

# FOCUS ON THE IMPORTANT

ESG REPORT  
OF ENERGY TRADE GROUP

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## ADDRESS BY THE CEO

Dear partners and colleagues,

I am pleased to present the first ESG report of Energy Trade Group, which reflects the evolution of our business and proves that sustainable development is not just empty words for us.

Last year was another challenge for the entire global community: the global economy was tested for sustainability, supply chains were rebuilt, and the guidelines of both large and small and medium-sized businesses changed. There were concerns about whether sustainable development would remain relevant for Ukrainian companies, banks, consumers, and the government. However, the main tasks in this area are still being implemented. The focus has only shifted towards even more effective risk management. ETG.UA has also focused on improving technologies and services for interaction both with clients and within our professional team, based on security, reliability and quality.

In this, our approach is similar to the strategy and values that curling players build their way to victory. That is why we continue to support the Ukrainian national curling team. Despite the challenging conditions, this year its players have achieved great success in international competitions. For us, this is an example of how discipline, consistency, ingenuity and perseverance can erase obstacles to the realization of ambitious plans.

It also inspires us to continue working on improving the sustainability processes of both our own company and the energy market as a whole. As a result, ETG.UA is able to strengthen its leadership in the competitive environment, and our team is able to respond quickly to changes in external factors and meet the requirements of the most demanding customers for our services.

In 2023, ETG.UA completed a corporate transformation that responded to the challenges of today and expanded opportunities for businesses developing in a turbulent environment. The new organizational structure of ETG.UA, built on the principles of decentralization, allowed the company to quickly adapt to rapid geopolitical changes, strengthening its core business - the stable supply of affordable and clean energy.

Thanks to the high commitment of our employees, our diversified strategy and focus on liquidity management, we were able to withstand the unprecedented turmoil in the energy market and will learn from this experience to further enhance the company's resilience.

I am confident that the pursuit of a sustainable future will contribute to positive changes in Ukraine, and we will also be able to inspire our colleagues to strengthen the development of this movement.



**Volodymyr Shvedkyi,**  
CEO of Energy Trade Group



# ABOUT THE COMPANY

"Energy Trade Group (ETG.UA) is a horizontally integrated group of companies that delivers value to its energy customers. Our business is at the crossroad of three key energy sectors: energy trading, green energy investments and energy supply services to our clients, ranging from large corporations to households.

We use digital and innovative technologies to deliver high quality services and act as a reliable partner in the professional management of energy assets.

## Our company is organized into five business units that provide:

### 1. RETAIL

Our network consists of 20 regional offices that support and develop customer experience, consumers who purchase energy resources.

### 2. TRADING

We purchase energy resources to achieve leadership in pricing.

### 3. INVESTMENTS

We develop and implement renewable energy projects, developing wind and solar power generation, and restoring Ukraine's energy infrastructure.

### 4. SERVICE

We ensure the sustainable life cycle of investment assets, including solar and wind power generation.

### 5. BACK OFFICE

We accumulate operational knowledge that allows us to offer the best value for energy services.

● **RELIABILITY**  
In the quality of our services and the fulfilment of our obligations

● **PROFESSIONALISM**  
In our business practices, operations, and people

● **CONSISTENCY**  
In our focus on social needs and business development strategy

● **DISCIPLINE**  
In our investment decisions and fulfilment of fundamental tasks

● **INGENUITY**  
In our own research and application of advanced technologies

● **INTEGRITY**  
In our relations with partners and all stakeholders

● **RESPONSIBILITY**  
For our actions and results

OUR  
VALUES

# HISTORY OF ENERGY TRADE GROUP

2015

a free energy market was opened in Ukraine, the Law "On the Natural Gas Market" was adopted

2017

- Energy Trade Group LLC is founded
- "Energy Trade Group starts selling natural gas; the first branches are opened in Vinnytsia, Dnipro, and Kharkiv
- ETG Billing, a proprietary billing program for natural gas metering, is created

2017 – 2018

development of the regional network and sales channels; the number of customers increased 62 times

2018

new corporate strategy in the natural gas market in the B2B and B2C segments, development of the national sales system

2018

the company created the first digital personal account for industrial consumers in Ukraine

2018

launch of digital services for customers

2018 – 2019

start of electricity sales; 17 representative offices opened throughout Ukraine

2019

ETG.UA trademark is registered

2019

construction of the first solar power plants in the Dnipropetrovs'k region

2020 – 2023

corporate reform and entry into the European market

2023

joining the UN Global Compact, the Ukraine Business Compact initiative for the sustainable recovery of Ukraine and the Global Coalition of Private and Public Partners for the Renewable Energy Sector in Ukraine, organized under the auspices of the United Nations

Active promotion  
of local communities'  
welfare

Supporting social progress  
through voluntary business  
contributions to the social,  
economic and environmental  
spheres - how it all relates to the  
company's activities, strategic  
goals and values

Promoting the UN  
Sustainable Development  
Goals that are relevant  
to our business

Interaction with  
contractors on the basis  
of social responsibility  
and transparency

Sustainable recovery  
of Ukraine's economy  
and energy sector

Improving practices of  
efficient use of resources,  
environmental and climate  
protection

Green  
transformation  
of the energy  
system

Supporting the goals  
of the European  
Green Deal

## OUR ESG STRATEGY

# UN SUSTAINABLE DEVELOPMENT GOALS THAT ETG.UA INTEGRATES INTO ITS BUSINESS

Our company develops its activities on the basis of sustainable development. We strive to meet the current needs of society and protect the interests of future generations.

