

Active engagement



Key policies governing our stakeholder relationships

- Code of Corporate Ethics
- Compliance Policy
- Coal Quality Policy
- Corporate Social Policy
- Information Policy
- Environmental Policy
- Heat Consumer Relations Policy
- Energy Policy
- Occupational and Industrial Safety Policy

For more details, see our website <http://www.suek.com>



Our stakeholder relationships are built on open dialogue and mutual trust. This enables us to accommodate their needs when making strategic and operational decisions.

We determine our key stakeholders by assessing the impact that different groups have, or might have, on our performance, as well as the impact that the company has on their well-being. When building stakeholder relationships we are committed to transparency of information, consideration for the interests of all stakeholders, receiving feedback, active cooperation

with them and observing ethical business conduct.

We have a comprehensive communications system in place for sharing information with our stakeholders. This helps ensure the completeness, timeliness, reliability and consistency of information, and its availability to all. In addition, we involve stakeholders in the process of improving the business processes such as improving working conditions for our employees, expanding the territory of our operations and developing the regions where we operate.

In 2019, SUEK expanded its hotline for internal and external stakeholders, enabling individual employees and external partners to raise issues or propose ideas, regarding the following areas:

- Personnel management and observance of the Code of Corporate Ethics
- Industrial Health and Safety
- Potential breaches of anti-corruption and anti-fraud policies

Main communication and feedback channels

- Corporate website, mass media and social networks
- Conferences and exhibitions
- General Meeting of Shareholders
- Corporate reporting
- Meetings with banks and potential investors
- Meetings with employees, customers, suppliers and contractors
- Stakeholders opinion surveys
- Customer claims resolution and accounting systems
- Personal account on the company's website and mobile application for heating customers
- Centres for heating customers
- Hotline for heat supply issues
- Agreements with trade unions and collective arrangements
- Hotline for compliance issues
- Participation in Russian and international professional unions and organisations
- Participation in committees, working groups, round tables and public hearings
- Site visits for local community representatives to the company's mining, washing and generating facilities

Engaging employees in the improvement of work and leisure conditions

In 2019, SUEK ran an employee satisfaction survey of 4,000 employees in seven regions. The objective was to gain direct, anonymous feedback on employee conditions.

The results showed that SUEK is recognised by the vast majority of its employees as a prestigious and responsible employer. Approximately 80% of employees said they were satisfied with the level of occupational safety and social benefits, with the majority of respondents noting that over the past two years, working conditions have improved. The respondents voiced some concerns about the lack of proper social infrastructure in some cities and towns, including clean and tidy streets and courtyards, and limited playground areas for children.

The results were reported to the Nomination and Compensation Committee of the Board of Directors.

Additional social investment projects were included in the 2020 budget. New plans were approved for the development of squares and parks in the cities where SUEK's operations are located.

Involving consumers in improving the quality of heat supply services

SUEK ran a survey of heat customers in its key consuming regions to evaluate their satisfaction with the quality of heat supply services as well as the heat business' environmental performance.

Based on over 2500 respondents the results showed high satisfaction with the quality of heat supply and increased awareness of SUEK's environment-focused modernisation programmes, in particular in Krasnoyarsk. Whilst no major issues were identified by the survey, SUEK recognises the importance of constantly increasing direct communications with customers to improve sales efficiency and enhance customer service.

The results were reported to the Management Board.

Management have now decided to create a Unified Consumer Portal for launch in 2020 – a system of digital communication services between the company and its customers, including online contract management and renewal, online utilities.

