

Structure of requests and revenue received for provision of value-added service for 2016-2017

Service name	Number of completed requests for provision of value-added services			Proceeds from implementation of value-added services		
	2016	2017	Change 2017/2016	2016	2017	Change 2017/2016
	pieces	pieces	%	RUB mn	RUB mn	%
Performance of work related to the competence of the applicant in the grid connection implementation (including the service “Turnkey grid connection”)	17 128	14 029	82%	158,306	168,457	106%
Setup of electricity metering (installation/replacement, repair of metering devices, installation of an AMR system, etc.)	74 835	71 593	96%	138,109	147,053	106%
Operation, technical and operational maintenance, repair of electrical networks of the customer, operational dispatch management	712	1 385	195%	102,909	62,711	61%
Energy audit and energy service	77	52	68%	1,331	9,587	720%
Grid topology change (removal of land use restrictions) in the applicant’s interests	177	235	133%	180,798	352,115	195%
Design and survey work on construction, reconstruction and re-equipment of the applicant’s energy facilities	1 116	887	79%	3,755	4,052	108%
Leasing of facilities of subsidiaries and affiliates for the applicant (placement of advertising structures, fiber-optic communication cables on overhead lines, provision of independent sources of power supply, etc.)	13 232	14 283	108%	180,073	220,698	123%
Development and maintenance of outdoor lighting networks	1 183	1 755	148%	234,275	247,888	106%
Testing and diagnostics of electrical equipment, protective gear and devices	542	546	101%	5,416	6,285	116%
Total for IDGC of Centre	109 002	104 765	96%	1 004,972	1 218,846	121%

Deductions to budgets of different levels and extra-budgetary funds of IDGC of Centre, PJSC for 2015-2017

RUB mn	2015			2016			2017		
	Total	Tax	Penalties and fines	Total	Tax	Penalties and fines	Total	Tax	Penalties and fines
Total:	11 482,3	11 476,6	5,7	12 305,7	12 308,6	-2,9	14 319,5	14 315,6	3,9
Regional budget, including	3 465,4	3 465,0	0,4	3 468,9	3 471,7	-2,8	4 112,0	4 109,7	2,3
Profit tax	968,3	968,4	-0,1	697,9	700,7	-2,8	810,9	808,6	2,3
Personal income tax	1 779,5	1 779,5	0,0	1 705,3	1 705,3	0,0	1 848,3	1 848,3	0,0
Property tax	686,9	686,4	0,5	1 033,8	1 033,8	0,0	1 418,0	1 418,0	0,0
Transport tax	30,7	30,7	0,0	31,9	31,9	0,0	34,8	34,8	0,0
Water tax	0,0	0,0	0,0	0,0	0,0	0,0	0,0	0,0	0,0
Local budget, including	38,7	38,5	0,2	34,2	34,5	-0,3	40,9	40,8	0,1
Land tax	38,7	38,5	0,2	34,2	34,5	-0,3	40,9	40,8	0,1
Insurance contributions and extra-budgetary funds	3 839,0	3 838,9	0,1	4 115,1	4 114,7	0,4	4 279,2	4 278,0	1,2
Federal budget, including	4 139,2	4 134,2	5,0	4 687,5	4 687,7	-0,2	5 887,4	5 887,1	0,3
Profit tax	109,8	110,3	-0,5	33,7	34,0	-0,3	179,5	179,3	0,2
VAT	4 029,4	4 023,9	5,5	4 653,8	4 653,7	0,1	5 707,9	5 707,8	0,1

Appendix No. 3
to the Sustainability Report of
IDGC of Centre, PJSC
for 2016-2017

