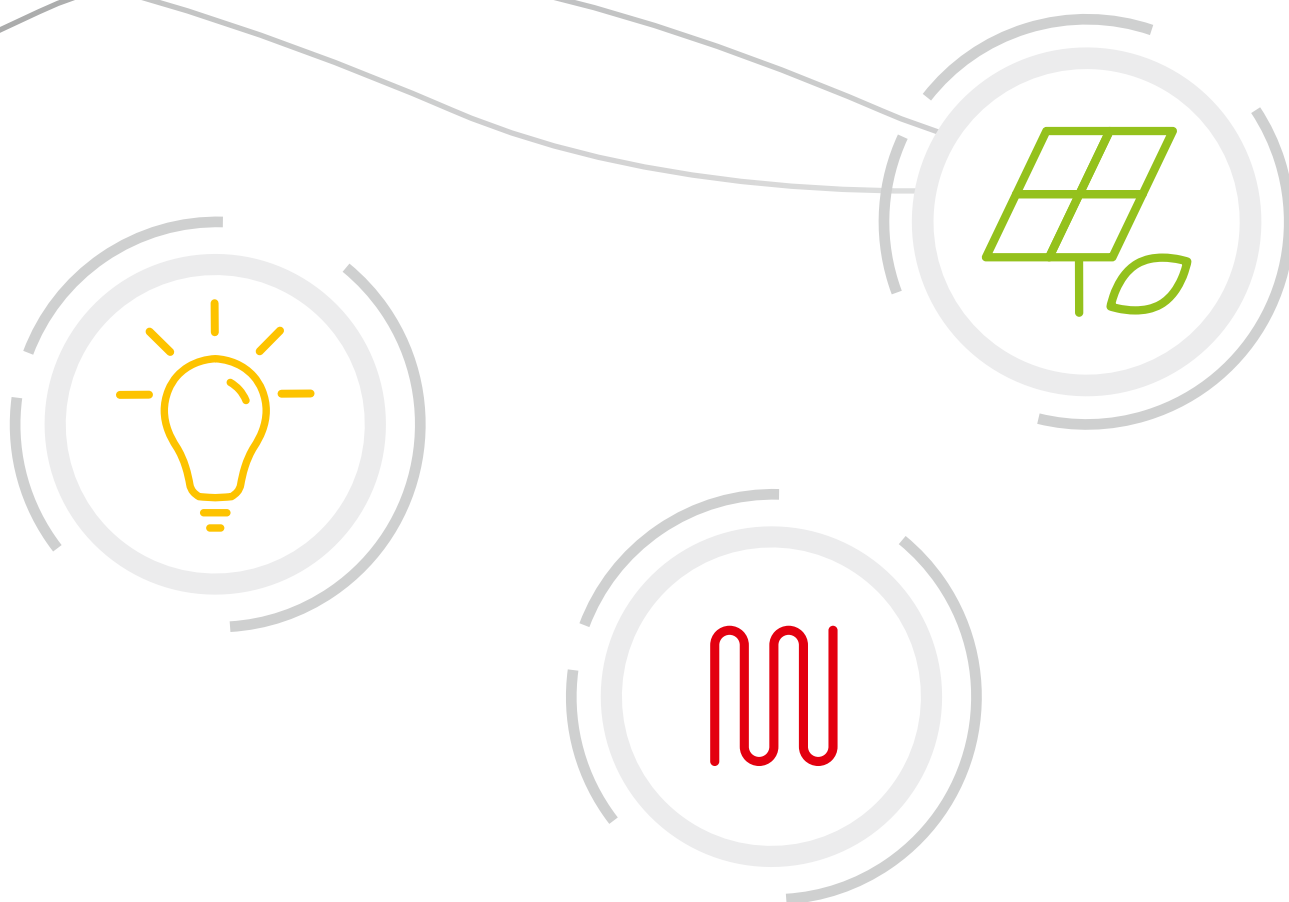


20 years we share light, warmth, life.

20EVN
години в България

20 years we share
light, warmth, life





About this book

This report is not just a record of what we have achieved over the past two decades – it is a testament to sustainability, innovation and striving for development. In 2005, EVN made its first steps in Bulgaria with the ambitious goal to modernize the energy infrastructure, increase efficiency and offer better solutions to its customers. Nowadays, 20 years later, we can proudly look back on this journey – full of challenges but also successes that have placed EVN among the leaders in the sector.

