

Engaging our stakeholders

Stakeholder engagement is crucial to ensure that the Group's activities are developed responsibly and coherently. By including social and environmental issues in our relations with stakeholders, we aim not only to contribute to building a sustainable society and preserving the environment for future generations, but also to encourage others to contribute. In carrying out our activities, we strive to consider the interests of our stakeholders and make decisions that meet their best interests.

The Group has identified the key stakeholders and expectations for our sustainability and engages with them accordingly:

Stakeholder	Key expectations for our sustainability (according to the materiality assessment)	How we engage stakeholders	Key actions and results in 2023
Employees	<ul style="list-style-type: none"> Ensuring employee welfare, adequate remuneration. Health & safety of employees and contractors. Ensuring a resilient and secure energy system. Ethical business, anticorruption, and transparency. 	<ul style="list-style-type: none"> On the intranet, through newsletters and during management presentations, we share information about the Group's activities, news, initiatives. We conduct regular surveys on various employee wellbeing issues and a quarterly employee satisfaction (eNPS) survey. We maintain dialogue with representatives of work councils and trade unions. We have assigned a People and Culture function partner to each Group company – this is the main contact for managers and employees on all issues related to workplace processes. 	<ul style="list-style-type: none"> The employee satisfaction indicator – eNPS – remained high at 57.5% (in 2022 – 61.8%). At the beginning of 2024, the Group was awarded the international certificate "Top Employer 2023 Lithuania" for the implementation of highest standards in ensuring good working and growth conditions. We ensured the safety of employees: Employee TRIR – 0.79 (1.69 for employees in 2022). Contractors TRIR – 0.93 (started tracking in July 2022; applicable only for the full year of 2023). 83% of the Group employees work in business units certified according to recognized occupational safety and health standards. Our CEO, Darius Maikštėnas, signed the Women's Empowerment Principles. More than 8,000 organisations around the world are committed to this initiative, only 9 in Lithuania. We have approved the Group Abuse and Harassment Prevention Policy.
Communities	<ul style="list-style-type: none"> Reducing the impact on soil, water, and air quality. Reducing the impact on biodiversity and ecosystems. Local community wellbeing and community relations. Ensuring a resilient and secure energy system. 	<ul style="list-style-type: none"> We follow the Group Community Involvement and Relations Management Guidelines. Communities near our wind farms can request financial support for community projects. Periodically, we meet with community representatives, participate in celebrations and events organized by them, and engage communities in our own events and initiatives. 	<ul style="list-style-type: none"> We provide financial support for community projects and initiatives to contribute to the development of community infrastructure, skills, events and other initiatives. However, our main goal of providing financial support to communities is empowering them to confidently implement energy efficiency and renewable energy solutions in their lives.
Customers	<ul style="list-style-type: none"> Health & safety of employees and contractors. Ensuring a resilient and secure energy system. 	<ul style="list-style-type: none"> We prepare articles, newsletters, organize events, communicate on social networks. We conduct regular customer surveys. ESO and Ignitis self-service platforms and call centers make it easier for customers to 	<ul style="list-style-type: none"> EcoVadis, a platform for assessing the sustainability of suppliers, assessed the sustainability of Ignitis: the company was among 1% of the best-rated electricity and natural gas supply companies in the world. Net Promoter Score (NPS) survey results that reflect customer

	<ul style="list-style-type: none"> Ensuring access to energy. Ethical business, anticorruption, and transparency. Reducing the impact on soil, water, and air quality. 	<ul style="list-style-type: none"> access our services. There are 6 Ignitis customer service centers in major cities of Lithuania. 	<p>opinion about customer service were the following: ESO – 53.1%; Ignitis – 67.3% (B2C) and 73% (B2B).</p>
Suppliers and contractors	<ul style="list-style-type: none"> Reducing impact on climate and GHG (Greenhouse gases) emissions. Health & safety of employees and contractors. Ensuring a resilient and secure energy system. Ethical business, anticorruption, and transparency. 	<ul style="list-style-type: none"> We disclose information on public procurement and procurement policy. We cooperate with contractors to strengthen the sustainability practices: occupational health and safety and other aspects, as defined in the Supplier Code of Ethics. 	<ul style="list-style-type: none"> We purchased over 96% of products and services needed for the Group's operations by means of public procurement. More than 95% of expenses went to local suppliers. We adopted the Group's Supplier Code of Ethics. The code describes business conduct standards that we expect all our suppliers to uphold or exceed. We devoted significant attention to the development of a model for green and socially responsible procurement.
Government and municipal institutions	<ul style="list-style-type: none"> Reducing impact on climate and GHG emissions. Health & safety of employees and contractors. Ensuring a resilient and secure energy system. Ethical business, anticorruption and transparency. 	<ul style="list-style-type: none"> We maintain contact with various institutions, monitor relevant regulatory changes, and company experts participate in various working groups. 	<ul style="list-style-type: none"> We retained the highest possible 'A+' ranking in Lithuania's Good Corporate Governance Index. 95.2% of the Group employees said they do not tolerate corruption in the annual anti-corruption perception survey. We set science based GHG emission reduction targets. Total emissions will be reduced by 47% by 2030. We continued to develop our Green Generation capacity, thus contributing to Lithuania's aim to increase the local production from renewable sources.
Shareholders, investors	<ul style="list-style-type: none"> Ensuring a resilient and secure energy system. Reducing the impact on soil, water and air quality. Using secondary raw materials, reducing waste. Ethical business, anticorruption and transparency. 	<ul style="list-style-type: none"> We organize general meetings of shareholders and meetings with investors. We provide interim and annual performance reports to the market. We provide ESG (Environment, Social and Corporate Governance) data to ESG data platforms and ratings and publish additional information on the Group's website. 	<ul style="list-style-type: none"> The Group paid dividends in line with the Dividend Policy. MSCI ESG rating remained 'AA' (on a scale from 'CCC' to 'AAA'). Sustainalytics ESG risk rating, reflecting how well a company manages material ESG risks, was rated 25.2. It means that the Group's ESG risk level has approached the medium-risk category.

Considering stakeholders' expectations is an important part of shaping sustainability priorities. During strategic sessions, the Group's management discussed how the expressed views can be best embedded into, and served by, the Group's strategy. The materiality assessment (reference) illustrates the outcome of these discussions – the sustainability topics that are important to our Group, also showing how each topic reflects stakeholder opinions and our strategic priorities.