ETG.UA's sustainability priorities are based on resource conservation, the use of safe and reliable modern technologies, pollution control, development of renewable energy sources and energy efficiency.

The main areas of sustainable development that ETG.UA deals with in accordance with its commitments to the UN Global Compact



**7**  
**AFFORDABLE  
AND CLEAN  
ENERGY**

We ensure the development of reliable and modern energy sources that meet international standards of environmental safety and energy efficiency, and make them available to a wide range of consumers.



**8**  
**DECENT WORK  
AND ECONOMIC  
GROWTH**

We create conditions for Ukrainian citizens to have decent jobs that stimulate economic growth and improve the quality of life without harming the environment.



**9**  
**INDUSTRY,  
INNOVATION AND  
INFRASTRUCTURE**

We promote the development of high-quality, reliable and sustainable infrastructure, as well as the spread of innovation. Investments in sustainable energy supply are essential for raising living standards and achieving social stability without increasing the negative impact on the environment.



**11**  
**SUSTAINABLE  
CITIES AND  
COMMUNITIES**

We ensure the openness, safety and environmental sustainability of local communities, promote effective local governance, create a favorable urban environment and restore urban infrastructure.



**13**  
**CLIMATE  
ACTION**

Our activities are aimed at developing and implementing affordable solutions to combat climate change, which opens up opportunities for the transition to a low-carbon economy.



**15**  
**LIFE ON LAND**

We promote sustainable land management practices to halt land degradation and biodiversity loss



**16**  
**PEACE, JUSTICE  
AND STRONG  
INSTITUTIONS**

We promote effective, accountable and transparent government institutions at all levels. The fight against corruption is particularly important for improving the quality of life of people, maintaining social stability and the development of the state.



**17**  
**PARTNERSHIP  
FOR THE GOALS**

Sustainable development is impossible without a comprehensive partnership between government, the private sector and civil society. The key to success is mutually beneficial cooperation, regular interaction and exchange of experience.



# PRINCIPLES OF PARTNERSHIP

ETG.UA maintains an open dialog and strives for mutual trust between the parties. This is the key to successful cooperation and achievement of results, helps to take into account the interests and meet the needs of all categories of stakeholders.

Regular communication with stakeholders helps to achieve success in the implementation of business processes and tasks. Focusing on the needs and expectations of stakeholders allows us to effectively organize the project implementation process, and the development of various communication channels allows us to respond quickly to changes.



## Channels and ways of interaction:

Society	ETG.UA official website; official company accounts on social media; organization of social and charitable projects.
Employees	Organizing training and professional development; employee engagement surveys; corporate newsletters; social networks; organizing employee participation in sports, cultural, charitable and other public, environmental and social events.
Business partners, contractors	Posting and timely updating of information on the ETG.UA website and social media; speaking by authorized employees of the company on various media platforms; selling services; customer service; monitoring customer satisfaction; accepting complaints and requests in a way convenient for contractors and business partners; preparing and issuing press releases.
Investors, creditors	Participation in conferences and events for investors; communication through various communication channels (conference calls, meetings, e-mails); preparation and issuance of press releases.
Public authorities	Participation in projects and working meetings to improve sectoral legislation and develop the energy market (expert councils, working groups, round tables).
Media	Participation in business events as partners, speakers, and invited guests; preparation and issuance of press releases; interviews with authorized representatives of ETG.UA to the media; meetings of the company's management with journalists.

# ENERGY OF SUSTAINABLE DEVELOPMENT: ENVIRONMENTAL PROTECTION

Contribution to the UN Sustainable Development Goals





ETG.UA is responsible for the impact of its activities on the environment and local communities, and cares about the quality of life of future generations.

We support Ukraine's strategy to rebuild its economy on the basis of sustainability and energy security, as well as the European Union's strategy to reduce greenhouse gas emissions.

ETG.UA pays considerable attention to the development and implementation of Ukraine's climate policy, which covers such areas as the implementation of the Association Agreement with the EU, the adaptation of national legislation to the EU legal framework, the update of Ukraine's nationally determined contribution to the Paris Climate Agreement, and the implementation of the European Green Deal initiatives.



