

Corporate Social Responsibility Report 2014

Enovos Group



The present document is the second Corporate Social Responsibility report of the Enovos Group.

Its perimeter covers the activities of Enovos International S.A., Enovos Luxembourg S.A. and Creos Luxembourg S.A. in Luxembourg and Enovos Deutschland SE, Enovos Energie Deutschland GmbH and Creos Deutschland GmbH in Germany for the year 2014.

This report structure is inspired by the GRI Sustainability Reporting Guidelines. It includes “standard disclosures” as well as “sector specific disclosures” related to electric utilities and natural gas. The GRI indicator to which a paragraph is inspired from is indicated in the report.

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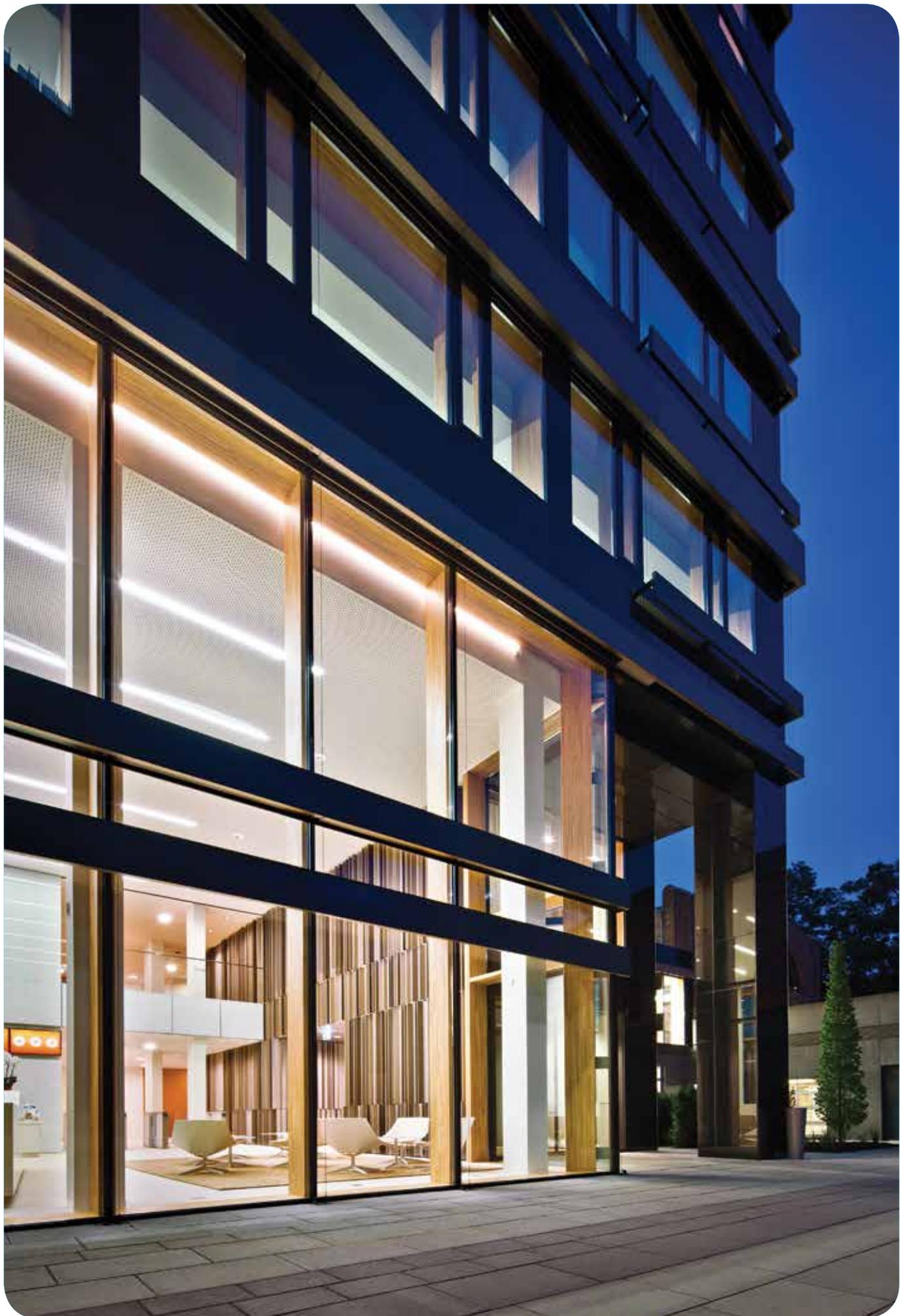
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Message from the Executive Committee

As Luxembourg's main energy supplier and grid operator, as well as a significant actor on the German business to business market, Enovos Group's mission is to produce and deliver energy to households and businesses. Electricity, natural gas and energy services provided are necessary in the daily activities of many people and businesses. The group strives to maintain optimum quality and availability of its products and services at an affordable price, together with a continuous progress towards more sustainability.

Renewable energies remain a central part of the group's development towards a more sustainable future and reduced environmental impact. Furthermore, a trained and motivated workforce is the key component of the group's development in all its undertakings. In 2014, the group continued reflecting on these two key topics, as detailed in this 2014 Corporate Social Responsibility report.

Building on last year's first CSR reporting experience, the group now aims at improving its CSR strategy, reflection and reporting process. The first report in 2013 raised internal awareness about the group's CSR initiative in Luxembourg: connecting with internal stakeholders is now easier and brings more results. This year, the group further developed internal stakeholder's involvement in assessing last year's report, defining the report content, and improving the processes to collect and analyse data. A major change of scope occurred: German entities of the group are now included in the report for more transparency and completeness. This 2014 CSR Report is a more powerful tool for transparent and comprehensive communication with stakeholders as well as a pedagogical instrument internally. Eventually, the CSR reflection will help the group define the relevant strategic goals in order to achieve a long term economic growth with sustainable benefits for the economy, the society and the environment.

Working on this second report comforted the group's CSR strategy, and led to a deeper analysis of sustainability challenges in Luxembourg and Germany. This second report is still inspired by the GRI G4 methodology and will describe the situation in 2014. As per last year and in accordance with the sustainability context in which the group evolves, the six main axes of progression have been kept:

- **Business ethics and transparency:** The group has a key role to play for its customers and the general public. It needs to be responsible and reliable, which of course includes complying with all laws and regulations, but also going further when it is fair, relevant and possible. Service availability and reliability, transparent governance, procurement practices and respect for privacy are the main topics that will be tackled in this first part.
- **Sustainable investment:** An effective, well thought out and relevant investment strategy is essential to meet the group's goals. Massive investments in renewable energies and network have been made to achieve increased energy quality, availability and reliability; innovative new services are also continuously being developed.
- **Staff employability:** The group relies on its workforce and does its best to maintain the highest level of motivation and skill among its employees. A balanced workforce, with equal opportunities granted to all workers regardless of their gender, origin and beliefs, is the baseline of the group's approach to human resources. The training and development programmes in place are regularly challenged for improvement, as well as performance reviews for all employees. Moreover, the group continuously stays attentive to potential improvements in its HR processes and policies.

- Health, safety and environment: The group is very concerned about these topics. Risks are analysed to be able to organise relevant trainings, provide employees and external stakeholders with quality information, and improve processes for more safety. For the upcoming years, the objective is to continue improving the safety of the workforce.
- Environmental impact: Protecting the environment is a key concern at a global level and the group continues to participate in the effort. Reducing energy consumption and GHG emissions, compensating for consumptions which cannot be reduced, preserving biodiversity, using energy more efficiently and improving waste disposal systems are among the main targets in this field. In 2014, significant changes have occurred: facilities have been constructed with environmental concerns and employee satisfaction in mind, the personnel moved and the group started experiencing the advantages of the new buildings. Many services are offered to customers to help them find the way towards improved energy efficiency (in line with European regulations), promote responsible mobility, and compensate for GHG emissions... Bringing relevant energy services and solutions to even more businesses and municipalities is the mission of dedicated teams.
- Local communities: Enovos Group is part of the society as a whole, and as such does its best to improve the quality of life of its members, as well as to promote promising projects and innovative ideas. It constantly engages with its customers in order to maintain good relationships, by organising fairs, events and other activities. It also promotes its values by supporting projects through patronage and sponsorship thanks to the Fondation Enovos.

The chosen annual reporting period will allow the group to persistently rethink these axes and to improve the CSR reporting process, in an effort to meet the highest standards and to draw significant conclusions out of this procedure. This second CSR report is the next step in a long-standing journey towards enhanced sustainability.

The Executive Committee



Jean Lucius
Co-Chairman of the Executive Committee
Chief Executive Officer Enovos Luxembourg S.A.



Romain Becker
Co-Chairman of the Executive Committee
Chief Executive Officer Creos Luxembourg S.A.



Guy Weicherding
Member of the Executive Committee
Chief Financial Officer, Enovos International S.A.



Michel Schaus
Member of the Executive Committee
Chief of Operational Support, Enovos International S.A.

Group profile

Organisation scale

G4 - 9

Enovos Group serves a broad customer mix for natural gas and electricity, which comprises private customers and medium to large industrial customers in Luxembourg, Belgium, France and Germany, as well as local and regional utilities.

Created in 2009 by a three-way merger, it has given the “Great-Region” a major competitor across all commercial and industrial levels. Enovos Group has the financial base to roll out an ambitious policy of investment in both traditional and renewable energy sources.

The group is headed by Enovos International S.A., a holding company headquartered in the Grand Duchy of Luxembourg.

It coordinates the activities of the various constituent firms. Enovos is present, either directly, or through subsidiaries and other holdings, throughout the entire value chain. This reaches from production to the final consumer.

Enovos Group totalizes 1,459 employees in average in 2014, (an increase of 4,7% compared to 1,394 in 2013)

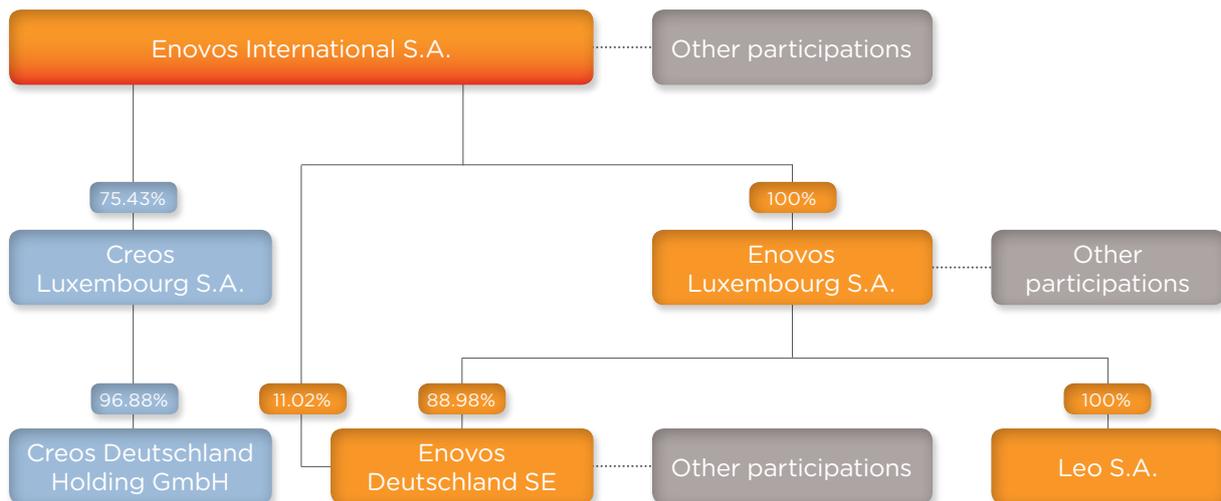
The Enovos Group means:

- > more than **1,400** employees
- > more than **300,000** delivery points (electricity and natural gas)
- > more than **28** TWh natural gas (except trading)
- > more than **17** TWh electricity (except trading)
- > **9,500** km of electricity lines and **3,700** km of gas pipelines

In Luxembourg, the Enovos Group is mainly made up of 3 entities regarding its core business activities: Enovos International S.A., Enovos Luxembourg S.A. and Creos Luxembourg S.A.:

- Enovos International S.A. is a public limited company under Luxembourgish law with its headquarters at 2, Domaine du Schlassgoard, L-4327 Esch-sur-Alzette. The company was established

on 1st July 2009 for an unlimited period of time and was registered with the Luxembourg Trade and Companies' Register under the number B11723. Enovos International S.A. is an operative holding company providing management services to its group companies, mainly in the domains of financial services, information technologies, human resources, legal affairs and insurance, facility management and internal audit.

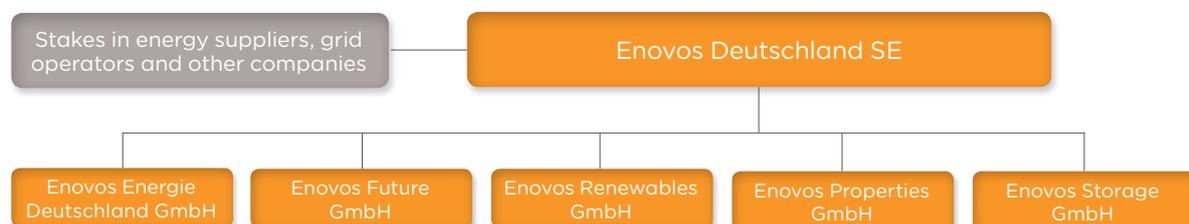


- Enovos Luxembourg S.A. is a public limited company under Luxembourgish law; its headquarters are located at 2, Domaine du Schlassgaard, L-4327 Esch-sur-Alzette. The company is established for an unlimited period of time and is registered at the Luxembourg Trade and Companies' Register under the number B 44683. Enovos Luxembourg S.A. is active in the fields of production, purchase and resale of natural gas, electric power and renewable energy sources, as well as energy services.
- Creos Luxembourg S.A. is a public limited company under Luxembourgish law; its headquarters are located at 59-61 rue de Bouillon, L-1248 Luxembourg. The company is established for an unlimited period of time and is registered with the Luxembourg Trade and Companies' Register under the number B 4513. The energy network operator Creos Luxembourg S.A. operates in the fields of energy transport, distribution and grid management.

The two different names reflect the fact that each company, and its subsidiaries, is independent, with its own structure and employees.

