is interrupted. The main channel via which residents can contact anonymously – “Trust line”. One can call the short customer service number 1802 or +370 611 21802 at any time of day, as well as send an email to pasitikejimolinija@eso.lt and to report an offence.

In order to prevent theft from equipment of distribution networks, ESO cooperates with other major companies of Lithuania which face similar issues, also the association of recycling and utility waste handling companies. In all divisions of the Company throughout the country, it is attempted to involve local communities, a dialogue is being sought, ESO prevention specialists participate in meetings with elders, community leaders, representatives of municipalities and other institutions.

Education regarding safe conduct with gas and electricity

In 2018, residents are further informed regarding safe conduct with gas and electricity: 5 video clips with actors Giedrius Savickas and Vitalija Mockevičiūtė were created and published on social network accounts. Each video clip gathered 16-69 thousand views, they were shared 50 -180 times. 11 notifications regarding safe conduct with gas and electricity

were published on the social network “Facebook” (pruning, digging, behaviour in case of broken wire or during storms etc.). “Seasonal” notifications on topics of safe conduct with gas and electricity were distributed – in Springtime – on topics of safe digging and pruning within areas of safety zones; in Summer and Winter – on topics of safe behaviour during storms and blizzards.

SOCIAL INITIATIVES

ESO implements large scale and long-term social responsibility initiatives united by ideas of active involvement of target groups and effective energy consumption.

A lot of attention is given to prevention of thefts which disrupt operation of electricity network, and encouragement of citizenship. In the III quarter of 2018, the number of thefts had risen in Kaundas district. In a notification, residents were invited to be attentive and to react more actively to possible offences. In problematic regions, purposeful meetings with the local police, representatives of community, press take place constantly.

It is sought to inform the society regarding safety principles, necessary to follow when performing work outdoor, using media means – television, radio, press and internet. Special attention is paid to the distribution of reminders regarding underground electricity and gas network, tips regarding safe behaviour during storms.

For increasing energetic effectiveness – initiative “Tiek kiek reikia”.

Encouragement of rational energy consumption is one of the priority directions of ESO social responsibility. It contributes to conservation of the environment and energetic resources, as well as obligations of the country related to climate change programmes of the European Union. The project is meant to create traditions of a rational society –

solutions of rational electricity consumption are sought, special attention is paid to business, industry consumption. In a quarter of 2018, we paid special attention to individual recommendations when meeting directly. In the Autumn, a cycle of (“Tiek kiek reikia Pramonei 2018”) meant for industry representatives took place.

Conference of rational energy consumption “Solutions of energetic effectiveness – for competitive business”

On 27 February, 2018, the traditional conference for businesses, initiated by ESO, took place. The conference was organised together with “Verslo Žinios”. During the event, specialists from all fields shared their insight on economical energy consumption. The annual energetic effectiveness conference is a part of ESO initiated energy conservation initiative “Tiek kiek reikia”.

The purpose of this event is to bring together energetics, installers of energy effectiveness solutions, business and academic communities, in order that discussion and valuable experiences would allow to increase the effectiveness of business, redirect resources beneficially and to conserve the environment. 243 representatives of business companies have participated in the event of 2018.

Transparency, corruption prevention

ESO does not tolerate any manifestations of corruption and stands for honest business and transparent communication with state institutions. ESO maintains “Zero corruption tolerance policy”, valid in all companies of “Lietuvos energija” group.

The company transparently pays all taxes, ensures transparency of organised procurements and demands from potential and current providers that they operate transparently and fairly. The company trades in electric power through the exchange by following transparency principle, does not take part in any transactions where bribes are involved, unclear behaviour is encouraged. The company provides notices and suggestions to the responsible institutions regarding adjusted relevant legislation, evaluates their transparency.

Risk is minimized by implemented complex internal mechanisms of control, which are meant to identify probable factors of risk of corruption. Prevention of corruption is one of the

functions of the Prevention department. ESO constantly performs control of activities, improves processes of activities, takes action to correct identified breaches, remove risks to good name of the Company. Employees of the Company are periodically educated on topics of “Zero corruption tolerance policy” – supervisor meetings take place, lectures and discussions are initiated for the employees.

An anonymous trust line is in place. It can be reached via the short number 1802. Both ESO employees and other persons can report breaches of ethics using email: pasitikejimolinija@eso.lt or by filling out a trust line form provided on the ESO website, under “Contacts”.

103 sessions of anticorruption training were carried out to ESO employees and partners in 2018. 1313 persons participated in said training (80% of employees, 20% of contractors). 956 declarations of private interest of employees were checked in 2018, 14 conflicts of interest were identified.

Transparent procurements

Increasing transparency in procurements. ESO is a procuring organisation. UAB “Verslo aptarnavimo centras” (VAC) performs the function of procurement for the companies of “Lietuvos energija” group. VAC carries out procurements and provides services of goods, services or public procurement of work planning and carrying out. Public procurements are centralised procurement processes – standardised and concentrated to one internet platform.

In order to ensure transparent and open process of public procurements, as well as open dialogue, VAC invites providers to informative meetings. During said meetings, planned procurements of great value of procuring organisations are introduced.

ESO, using the Central Information System of Public Procurements (CVPIS), publishes technical specification projects of all procurements, except procurements of low value. Additionally, ESO provides information regarding procurements

on their websites, provides reports on procurement procedures and information regarding procurements being carried out.

1 428 public procurements initiated by the Company were completed in 2018. 70 claims were received in relation to procurements carried out by the Company. Only 7 were recognised as reasonable and were satisfied.

Since November of 2018, preventive checks of participants of transactions (RE sales, rent) were begun. 8 check have been completed until the end of the year.

In 2018, ESO initiated 1249 public procurements, the preliminary value of which without VAT was 0,5 billion euros. After completing risk evaluation, it can be stated that the most significant risk of corruption manifestation are Public procurements of the Company.

The Prevention Department performed monitoring of 31 public procurements in 2018.

It is only 2,5% of procurements initiated in 2018. 3 breaches of public procurements have been identified.

Surveys of public opinion

According to the data of latest GCSI survey, the level of satisfaction of clients of ESO, the company supplying electricity and gas, in 2018 was 79 points. This result was 7 points higher than

that of Europe (72) and 4 points higher than that of the world (75).

Responsibility to the society

The reports of ESO social responsibility are prepared every year – in Lithuanian and English languages. The reports are published on the website of the Company www.eso.lt (under Social responsibility section), on the website of securities exchange “NASDAQ Baltic”, and on the website of the “Global compact” www.globalcompact.org. ESO announces information

regarding this activity in notifications to the press, informs on the website www.eso.lt and on the website of the Ministry of the Economy of the Republic of Lithuania “State enterprises” (<http://vkc.ctf.lt/imoniu-socialine-ataskomybe/apie-isa>). An independent audit of this social responsibility advancement report has not been performed.

More information and contact details:
www.eso.lt