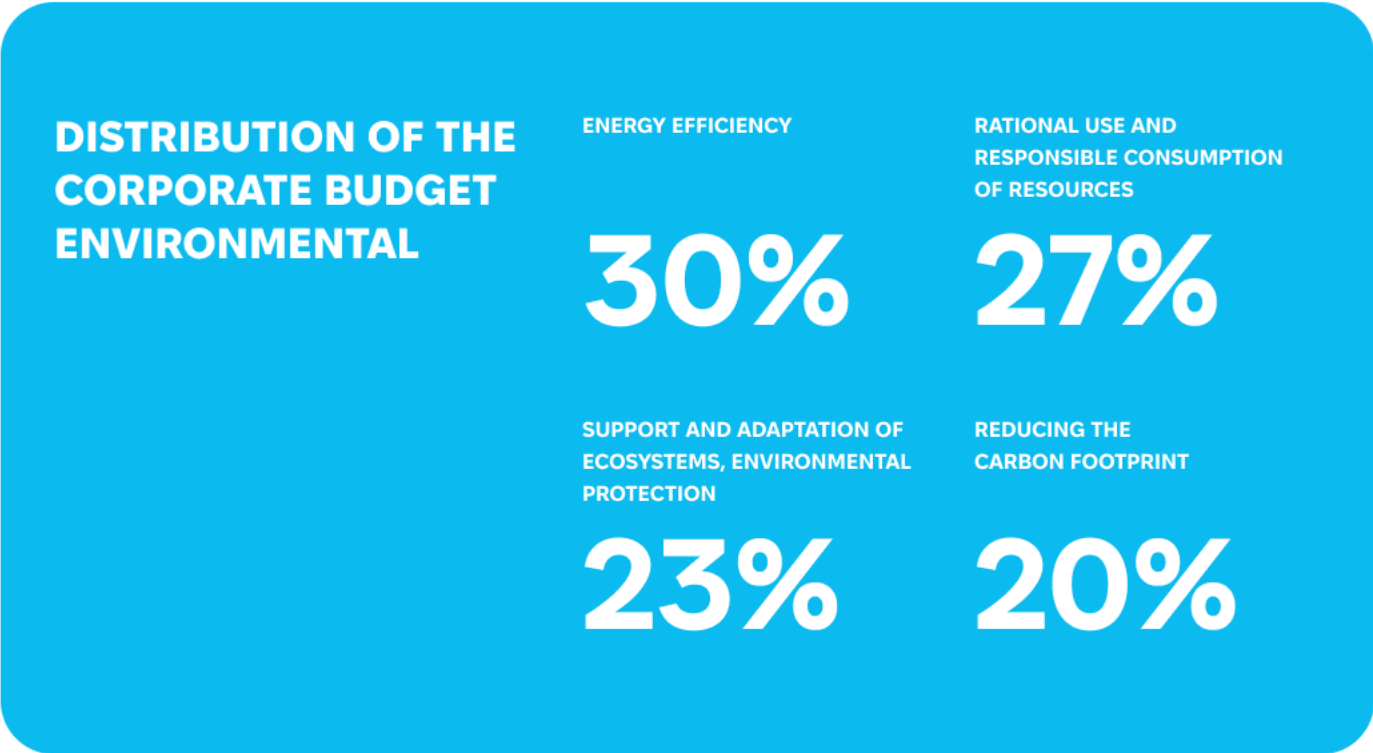
The main documents in the field of environmental protection, which are guided by ETG.UA

-  Corporate policy on sustainable development
-  Corporate policy on energy efficiency, climate change and greenhouse gas emissions

The company has launched a project to develop a corporate energy efficiency and decarbonization strategy.

The purpose of this document is to define short-, medium-, and long-term goals for the efficient use of energy resources, reduction of greenhouse gas emissions, and measures to implement them and integrate them into the business model.

The long-term efficiency of ETG.UA's business depends on a sustainable environment. Therefore, we focus our efforts on reducing our environmental impact and supporting the fight against climate change.





# CHARGING UKRAINE WITH ENVIRONMENTAL INNOVATIONS

## Solar City Project

ETG.UA is developing solar power generation in the city of **Zhovti Vody**, Dnipro region, which is a leading center of the Ukrainian and European uranium industry.

Thanks to the use of clean energy, the industrial chronicle of Zhovti Vody is moving forward in line with the world's leading environmental safety trends. We are building solar power plants on the land of a spent uranium mine that is not suitable for agriculture and housing construction.

Previously, the state-owned Eastern Mining and Processing Plant used to mine uranium ore on these lands.

In the 2010s, the mines were mothballed to meet environmental requirements and standards. Since then, the area has become suitable for the construction of energy infrastructure, but it is prohibited for housing and agricultural production.

**THE TOTAL AREA OF LAND,**  
on which our PVs in Zhovti Vody are located. The 50-year land lease agreement was signed with the local administration in 2018 after public consultations and in compliance with all legal procedures.

**100**  
hectares

**THE CAPACITY OF SOLAR POWER PLANTS**  
operated by ETG.UA. They continuously provide light to our customers, even in times of crisis when the centralized power grid fails.

**55**  
MW

**OUR PVS HAVE REDUCED**  
emissions since their launch in 2019. During this time, they generated more than 230 GW of electricity, which is enough to provide electricity to 12.5 thousand households.

