CONTRIBUTION TO THE UN SUSTAINABLE DEVELOPMENT GOALS

UN Sustainable Development Goals











Considering the particulars

of its operations, the Company

determines nine UN Sustainable Development Goals it can





10 REDUCED INEQUALITIES





















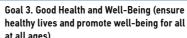






UN Sustainable Development Goals with description Contribution of the Company to the achievement of the goals

healthy lives and promote well-being for all at all ages)



The Company strives to ensure the safety of the general public and to preserve the health and welfare of its employees in the conduct of its operations through:

- · Safe working conditions and labour protection
- · Health and life insurance for personnel
- Promotion of sporting lifestyles

For more details, please see the <u>Human Resources Management</u>, <u>Occupational Health and Safety</u> subsections.

Goal 4. Quality Education (ensure inclusive and equitable quality education and promote lifelong learning opportunities for all)

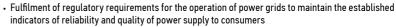
Employee training is among the priority areas. Recognising the specific nature of knowledge and skills required for work at power grid facilities, the Company assists in the development of employees'

- Training, retraining and professional development of personnel
- · Development of the corporate personnel training system
- Enhancement of the training of new specialists for the power grid sector
- Co-operation with vocational universities and collages

For more details, please see the <u>Human Resources Management</u> subsection

Goal 7. Affordable and Clean Energy (ensure access to affordable, reliable, sustainable and services provided to consumers by: modern energy for all)

The Company secures reliable, high-quality and accessible electricity supply at affordable charges for the



- Simplification of the procedure for grid connection of consumer terminals and generation facilities (including renewable energy sources)
- Qualitative and timely implementation of investment projects in the area of grid connection
- · Minimisation of the consumer's costs in accessing electricity
- · Improvement of energy efficiency and reduction of power losses
- · Improvement of the customer service quality
- Development of electronic services for customers

For more details, please see the <u>Customer Relations</u> subsection.

Goal 8. Decent Work and Economic Growth (promote sustained, inclusive and sustainable and ensures decent labour conditions by: economic growth, full and productive employment and decent work for all)

Rosseti Kuban, PJSC offers guaranteed opportunities for the comprehensive development of its employees

- · Creation of jobs in the regions of operations
- · Appointment of employees primarily from the internal managerial talent pool
- Decent wages and working conditions and respect for employees' rights
- Collective bargaining
 - · Provision of compensations, social benefits and guarantees to employees
 - · Higher labour productivity
 - · Reduction of work-related injuries

For more details, please see the <u>Human Rights</u>, <u>Human Resources Management</u> subsections.

Goal 9. Industry, Innovation and Infrastructure The Company encourages the innovation and sustainable, green infrastructure through: (build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation)

· Preservation and upgrade of power grid facilities

- Implementation of investment projects
- · Implementation of the digital transformation strategy
- · Technological and innovative development

For more details, please see the Innovation Activities subsection.



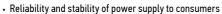


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Sustainable Development

UN Sustainable Development Goals with description Contribution of the Company to the achievement of the goals

Goal 11. Sustainable Cities and Communities (make cities and human settlements inclusive. safe, resilient and sustainable)



· Implementing projects within the framework of the national goal: Comfortable and Safe Living

The Company ensures the safety of cities and settlements through the following:

- · Providing grid connection services to consumers, organizing outdoor lighting and metering of electricity
- Developing a network of charging stations for public and private electric vehicles in the regions of the
- Application of technical architectural solutions that promote the rational use of land in cities and settlements, as well as preserving their architectural scene

For more details, please see the Reliable and Efficient Operation of the Energy System subsection.

Goal 12. Responsible Consumption and Production (ensure sustainable consumption and production patterns)

The Company adheres to the policy of rational consumption and production with the help of the following:

- Improvement of energy efficiency and reduction of losses
- Preferential use of clean technologies that do not cause significant environmental impact
- · Rational utilisation of natural resources in the course of its activities
- Mitigating negative environmental impact
- · Effective functioning of the Environmental Management System

For more details, please see the <u>Electricity Transmission</u>, <u>Environmental Protection</u>, <u>Energy Consumption</u> and Energy Saving subsections.

combat climate change and its impacts)

Goal 13. Climate Action (Take urgent action to The Company takes an active part in combating climate change, including through the following:

· Cutting down greenhouse gas emissions

- Reducing losses in electricity transmission and distribution
- Development of charging infrastructure
- Lowering the consumption of fuel and energy resources for the Company's own needs
- Ensuring that electricity from low-carbon sources is supplied to the grid and delivered to consumers
- Improving the reliability and adaptability of the power grid complex to dangerous climatic events
- · Attractivation of energy saving and an appropriate lifestyle
- · Implementation of measures promoting energy saving and energy efficiency improvement

For more details, please see the Environmental Protection, Energy Consumption and Energy Saving subsections.

Goal 15. Life on Land (protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss)

The Company operates in accordance with the environmental protection requirements, including running the activities in following aspects:

- Biodiversity conservation, including ensuring ornithological safety of electric grid facilities and implementing measures to preserve aquatic biological resources and their habitat
- Land reclamation and compensatory reforestation
- · Phased decommissioning of equipment containing polychlorinated biphenyls and its subsequent transfer for destruction

For more details, please see the Environmental Protection subsection.

CUSTOMER RELATIONS



The goal of Rosseti Kuban, PJSC in the area of customer relations is to build a customer-centric model of operations and organisation of services and facilities based on efficient and comfortable interaction with customers through analysing customer experience and meeting the actual needs of both households and businesses.

The Company pays special attention to regularly informing consumers about the services it provides, ensuring comfortable framework for face-to-face service, and improving the accessibility of services through interactive tools.

Rosseti Kuban, PJSC provides customer service through the Electric Grid Services Portal of Rosseti Group (www.портал-тп.рф), and at customer service offices as well.

In 2023. Rosseti Kuban. PJSC received almost 112,300 requests through interactive customer service tools, of which about 50% were grid connection applications.

Based on the results of 49 inspections carried out on the basis of reports of electricity theft submitted by consumers via the call-centre, off-the-meter electricity worth RUB 539,000 was detected.

In the reporting year, Rosseti Kuban actively cooperated with the representatives of the executive authorities of the Krasnodar Territory and the Republic of Adygeya, the public, businesses and potential consumers of the Company's services with respect to the issues related to the development of the power grid complex and higher availability of power infrastructure".

ALEXANDER CHEPUSOV

Deputy General Director for Development and Power Grid Connection The main function of the customer relations departments of Rosseti Kuban is to ensure prompt, unhindered resolution of issues related to grid connection, electricity transmission, organisation of electricity metering and additional services for citizens and legal entities in the Company's operational responsibility.

To maintain the high quality of Company services. 13 customer service centres and 41 customer service offices are in operation across the power grid regions.

In order to provide online customer service, Rosseti Kuban, PJSC maintains a 24-hour call centre holding a single federal number: 8 (800) 220-02-20. Call-centre operators inform the residents of the Krasnodar Territory and the Republic of Adygeya about any power supply issues and ongoing recovery work / planned repair schedules. Besides, the call-centre operators take messages from the customers concerning electricity theft and consult them about grid connection and other Company services.

In 2023, 1,432,120 customers contacted the call centre of Rosseti Kuban. PJSC. which is 29% more than in 2022.

In the reporting year, Rosseti Kuban, PJSC received about 7.000 complaints from service consumers, up 1.5% year-on-year.

of customer service

customer service outlets

in the locations of electric grids

96 97