Characteristics of work with calls of IDGC of Centre, PJSC for 2016-2017

Indicator	Number of calls		Rate of increase
	2016	2017	
	pieces	pieces	%
Total number of calls received by subsidiaries and affiliates	990 636	963 803	-2,7%
I. Distribution of calls by category	990 636	963 803	-2,7%
1.1. Complaint	154 100	148 384	-3,7%
1.2. Request for information/advice	207 945	170 471	-18,0%
1.3. Application for provision of services	295 836	291 051	-1,6%
1.4. Receipt/delivery of documents	0	0	0,0%
1.5. Provision of information	306 926	314 258	2,4%
- of which for emergency outages	276 577	276 435	-0,1%
1.6. Payment acceptance	2	0	-100,0%
1.7. Customer feedback on the company's activity	22 693	37 800	66,6%
1.8. Customer offer to improve quality of service	204	44	-78,4%
1.9. Other	2 930	1 795	-38,7%
II. Distribution of calls by communication channels	990 636	963 803	-2,7%
2.1. Face-to-face calls	334 083	319 484	-4,4%
2.2. Distance calls through the call centre	627 702	596 999	-4,9%
2.2.1. Including telephone hotline for electricity supply issues	435 233	428 073	-1,6%
2.3. Written calls through the office	5 285	7 077	33,9%
2.4. Distance calls through the Internet reception/Personal account/ On line consultations/E-mail	9 964	15 777	58,3%
2.5. Other	13 602	24 466	79,9%
III. Distribution of calls for reasons (by topic)	990 636	963 803	-2,7%
3.1. Grid connection	122 927	125 493	2,1%
3.2. Electricity transmission	22 338	22 381	0,2%
3.3. Power outage	443 790	450 946	1,6%
3.4. Maintenance of power grid facilities	25 183	24 301	-3,5%
3.5. Commercial metering of electricity	22 287	54 722	145,5%
3.6. Value-added services	185 842	180 764	-2,7%
3.7. Quality of service	7 431	6 959	-6,4%
3.8. Contact Information	6 398	5 206	-18,6%

3.9. Energy sales activities	0	0	0,0%
3.10. Other	154 440	93 031	-39,8%

Main characteristics of staff of IDGC of Centre, PJSC for 2016-2017

**Composition of the governing bodies and main categories of staff by gender, age groups,
belonging to minority groups and other signs of diversity**

Staff composition by category					Gender			
Category of staff	Full-time staff at 01.01.2016	Full-time staff at 31.12.2016	Full-time staff at 01.01.2017	Full-time staff at 31.12.2017	Male		Female	
					2016	2017	2016	2017
Senior managers	0,1%	0,1%	0,1%	0,1%	0,1%	0,05%	0,02%	0,01%
Managers	16,1%	16,2%	16,2%	16,1%	14,6%	14,56%	1,5%	1,55%
Specialists	31,9%	31,5%	31,5%	31,3%	15,9%	15,83%	15,7%	15,50%
Blue-collar workers	51,9%	52,2%	52,2%	52,5%	48,8%	49,26%	3,4%	3,24%
Total	100,0%	100,0%	100,0%	100,0%	79,4%	79,7%	20,6%	20,3%

Staff composition by age					Gender			
Staff by age	Full-time staff at 01.01.2016	Full-time staff at 31.12.2016	Full-time staff at 01.01.2017	Full-time staff at 31.12.2017	Male		Female	
					2016	2017	2016	2017
Under 30	18,3%	17,3%	17,2%	16,6%	14,4%	14,2%	2,9%	2,5%
30-50	52,8%	53,8%	53,8%	54,7%	41,3%	42,0%	12,5%	12,7%
Over 50	28,9%	28,9%	29,0%	28,7%	23,7%	23,5%	5,2%	5,1%
Total	100,0%	100,0%	100,0%	100,0%	79,4%	79,7%	20,6%	20,3%

Total number and rates of new employee hires

Total number of new employee hires, persons		Total number of full-time employees, persons		Distribution of new employee hires by age, %			Distribution of new employee hires by gender, %			Distribution of new employee hires by region, %		
2016	2017	At 31.12.2016	At 31.12.2017	Age	2016	2017	Gender	2016	2017	Region	2016	2017
2 387	2 738	30 400	30 431	Under 30	53,9	57,4	Male	86,2	84,0	Moscow	1,8	1.5
				30-50	38,9	37,0	Female	13,8	16,0	Belgorod	11,9	10.3
Rate of new employee hires, %		8	9	Over 50	7,2	5,6				Bryansk	6,6	10.75
										Voronezh	12,7	9.2
										Kostroma	8,3	6.8
										Kursk	6,2	7.6
										Lipetsk	7,3	7.4
										Nizhny Novgorod	0,0	0.2
										Orel	5,1	9.8
										Smolensk	11,3	12.4
										Tambov	6,7	6.5
										Tver	10,1	11.9
										Yaroslavl	12,0	10.0