**210 00**  
tons of CO<sup>2</sup>

INVESTMENTS IN PROJECTS

UAH **1,5** million



Thanks to effective cooperation with the local authorities and the community of Zhovti Vody, ETG.UA became a finalist in the Partnership for Sustainable Development 2023 competition. Our Sun City project received a silver award in the Planet category from the UN Global Compact in Ukraine.



 PV – Zhovti Vody





## Berezan Solar Project – for restore the energy sector in Kyiv region of Ukraine

In October 2023, ETG.UA started the construction of solar power plants in Berezan, Brovary district, Kyiv region, where construction, light and agricultural enterprises are located. During the hostilities, the energy infrastructure in general was destroyed.

Today, there is a shortage of generation sources in Ukraine. ETG.UA decided to launch a project to restore the power system in the Kyiv region to support the energy sustainability of our country.

THE BEREZAN SOLAR PROJECT CONSISTS OF 8 STATIONS WITH A TOTAL CAPACITY

of  
**7,3**  
MWh

ANNUAL GENERATION VOLUME

of  
**8 700**  
MWh

THE SOLAR POWER PLANT IN BEREZAN WILL HELP TO REDUCE EMISSIONS ANNUALLY FROM THE START OF ITS LAUNCH IN FEBRUARY 2024

**5 200**  
tons of CO<sup>2</sup>



## Wind of Independence Project

Petrivska Wind Farm is ETG.UA's pilot project in wind energy, which we are building on the territory of Petrivska territorial community, Oleksandrivskyi district, Kirovohrad region, alongside large industrial enterprises in Kropyvnytskyi district, Kirovohrad region, alongside large industrial enterprises.

Our partners in its implementation are the best equipment manufacturers, engineering and logistics service providers. Thanks to professional cooperation, we are building the wind farm in accordance with international safety and quality standards.

THE TOTAL CAPACITY OF PETRIVSKA WIND FARM

It is capable of providing energy to more than 300 thousand households.

**430**  
MW

STAGE I CONSTRUCTION PLAN: 2025

**100**  
MW

STAGE II CONSTRUCTION PLAN: 2026 – 2028

up to  
**330**  
MW

📍 PV Berezan



Start of operation – February 2024

📍 Petrivska Wind Farm





# Cherish Your Country Project

Conscious and responsible consumption of resources is one of the key priorities of ETG.UA's corporate policy.

Therefore, since 2021, we have implemented digital document management and opened

the option of electronic payments for energy consumption for our customers, which saves time and resources, reduces paper waste, and prevents environmental pollution.

THANKS TO THE ABANDONMENT OF PAPER BILLS AND DIGITAL DOCUMENT MANAGEMENT, 15 THOUSAND ETG.UA CUSTOMERS HAVE SAVED ABOUT 3 TONS OF PAPER IN TWO YEARS

## Electronic bill for energy consumption

1005890


Отримувач: ТОВ "ЕНЕРДЖІ ТРЕЙД ГРУП"  
код ЄДРПОУ 36716332  
IBAN: UA203204780000026003924860187  
АБ "УКРГАЗБАНК" МФО 320478

ПОВІДОМЛЕННЯ НА ОПЛАТУ РАХУНКУ-АКТУ  
ЗА ГАЗ ЗА ВЕРЕСЕНЬ 2023

ПІБ ТУМКА О.І.  
Адреса: ГРАБЧАКА, БУД.2, КОРП.2, КВ. 49,  
МІСТО ПОЛТАВА, 36021

Код ЄДРПОУ 2048518942

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ТОВ "ЕНЕРДЖІ ТРЕЙД ГРУП"  
код ЄДРПОУ 36716332

ІВАН: UA203204780000026003924860187 МФО 320478  
АБ "УКРГАЗБАНК",

ТЕПЛИЙ МІСЯЦЬ

РАХУНОК-АКТ ЗА ПРИРОДНИЙ ГАЗ ВЕРЕСЕНЬ 2023  
Дата формування: 31.10.2023

Особовий рахунок	1005890	ЕІС код	56XN26I01304775N
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Обсяг, куб.м	Вартість тариф розмір	Нараховано за вересень	СТАН РАХУНКУ на 01.09.2023	Оплата у вересень	Перерахунок	ДО СПЛАТИ на 30.09.2023	Сплачую
11	7.799	85.79	1107.64	200.00	0	993.43	

Рахунок підлягає оплаті протягом 5 днів з моменту його отримання, але не пізніше 25 числа місяця, наступного за місяцем постачання, якщо іншого терміну не передбачено обраною комерційній пропозиції. Сплачені рахунки необхідно зберігати 3 роки. Платежі, які сплачені у наступному місяці за розрахунковим - не враховані.