From investments in innovative technologies and digitalization to building a sustainable energy grid, from improved customer service to our responsibility to the environment and to people – every project, every solution and every partnership are part of a bigger vision: to create a safer, more efficient and greener energy future for Bulgaria.

In the following pages, we present the highlights of this journey and outline the direction for the years to come. EVN does not stop there – with aspiration for new horizons, with trust in people and with sustainable development in mind, we continue to work for a better tomorrow for us and our children.

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About EVN Bulgaria

The EVN Bulgaria Group is part of the EVN concern. The leading company in it is EVN AG, which is registered on the Vienna Stock Exchange and has stable positions in the European energy markets. The headquarters of EVN AG is located in the largest Austrian federal province – Lower Austria.

In 2022, EVN AG celebrated its 100th anniversary of its founding, sharing its century-long professional experience and know-how also with its subsidiaries in Bulgaria.

EVN Bulgaria was established after the privatization of the energy companies in the cities of Plovdiv and Stara Zagora in early 2005. Initially, the EVN Bulgaria group focused on the distribution and sale of electricity in South-East Bulgaria. In 2007, EVN Bulgaria expanded its activities, covering the areas of heat supply in the city of Plovdiv and energy and carbon emissions trading in Bulgaria and South-Eastern Europe.

Since 2009, EVN Bulgaria has also started to implement projects in the field of renewable energy sources.

The company is an active participant in the free electricity market in the country, following the stages of liberalization over the years.

We serve 1.6 million electricity customers in Bulgaria and 31,000 heat customers in Plovdiv.

As part of an international concern with established traditions in the utility sector, we at EVN Bulgaria focus our knowledge and energy on a responsible attitude towards nature and resource conservation. Together with our employees, customers and partners, we affirm values for the sustainable development of a modern and responsible society.

We accept our corporate social responsibility as an integral part of the business. EVN Bulgaria has been a member of the UN Global Compact and a co-founder of the Bulgarian Global Compact Network since August 2010. Our company fully shares and supports the 10 principles of the Global Compact regarding human rights, labor standards, environment and anti-corruption.

Ladies and gentlemen,

2025 is a special year in the history of EVN – it marks the 20th anniversary of our company’s presence in this market. It is a moment of reflection, pride, and a confident look toward the future. Over the past two decades, we have travelled a long and dynamic path. At the beginning stood a clear vision: to be a sustainable and reliable partner for our customers and to respond to the needs of society and the economy in the best possible way.

This goal has guided us – in the consistent modernization of our plants and networks, in investments in new technologies and energy efficiency, in the continuous development of the expertise of our employees, and in strengthening our position as an attractive employer. Improving our infrastructure and equipment has also been an important part of this journey.

Today, we are proud to be among the leading companies in the industry. Our results speak for themselves – as does our contribution to a secure and sustainable energy future.

None of this would have been possible without the commitment and professionalism of our employees, and the trust and support of our customers and partners. Together, we have overcome many challenges – always with a focus on progress and sustainable growth.

Looking ahead, we are determined to remain a driving force in the sustainable energy transition. Our investments in network modernization, renewable energy, technology, digitalization, and energy efficiency will remain at the core of our strategy.

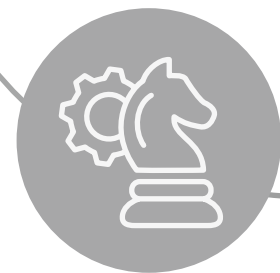
We will continue to act ambitiously and responsibly – to help shape an energy future that is not only reliable and accessible, but also respectful of people and the environment.

Alexander Sipek
Chairman of the Board of Directors
EVN Bulgaria

EVN today and tomorrow – *energy for progress*



A vision becomes a reality when there are people behind it who are ready to make it happen. For 20 years EVN has been building a stable future, guided by the strategic management of the Group and through the tireless work of its employees in Bulgaria. Nowadays, as we look back, we see not just investments and figures but sustainable business solutions, modern infrastructure, new opportunities and results which show us that we are on the right track. We share with you the words of Stefan Szyszkowitz, CEO of EVN AG, and Alexandra Wittmann, Chief Financial Officer, about the evolution of EVN in Bulgaria, the steps to a bright future and the important goals behind each project.