Employee turnover by age group, gender and region

Employee turnover, %		Average staff employed, persons		Distribution of employee turnover by age, %			Distribution of employee turnover by gender, %			Distribution of employee turnover by region, %		
2016	2017	2016	2017	Age	2016	2017	Gender	2016	2017	Region	2016	2017
2,21	3,33	29 531	29 612	Under 30	15	14	Male	78	83	Moscow	1.7	1.5
				30-50	75	75	Female	22	17	Belgorod	7.6	6.5
Number of dismissed for the period, persons		654	986	Over 50	10	11				Bryansk	10.6	10.7
										Voronezh	7.0	5.8
										Kostroma	4.0	7.1
										Kursk	7.3	8.7
										Lipetsk	11.2	9.1
										Orel	8.7	6.4
										Smolensk	4.1	5.8
										Tambov	5.7	4.6
										Tver	17.7	19.6
										Yaroslavl	14.4	14.2

Rate of employees who returned to work after parental leave ended, and who were still employed after their return to work, by gender

Rate of employees who returned to work, %		% , retention rate of employees who took parental leave		Number of employees that were entitled to parental leave, persons				Number of employees that took parental leave, persons				Number of employees who returned to work and who were still employed, persons				Rate of employees who returned to work after leave by gender, %			
2016	2017	2016	2017	Male		Female		Male		Female		Male		Female		Male		Female	
				2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017
81	90,8	80	91,0	3 186	3 336	1 026	965	39	34	914	887	20	19	174	264	90,90	84,2	80,20	91,3

Appendix No. 5
to the Sustainability Report of
IDGC of Centre, PJSC
for 2016-2017

Number of occupational injuries for 2016-2017 broken down by the branches of IDGC of Centre, PJSC

Indicator	Number of injuries resulting from an occupational accident, persons		Number of fatalities, persons		Number of severe injuries, persons	
	2016	2017	2016	2017	2016	2017
Belgorodenergo	0	0	0	0	0	0
Bryanskenergo	0	0	0	0	0	0
Voronezhenergo	0	1	0	0	0	0
Kostromaenergo	0	0	0	0	0	0
Kurskenergo	1	0	0	0	0	0
Lipetskenergo	0	0	0	0	0	0
Orelenergo	0	0	0	0	0	0
Smolenskenergo	0	1	0	1	0	0
Tambovenergo	0	0	0	0	0	0
Tverenergo	2	0	0	0	1	0
Yarenergo	0	2	0	2	0	0
Executive Office	0	0	0	0	0	0
Total for IDGC of Centre	3	4	0	3	1	0

Type of occupational injuries for 2016-2017 broken down by the branches

Branch name	Summary		Fatality		Material damage, RUB thous.	
	2016	2017	2016	2017	2016	2017
Belgorodenergo	0	0	0	0	0	0
Bryanskenergo	0	0	0	0	0	0
Voronezhenergo	0	1	0	0	0	0
Kostromaenergo	0	0	0	0	0	0
Kurskenergo	1	0	0	0	102,2	0
Lipetskenergo	0	0	0	0	0	0
Orelenergo	0	0	0	0	0	0
Smolenskenergo	0	1	0	1	24	50
Tambovenergo	0	0	0	0	0	0
Tverenergo	2	0	0	0	19,013	0
Yarenergo	0	2	0	2	0	0
Total for IDGC of Centre	3	4	0	3	145,2	50

Comparative rates of occupational injuries for 2016-2017 broken down by the branches

Branch name	Year	Indicators						
		Average staffing number, persons	Total injuries, persons	Including: fatalities, persons	Number of days of disability	General injury frequency rate (GIFR) (N1/Ns) x 1000	Fatal injury frequency rate (FIFR) (Nacc./Ns) x 1000	Injury severity index (ISI) Dd / (N1-Nf)
Belgorodenergo	2016	3 970	0	0	0	0	0	0
	2017	3 914	0	0	0	0	0	0
Bryanskenergo	2016	1 890	0	0	0	0	0	0
	2017	1 897	0	0	0	0	0	0
Voronezhenergo	2016	3 422	0	0	0	0	0	0
	2017	3 413	1	0	33	0,318	0	33
Kostromaenergo	2016	1 953	0	0	0	0	0	0
	2017	1 978	0	0	0	0	0	0
Kurskenergo	2016	2 531	1	0	122	0,395	0	122
	2017	2 519	0	0	0	0	0	0
Lipetskenergo	2016	2 263	0	0	0	0	0	0
	2017	2 253	0	0	0	0	0	0
Orelenergo	2016	1 824	0	0	0	0	0	0
	2017	1 786	0	0	0	0	0	0
Smolenskenergo	2016	3 336	0	0	0	0	0	0
	2017	3 355	1	1	0	0,29	0,29	-
Tambovenergo	2016	1 988	0	0	0	0	0	0