In Germany, the Enovos Group brings together 7 entities, the 3 main ones being Enovos Deutschland SE, Enovos Energie Deutschland GmbH and Creos Deutschland GmbH :

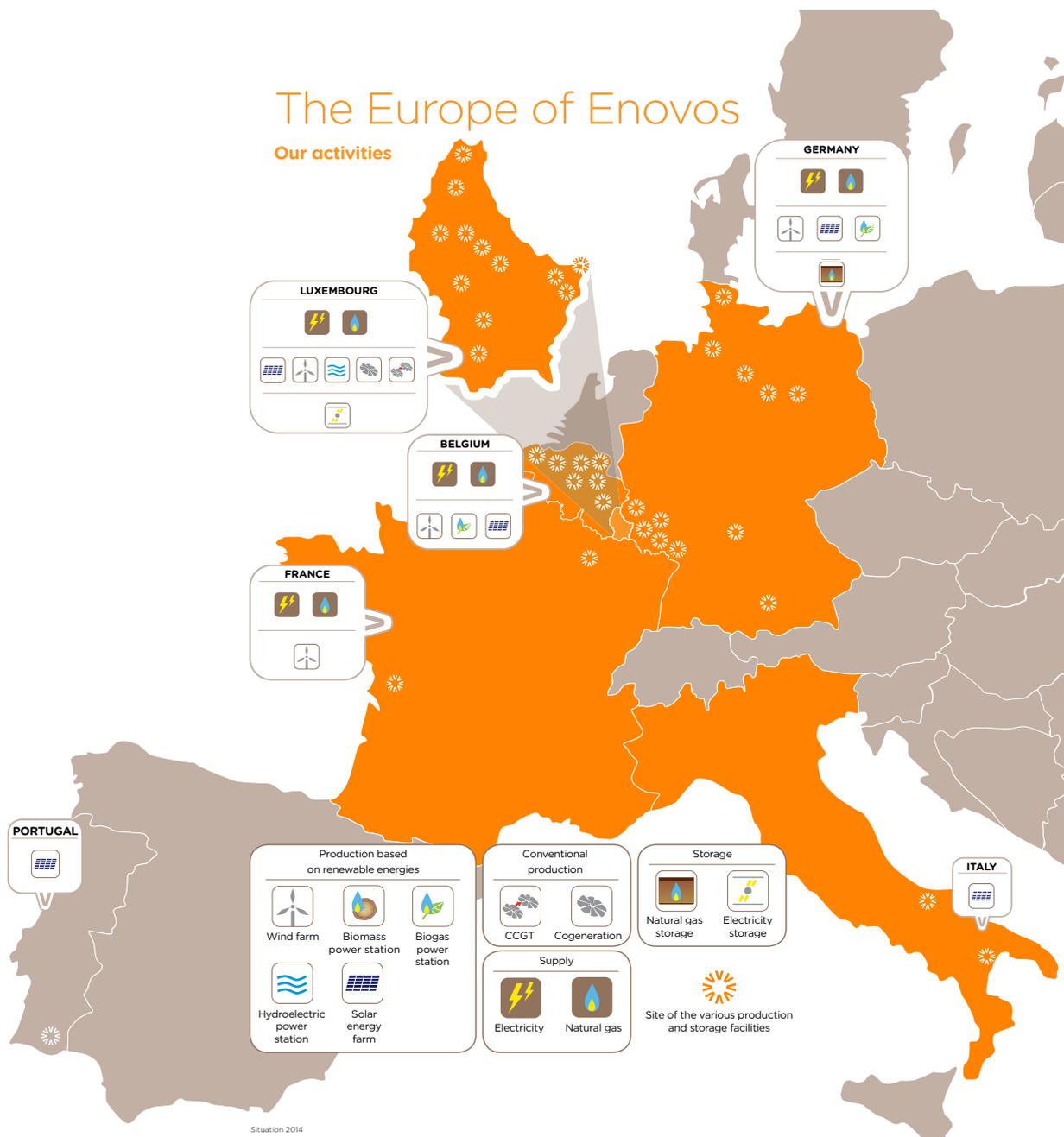
- Enovos Deutschland SE is a European company with its headquarters at Am Halberg 3, 66121 Saarbrücken, registered in Saarbrücken under the number HRB 100674. Enovos Deutschland SE is an operative holding company providing management services to its Group companies, mainly in the domains of legal affairs, human resources, financial services, marketing and communication, business management, facility management and IT. Enovos Deutschland is certified according to DIN EN ISO 50001.



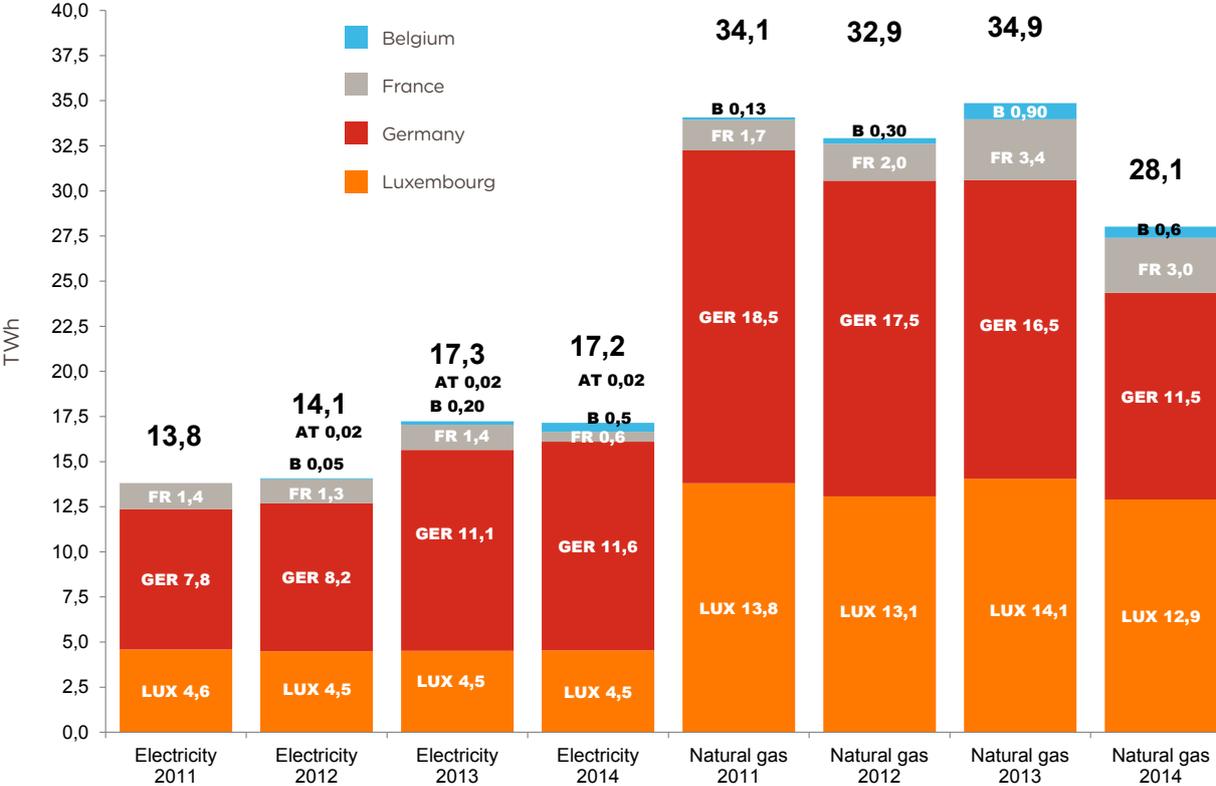
- Enovos Energie Deutschland GmbH is a company with limited liability under German law with its headquarters at Konrad-Adenauer-Ring 33, 65187 Wiesbaden. Enovos Energie Deutschland GmbH is active in sales activities for electricity and gas, as well as energy services aimed at energy efficiency and energy generation. Enovos Energie Deutschland is certified according to DIN EN ISO 9001 and 50001.
- Creos Deutschland GmbH is a company with limited liability under German law with its headquarters at Am Halberg 4, 66121 Saarbrücken,

registered in Saarbrücken under the number HRB 101115. Creos Deutschland GmbH is responsible for managing natural gas transport and for constructing, operating and maintaining high pressure gas pipelines and the associated technical installations. Creos Deutschland is certified according to DIN EN ISO 9001, DIN EN ISO 14001 and DVGW G 1000.

In this report, the term “Enovos Group” encompasses all the above-mentioned entities. Enovos Group “in Luxembourg” or “in Germany” restricts the scope to the entities in a given country.



Enovos Group sales



Significant changes

G4-13

Enovos Group size and structure: no significant structural changes in 2014, the total number of employees of the Enovos Group increased by 64 from 1,394 to 1,459 in average between 2013 and 2014.

Ownership

No significant changes occurred in 2014.

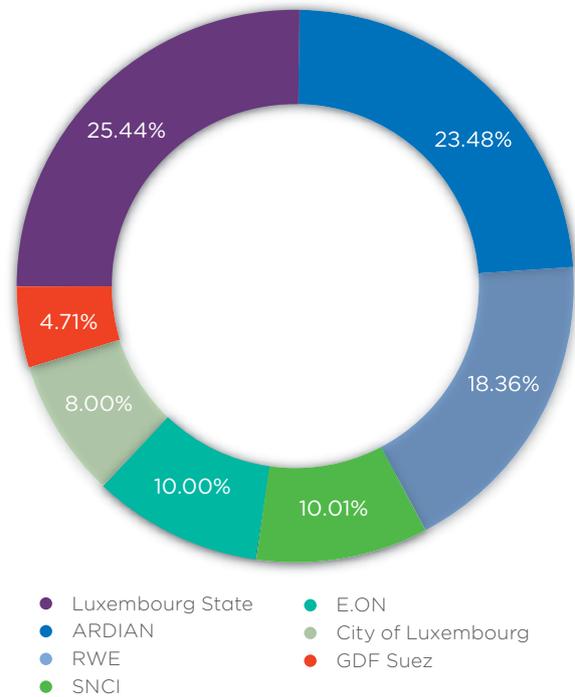
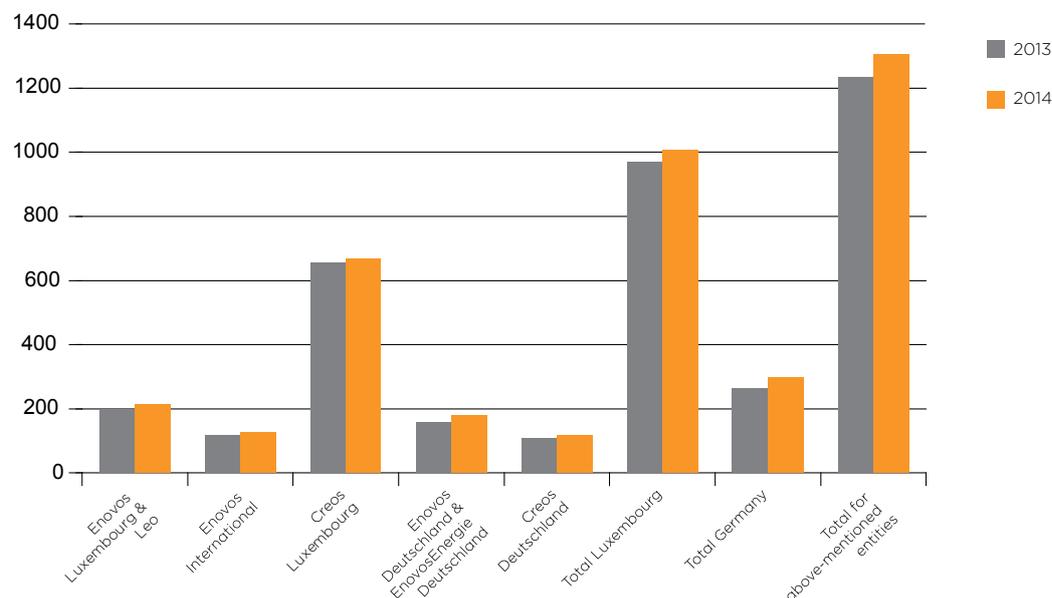
The ownership is comprised by public shareholders, namely the State of Luxembourg, the public-law banking institution SNCI and the City of Luxembourg. Furthermore, ARDIAN, a private equity company, is the second largest stakeholder of the group. The list is completed by major energy groups from neighbouring countries: RWE, E.ON and GDF Suez.

Further information regarding structure and ownership can be found in the annual reports of the group companies.

Governance

Detailed information about the corporate governance bodies can be found in the annual reports of each company. Further information is available in the corporate governance report and the corporate governance charter.

Personnel by entity



Supply chain

During 2014, all suppliers on long term contracts have been kept. There are no significant changes of the supply chain for strategic materials.

Missions and values

The group's main goal is to provide a reliable energy supply and network at competitive prices and a sustained business growth, while holding itself to a high standard of corporate responsibility. Satisfying the concrete needs of its clients (retail, commercial, industrial or institutional all alike), is a key driver in the managerial decisions of all group companies.

By its integrated energy solutions, based on an intelligent combination of energy products and services, Enovos aims at offering a true alternative to its customers. The clients are served by an international team of highly motivated and experienced energy experts, fully dedicated to their customer's needs, with fast response times combined with effective communication.

The mission of Creos is to organise, in a reliable manner and at competitive prices, the transmission and distribution of energy on the electricity grids as well as natural gas operations. The company carries out this mission in a non-discriminatory manner, in compliance with its public service and environmental protection obligations. Creos acknowledges that certain values are essential to the accomplishment of its mission. Day-to-day activities focus on ensuring commitment, quality, safety and innovation. Creos leverages the skills and efficiency of its employees to reach this ob-

jective, while striving to offer them fulfilling professional conditions where their personal safety is guaranteed.

In the field of risk management, the endeavor goes to the promotion of risk awareness, risk identification and appropriate risk reporting group wide. A common software and data base contributes to a uniform and safe risk register of all possible operational and security risks. A particular attention is given to the operations in the Energy Procurement, Asset management, Trading, and Portfolio Management departments.

The Enovos Group is committed to a high Health, Safety and Environment (HSE) standard. Dedicated employees are entrusted with the mission to keep the company up to date with the latest economically affordable security technology and processes. Yearly reports are drawn to establish safety and health incidents and accidents, in order to improve processes wherever possible.