Stefan Szyszkowitz

Chief Executive Officer of EVN AG.

2025 marks a special year in the history of EVN – the 20th anniversary of our successful operations in the Bulgarian market. Two decades of stable performance and over BGN 2.5 billion invested in the energy sector and related services are just part of what we celebrate this year.

In 2005, Bulgaria’s energy sector entered a phase of profound transformation – toward greater competitiveness, modern technologies, and a stronger focus on customer needs. From the very beginning, EVN has been part of this journey, actively contributing to this positive development through long-term investments and a commitment to continuous improvement.

I had the privilege of being there from day one – as the first CEO of EVN Bulgaria. It was a challenging yet inspiring time. To this day, I follow the company’s progress with great interest, and I am proud of how far it has come.

What started as a bold vision has become a strong reality – built on dedication, expertise, and a clear commitment to sustainability.

Twenty years later, EVN remains a reliable partner to society and the economy – defined by professionalism, high-quality services, transparency, and predictability. Despite the many challenges we have faced – social, technological, and environmental – EVN has always been a dependable partner to both its customers and employees.

We are proud of what we have achieved – and we look to the future with confidence. The continued development of renewable energy, the modernization of our networks, and the digital transformation of our services will remain central to our efforts. EVN will keep implementing modern, digital, and user-friendly solutions that meet evolving customer expectations and contribute to a safe, efficient, and sustainable energy system.



At the heart of our strategy lies the energy transition – not just as a goal, but as a driving force for future growth. The expansion of renewable energy generation, the integration of storage technologies, and the use of artificial intelligence open up new opportunities: for innovative business models, more efficient system control, and personalized energy solutions for our customers.

With targeted investments, technological progress, and a strong focus on the people we serve, EVN will continue to play a leading role in shaping the energy future of this region.



Alexandra Wittmann

Chief Financial Officer of EVN AG.

In 2025, as a member of the Executive Board of EVN AG, I also assumed responsibility for EVN’s activities in South-Eastern Europe – including EVN Bulgaria. It is a great pleasure for me to now be directly responsible for this dynamic and future-oriented company.

The impressive development that EVN Bulgaria has undergone over the past two decades speaks for itself. I look forward to contributing to the continued success story and helping to shape the next steps towards growth and innovation.

EVN will continue to adapt to changing market conditions and set new standards – by expanding its activities in strategically important areas and through innovative solutions that promote sustainable growth.



With targeted investments, technological progress and a consistent customer focus, the company is pursuing the goal of further expanding its leading position and remaining a driving force behind the energy transition in the region.

EVN sees its future in the expansion and further development of an infrastructure that increases the efficiency of the energy supply and creates new opportunities for the expansion of the product and service portfolio.

The digitalization of services and the introduction of automated and data-based processes will optimize workflows, improve resource management and at the same time give customers more transparency and control over their energy consumption. In this context, the use of artificial intelligence opens up completely new potential – from predictive maintenance and intelligent grid control to personalized energy solutions and data-based decisions in all areas of the company.

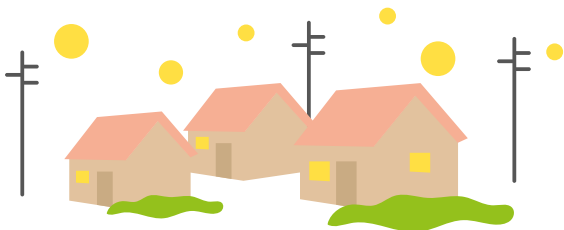
The green transformation is not just part of our strategy – it is the driving force behind our future development. The expansion of renewable energy sources and the integration of storage technologies create the basis for innovative business models and open up new opportunities – for us and for the entire region of Eastern and South Eastern Europe.

We have invested **BGN 2.2 billion**
in the electricity distribution grid
of Southeast Bulgaria.



Secure grid and high technology
ensuring secure supplies

We have reduced
technological costs to below 7%,
compared to 19.5% in 2005, resulting in
1,300 GWh of electricity saved.



We have built and replaced **24,600 km**
of overhead and underground medium-voltage
and low-voltage power lines out of 60,000 km
electricity distribution grid.



We have built **3,460 new** transformer stations
and switching stations to ensure
the continuous power supply and
comfort of our customers.



