

EPH Group Operational policy

1. BASIC PRINCIPLES & COMMITMENTS

Energetický a průmyslový holding, a.s. ("EPH") and the subsidiaries and companies controlled by it ("EPH Group") are committed to conducting their business activities in an environmentally safe, secure and responsible manner. The principles laid down in the ESG Master policy are at the core of the EPH Group's business activities and they are to be respected and followed by all subsidiary companies.

The subsidiary companies follow at minimum these main principles and implement them in their own binding internal policies in their country.

This Policy defines commitments in regard to the behaviour that has a direct or indirect impact on the safety and efficiency:

The EPH Group follows these basic principles:

- A. **ACCESS TO BASIC SERVICES.** The EPH Group strives to continue to provide basic services to its customers in the form of affordable, high quality and reliable electricity, gas and heat supply all of which must be compliant with the specific regulatory regime. The EPH Group aims to keep implementing and improving products for our disadvantaged customers.
- B. **HEALTH AND SAFETY MANAGEMENT.** The EPH Group is committed to ensuring the best applicable standards in regard to the work-related health and safety management of its employees, contractors, customers and all stakeholders. The EPH Group aims for maintaining or obtaining its certification standards at minimum meeting the regulatory requirements and if feasible also on par with international levels at major group companies.
- C. **ENVIRONMENTALLY SAFE OPERATION OF FACILITIES.** As one of the leading distributors, producers and suppliers of electricity, gas and heat, as relevant, the EPH Group is responsible for ensuring reliable, quality and environmentally safe deliveries.
 - The EPH Group is committed to updating information on the safety risks associated with its services and operations.
 - The EPH Group renovates its transmission and distribution networks in compliance with legal requirements and regulation to ensure an environmentally safe and reliable provision of its services and to minimise negative impacts.
 - The EPH Group's continuous goal is to ensure compliance with the local operational regulations.
- D. **SOCIAL IMPACTS OF OUR PRODUCTS.** Following respective network regulation, the EPH Group is conscious of its products' social impacts and strive to improve them, by developing business models that contribute to local social development and improve people's quality of life.
- E. **INNOVATION AND MODERNISATION.** The EPH Group is using new technologies and innovating where suitable, to further increasing their efficiency and lessening their environmental impacts. In this area, the EPH Group focuses equally on all our business areas of generation, transmission and distribution.
- F. **EMERGENCY MANAGEMENT.** The EPH Group is committed to upholding and continuously updating and improving its emergency plans. The plans are designed to include best practices in safety management. In case of any emergency, the EPH Group communicates quickly, transparently with all involved stakeholders and governmental bodies in case of any emergency.
- G. **STAKEHOLDER ENGAGEMENT.** The EPH Group sets an open constructive dialogue with its key stakeholders, including employees, customers, government and regulators, investors and lenders, suppliers, labour and trade unions, NGOs and local communities, to better understand their expectations in relation to its business decisions.

- H. **RESPONSIBLE MARKETING.** The aim is to uphold responsible marketing practices, to avoid unsubstantiated product claims, providing truthful, transparent and accurate information.

Document approved by the Board of Directors of Energetický a průmyslový holding, a.s. at its meeting on March 31, 2021.