CSR approach

Sustainability context

New regulatory requirement
Climate change
Population growth
Competition
Energy poverty



CSR key challenges

Long term profitability
Energy transition
Innovation
New skills development
Social Inclusion

**Energy for today.
Caring for tomorrow.**

The motto of the Enovos Group is “Energy for today. Caring for tomorrow.” For Enovos, a citizen-centric company, a diversified and secured supply is of the utmost importance. The group pursues sustainable and stable relationships with clients and partners. The group always promotes the principles of transparency as well as healthy corporate governance. Its holding structure, healthy finances and strategic position in an ever-growing market make Enovos a reliable partner in the areas of electricity, natural gas and renewable energies in a transborder region. Enovos takes society’s growing ecological awareness to heart: e.g. it supplies its normal-rate customers with green energy at no extra charge. Creos, by maintaining, upgrading and developing the grids, has a very strategic part to play in the development of the regions development of the regions in which the company is active; enabling distributed generation, blending industrial facilities in the landscape and ensuring the environment is protected while improving the efficiency of the grids are among the main challenges for the company.

Enovos’ and Creos’ services are crucial to the development and security of Luxembourg’s economy, and play an important part in Germany where the group is active. This important role implies the necessity to act responsibly and to meet the high expectation levels of many stakeholders. It is therefore indispensable to focus on governance, reliability, fair and competitive prices as well as sustained business growth, but not only: the group also holds itself to a high standard of corporate responsibility

by integrating economic, environmental, ethical and social elements into its operations. Every entity has a key part to play to achieve economic development in a sustainable manner, in order to protect key resources systems, respect and value each individual.

Sustainability context and challenges

In recent years, the energy sector has gone through significant economic, technological and political changes, which pose big challenges for all energy suppliers. In order to be prepared for future developments in an ever-changing environment, Enovos Group has outlined its strategic deliberations: “VISION-20-20” describes the Enovos Group’s strategy until the year 2020.

The key elements of the group’s sustainability context are as follows:

- **New requirements from stakeholders and regulation:**

Stakeholders, be it employees, clients, suppliers, contractors or investors, are increasingly conscious of the need to include detailed and accurate sustainability parameters in tools that monitor and assess the performance of the organisation. The rising expectations of key stakeholders such as investors, or business partners (especially from countries where CSR reporting is already the norm like France or the Netherlands), have been a significant incentive for the group to voluntarily and actively engage in this process. This evolution is not only

felt by stakeholders, but also takes place at a European level.

- **The global need for drastically reduced greenhouse gas (CO₂, CH₄, N₂O...) emissions is obvious:**

Signing the Kyoto protocol, nations worldwide have agreed to legally binding emission reductions. The “climate and energy package” is the EU action plan to honour this commitment. Objectives have been set, known as the “20-20-20” targets. Their goal is to reduce by 20% the emissions of GHG in the EU, raise the share of EU energy consumption produced from renewable resources to 20%, and improve by 20% the EU’s energy efficiency. It is therefore necessary for Enovos Group to act responsibly and to head in the right direction to contribute its part in the attainment of these objectives.

- **The European commission voted a proposal for a new directive (2014/95/EU):**

Its purpose is to enhance the transparency of certain large companies on social and environmental matters. The objective is to increase EU companies’ transparency and performance on environmental and social matters and, therefore, to contribute effectively to long-term economic growth and employment.

- **Luxembourg’s population:**

It is one of the fastest growing in Europe with a growth rate of 1.8% in 2010, 2.2% of 2011 and 2.5% in 2012 (Europe’s average being approximately 0.21% over the same period, 0.28 for Germany). A growing population will need more energy, which implies growing needs for high-yield and innovative production and transportation techniques. This cannot be achieved without a high consideration for sustainability matters. Indeed, a growing population will have a very strong impact on the activities of the group. It will need to develop its local renewable generation facilities and support services accordingly, to allow more power to be generated and distributed. To meet its sustainability objectives, Enovos will have to continuously innovate to produce top-quality renewable energy in higher quantity. Creos will be equally impacted, as it will need to modify and develop the distribution network accordingly to be able

to keep up with the increasing energy quantity going through it and to reach as many municipalities as possible.

- **Energy poverty:**

According to the Energy Poverty Action Initiative of the World Economic Forum (Swiss NPO, Geneva), “Access to energy is fundamental to improve quality of life and is a key imperative for economic development”. Indeed, basic domestic needs such as lighting, cooking, heating or cooling, but also governments and businesses needs are only fulfilled if energy is available and affordable, both in the right quality and quantity. If one of these factors (availability, affordability) is missing, the area is in a situation of “energy poverty”. In accordance with the UN initiative “Sustainable Energy for All” launched in 2012, the group aims at doing everything that is in its power to ensure a better access to modern energy services, improve energy efficiency and increase the share of renewable energy in the global mix. A concrete action plan for the group is available in the “Enovos Trendwatch 2020” report.

- **Competition:**

The electricity market has been opened to competition in 2007; Enovos Luxembourg is the dominant player and supplier. Switching rates remains very low which encourages the company in its dedication to the public. Building and maintaining trust between the group and its customers is essential. Enovos Luxembourg aims at keeping its leading position on the electricity and gas markets by continuously innovating in efficient ways to provide all its customers with sustainable quality energy at affordable prices. The energy market organisation provides a strict separation of regulated activities (infrastructure management) and non-regulated activities like production, sale and purchase are open to competition. The principle is that infrastructures should remain a natural monopoly, but be accessible to all suppliers under transparent and non-discriminatory conditions. Among the Enovos Group, Creos Luxembourg S.A. is in charge of the network management including planning, building and maintaining electricity and gas infrastructures. Network access is organised and supervised by

a regulator, in this case the Luxembourg Institute of Regulation (ILR). It is this independent body which for instance approves network access tariffs, “tolls” invoiced to all users of the grids. The regulator’s task in particular is to ensure non-discrimination, effective competition and the efficient operation of the markets. Being socially responsible in this particular sustainability context implies achieving the following:

Key sustainability challenges

Long term profitability and investment

Profitability and investments are to be planned on the long term, to ensure a sustainable economic development, reliability and stability. As a result, the group initiated a continuous investment policy with regard to efficient, high-performance grids and renewable energy sources such as bio-mass, on-shore wind, photovoltaic systems and hydro-power. This includes co-operations with essential stakeholders: energy-suppliers, municipal utilities, project developers, plant manufacturers and research institutes.

Energy transition and efficiency

As detailed in the “Enovos Trendwatch 2020” report, action plans and initiatives for energy transition and efficiency are being developed. These include: smart energy (new production and distribution systems allowing the energy transition); smart grid – smart meter (for a more efficient way to measure energy consumption); smart home – smart building (innovative buildings and techniques to improve energy efficiency) and smart mobility (low-impact vehicles).

Innovation and skills development

Transferring and developing skills efficiently is crucial, as well as always anticipating new trends and innovating in order to stay ahead of the global changes now under way.

Social inclusion

The community matters. The potential impact of the group’s actions involves being accountable to community members. The goal is committed to fighting social exclusion by giving opportunities and resources to society members and local communities. Improved social inclusion will help each individual to participate fully in the economic, social and political life of the society.

But this also covers working towards improved local acceptability of the group’s projects, which notably implies organising information meetings and site visits, offering involvement possibilities to locals (project “Co-ownership of photovoltaic installations in collaboration with communes”), going further than requested by the regulations when it comes to minimal distance between production facilities and housing.

Dialogue with stakeholders

An efficient strategy needs to consider all stakeholders’ interests. The group therefore encourages feedback from its stakeholders and tries to engage with them to take their concerns into account. Employees are, of course, at the core of this multilateral communication, but Enovos Group also communicates with customers, suppliers, contractors, investors and local communities in order to engage with these stakeholders; the group initiated various techniques:

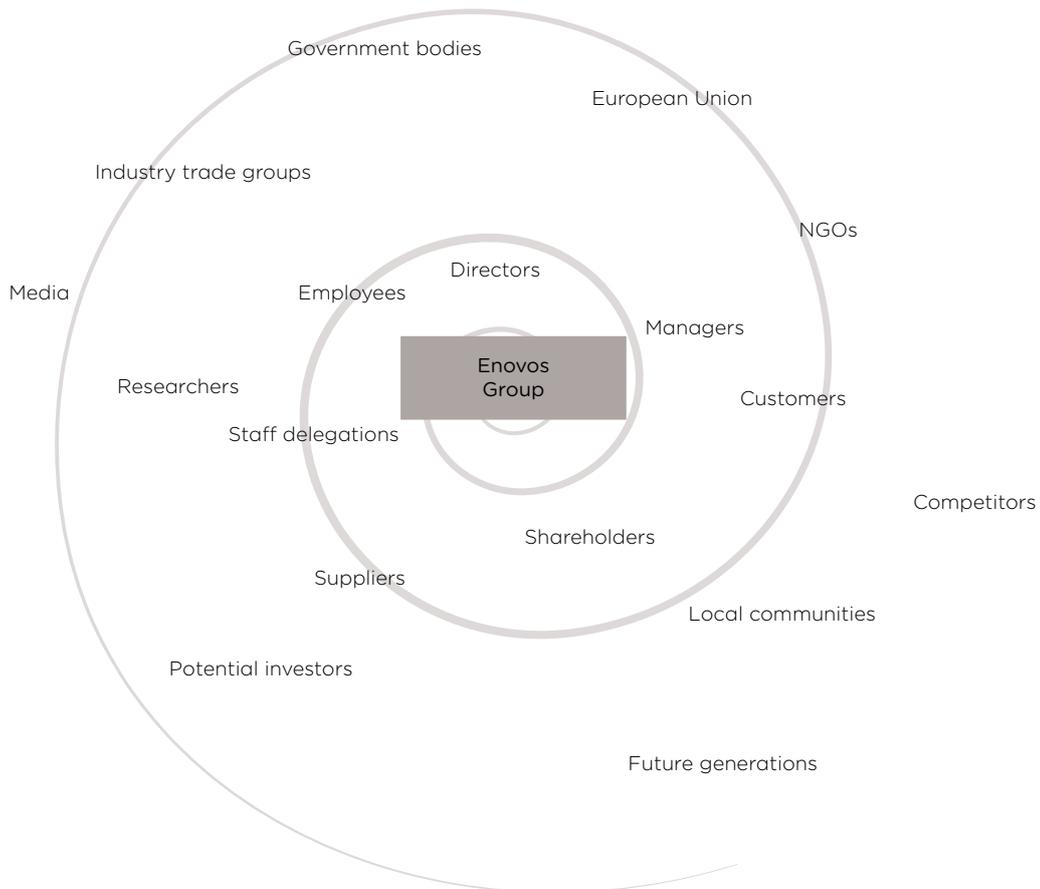
- Participation in “Clusters” with key stakeholders to discuss what really matters to them.
- Building of commitment networks such as “my-climate” or “Lëtzebuerg gëtt Gas” to connect with those who share the group’s values and create opportunities to go further.
- Commitment with local communities, promotion and support of exciting projects via the “Fondation Enovos”.
- Investment in cutting-edge technologies and connection with researchers through the “nova naturstrom fund”.
- Internal meetings to identify relevant topics, concerns or issues.

Who are the group's stakeholders?

Enovos Group noticed a growing interest from its stakeholders on many critical elements of its activity. By looking from their stakeholder's perspective, the group was able to identify and prioritise the important aspects to report on. These include (but are not limited to) the economic performance and market presence of the group, its procurement and labour practices, its energy efficiency and GHG

emissions, its health and safety methods, training programmes as well as its commitment towards local communities. To date, the group acknowledges the importance of including its stakeholders in this process. It aims at further developing its policies in order to include its stakeholders at all level of the CSR reporting process (identification, prioritisation, validation and review).

Stakeholders Map





CSR material aspects

In order to define the content of this CSR report, the CSR steering committee considered the elements implied by every activity along the group's supply chain and around its products and services. By examining their direct and indirect impacts on an economic, social and environmental level, and associating it with risk management within the frame of its sustainability context, the group defined the material aspects to report on.

Then, the material aspects implied by the main concerns and topics raised by the stakeholders have been compared to the group's material aspects defined by the CSR steering committee during the year. The result of this linkage between

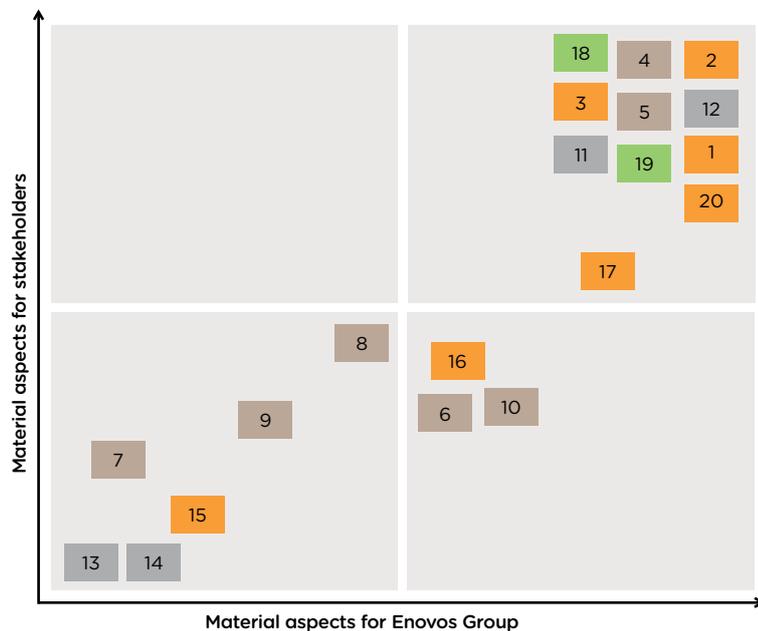
the group's priorities and its stakeholders' priorities is shown in the following materiality matrix. These material aspects have been validated through further dialogue with stakeholders during CSR meetings early 2014 in Luxembourg and Germany.

This led to the identification of the material aspects that will be developed in the present report. Six strategic lines emerged from this materiality matrix.

These 6 lines bring together the group's CSR objectives; this system has been used to analyse the relevance of each aspect for each step of the value chain.