We have secured the energy capacity for the future
development in the region of Plovdiv city through
two stationary substations
totalling BGN 17.5 million.



We have installed **1,267,000**
remote electricity meters

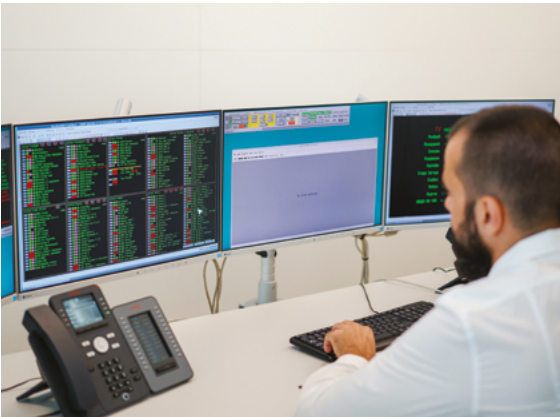
We have replaced 68% of the electricity meters
of business and household customers with new
electricity meters with remote reading.

We changed the technological image of the
company as in 2012 we built

a data centre worth BGN 3 million.



We have invested **BGN 4 million** in a new modern dispatching centre,
which has become the heart of
the electricity distribution grid in
Southeast Bulgaria.



We are staying on track,
with BGN 196 million planned in the investment and repair program for 2025.

We have invested **over BGN 250 million** in the development and modernization of the heat transmission grid and facilities in Plovdiv city.



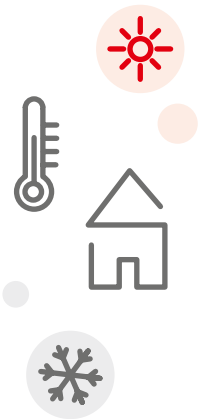
We ensure comfort for people through **over 188 km** of heat transmission grid in Plovdiv city, of which more than 45 km is newly built and rehabilitated.

EVN Toplofikatsia – the eco-friendly choice of a modern city



We have made a technological leap with the construction of **EVN Cogeneration**
In 2011, the investment of BGN 100 million brought EVN the Investor of the Year award in the Investment in Innovations category.

We have invested BGN 4 million and implemented the first projects in Bulgaria **for cooling in the summer** through the district heating grid.



Cogeneration has helped Plovdiv breathe clean air with **0 harmful emissions** of sulfur dioxides, fine particulate matter and dioxins.



We have completely modernized the production capacities of EVN Toplofikatsia with the installation of **5 new hot water boilers.**
The significant investment of BGN 23 million confirms our commitment to the development of Plovdiv city.

We are available for our customers through one of the first **24-hour call centres in the sector.**

We received **19,546,000 phone calls** to our call centre from 2007 until the end of 2024.

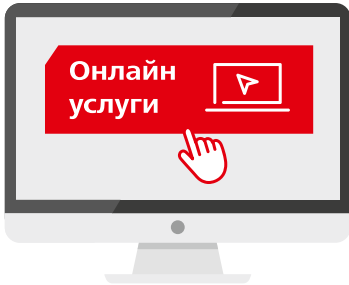


Service always available – easy, accessible and efficient

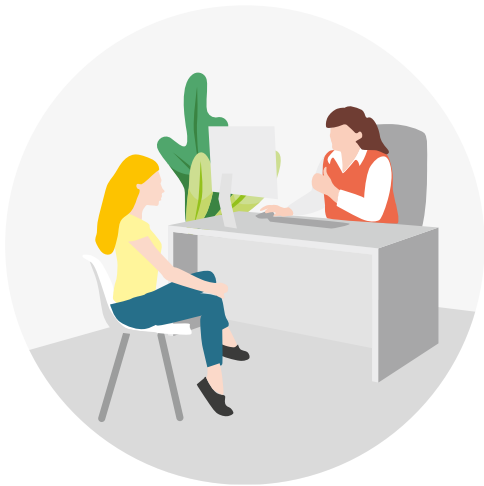
We made nearly **3,900,000 contacts with customers** on site in all EVN Offices in the period 2012 – 2024.

We maintain a wide network of **modern EVN Offices** for the convenience of our customers in Southeast Bulgaria.

We have established **3 Business Centres in Plovdiv, Burgas and Nessebar,** where we provide services to legal entities only.