	2017	1 997	0	0	0	0	0	0
Tverenergo	2016	3 253	2	0	157	0,6	0	78,5
	2017	3 250	0	0	0	0	0	0
Yarenergo	2016	2 765	0	0	45	0	0	0
	2017	2 765	2	2	0	0,723	0,723	-
Total for IDGC of Centre	2016	29 531	3	0	314	0,102	0,000	104,66
	2017	29 612	4	3	33	0,135	0,101	33

Note:

The injury frequency rate GIFR is the ratio of the number of injuries to the average number of workers and employees during the reference period, referred to 1,000 employees:

$GIFR = (N1/Ns) \times 1000$, where N1 is the number of injuries with disability for more than three working days and fatal; Ns - the number of employees for a certain period of time (average staffing number).

The fatal injury frequency rate - FIFR is determined by the ratio:

$FIFR = (Nacc./Ns) \times 1000$, where Nacc. - the number of fatal accidents; Ns - the number of employees for a certain period of time (average staffing number).

The injury severity index ISR characterises the average duration of temporary disability of injured persons and is determined by the formula:

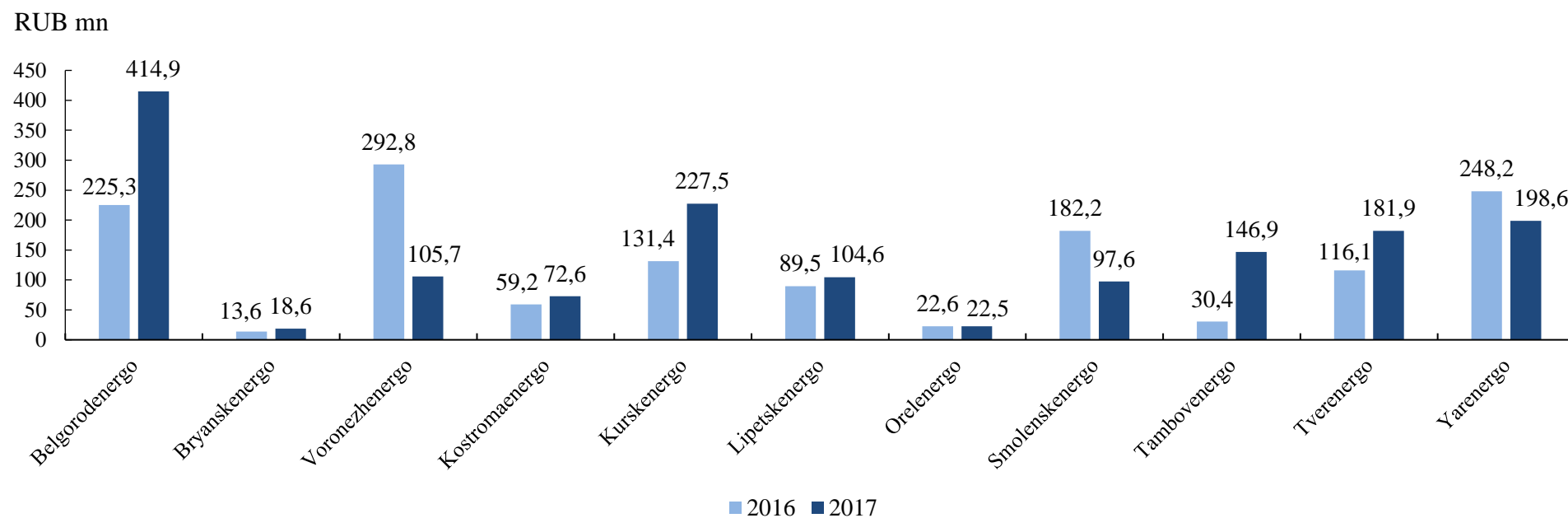
$ISI = Dd / (N-Nf)$, where Dd is the number of man-days of disability for all injured persons during the reference period; N1 - the number of injured persons with disability for more than three days; Nf - the death toll in an accident.

