

# Map of stakeholders

[GRI 102-40]

[GRI 102-42]

[GRI 102-43]

[Custom index 11]

## Employees

- Employee satisfaction surveys
- Intranet
- Newsletters and internal magazines Enea News
- Meetings, training and videoconferencing
- Cooperation with trade unions
- Meetings and newsletters for managers
- Radio broadcasting at the Kozienice Power Plant
- Annual report
- Sustainability report

## Local communities, public opinion

- Contact and cooperation with the Enea Foundation
- Employee volunteering programmes
- Direct meetings and cooperation with representatives of local communities
- Communication through national and local media
- Website [www.enea.pl](http://www.enea.pl)
- Participation in industry events and events dedicated to corporate social responsibility
- Sustainability report

## Public administration and regulators

- Reports
- Annual report
- Sustainability report
- Direct communication
- Conferences

## Customers

- Customer Service Offices and Sales Offices
- Sales partners and customer care representatives
- Electronic Customer Service (eBOK)
- Online service: consultant chat
- Customer hotline (contact with a consultant on 611 111 111)
- Website [www.enea.pl](http://www.enea.pl)
- Enea profile on Facebook
- 24-hour Enea Operator hotline 991
- Electronic Platform for Notification of Accidents in Enea Oświeetlenie
- Connection Portal for Enea Operator
- Internet platform for communication with municipalities

- Customer satisfaction surveys
- Printing on invoices, inserts for invoices
- Special events, including those sponsored by Enea, community actions and events supported by the Enea Foundation
- Local media advertising: press and radio
- Sustainability report

## Industry organizations

- Membership of organisations
- Direct meetings
- Trade fairs and conferences
- Participation in working groups, authorities of professional organisations
- Annual report
- Sustainability report

## Investors, Shareholders, Analysts

- Investor Relations Office and the [website](#) dedicated to investors
- Direct meetings with investors and shareholders, including profit and loss conferences
- Mobile app
- Website [www.enea.pl](http://www.enea.pl)
- Current and periodic reports
- Annual report
- Sustainability report

## Suppliers and contractors

- Purchasing platform <https://www.enea.pl/bip/zamowienia/platforma-zakupowa>
- Website [www.enea.pl](http://www.enea.pl) and company websites
- Direct communication with Employees dedicated to cooperation with suppliers
- Industry meetings, fairs, etc.
- Annual report
- Sustainability report

## Local government

- Direct meetings, participation in local events
- Enea's representatives participate in the works of a working group set up by the Voivode of Wielkopolska to identify significant social needs and to plan actions for their implementation.
- Websites, including the website [www.enea.pl](http://www.enea.pl)
- Conferences
- Sustainability report

## Social partners and beneficiaries

- Enea Foundation
- Website [www.enea.pl](http://www.enea.pl)
- Application form for beneficiaries
- Direct contact, individual and event meetings
- Sustainability report

## Media

- Press office and ongoing communication
- Contact via dedicated e-mail
- Website [www.enea.pl](http://www.enea.pl)
- Meetings with the media
- Press conferences
- Sustainability report