Сплатити за природ. газ можливо швидко та зручно через онлайн-кабінет: [www.mugas.ua](http://www.mugas.ua) або через моб. додаток

Адреса, номери контактів, веб-сайт для подання заяв, претензій та скарг щодо постачання та обслуговування споживачів, а також інша інформація, яка є обов'язковою до правил постачання природного газу знаходиться за посиланням [www.etg.ua](http://www.etg.ua)

Для усіх домогосподарств, які наразі отримують субсидію на оплату житлово-комунальних послуг, термін її призначення закінчується у квітні цього року. Будьте пильними, адже житлова субсидія не призначається за наявності простроченої понад три місяці заборгованості з оплати житлово-комунальних послуг: <https://www.msp.gov.ua/news/16208.html>









# OPENNESS AND RESPECT: SOCIAL RESPONSIBILITY TO SOCIETY

Contribution to the UN Sustainable Development Goals



ETG.UA assumes social responsibility with the belief that openness and respect in interaction with stakeholders contribute to the prosperity of society, business, and the state.

Our support for social projects is focused on the development of modern and safe energy sources, economic growth, and the spread of technological innovations. Another goal is to create a comfortable urban environment and maintain social stability.

## The main documents in the field of social investment, which are guided by ETG.UA



Corporate policy in the field of sustainable development and rational use of resources



Corporate policy in the field of environmental protection and climate management



Regulations on sponsorship and charity



### What is the main thing in ETG.UA's social investment?

#### Sound methods

contribute to the achievement of the necessary results, innovative development and positive solution of social problems to which the company is involved

#### Systematic approach

allows us to effectively address pressing issues and contributes to regional development

#### Partnership

we join forces with local governments, local communities, volunteers, and NGOs to implement social projects with maximum efficiency

#### Trust

in cooperation with our stakeholders, we build trust to ensure that our initiatives are positively perceived and successful

#### Strategic focus

allows us to make long-term decisions to ensure the social development of the country and solve social problems



ANNUAL INVESTMENTS OF ETG.UA

100%

About  
**10 MILLION ₴**

Distribution of the corporate social investment budget, %

INFRASTRUCTURE	STAFF SUPPORT
10%	5%
SPORTS	SUPPORT FOR IDPS AND THE ARMY
20%	65%

Our company responds quickly to changes and challenges, flexibly shifting its focus to meet the current needs of society. This was the case when we helped communities during the COVID-19 pandemic, and now we are supporting Ukrainians affected by the war and the military.





# REGIONAL PARTNERSHIP

## Corporate program "Development of local communities"

ETG. UA has a successful history of engaging and developing local communities where the company's business is represented by consolidating the efforts of our employees and agents in different regions of Ukraine.

We consider open communication with our stakeholders to be one of our top priorities.

This helps us to maintain feedback in order to effectively promote economic growth and improvement of Ukrainian regions, to reasonably direct resources to improve the welfare of citizens and to take into account their real needs.

## Improving the urban environment

For more than 6 years, ETG.UA has been developing partnerships with the community of Zhovti Vody, where we have been building distributed renewable generation facilities - solar power plants.

Our decentralized electricity distribution projects increase the flexibility of the power system, contribute to the sustainability, security, and reliability of energy supply, and help maintain stability in providing the local community with energy in times of crisis.

Supporting the city lyceum "Perspectiva", where children with special needs study, is one of our key priorities, which makes inclusive education in Ukraine more accessible and of higher quality.

In 2023, with the participation of ETG. UA, classrooms were renovated, furniture and modern computer equipment were purchased.



Ⓜ Zhovti Vody – solar power plants



Ⓜ City Lyceum "Perspectiva"

"Cooperation between the community and local businesses is very important. It is thanks to the help of the private sector that we have additionally repaired roads, updated computer equipment and modernized classrooms in schools. Only by joining forces can we do much more. We are holding the rear together."

Dmytro Hanis  
Mayor of Zhovti Vody





During the period of cooperation with the community of Zhovti Vody, the total amount of taxes paid to the city budget exceeded UAH 25.5 million

and the amount of taxes for land lease approached UAH 11 million. We create highly skilled jobs, which we manage to keep even in the crisis military conditions

AMOUNT OF TAXES PAID FOR LAND LEASE, UAH 2023						
2018	2019	2020	2021	2022	2023 I half of the year	Total amount
484.469	1.963.107	2.479.875	2.373.553	2.476.176	1.170.923	10.948.102

TAXES PAID BY ETG. UA IN THE CITY OF ZHOVTI VODY, UAH							
2017	2018	2019	2020	2021	2022	2023 I half of the year	Total amount
300.266	2.082.582	4.021.845	5.502.523	6.018.328	5.382.254	2.250.298	25.558.095

Improving social infrastructure is an important component of ETG. UA's social investments in Zhovti Vody.

In the reporting period, the company prioritized projects that promote safety, develop sports and improve living conditions in the community.

In particular, we financed the renovation of a missile shelter that can accommodate more than 100 people;

We provided assistance to two children's football clubs, and participated in the repair of a dormitory, hospital, sports infrastructure, and street lighting.

Since the beginning of the full-scale war, the community of Zhovti Vody has hosted more than 4.5 thousand IDPs from Mariupol and Bakhmut who found themselves in difficult circumstances. The ETG. UA team provides regular assistance to local authorities in supporting them: it finances the purchase of medicines, clothing, food, and the arrangement of temporary shelters.