Appendix No. 6
to the Sustainability Report of
IDGC of Centre, PJSC
for 2016-2017

Total amount of fines, penalties and liquidated damages paid by IDGC of Centre, PJSC for 2015-2017

RUB mn	2015		2016		2017	
Branch name	Receipts	Expenses	Receipts	Expenses	Receipts	Expenses
Belgorodenergo	49,1	0,0	27,5	0,0	11,7	1,4
Bryanskenergo	18,7	5,8	33,1	0,0	18,1	30,0
Voronezhenergo	7,4	1,3	30,9	1,8	83,7	1,8
Kostromaenergo	1,9	1,0	17,9	0,1	10,3	0,4
Kurskenergo	4,5	9,1	13,2	61,9	10,5	12,3
Lipetskenergo	46,3	33,1	27,7	3,5	9,7	0,0
Orelenergo	2,8	0,8	5,0	1,1	10,1	0,0
Smolenskenergo	17,6	1,4	30,5	4,1	54,6	1,4
Tambovenergo	12,2	3,0	15,6	2,0	25,1	0,2
Tverenergo	56,7	18,4	148,8	30,6	66,8	5,5
Yarenergo	74,9	1,0	139,4	1,1	164,3	4,6
Executive Office	0,0	0,0	0,0	0,0	3,6	0,0
Total for IDGC of Centre	292,1	74,9	489,6	106,2	468,5	57,6

Revenue from grid connection services for 2016-2017 by branches of IDGC of Centre, PJSC



Extract from Minutes No. 01/18
of Public hearings
on the draft of the Sustainability Report
of IDGC of Centre, PJSC for 2016-2017

Moscow

07.11.2018

Venue: Moscow, 2nd Yamskaya St., 4, IDGC of Centre, PJSC.

In attendance were:

Moderator: CEO of LLC Zebra – PR – Andrey Vyacheslavovich Kozhevnikov.

Representatives of IDGC of Centre, PJSC:

- Deputy General Director for Human Resources and Organizational Design – Inna Vitalyevna Gromova;
- Director of Corporate Governance – Head of Corporate Governance and Interaction with Shareholders Department – Olga Alexandrovna Kharchenko;
- Head of Economics Department – Natalya Alexandrovna Loganova;
- Head of Customer Interaction Department – Svetlana Igorevna Secret;
- Head of IR Division – Sergey Alexandrovich Ternikov;
- representatives of specialised structural units of IDGC of Centre, PJSC.

Secretary: Denis Petrovich Antonov.

Invited independent experts:

- Maria Dmitriyevna Stepanova, PJSC ROSSETI, Deputy Head of Division of Organisation of Activity of the Board of Board of Directors and Interaction with Shareholders and Investors;
- Victor Vladimirovich Ablezgov, IDGC of Centre, PJSC, Advisor to General Director, Chairman of the primary trade-union organisation of IDGC of Centre of the All-Russian Power Engineers' Trade Union;
- Anzor Amorbiyevich Bekshokov, NP RID, Leading expert of the Expert Centre;
- Vladimir Yulianovich Skobarev, LLC FBK, Partner, Director of Corporate Governance and Sustainable Development Department;
- Marina Mikhailovna Trishina, JSC NPF LUKOIL-GARANT, Head of Depositors Division;
- Andrey Valeryevich Gradetsky, JSC Group Expert, Deputy CEO for Research and Project Management.

Agenda: Discussion of the draft of the Sustainability Report of IDGC of Centre, PJSC for 2016-2017 (hereinafter – the Report) for the purpose of public assurance of the Report and making recommendations about development of the content of the Report for the next reporting period.

Speakers:

1. O.A. Kharchenko with a speech and presentation on the Sustainability Report of IDGC of Centre, PJSC for 2016-2017. (Profile of the company; purposes, tasks, principles of identification of material topics; stages of drawing up the Report; arisen difficulties; the GRI compliance; results of activity and their influence on activity in the field of sustainable development; strategic priorities in the field of sustainable development; main topics of the Report and achieved results; plans for the next period).

2. Experts – M.D. Stepanova, V.V. Ablezgov, A.A. Bekshokov, V.Y. Skobarev, A.V. Gradetsky (with comments and recommendations).

Resolved:

1. To approve the events for drawing up, preparation for the publication and independent assurance of the reporting on the activity held by IDGC of Centre, PJSC in the field of sustainable development.

2. To representatives of IDGC of Centre, PJSC to take the recommendations received during the Public hearings into account and to use them by preparation of the next Sustainability Report of the Company.

Moderator:
CEO
LLC Zebra – PR

A.V. Kozhevnikov

Representative of IDGC of Centre, PJSC:
Director of Corporate Governance –
Head of Corporate Governance and
Interaction with Shareholders Department

O.A. Kharchenko

Secretary of the Public hearings

D.P. Antonov