We received **26,408 online requests for services** through the Online Services platform of Elektrorazpredelenie Yug in the period 2022 – 2024.





Every day, more than
2,300 employees
work together to
build EVN's success.



The people of EVN – the engine of our success



We have supported
800 students
in their first career steps with the internship
program Youth with Future.

We have improved the
knowledge and skills of
our employees with
11,100 trainings
from the internal training
unit EVN Academy.



We have invested
BGN 35 million
in the safety of our employees and provided the
highest class of protective clothing and personal
protective equipment to ensure that their work is
safe and calm.



We have recycled
380 tons of paper,
which means 6,840 trees
saved from being cut down,
or 34 acres of mixed forest.

We have sown the seed of good:
we created the
EVN for Bulgaria program,
which has been supporting
initiatives of public benefit for
10 years.



1,766 EVN Good Fellows
have dedicated 15,000 hours
of work and carried out nearly
240 EVN volunteer campaigns.

For love of life – caring for nature and for people



We have implemented
“Life for Safe Grid”,
the first project of an infrastructure company in Bulgaria under the LIFE
programme of the European Commission. Thanks to the initiatives in
partnership with the Bulgarian Society for the Protection of Birds, the
number of the Imperial Eagle species is the highest since it has been
tracked in Bulgaria.

We have implemented 11 biodiversity
conservation projects
in partnership with external organizations
and 3 of our own projects, in which we are
the lead contractor.

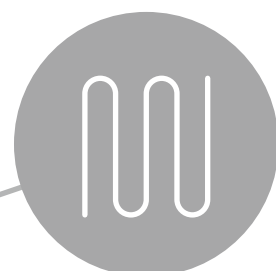
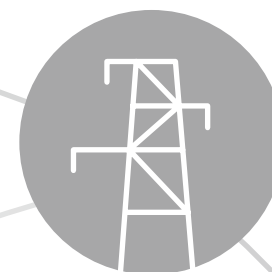
The firefly Evy and the
rabbit Encho have taught
over 49,000 children
how to use energy wisely.

We installed
3,764 lifting platforms
for stork nests on electric poles in the grid of
Elektrorazpredelenie Yug in the period 2009 – 2024.





Investments with vision – *stable foundations for a better future*



Since 2005, EVN Bulgaria has been an integral part of the lives of millions of households and businesses in the country. As part of the Austrian EVN Group, whose history spans over a century, we bring with us the experience, traditions and innovative spirit accumulated in the provision of energy and environmental services in countries around the world. For these 20 years in Bulgaria, our commitment to high quality, sustainable development and customer satisfaction has remained unchanged.

We set bold goals and *make them a reality*

From day one, EVN Bulgaria has set ambitious goals – to be a leader in the energy sector, and not only to meet the needs of its customers but also to anticipate them. With innovative technologies, modernization of the grid we operate and introduction of new services, we are constantly working towards a more efficient and sustainable energy infrastructure.

Our investments, amounting to more than BGN 2.5 billion for these two decades, are a testament to our commitment to the future. Among our most significant achievements related to renewing the grid and facilities are the construction of the fully automated substation Evmolpia in Plovdiv, substation Tsaratsovo in Trakia Economic Zone, the cogeneration plant in Plovdiv, as well as the most modern dispatching centre for grid management in the country.

Each of these projects is aimed at more security of energy supply, strengthening the economy both in the regions where we operate and in the country as a whole, higher energy efficiency in production and transmission, less environmental impact of our activities and better customer service.



Our next step as a forward-thinking grid operator is to shape the energy future through a digitalized grid operation that ensures efficiency, reliability, and sustainability. By leveraging smart grid technologies, we are actively preparing for the challenges of the future, including the integration of renewable energies, decentralized generation, and increased demand flexibility.

Our investments in intelligent infrastructure and data-driven solutions enable us to optimize grid performance while maintaining stability and security. Through innovation and continuous adaptation, we are paving the way for a resilient and future-proof energy system.

Joachim Gasser
Chairman of the Board of Directors
of Elektrorazpredelenie Yug

“

Data you can trust

One of our most important investments is in the transition to a remote reading of electricity consumption on our territory. This process is long and is still ongoing; only small settlements are still with manual reading. We started developing the remote reading system in 2007, using and building on the experience we had gained before. In 2014, we started the mass installation of remotely-read electricity meters, starting with the big cities in Southeast Bulgaria – Plovdiv, Burgas, Stara Zagora and Sliven.