Materiality Matrix

1. Economic performance
2. Market presence
3. Procurement practices
4. Energy efficiency
5. Emissions
6. Transport
7. Water
8. Materials
9. Biodiversity
10. Effluents and waste
11. Training
12. Health and safety
13. Child labor
14. Forced labor
15. Freedom association
16. Anti-corruption
17. Anti-competitive behavior
18. Product labelling
19. Customer privacy
20. Compliance



- Market & Compliance
- Environment
- Human rights & Employability
- Customers

Our CSR team

The CSR project coordination team

This team has a wide role in the process of CSR reporting. The members of this team received the “GRI Certified Training Program”. They are in charge of:

- Coordinating CSR reporting steps
- Proposing CSR material aspects to report
- Collecting data to report from CSR contributors
- Writing the report itself
- Proposing for validation CSR report 2014

Data Experts

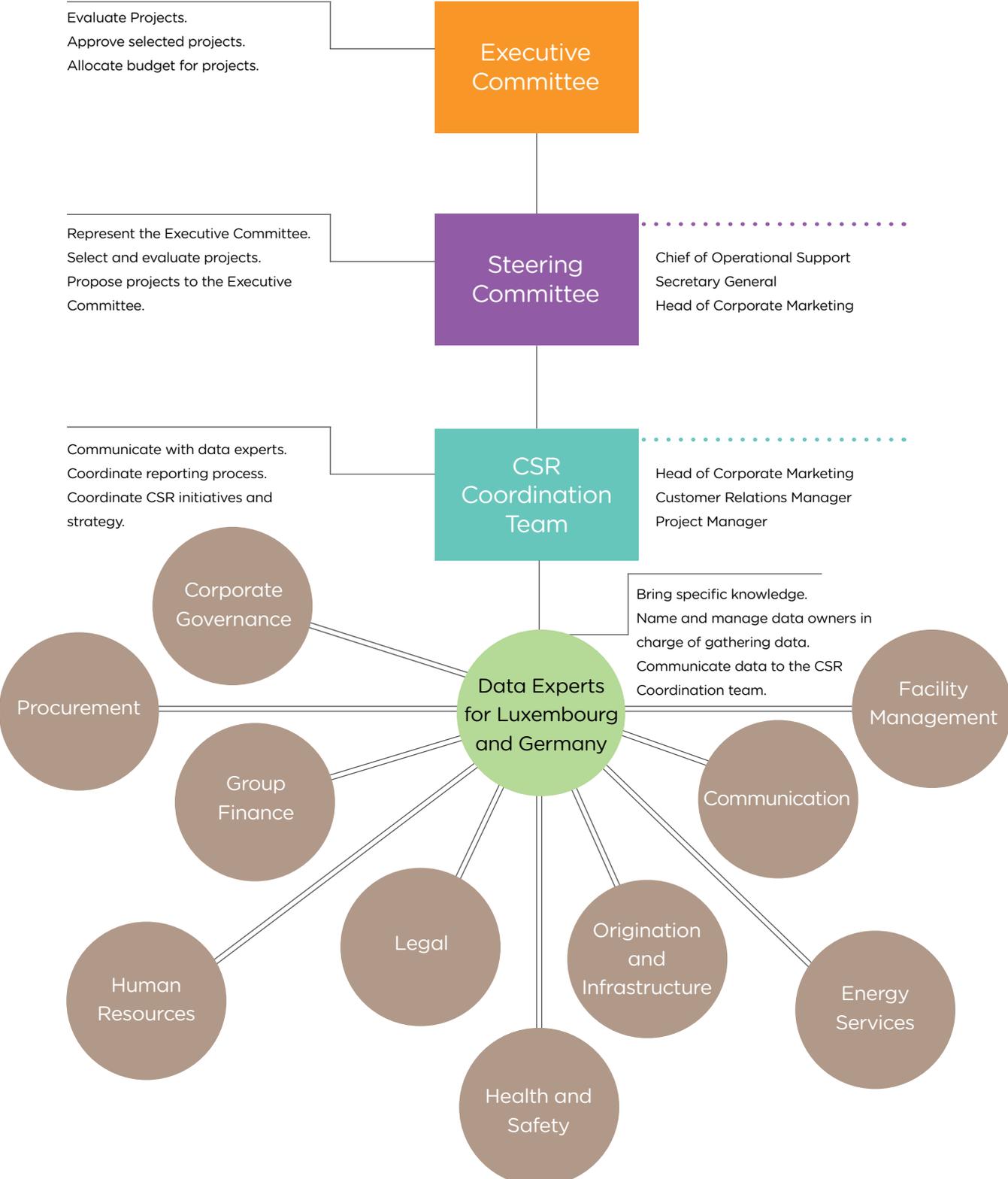
The data experts have been chosen for their extended knowledge and experience in a given topic: finance, governance, human resources, product development, purchasing or facility management.

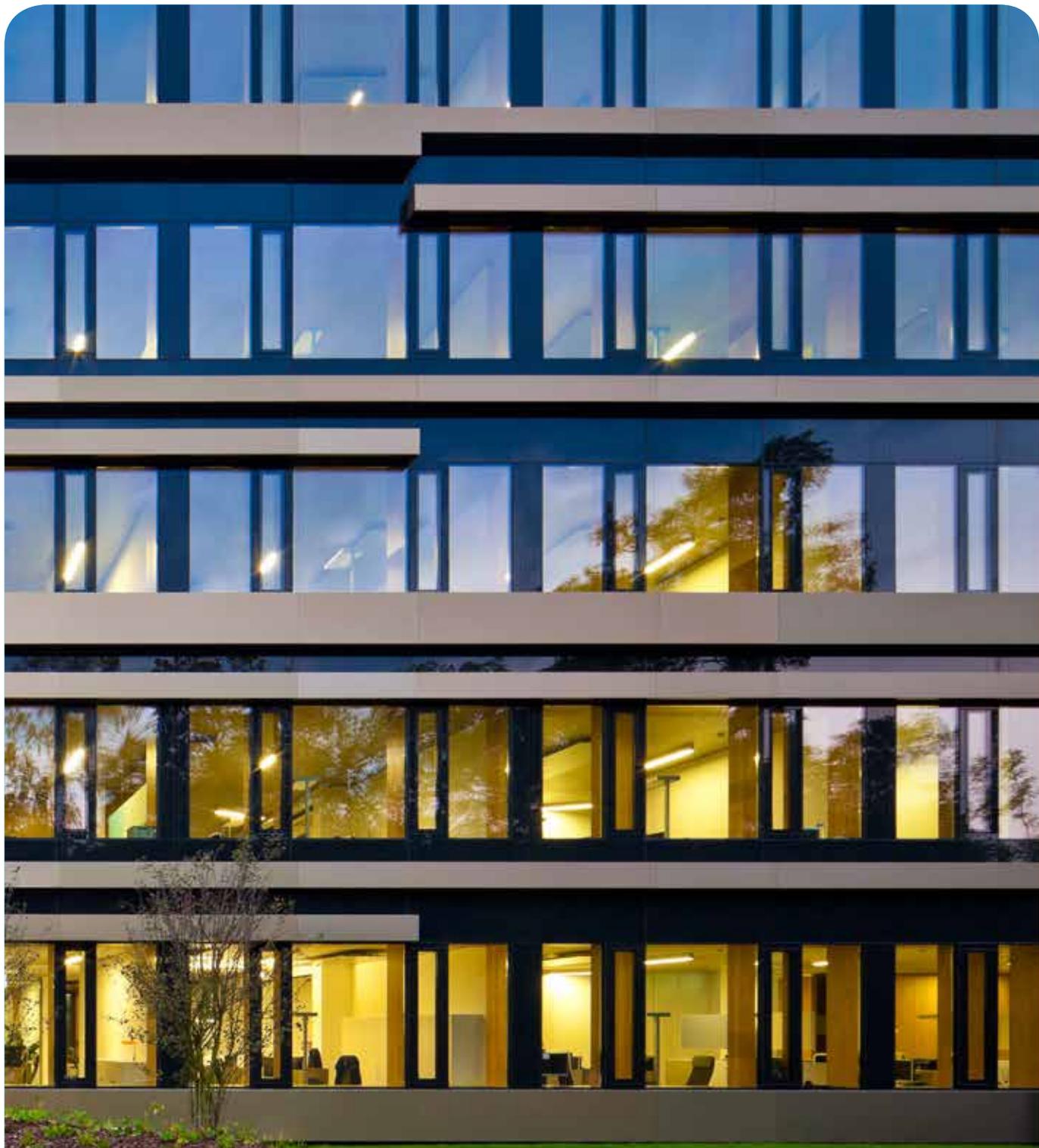
They helped the coordination team in many ways:

- By raising specific issues,
- participating to the materiality assessment tests,
- providing accurate information,
- analysing complex data...

They were the most important interlocutors for every specific topic needing the understanding of an expert. Together, these two teams built a solid framework to assess sustainability practices, which led to the present report. The said framework is an evolving tool that will be improved step by step to gradually allow even more self-knowledge, transparency and control on sustainability matters.

CSR reporting process structure





The following chapters deal with the management approach of the economic, social and environmental impacts implied by the group's activities and its sustainability context. The material aspects have been defined throughout our process of identification, prioritisation and validation of CSR topics. The stakeholders engaged are internal at this stage. From this management approach results a CSR strategy that has been included in the group's corporate strategy and based on 6 commitments, depending on their field. In each one of these fields, a periodic assessment on specific indicators will be

conducted. The data has been structured by associated service whenever possible. However, all data is not yet available for all entities, the data collection process is still being improved and streamlined. The group's data experts did their best to disclose the most relevant information in their possession, but some data could not be ready on time for disclosure. This issue is being addressed and Enovos Groups aims at improving this report's level of completeness during the next reporting cycles.

CSR commitments

Commitment 1: business ethics and transparency

Commitment 2: sustainable investment

Commitment 3: staff employability development

Commitment 4: health and safety

Commitment 5: environmental impacts reduction

Commitment 6: local community commitment

Commitment 1: business ethics and transparency

DMA

This first commitment is based on the commitment to guarantee transparency and ethical practices to all internal and external stakeholders. This applies at all levels, from infrastructure management to energy services. Being a responsible organisation in terms of business ethics and transparency in the sustainability context of the group means:

- Ensure highest level of compliance
- Guarantee accessibility and availability
- Develop sustainable procurement practices

Compliance

G4-SO8 - EN29 - PR2 - SO7 - PR8

In 2014 for Enovos Group (Luxembourg and Germany), there has been no significant, substantial and documented complaint, legal procedure, fine and/or monetary sanction regarding non-compliance with law and regulations (including environmental), health & safety impact of products and services, anti-competitive behaviour or customer privacy.

As planned in 2013, an e-learning education programme has been organised in 2014, in which

around 185 employees group-wide accomplished some 340 lessons on how to handle and avoid questions of potential corruption or fraud, and interpret competition and consumer rights regulations

Enovos Group encourages its employees to identify and signal potential weaknesses, in order to address them without delay.

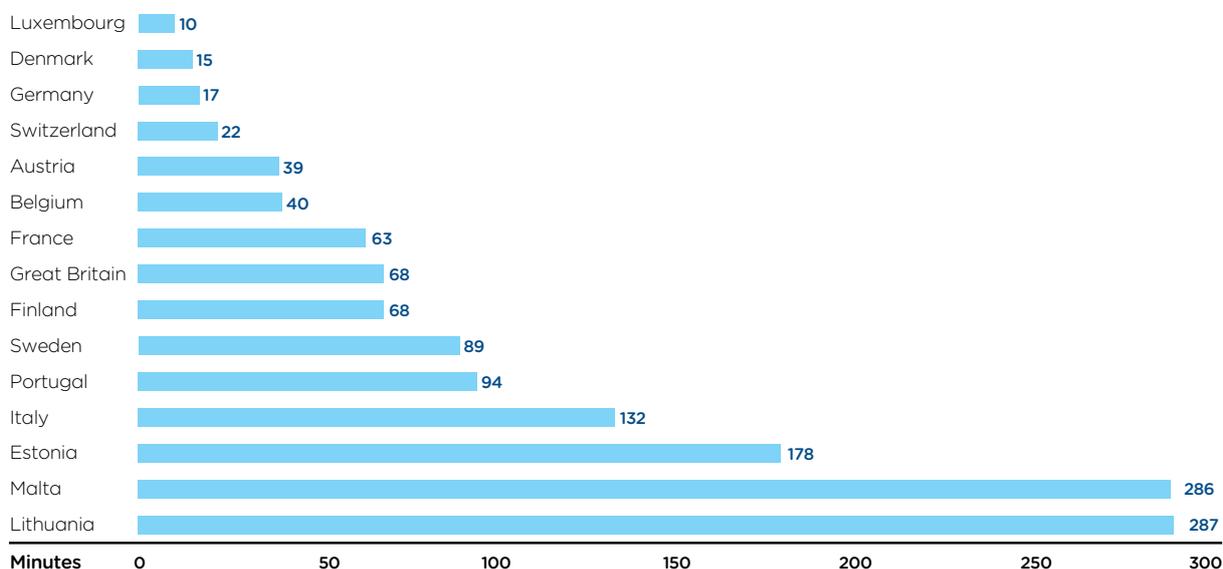
Service availability and reliability

G4-EU28 - EU29

Creos Luxembourg is well aware of how vital the access to energy can be for its clients and works hard to ensure the best possible service. This means being able to keep up with the increasing demand and avoid power outages. Creos' objective is to provide its customers with reliable, high-quality electricity and gas grids. It also strives to keep any power supply interruptions and electrical faults to an absolute minimum.

In Luxembourg, in 2014, no noticeable (>3min) power outage occurred on 220kV grids (the last

Average annual power outage time



outage dates back to 2010), only 4 noticeable power outages occurred on 65kV grids, one more than in 2013, 57 on 20kV (65 in 2013) and 484 on 0.4kV (525 in 2013).

The CEER (The Council of European Energy Regulators) has published statistics showing that Luxembourg is number 1 in a comparison indicating the average annual power outage time for clients connected to the power grid, with an average time of 10 minutes (see graph).

Procurement practices

G4-EC9

Luxembourg

Selecting suppliers and maintaining a mutually fruitful relationship is a complex task that has a consequent impact. With more than 2000 significant agreements and contracts during the reporting period (for Luxembourg only!), this belongs to the group's daily tasks. Enovos Group considers looking at more demanding sustainability criteria to select future suppliers. A "local supplier" for Enovos Group

in Luxembourg is a supplier with an address in Luxembourg.

