

# Policies on engagement with end customers in the EVN Group

## 1 Purpose

We are aware of the impacts of our activities on consumers and end-users and take our responsibility for their protection very seriously. This policy is intended to serve as a guideline for our efforts to identify, assess and manage the material impacts, risks and opportunities related to consumers and end-users. It defines the principles and processes that form the basis to monitor, control and/or mitigate negative impacts on these groups of persons. We make sure we meet legal requirements. This policy underscores our commitment to continuously improve our business practices through constant innovation and, in doing so, support the positive impacts of our products and services as well as our technical progress on consumers and end-users. This commitment also reflects the Sustainable Development Goals (SDGs) of the United Nations (UN), which we have supported for many years. Moreover, we want to further improve the positive impacts of our business activities on consumers and end-users by integrating the UN's Vision for 2050 in our management. The Vision calls on companies and customers to jointly develop products and services that reflect their goals and values for a sustainable lifestyle and sustainable behaviour. Our focus is on the respectful engagement with consumers and end-users on all available channels. Our actions also include special attention to the sustainable use of resources.

## 2 Scope of application

This policy covers and is applicable to all material sustainable business activities of the EVN Group and applies throughout the entire group.

We also expect our business partners, suppliers and customers to respect and support our requirements and efforts to mitigate negative impacts on the environment and society. We cooperate, wherever possible, to minimise the impacts of our joint activities on the environment and society and work to meet our sustainability goals.

These principles of conduct and action lines concentrate on the focus topics identified during the annual update of the materiality analysis.

## 3 Principles of conduct

The implementation of our measures in support of our engagements for consumers and end-users is based on the following principles of conduct that apply to all our business activities:

- Management of impacts on consumers and end-users: We include all potential positive and negative impacts on consumers and end-users in our internal decision processes and the analysis of long-term risks.
- Regular survey of impacts, risks and opportunities: We identify, quantify and assess the impacts, risks and opportunities of our activities and locations on consumers and end-users and implement measures to minimise the negative impacts on vulnerable customer groups.
- Continuous improvement: We optimise our processes to ensure continuous engagement with consumers and end-users.
- Inclusion of consumers and end-users: We integrate consumers and end-users in an ongoing feedback process for the quality assurance of our service performance.
- Awareness creation: We promote an awareness among our managers and employees for the material risks related to consumers and end-users and train our specialists to minimise these risks.

## 4 Priority action lines

Consumers and end-users play an important role in the EVN Group's strategy, and we have therefore defined the following priority action lines:

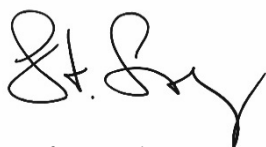
- Protective measures: We implement transparent, low-barrier measures for the protection of vulnerable customer groups.
- Regular survey of impacts, risks and opportunities: We continuously identify and assess the impacts, risks, opportunities and dependencies of our activities on consumers and end-users.

- Inclusive stakeholder management: We work together with our stakeholders and incorporate their needs and expectations concerning consumers and end-users. Through digital channels, we also include our stakeholders in the ongoing feedback process.
- Awareness creation: We create and maintain an awareness for data protection and cybersecurity with regard to consumers and end-users through internal and external training as well as transparent communications on the impacts of our activities on these areas.
- Transparent pricing policy: We maintain a transparent pricing policy for our customers regarding our projects and services.

## 5 Responsibility

The Executive Board of the EVN Group represents the highest level of the company's organisation that is responsible for the implementation of this policy.

The Executive Board of EVN AG



Stefan Szyszkowitz  
Sprecher des Vorstands



Alexandra Wittmann  
Mitglied des Vorstands



Stefan Stallinger  
Mitglied des Vorstands