+50  
jobs created  
by ETG. UA in the  
city of Zhovti Vody

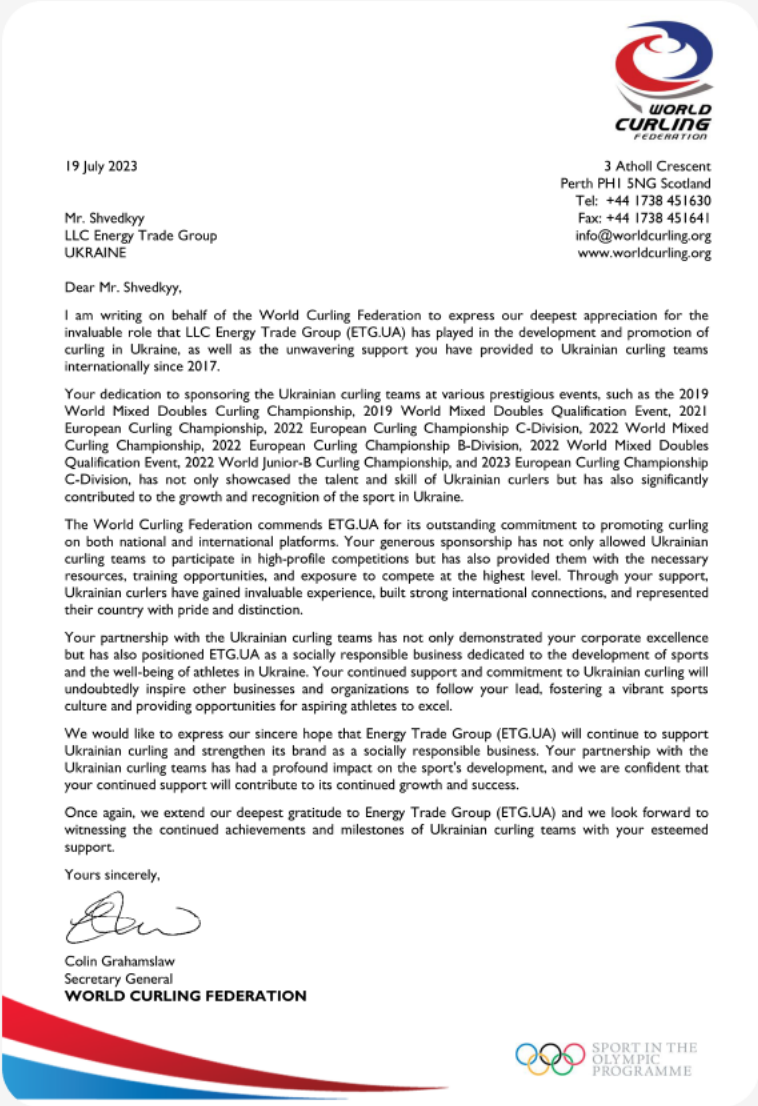


# OUR FUTURE IS OUR RESPONSIBILITY

## Corporate program "Strong Nation"

ETG.UA is committed to supporting sports and promoting a healthy lifestyle.

We have helped to organize many exciting events, including competitions of judo players, mixed martial arts fighters, football clubs «Ingulets» and «Sukha Balka». In November 2022, ETG.UA CEO Volodymyr Shvedkyi was elected as a member of the National Olympic Committee for the period until 2026. NOC General Assembly supported his contribution to the development of the Olympic movement in Ukraine.



## Curling

Since 2017, ETG.UA has been the official sponsor of the Ukrainian Curling Federation. Since then, its teams have won awards in international competitions 23 times.

Thanks to our support, in May 2023, the men's national team of Ukraine won the European Championship title for the first time in history.





## Cycling

International Master of Sports Dmytro Titarenko, who is supported by ETG.UA, constantly wins prizes at international cycling competitions.



## Mixed martial arts

Since 2022, ETG.UA has been a sponsor of the National MMA Federation of Ukraine. In the same year, the national team won the title of the strongest in Europe.



## Judo

Since 2021, ETG.UA has been the general sponsor of the Ukrainian Judo Federation. Among the results of this partnership are successful performances of the national team athletes at the Grand Prix, Grand Slam tournaments, and the World Championships in Tashkent.

In order to encourage judokas to new achievements, ETG.UA financed four special prizes at the Ukrainian Cup in 2023: "For the best technique" for men and women and "For the will to win" for men and women.

Since the beginning of 2023, our company has continued to support the national team on its way to the 2024 Olympic Games in Paris.






# BUSINESS PLUS ARMY: RELIABLE SUPPORT OF THE COUNTRY


## Corporate program "Defense Initiatives"


The ETG.UA team is confident that the effectiveness of cooperation between business and the army during the war is not measured by money alone. Every battle won with our help proves that Ukrainians are invincible.


During the war, ETG.UA provides humanitarian and medical assistance to the country: food and medical kits, medicines, repair of equipment and machinery for the army, tactical clothing, training for border guards, etc.