The group works with many local suppliers, thus actively contributing to the development of the local economy. Between 2013 and 2014, the procurement budget spent by Creos Luxembourg S.A. on local suppliers rose from 68% to 72%, and for Enovos International S.A., this figure rose from 63% to 85% over the same period. The situation is different for Enovos Luxembourg S.A., for which only 1% of the procurement budget has been spent on local suppliers in 2014 (compared to 3% in 2013). This is due to the fact that these statistics include all purchases, including trading and energy sourcing, which account for a significant part of Enovos Luxembourg's purchases. This activity being really specific, a high in-house standard in risk management for energy procurement has been implemented, as well as a dedicated trading policy to regulate the group's relationships with more than 60 wholesale counterparts.



Commitment 2: sustainable investment

DMA

This second commitment is based on Enovos Group's commitment to invest responsibly to grant economic growth and improved sustainability. The rapidly-changing context, in which the group evolves, implies many challenges to deal with: increased demand due to economic and population growth, increasing needs to further protect the environment and to reduce emissions while improving the group's services and providing more energy. To meet these challenges, a particular attention to strategic investment is given, which takes into account long term planning on economic, environmental and social point of views. That is to say:

- Invest responsibly
- Further develop renewable energies to improve service and sustainability
- Make the optimum infrastructure investments
- Research and develop new services

This commitment is at the strategic core of the business and the part of energy coming from renewable sources will continue to increase, as well as the general production and distribution capacity in 2014.

Invest responsibly
G4-OG2 and G4-OG3

When considering investment opportunities, profitability is taken into account, but not only: the group also ensures the project is safe and considers its sustainability.

A consistent decision is not to use electricity from nuclear and coal-fired power plants but to promote energy efficiency instead. Its aim is to reduce CO₂ emissions and always be ahead of EU guidelines.

Renewable energies play a central role in Enovos Group's strategy. Main investment areas comprise bio-mass, on-shore wind, photovoltaic systems and hydropower, including measures like cooperations with energy suppliers and municipal utilities in the region, as well as partnerships with project developers, plant manufacturers and research institutes. The aim is an increase in net capacity of energy production from 30MW in 2009 to at least 170MW in 2015. Total power generation based on renewable energy will reach at least 500GWh in 2015. Enovos Luxembourg aims at increasing the full-load hours in the production mix from 1200 hours to 3000 hours by focussing more on technologies with high potential for full-load hours. The capital expenditures in annual investment totalise 60M€. Enovos plans to invest a total of at least 400M€ over a five-year period. By 2015 the company expects to have consolidated at least 250 MW of installed capacity, producing an excess of 750 GWh.

In its core business, Enovos is becoming more vigorous and innovative, thus actively shaping the much-quoted energy revolution.

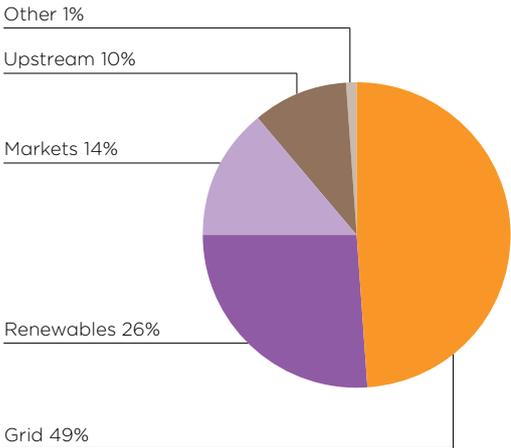
In keeping with the motto “Go dark green”, renewable energies will represent an ever-larger part of Enovos’ energy portfolio.

Additionally, in the natural gas and electricity sectors, trading activities and portfolio management ensure an optimised and balanced portfolio. This way, the group can always offer its customers first-rate service at the lowest possible rates.

These investments will have lasting beneficial consequences on the economy, the local communities and the activities of the group.

Furthermore, from 2008 to 2013, Creos Luxembourg has made possible the connection of more than 2300 new decentralised generation facilities to the grid, thus allowing the number of generation facilities to almost double (+99%), along with a 19% increase in terms of installed capacity. Over this period, the photovoltaic generation rose by 268% to reach 73,738MWh in 2013, and the wind turbines generation by 37% to reach 83,027MWh in 2013.

The investments by division are planned as follows for the years 2013 to 2017:

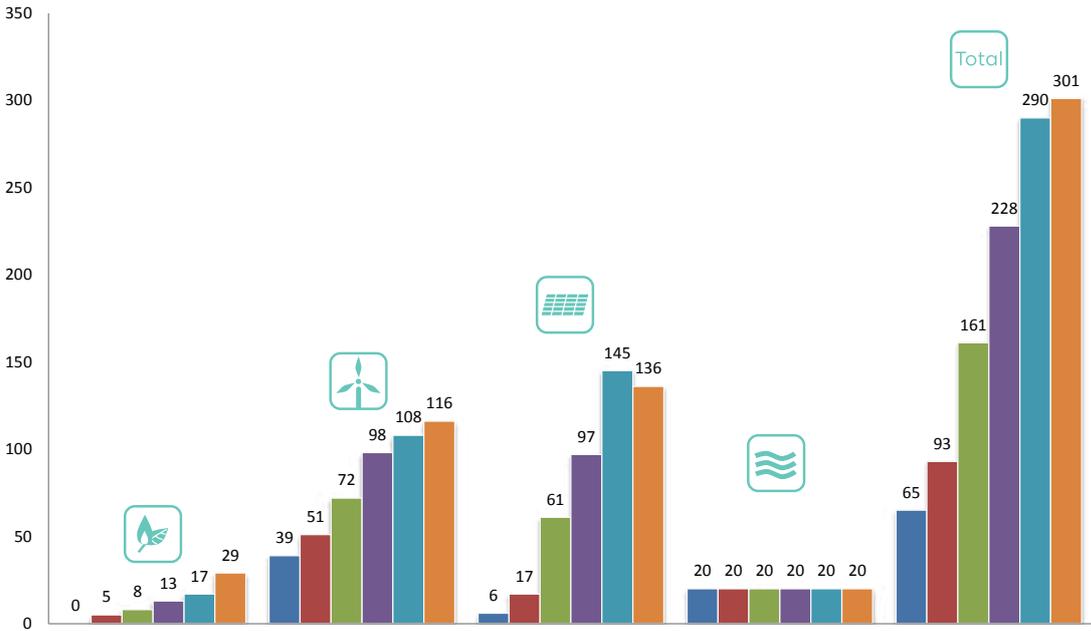


Installed capacity and energy production

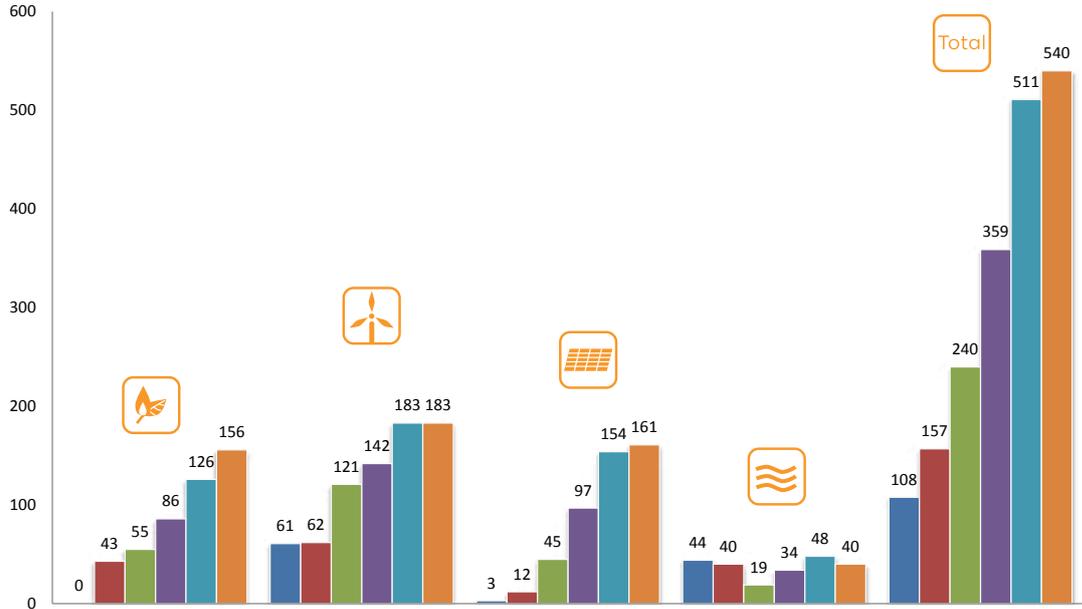
G4-EU1 and G4-EU2

For Enovos Luxembourg S.A.:

Evolution of the installed capacity from 2009-2013 (in MW_{el})



Evolution of energy production from 2009-2013 (in GWh_{el})

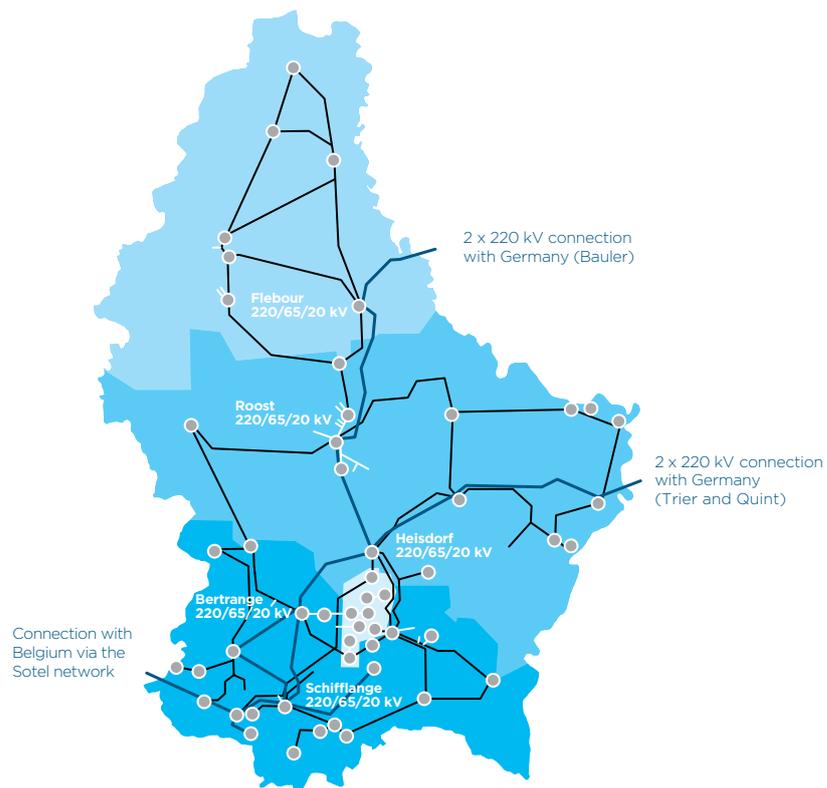


Electricity and gas grids

G4-EU4

Electricity grid

Length of the electricity grid	9,310.3	km	79.3 %	<i>underground</i>
High Voltage lines (129.5 km 220 kV / 426.1 km 65 kV)	555.6	km	5.8 %	<i>underground</i>
Medium Voltage lines	3,311.9	km	67.1 %	<i>underground</i>
Low Voltage lines	5,443.4	km	94.3 %	<i>underground</i>
Number of transformer stations 20,000 to 400/230 V	2,506	stations		
Electrical power flow	4,832.8	GWh		
Electrical peak power	774.2	MW		



Development and impact of infrastructure investments and services supported

G4-EC7

Creos Luxembourg S.A. is responsible for maintaining and developing an electricity infrastructure capable of meeting the energy demand of a steadily expanding population and a cutting-edge, high-tech industry requiring a high-quality energy supply.

Creos Luxembourg's objective is to provide its customers with a reliable, high-quality electricity grid. To secure the rising demand for Luxembourg and integrating energy markets, Creos is constantly aiming at strengthening the connection with neighbouring countries. Studies and work are currently going on on a phase shifter unit at the 220 kV substation in Schiffflange regarding the interconnection with Belgium. This new interconnection with the Elia station to Aubange (B) will be connected to the existing connection points from Germany.

The realisation of this phase shifter unit together with the realisation of a 220 kV loop around the city of Luxemburg and the new 220/65/20 kV substation in Itzig/Blooren, is the main investment regarding the 220 kV network.

To guarantee a long-term high quality network infrastructure and to assure availability and security of power supply, Creos will invest over the next years in the extension and the renewal of the 65 kV network as well as in the medium and low voltage grid.

Gradual installation of power lines underground

Creos has made a specific commitment to bury network infrastructure underground in populated areas and the surrounding areas when renewing lines or installing new infrastructure. These tasks are often completed in close collaboration with the state and municipal authorities.

The burial of Creos power lines has now reached 94.4 % in low voltage and 68.2 % in medium voltage which represents more than 7,000 km and therefore more than 2/3 of the grid, a European-level performance.

Integration of substations into the environment

Creos has always been concerned about the harmonious integration of its facilities into the environment.

Accordingly, the new high-voltage transformer substations are now designed as shielded substations. At the cutting edge of technology, these substations are compact, discrete and surrounded by plantations to seamlessly blend into the environment and the landscape. The surface area used for a shielded substation represents one fifth of the surface area of a traditional exterior substation. The medium and low-voltage substations installed among populated areas are today exclusively manufactured in the form of shielded brick, prefabricated concrete or steel substations, or again directly integrated into a bus stop or inside a building.

Research and Development in new services

Improving existing services and developing new ones are essential to further improve quality and reliability. The group invests in innovation to be able to improve existing techniques, and develop new services to progress on the field of energy efficiency. This process will consider two development directions:

- On the power grid level, with the new services "Smart Grid" and "Smart Meter".
- On market level, with new products and services for a more responsible energy consumption, such as "mobigas" or the "Learning Factory".

These different initiatives all aim at the rationalisation of energy consumption as well as at an improvement in terms of comfort and efficiency.

Commitment 3: staff employability development

DMA

This third commitment is based on the commitment to support responsible employability. Having a motivated, skilled and dynamic workforce is not only a matter of ethics and respect; it is also an irreplaceable asset to achieve long term success in any business. It is essential for the Enovos Group to think in a sustainable manner in the field of Human Resources. Strength lies in diversity (Enovos Luxembourg brings together 17 nationalities!); a well trained workforce brings advantages to the individuals and to the organisations, especially if well combined with diversity management to grant equal opportunities to all employees. To apply these principles, Enovos Group:

- Supports diversity and equal opportunity
- Trains and develops its employees
- Organises comprehensive performance reviews
- Cares for the future

Employee turnover

G4-LA1

This data is unfortunately not fully available for 2014. For further information, feel free to get in touch with the contact person mentioned in the “About Our Report” part.

Performance and career development reviews

G4-LA11

In Luxembourg:

All managers receive regular performance and career development reviews. This strategy has many advantages for the employees, as they can have precise feedback on their work, along with the opportunity to share and discuss possible concerns. This enhances the communication and improves dialogue within the group. Attention is given to the concerns arising from these discussions, as they often reveal new ways of improving processes and working conditions.

Regarding employees, performance career development reviews are organised for all employees who finished their trial period.

In Germany:

No data is available for Germany this year.

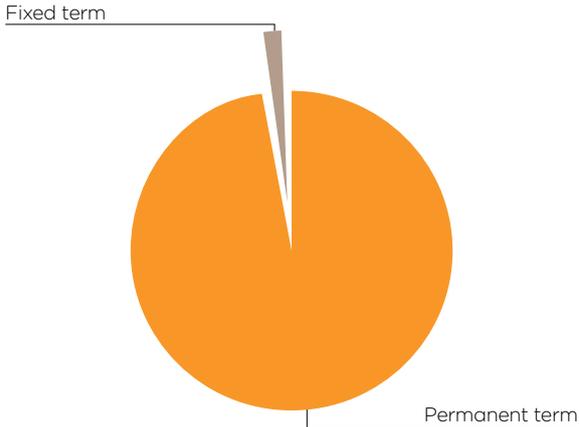
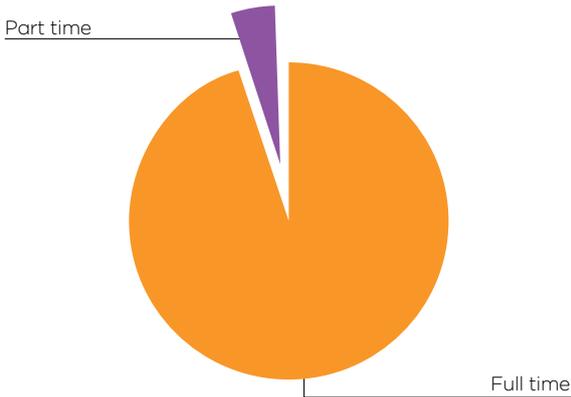
Workforce

G4-10

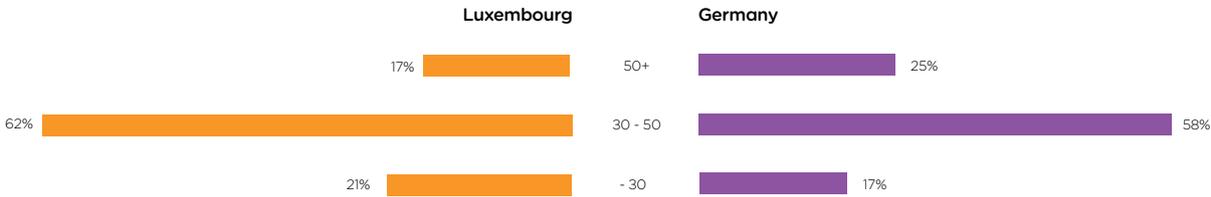
We can see that there is an overwhelming majority of permanent full time contracts which illustrates the will to provide a reliable career opportunity.

In search for experience, dynamism and commitment to strengthen its workforce, the group always looks for new talents, regardless of their age, gender, or belonging to a minority group.

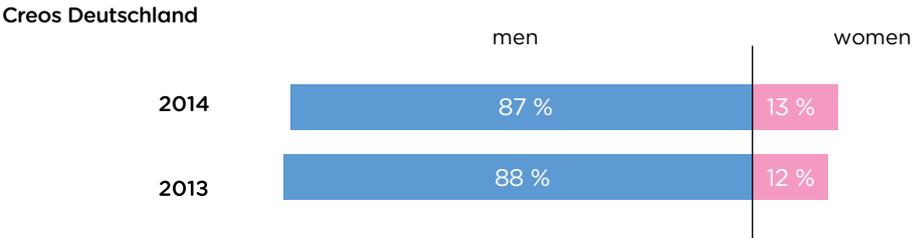
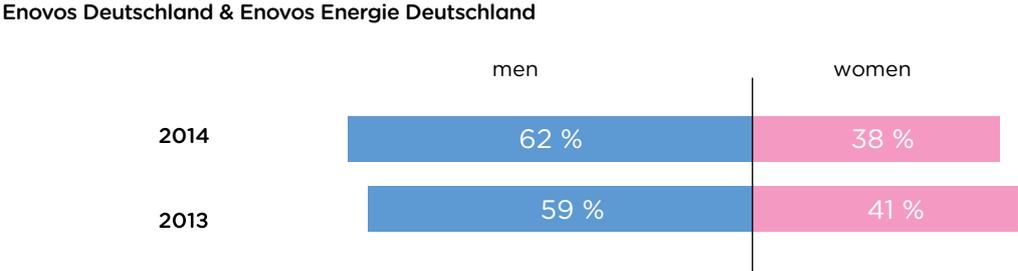
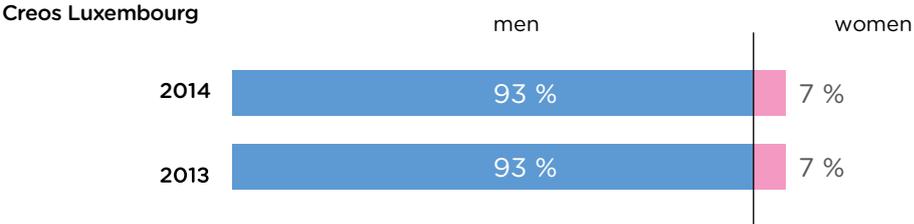
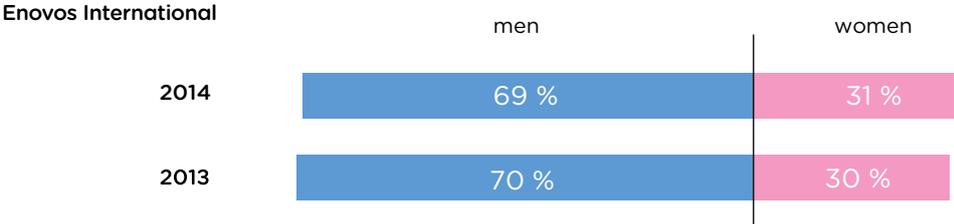
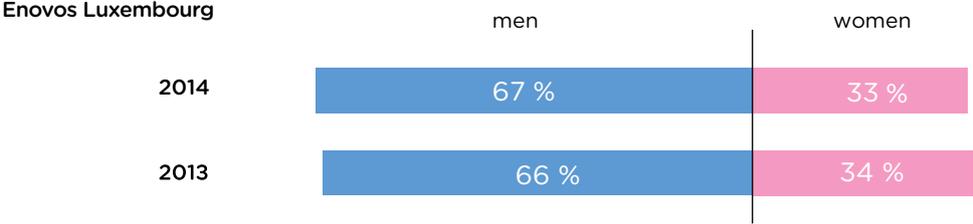
Personnel contract type



Age pyramid for Enovos Group



Personnel by number and gender by entity



Collective agreements
G4-11

All employees (non-managers) are covered by the collective working agreement.

Training and development programmes

Enovos Group growth and success is driven by the dynamism and competence of its employees. It promotes the development of individuals at all levels and encourages them to build a career within the group.

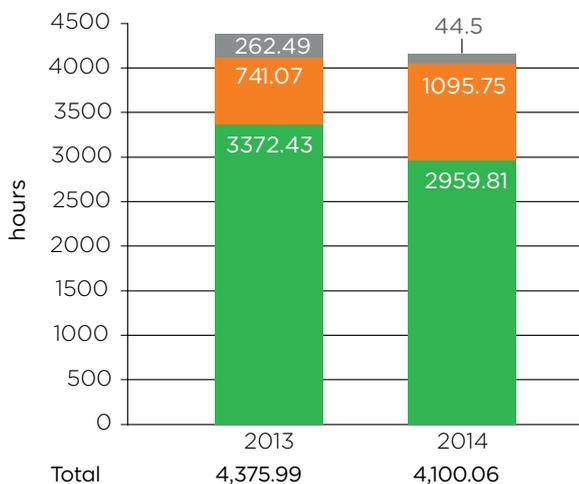
Enovos Group designs and offers both on-the-job learning and formal group-wide learning programmes. These development opportunities aim at enhancing job performance, developing the skills of the workforce and its employability, within the group and beyond.

Training hours
G4-LA9

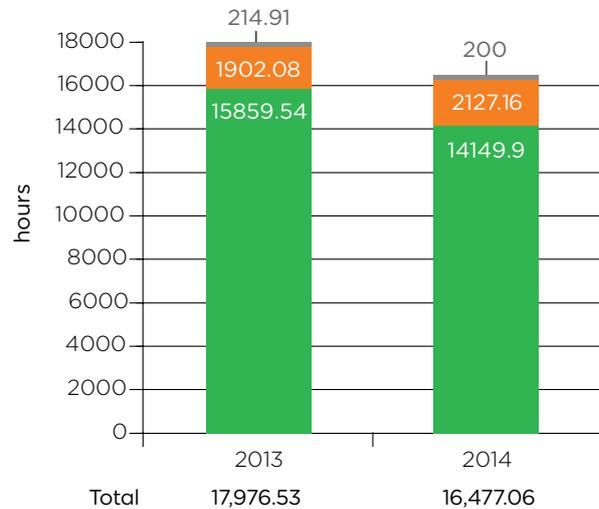
Enovos International



Enovos Luxembourg



Creos Luxembourg



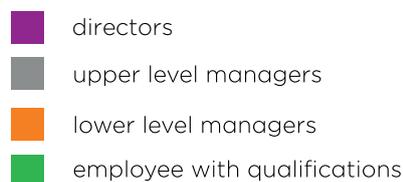
Skill management and lifelong learning programmes
G4-LA10

In order to allow the development of employees' skills, Enovos Group is providing courses, seminars and workshops in several fields. Employees can also become members of professional associations (networks).

In Luxembourg for example, a Curriculum Management programme is in place for all team leaders, containing 7 modules spread across 31 hours of training and covering all aspects of team leading. 2014 has been the pilot phase of this programme, with 35 collaborators participating in the training; 80 collaborators are expected to participate in 2015.

The satisfaction rate of training participants in Luxembourg is as follows:

- 92.4% of the participants have reported they are satisfied to very satisfied with the global contents of trainings and their logistic organisation.
- 95.4% of the participants have reported they are satisfied to very satisfied with the work of their instructors.





Commitment 4: health and safety

DMA

This fourth commitment is based on the commitment to provide a safe working environment and to care about the health of the community. Creos Luxembourg is particularly affected by this thematic. Electricity and gas are dangerous if not properly handled, for workers and for members of local communities as well. Anticipating the potential dangers to develop methods, trainings, information programmes and emergency procedures is a complex matter the company deals with on an everyday basis. Creos' workforce, given the high technicity of some tasks, is particularly exposed and needs to be particularly well trained. To reduce the number of injuries, the group:

- Organises occupational HSE programmes
- Monitors the evolution and tendencies in terms of safety
- Provides information to the general public

Occupational HSE programmes

There are certain risks involved in the work of electricians and gas installation engineers. To avoid exposing employees to these risks and potential accidents in the workplace, Creos Luxembourg's HSE department regularly organises the relevant training courses.

To reduce the number of accidents recorded in recent years on the journey to or from work, Creos Luxembourg decided in 2012 to take part in the "Trajet, Sécurisons-le" road safety awareness campaign launched by the UEL (Luxembourg Business Association) together with national entities involved in the prevention of traffic accidents. The campaign material is accessible to all entities in Luxembourg through the group Intranet and includes 12 modules handling topics such as distractions, physical state of the driver, speed, dangerous substances, and eco-driving...

Injuries

G4-LA6

For the statistic below:

- Days of absence are measured in calendar days
- The "lost days" count begins the day after the accident
- Relapses and long term diseases are included

For Enovos International S.A., 4 travel injuries and no work injury occurred in 2014, leading to 0 lost days.

For Enovos Luxembourg S.A., 8 travel injuries and no work injury occurred in 2014, leading to 17 lost days.

For Creos Luxembourg S.A., 20 travel injuries and 44 work injuries occurred in 2014, leading to 478 lost days. Main causes include handling of material during transport, walking on the public road, handling of tools, working with a knife, and slipping/falling.

No work-related fatalities were recorded within the group in 2014.

For Enovos Energie Deutschland GmbH and Enovos Energie SE, no travel injury and 2 work injuries occurred in 2014, leading to 5 lost days related to occupational accident.

For Creos Deutschland GmbH, 2 travel injuries and 5 work injuries occurred in 2014, leading to 61 lost days related to occupational accident.

Practices to address language, cultural, low literacy and disability related barriers to access and safely use electricity and customer support services

DMA

Information and prevention are essential to allow a safe use of the group's services, and the group keeps its clients informed of the different safety measures and procedures needed. The high literacy in Luxembourg and Germany and the absence of strong cultural barriers makes it easier to achieve this goal. Nevertheless, the group tries to be as clear and accessible as possible.

A customer support service is always ready to answer questions and to help clients if needed.

Most documents are generally published in 2, 3 or 4 languages (French, German, English, Portuguese), including the group's websites.

The homepage www.creos.net has a section named "Sécurité" where customers, construction companies and other stakeholders can download brochures about the safe use of electricity (2 languages available, topics include security for fishermen, campers, around gas pipes or under power lines).

A sign language interpreter is present in internal meetings, when necessary, to enable persons with a hearing or speaking disability to fully take part in the meetings.

On the internal "CREOS-Intranet", there is a section HSE where CREOS staff can find a lot of information about safety at work.

On the "ENOVOS-Intranet", the safety at work section also contains advice and information, adapted to the risks encountered. For example, there are explanations on how to avoid musculoskeletal disorders for people working a long time on computers, by adopting the right posture and habits.

Production facilities

For wind turbines, preparatory meetings with specific rescue departments used to high facilities are organised to be prepared in case of an emergency. All the necessary signs, protection and fences are also in place to warn and reduce the risks.

A dedicated HSE personnel is in place in each bio-methanisation facility to monitor the risks and address the issues before they lead to an accident.

G4-EU25

No injury or fatality to the public involving company assets, including legal judgments, settlements and pending legal cases of diseases was recorded in 2014.