Among other things, we have procured

**150**  
sets of bulletproof vests and helmets

**500**  
sets of first aid kits

**750**  
sets of tactical clothing

**8**  
vehicles

In December 2022, the ETG.UA team held a charity auction dedicated to the 60th anniversary of the Knyaz Izyaslav Mstyslavovych Separate Center for Special Operations "West" as part of the Special Operations Forces of the Armed Forces of Ukraine. Its separate units, in particular, participated in the battles for Bakhmut and the airport in Luhansk.

Our company has produced gift calendars with autographs of the regiment's soldiers. In total, up to UAH 1 million was raised at the auction from their sale.

All these funds were used to repair and equip the barracks of the Special Operations "West" of SOF, which is stationed in Khmelnytsky.



**«Quality over quantity»**

is the credo of the Special Operations "West" of SOF, which also corresponds to the corporate values of ETG.UA





# STRONGER TOGETHER

## Corporate program "Team Support"

ETG.UA's social policy is aimed at creating motivation and favorable working conditions for all employees. It provides financial incentives, additional vacations and payments in case of birth of children, marriage, death of a loved one, assistance in crisis conditions (in particular, for the restoration of housing as a result of the war in the country).

The company cares about the safety and mental health of its employees. To this end, we regularly organize corporate trainings on tactical medicine, stress resistance and psychological literacy.





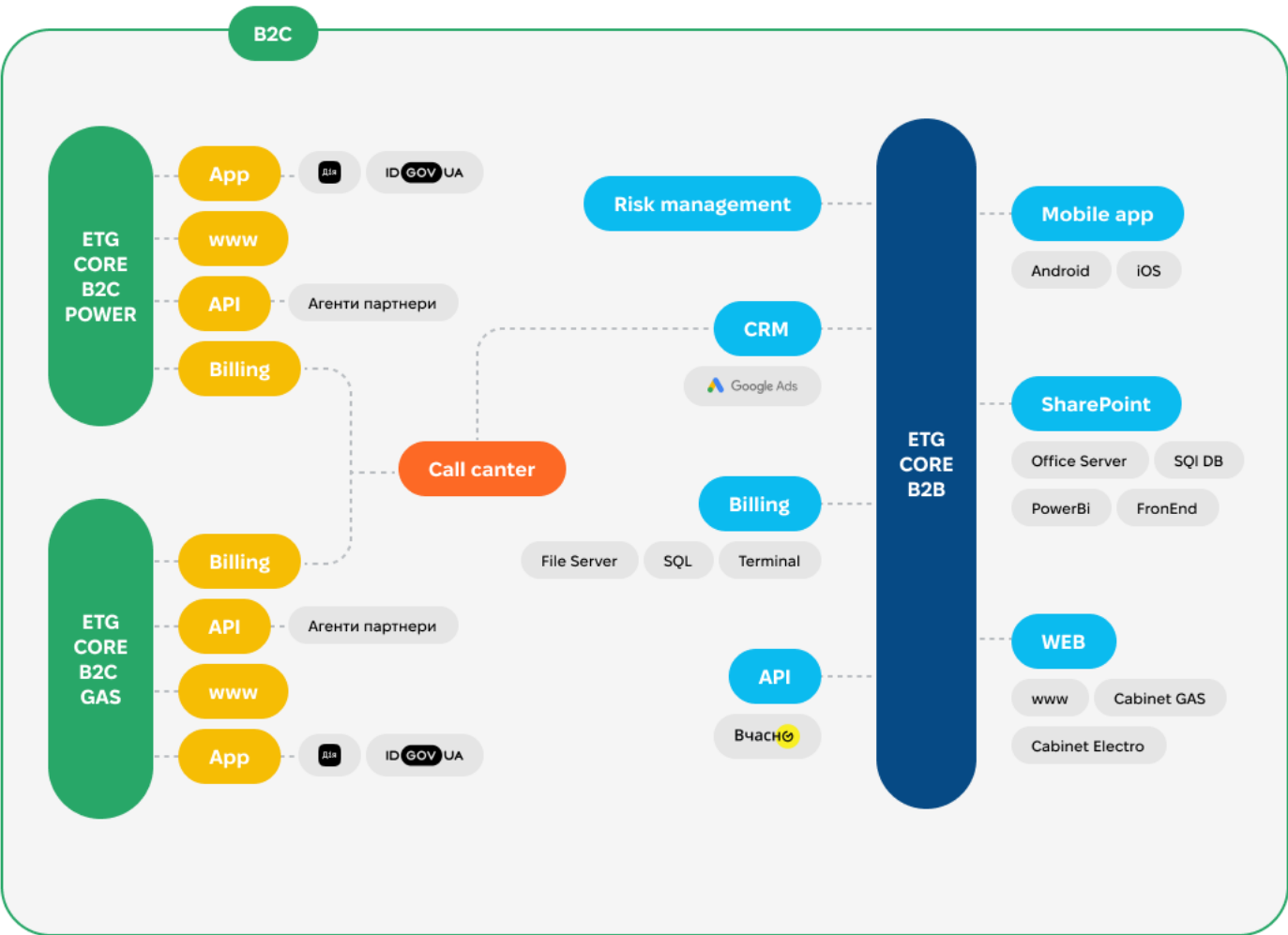
# DIGITAL INNOVATIONS IN ACTION

The uniqueness of ETG.UA's business lies in its service ecosystem. We are a high-quality alternative to the monopolist in providing services to consumers in the energy market. We support the economic growth of Ukrainian industry and make energy affordable for businesses and households in all regions of the country. ETG.UA is an independent service provider in the natural gas and electricity market that provides services to the population in the social segment.