G4-PR2

No incident of non-compliance with regulations concerning the health & safety impacts of products and services during their life cycle was recorded in 2014.

Commitment 5: environmental impacts reduction

This fifth commitment is based on the commitment to reduce the group's environmental impact. The Enovos Group is highly concerned by global warming.

Selling natural gas implies rejecting carbon dioxide as it will be burned for heating or for the client's purposes (be they households, professionals or industries). Electricity is also a very important source of GHG emissions, because of its traditional methods of generation using fossil energies (coal, oil, gas...). At the European scale, the rate of GHG emissions arising from energy generation is very high (31% in 2011).

These traditional activities are therefore highly impacted by regulations (such as the Kyoto protocol) aimed at fighting against global warming. Enovos Group wants to participate in the effort.

The ambitious investments in renewable energies are mainly made in the areas of biomass, photovoltaics, hydropower and wind power. For the consequent development of renewable energies, Enovos builds on cooperation with energy distributors and public utilities from the region, as well as on partnerships with project developers and plant manufacturers, mainly from Germany, France and Belgium.

As the majority shareholder of a Belgian project developer, Enovos actively shapes the energy production process and further increases its know-how in the areas of technical planning, acquisition and operation. In order to strengthen renewable

energy generation in Luxembourg, we have tied Enovos' and SEO's renewable energy activities together. The corporate purpose of the specially created Soler S.A. is the planning, construction and operation of renewable energy power stations. To complement the existing hydropower plants, Soler S.A. is steadily developing its portfolio of wind power stations in order to meet the EU objective of obtaining 11% of its energy from renewable sources by the year 2020.

Within this context, the group:

- Offers possibilities to combine reduced emissions with mobility.
- Compensates its GHG emissions and offers relevant ways to do it to its customers.
- Protects and maintains biodiversity.
- Improves System Efficiency.
- Recycles its wastes and uses sustainable waste disposal systems.
- Designs with protection and integration in mind.
- Monitors its energy consumption for better control.

Since its creation, Enovos International emphasises sustainable development through renewable energies and made it its motto: "Energy for today. Caring for tomorrow." The Enovos Group implemented a strategy of massive investment on renewable energy, creating a whole new department to further develop this activity. It also chose to help its clients control their energy consumption and carbon footprint by developing a whole range

of new services in this domain, such as “Energieberodung”, “Energy Audit Industry and Building”, “Quick Check Energy”, Solar & Thermographic Cadastre, “Bilan Carbone®”, Energy Management and Audit for Municipalities, Carbon offsetting (MyClimateLux a.s.b.l.). Moreover, all residential customers in Luxembourg are provided with 100% renewable energy.

Further information on these initiatives and programmes are available on the group’s website.

Environmental impacts of products and services

G4-EN27

Integration of substations into the environment

Creos has always been concerned about the harmonious integration of its facilities into the environment.

Accordingly, the new high-voltage transformer substations are now designed as shielded substations. At the cutting edge of technology, these substations are compact, discrete and surrounded by plantations to seamlessly blend into the environment and the landscape. The surface area used for a shielded substation represents one fifth of the surface area of a traditional exterior substation.

The medium and low-voltage substations installed among population centres are today exclusively manufactured in the form of shielded brick, prefab concrete or steel substations, or again directly integrated into a bus stop or inside a building.

The Creos shielded transformer and distribution substations

Substations are a key component of the electricity grid, performing both transformation and distribution of electricity. They distribute electrical energy at a uniform voltage, before stepping it down so that it can be distributed for consumption by users (homes and businesses).

The technology behind shielded substations has certain advantages over the conventional construction method, as it is compact, reliable and low-maintenance. However, its production cost entails greater investment than conventional technology. In this “GIS” (Gas Isolierte Schaltanlage) installation, the electrical conductors are sheathed in a metal envelope filled with a gas (sulphur hexafluoride - SF6). This technology thus uses SF6 gas as insulation instead of the ambient air.

As part of its corporate social responsibility policy, Creos is careful to ensure that its substations are compatible with the local environment, and closely monitors the quality and reliability of its grid, there by securing supply for its customers.

By incorporating appropriate design and construction materials (concrete, wood, metal, etc.), Creos installations blend harmoniously into their local environment. Note that the construction methods used for Creos substations may vary, depending on the different authorities’ obligations and regulations.

Between 2014 and 2019, major investments in the 65kV grid involved the installation of such substations in the following locations:

Windhof, Betzdorf, Esch/Ehlerange, Gasperich, Kirchberg/Europe, Findel/Senningerberg, Bettembourg, Kirchberg/Weimershof and Hollerich. In addition to these 65kV installations, the first high-voltage shielded substation in the 220kV grid is currently under construction at Itzig/Blooren.

Energy services, emissions and mobility

Regarding the supply of end customers, we develop energy products and services that support home-produced energy, focusing on decentralised electricity production, energy storage and heating.

Enovos will develop smart solutions which will increase the domestic customer comfort by automating management tasks, while improving the energy efficiency of the installations. Thus, the final

consumer will, e.g., be able to control his heating system from a distance or even provide different temperatures in his house at different times of the day, improving the way energy is consumed for more control and efficiency. Through the use of new digital technologies in distribution networks, metering systems or new products, the customer will at the same time improve energy efficiency and increase living comfort, respectively safety.

Another milestone in the reduction of CO₂ emissions is mobility. In Luxembourg, Enovos is closely involved in the development of ecomobility. Moreover, the company is expanding the charging station network for electric vehicles and offering its know-how for solutions such as car sharing:

- With eco.mobility, Enovos supports, contributes and promotes alternative mobility. By providing the necessary infrastructure and the adequate energy, developing a network of natural gas station and charging stations, Enovos is actively taking part in the mobility transition.
- E.mobility offers tailor-made electric mobility solutions to professionals within Luxembourg. Powered by the sustainable “mobistroum”, these new mobility solutions heavily reduce CO₂

emissions. This is promoted by the elektromobilität. lu platform.

- Gas.mobility is the natural gas mobility solution. With 6 stations already delivering natural gas (and more to come), natural-gas based solutions are developing fast. This solution is actively promoted by the A.s.b.l. Lëtzbueg get Gas.
- Moreover, the group aims at gradually renewing its fleet with more electric and gas-powered vehicles.



Administrative offices and facilities

An important milestone for Creos in 2014 was putting the new operational site at Roost into service. Creos has concentrated the former electricity and gas activities of the regional sites of Wiltz, Heisdorf and Contern into this new centre, as well as the central warehouse of Mersch. This integration, together with other ongoing efficiency initiatives, will enable Creos to optimise its operational costs and continue to thrive within the regulatory framework. Energy efficiency increase will occur thanks to this new development.

The next Bilan Carbone for Enovos Group in Luxembourg is planned for 2016 on 2015 figures. Due to the fact that Enovos moved in 2014, it was not the right moment to do such an exercise.

We believe the next Bilan Carbone will show a significant improvement, given that the new building has been built with energy efficiency in mind and has already been certified HQE (Haute Qualité Environnementale) with the “exceptional” grade. Still, initiatives are in place to improve the efficiency of the building, and an energy management system is being implemented, to prepare for an ISO 50001 certification.

Enovos will be impacted by the European Directive on Energy Efficiency that requires from energy suppliers that they help their clients in using energy more efficiently. The group anticipates the requirements by meeting them before they become compulsory. The “Learning Factory” is part of this initiative and aims at transferring a specific know-how to clients: how to manage an energy efficiency project?

GHG compensation

Enovos Group constantly invests and innovates to use energy more efficiently; internally at first, but also by counselling clients through different programmes, to help them reach a higher energy efficiency level.

A.s.b.l. myclimate Luxembourg is one of these programmes. By collecting data and studying how energy is being used, myclimate identifies where savings can be made and how to optimise energy consumption. The inevitable GHG emissions are compensated by investments in climate-protection projects. The organisation then reaches climate-neutrality and is awarded the myclimate label.

Biodiversity

In an effort to preserve the biodiversity, the group considers the impact of its actions before building new infrastructure or changing an existing one. A recent example is the protection of bats around wind turbines. Studies have been done first, to assess the impact of our facilities on animals and plants. If it appears that the new facilities risks damaging the local biodiversity, the necessary measures are taken such as changes in design, or compensatory measures. These can include, for example, planting hedges to allow the plants to develop and to provide shelter to animals.

Another essential topic linked to biodiversity is tackled by the biogas technology. This topic is followed very closely by the Renewables department, notably:

- The fact that some plants used for bio-methanisation are also used for human consumption, leading to a competition between these two possible uses with a risk of food price increase. Enovos follows the debate and, when possible, tries to use other base materials (such as waste as for the Anvers production station, or plants that are not used for human consumption).
- Mono-cultures are avoided
- Neighbours are engaged to insure they do not suffer from the installations. Site visits have been organised, and the group is always ready to answer the questions from residents.

Waste management

G4-EN23

In Luxembourg:

Enovos International and Creos Luxembourg both have been awarded the SuperDrecksKëscht label. This ecological waste management initiative – certified according to DIN EN ISO 14024 – supports and trains companies to achieve recycling, transparent waste transaction and a more sustainable waste management in general.

In Germany:

For Enovos Energie Deutschland GmbH:

- No hazardous waste, only ordinary waste such as paper and recyclables. Legal requirements are followed.
- batteries are added to the GRS system
- electronic waste is disposed in cooperation with a service provider

Energy consumption within the organisation (related to scope 1 and 2)

G4-EN3

According to 2013 figures, each employee emits in average 12 t CO₂ eq of GHG gaz per year in his or her professional life. It is important to keep in mind that this figure illustrates the transition towards fewer emissions. This indicator will be used to measure progress. To lower that figure, among other initiatives the group already modified its printing policy, amended the car policy, installed hand dryers, raised awareness among the personnel, and implemented a process that allows employees to compensate their carbon footprint through myClimate... The building in Esch-sur-Alzette has been designed with this objective in mind, has been certified HQE “Exceptionnal” (High Environmental Quality label); it is by design very efficient in terms of energy consumption. A lot of attention is also given to waste disposal, as inefficient procedures can generate a significant amount of GHG.

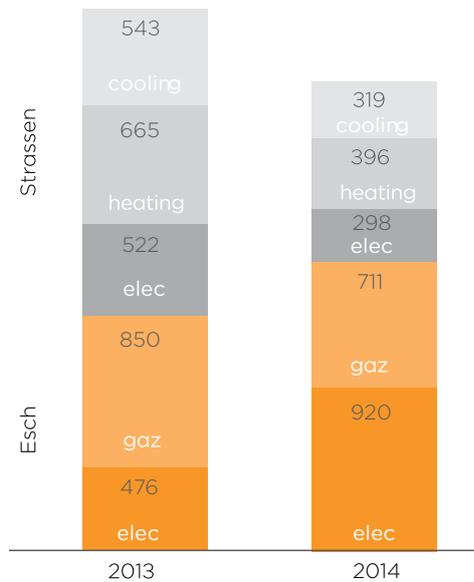
Moreover, the group is currently reflecting on streamlining measures to optimise processes, thus achieving better performances in a more sustainable way.

The group is now looking forward to see the impact of the innovative conceptions of the new buildings on the next carbon footprint calculation that should be organised in 2016.

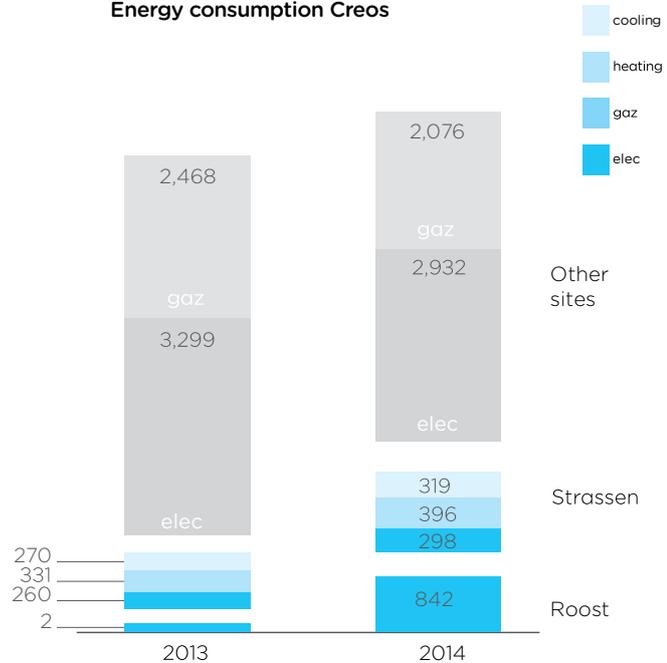
The graphs below show a close approximation of the energy consumption per entity.

Energy consumption Enovos

All figures are in MWh



Energy consumption Creos



	2013	2014	
total consumption of the buildings	9,684,315.26	9,506,367.63	
number of employees in Luxembourg (all entities all sites)	970	1,007	Variation per employee
total buildings consumption per employee	9,983.83	9,440.29	-543.54
Enovos buildings consumption per employee	9,696.60	7,774.95	-1,921.64
Creos buildings consumption per employee	10,121.97	10,289.18	167.21

(kWh)

In average each employee of the Enovos Group in Luxembourg consumed 543.34 kWh less in 2014 than in 2013.

In Germany:

Enovos Energie Deutschland GmbH (figures for 2013, for sites Wiesbaden, Ratingen, Leipzig, Ettlingen, München, Hamburg and Stuttgart):

Heating = 268286 kWh natural gas, 66.14 t CO₂e

Electricity = 173670 kWh electricity (incl. 384 kWh Ökostrom), 102.96 t CO₂e

Water = 365 m³ 169.25 t CO₂e





Commitment 6: commitment to local communities

This sixth commitment is based on the commitment to engage with the local communities. Responsibility towards present and future generations is a top priority in the Enovos Group. The group committed itself to building strong and sustainable relationships with customers and partners, based on trust. To achieve this vision, the group:

- Continuously works on improved customer relations
- Acts for knowledge
- Supports local communities
- Participates and organises fairs and events
- Initiates, supports and promotes projects through the “Fondation Enovos”
- Uses patronage and sponsorship
- Organises activities for teenagers and children

Local community commitment

G4-SO1

Enovos Group in Luxembourg:

Creos Luxembourg S.A. takes part in many actions to engage with local communities such as:

Being an active and responsible member of the community life

- Creos develops its relationships with the actors and members of professional associations and federations of the energy sector thanks to the “Energie Forum”, an annual conference for electricians and installers.
- The underground installation of power lines and the installation of shielded substations also have a positive impact on the quality of life of citizens, is more in harmony with nature and significantly improve the landscape quality.
- Specific protective sheets labelled “Info chan-

tier” are installed on building sites, and public information meetings “Infos chantiers” are organised for residents on these sites.

- Each year, two editions of the “Creos News” magazine are issued to 220,000 households.
- An annual open-house is organised in an exploitation centre for the general public to discover and understand Creos professions and backstage.
- Actions are taken to protect birds around power lines.

Helping communities

- Creos financially supports various Luxembourgish charities such as UNICEF, Fondation Autisme, Fondation Raoul Follereau, and SOS Kannerduerf Miersch.
- Various industrial processing works are ordered to the “Institut Saint Joseph de Betzdorf” (ISJB), a therapeutic institute for people with intellectual disability.
- Following the 2010 earthquake, Creos decided to launch an electrification project in Haiti, named “Creos hëlleft Haiti”. In association with Objectif Tiers Monde (OTM), Creos is committed to support the electrification of the rural Café Lompre / Viala region. Main activities include installing new power lines, bringing power to schools and training centers, and repairing damaged facilities.

Acting for knowledge

- Creos financially supports the creation of new training programmes (BTS and Certificat Universitaire) at the “Lycée Technique des Arts et Métiers” (LTAM) and the Luxembourg University.
- The “Project Street Art” encourages young graffiti artists to paint transformer stations. This gives them a support for expression and embellishes the functional industrial architec-

ture, which otherwise would often be sprayed with low quality graffiti.

- “Natur & Umwelt” is the name of a Creos initiative publishing a yearly thematic guide on the nature and the environment for the Luxembourgish community. Past topics include apples and pears from Luxembourg, plants in wetland sites...

Sponsorship

- Sponsorship during the “Skoda Tour de Luxembourg”, where Creos supports the best young participant during this national cycling event. Energy, commitment and team spirit are among the essential values enhanced during this event.

Enovos Luxembourg S.A. also acts for local communities, for example by:

Meeting stakeholders

- Visit of the Esch building for external stakeholders. During the family day in September and the official inauguration in October, guests were invited to visit the new building.
- Enovos has a hot air balloon which undertook 4 flights in 2014. Participants were invited by Enovos.
- In 2014, the Corporate Communication department organised one Enovos energy lunch for press. Journalists had the occasion to chat with the Enovos Management.
- In 2014, the Corporate Communication department organised two Enovos energy breakfasts for its employees. The management detailed its strategy at this occasion.
- In 2014, the Corporate Communication department organised two press conferences in order to inform the journalists.

Acting for knowledge

- The Fondation Enovos organised the third edition of its “Prix d'excellence”. Six students in engineering were awarded this prize which aims at promoting education and professional careers in engineering in Luxembourg.

- The Fondation Enovos, under the aegis of the non-profit foundation “Fondation de Luxembourg”, is committed to furthering the interests of today's and future generations. The founders of Fondation Enovos have decided to support know-how and technologies which promote sustainability. At the same time, the foundation also supports social projects that benefit the weaker members of society.
- Fondation Enovos also supports the following causes:
- Enhancement and development of renewable energy sources in Luxembourg and the Greater Region, e.g.: through the nova naturstrom fund, Fondation Enovos supports renewable energy projects that are especially innovative, worthy of imitation or useful for instructional purposes. Projects can be initiated by private individuals, local authorities, schools, public utilities, non-governmental organisations or companies.
- Support for social projects, e.g.: Enovos supports projects to help children with behavioural problems (Päerd's Atelier a.s.b.l.), young cancer patients and their families (Hëllef fir kribbskrank Kanner a.s.b.l.) and sports people with intellectual disabilities (ALPAPS Special Olympics), to mention only a few.
- Fondation Enovos reflects its founders' desire to act as a responsible company for current and future generations, both in its role as an energy provider and beyond. An independent advisory committee assesses every project and decides on the allocation of resources. Guided by the idea that the company must be at the service of humankind and society, the founders chose to contribute to the progress of know-how and technologies that make sustainable development possible, and to engage in social projects benefiting the most vulnerable members of society who require special support.

Helping communities

- Enovos Luxembourg made a donation for every Christmas card sent by its employees to Unicef in order to help the project “Kannerlicht” helping poor children in Brasil. The amount was rounded up to 5000 €.

Enovos Group in Germany:



Commitment to “Young Talents”

Enovos Germany SE is aware of its responsibility towards the present and future generation, and pays particular attention to the successful development and support of young talents.

Together for the Olympics

Since 2005, Enovos (at that time as Saar Ferngas) is the official partner of the “Olympic Centre Rhineland-Palatinate / Saarland” (OSP) and the “National Sports Federation for Saarland” (LSVS). The goal of this cooperation is to support and

bring forward talented young athletes. In this context, Enovos provides two natural gas vehicles to the Hermann Neuberger sports school. These vehicles are used to transport athletes to national and international competitions.

Art in the canteen

The cooperation with the Saarland University of Fine Arts (HKBKsaar) allows advanced students from the Saarbrücken art and design school to present their work twice a year in the administrative building of Enovos in Saarbrücken. This exhibition series is called “Early Birds”. Enovos not

only supplies exhibition facilities, but also financially supports the projects; a small booklet is always printed for the exhibition, thanks to this financial support. The temporary exhibitions, one shown during summer and the second during winter, give students the opportunity to gain professional exhibition experience outside the university and to already appear in public during their studies.

Commitment to children in need

In addition to supporting young talents in the arts and sports, Enovos Germany SE is genuinely committed to children through a number of activities. For example, at the annual Christmas tree action. A Christmas tree with wishes of children from a social institution is built, and voluntary employees can buy individual gifts to fulfil the wishes of these children.

Enovos and Creos also took 20 siblings of supported families from the children's hospice service Saarland to the play "The second princess" at the children's and youth's theater "Überzweig" in Saarbrücken to spend a carefree afternoon. For these siblings from families with a severely ill child, it is not always easy to share one's burdens. The organisation, preparation and food during the day were in the hands of volunteer employees of Enovos and Creos.

Participating in the 24-hour solo run in St. Ingbert now also belongs to the group's yearly commitments. In 2014, Enovos and Creos runners were participating, and gathered 1,261 euros for the project "Saarland operates the poorest in the Philippines - Surgical Mission Saarland".



About our report

The present report looks at the Enovos Group from a CSR point of view. This is the second edition and focuses on the Luxembourgish and German entities of the Enovos Group, whereas the first edition in 2013 focused exclusively on the Luxembourgish entities. This 2014 CSR Report, structured partly drawing inspiration from the international Global Reporting Initiative framework, aims at describing and analysing the current commitments and achievements in order to set up a monitoring and development plan for the future.

This second report enables the group to continue monitor progress, as well as to define its future commitments. The inclusion of Germany is a significant step towards a more comprehensive group CSR strategy.

Report perimeter

The perimeter of this first edition includes all the activities of production and distribution of electricity and natural gas in Luxembourg and Germany. This includes the following associated services:

- Infrastructure and grid management, by Creos Luxembourg S.A. and Creos Deutschland GmbH
- Production, storage and sale of electricity and natural gas and energy services, by Enovos Luxembourg S.A. and Enovos Energie Deutschland GmbH
- Support services, by Enovos International S.A. and Enovos Deutschland SE

Other information

Reporting period

From 01/01/2014 to 31/12/2014

The reporting period is set up to coincide with the financial reporting period.

Most recent previous report

CSR Report 2013

Reporting cycle

Annual

Contact points

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Publication options

This report, our annual reports and key figures, as well as our corporate governance report are available on the following websites:

www.enovos.eu/en/enovos-group/enovos-international-s.a/annual-reports-and-key-figures

www.enovos.eu/en/enovos-group/enovos-luxembourg-s.a/annual-reports-and-key-figures

www.creos-net.lu/index.php?id=169

www.enovos.de/ueber-uns/ueber-uns.html

www.enovos.de/ueber-uns/enovos-energie-deutschland-gmbh/ueber-uns/ueber-uns.html

<http://www.creos-net.de/unternehmen/startseite.html>

GRI options

This report structure is inspired by the GRI Sustainability Reporting Guidelines. It includes “standard disclosures” as well as “sector specific disclosures” related to electric utilities and natural gas. The GRI indicator to which a paragraph is inspired from is indicated in the report.

Assurance and verification

This report has been verified by the sustainability reporting committee, the steering committee and the internal stakeholders who took part in its preparation.

The CSR steering committee would like to thank you, on behalf of the Enovos Group, for reading this report.



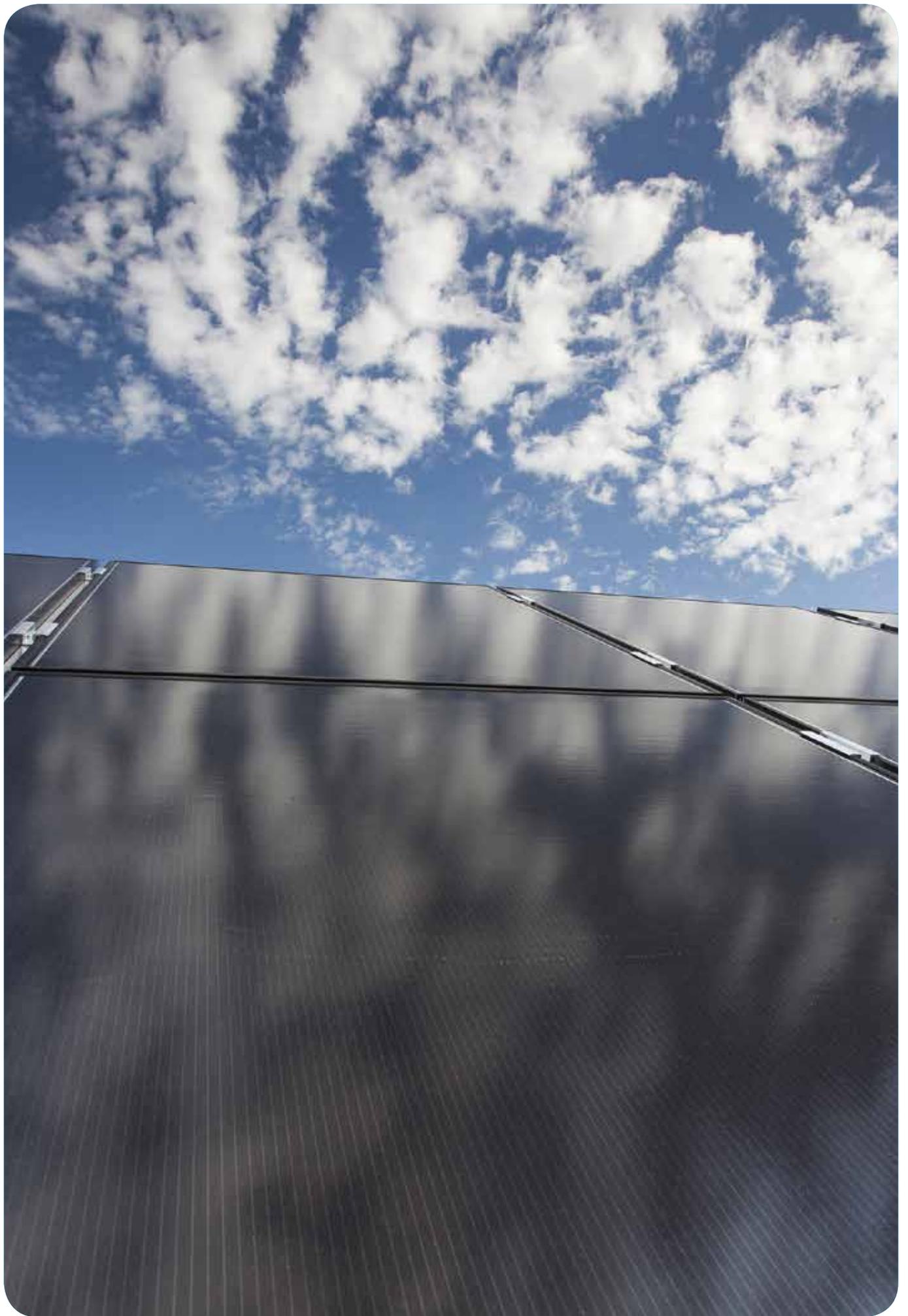
Michel Schaus



Jean-Paul Wagner



Erny Huberty



Materiality questionnaire

Please fill the following questionnaire and send it back to us. (erny.huberty@enovos.eu)

This will help us report on what matters to you in 2015 CSR report.

1. State below to which of Enovos or Creos stakeholders' type you belong.

	Enovos Lux.	Enovos Int.	Creos Lux.		Enovos Lux.	Enovos Int.	Creos Lux.
Employee				Industry trade group			
Manager				Government body			
Director				European Union			
Shareholder				NGO			
Customer				Competitor			
Supplier				Local community member			
Staff delegate				Professional association			
Media				Potential investor			
Researchers							
Other							

2. How did you learn about this report?

Internet	
Conference	
Meeting	
Publication	
Other (please specify)	

3. We list below a number of topics. Choose the 5 aspects that matter the most to you and rank them from: 1 - significant to 5 - crucial.

Economic performance		Training	
Procurement practices		Health and safety	
Market presence		Child labor	
Energy efficiency		Forced labor	
Emissions		Freedom of association	
Transport		Anti-corruption	
Water		Anti-competitive behavior	
Materials		Product labeling	
Biodiversity		Customer privacy	
Effluents and waste		Compliance	

4. Have you identified material aspects that we did not communicate about in this report?

5. How would you rate the transparency level of our CSR strategy, on a scale from 1 - non-transparent to 5 - clearly transparent?

1	2	3	4	5
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6. Would you like to take part in, or to be regularly informed of our CSR progress?

Yes, please send me information to:

No, thank you

(why?)

7. How did you communicate with the Enovos Group in 2013? How often?

<input type="checkbox"/> e-mail	<input type="checkbox"/> phone	<input type="checkbox"/> in person	other (please specify)	<input type="text"/>
<input type="checkbox"/> weekly	<input type="checkbox"/> monthly	<input type="checkbox"/> quarterly	other (please specify)	<input type="text"/>

8. Would you like to add something?

Thank you for your participation.

We would like to thank all those involved in the preparation and publication of this CSR report.

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