## Digital Services for Customers project

In 2017, we launched our own billing program for natural gas metering, ETG Billing, and in 2018, for the first time in Ukraine, we created a digital personal account for industrial consumers and a mobile application for customers.

The ETG.UA mobile application helps to save time, pay for services online without commissions, monitor the status of your personal account and payments, view the history of meter readings, and communicate with your personal manager from anywhere.



## DIIA

Integration with the “Diia” public services portal has helped simplify access to our services for gas and electricity consumers. Now you can join the benefits of cooperation with ETG.UA in a few clicks from your computer or mobile phone.



Public services online



## SmartTender.biz

ETG.UA has created its own electronic trading platform to develop and improve the efficiency of commercial operations with energy resources in the Ukrainian market. In particular, our users can register and purchase natural gas by submitting offers on transparent terms. Participation in the auction is absolutely free.



# IMPROVING CORPORATE GOVERNANCE IN THE FIELD OF SUSTAINABLE DEVELOPMENT

ESG management is integrated into ETG.UA's corporate governance system and takes into account the best international practices.



## ESG Digital project

In 2023, we began developing the concept of a corporate information platform to integrate the company's ESG data into a single digital circuit. This will ensure the proper collection and protection of information on all aspects of ESG, informed decision-making, and the most efficient use of our own capabilities and resources to model various scenarios of the company's ESG transformation focused on business growth.

The project envisages the introduction of a digital form for entering information and reports; the formation of a data register; setting up automatic downloading of data and indicators for calculating the carbon footprint.

# INFORMATION SECURITY




Data protection is one of ETG.UA's key corporate governance priorities, so our team pays considerable attention to the development of information security. We regularly audit the IT infrastructure located in the EU countries and, if necessary, develop and implement a corrective action plan.

The company's IT support allows us to store all information about our clients, ensuring security even in extremely difficult conditions.

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**INCIDENTS**  
RELATED TO THE DISRUPTION OF ETG.UA DIGITAL SERVICES  
IN THE HISTORY OF THEIR OPERATION

In the field of information security, ETG.UA adheres to the ISO 2700 standard. Its requirements are taken into account when developing internal documents, including:

-  Information security concept
-  Corporate policy of the information security management system
-  Corporate policy on personal data processing and information on the implemented requirements for personal data protection



# ETHICS AND INTEGRITY

ETG.UA operates in accordance with high ethical standards of doing business. Our corporate culture requires that all employees, contractors and business partners comply with moral and ethical standards. The company's corporate documents in the field of ethical business conduct serve as a guideline.

ETG.UA responsibly complies with the requirements of the current legislation of Ukraine. When hired, all employees are familiarized with the company's internal documents, which set out the rules regarding business ethics, conflicts of interest, insider information, anti-corruption and compliance.



# ABOUT THIS ESG REPORT

The report describes the main projects of Energy Trade Group (ETG.UA) in the field of sustainable development based on ESG factors and focuses on priorities and stakeholder engagement.

It highlights the company's contribution to the achievement of the National Sustainable Development Goals of Ukraine, defined on the basis of the global SDGs approved at the United Nations Summit in 2015.

# METHODOLOGY: HOW THE REPORT WAS COMPILED

The report reflects the main events on ETG.UA's sustainability agenda, corporate progress in implementing social and environmental initiatives, responsible investment practices, and adherence to the principles of international sustainability initiatives, including the UN Sustainable Development Goals and the UN Global Compact Principles.

The information contained in the report covers the period of the company's activity from January 1, 2017 to June 30, 2023.

To prepare the report, a working group was set up to develop and implement a plan to systematize ETG.UA's sustainability activities in the reporting period.

The report takes into account the national and international principles of non-financial reporting, the ISO 26000 standard, as well as the interests of all stakeholders: society, business partners, employees, government authorities, and the media.

## Disclaimer

This report does not contain any representations or warranties. The information presented herein reflects an assessment of the situation at a particular point in time. Forecasts are based on numerous assessments of ETG.UA's current operations, economic and business environment.


The report does not claim to contain all the information that potential investors or partners may consider necessary or important for making a decision.

Under no circumstances shall ETG.UA be liable for any direct or indirect damages related to the information provided in this report.

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 **MOVEMENT  
IGNITES ENERGY**

Volodymyr Shvedkyi  
CEO of ETG.UA