The first few years were the most intense. **The number of remotely-read electricity meters installed in the period 2016 – 2017 was about 550,000.**

We continued with the replacement in 2018 but on the territory of smaller towns – district centres and towns in which KEZ are located.

An important decision has been to develop the system in all seaside settlements, regardless of their size, due to the seasonal nature of consumption there, considering the tourist season.

In the period 2018 – 2019, another 450,000 remotely-read electricity meters were installed, after which the installation of new remotely-read electricity meters was evenly planned for the following years until complete replacement of the electricity meters of the company.

As at the end of 2024, EP Yug had installed **1,267,068 remotely-read electricity meters, which is 68% of all metering points**. Thus, Elektrorazpredelenie Yug became the first electricity distribution company in the country to take such a large-scale step in replacing electricity meters with remotely-read ones.

The remote reading of electricity consumption has a number of advantages:

- eliminates cases where the meter reader does not have access to the electricity meter (when the electricity meter is inside the property or on locked floors and premises in condominium buildings, etc.).
- ensures that the electricity meters are read within the statutory deadline.
- meter reading is carried out regardless of weekends and holidays.
- security of the meter reading process.
- prevention and control against unauthorized use of electricity.

This investment also has other benefits that are secondary but show how correct and necessary this step was – remotely-read electricity meters have been beneficial for the activities related to large numbers of customers entering the free market; they are also useful for monitoring energy flows in real time, allowing us to manage the grid more efficiently and to coordinate and integrate the growing number of renewable energy sources.



Good dialogue – the foundation of success stories

Collection rate is also an important factor for the stability of energy companies. When the collection rate is high, it not only means regular revenues, but it is a sign of stability for both the company and the entire energy system and supply chain.

The achievement of high collection rate results from a number of initiatives and solutions implemented by EVN Bulgaria. They include introducing remotely-read electricity meters, creating online payment platforms, and making the companies more accessible through representative offices and active communication with customers. Last but not least are equality and clear rules, conditions and responsibilities that the company and the customers observe in their relations.

In this sense, every project and every investment of EVN has its economic logic.

There are also times when adaptability and the ability to seek and implement new solutions are key to success.

In the history of EVN Bulgaria, such a milestone is the project for improving the living environment and the energy infrastructure and for restoring the trust with customers from Stolipinovo neighbourhood in Plovdiv. This project has become emblematic of the whole sector and has shown that collection rate and effective work with customers require not only financial discipline but also strategic actions, teamwork and clearly set goals.



The project was implemented in 2007, only two years after EVN had inherited the “energy hot potato” in Stolipinovo neighbourhood, the largest urban Roma community in Bulgaria and in the Balkans.

With hopelessly outdated and unmaintained infrastructure, electricity meter boxes placed high on the electric poles, illegal grid connections, dozens of houses connected to a single power line, and scared meter readers refusing to go to this neighbourhood, it was more than clear that the problems had existed for a very long time and change would not happen suddenly.

At the time, it seemed impossible to ensure permanent electricity supply in a modern and non-discriminatory way, while ensuring payment for every kilowatt-hour of supplied electricity. Only 3% of the bills were paid regularly, and losses were over 40%. There were many similar small neighbourhoods in Southeast Bulgaria and therefore the success of the project in Stolipinovo was important for everyone – for Stolipinovo, for EVN and for Bulgaria.

For EVN, this was not only a technical project but also a socially significant project.

The cooperation of the local community was crucial. A number of meetings were held. We talked about what we were going to do, and how the neighbourhood would change. What it would mean for them and their families to have continuous access to electricity. How this would change their lives and give their children a chance to study and be equal citizens of this country.

We told them that the only condition would be for them to pay their bills. Our main message to the people in the neighbourhood was that if they had constant electricity supply, their children would be able to study and pursue dreams much bigger than they had at the time.

We told them about resource saving and budget planning, and we organized courses for young families where they heard the words “energy efficiency” and “cost management” for the first time.

It was not easy to explain that no one was tampering with the electricity meters, that readouts were taken remotely, and that certain actions simply led to energy waste which was reflected in the bills.

The first bills in the winter of 2008 resulted in mass discontent.

Then we conducted all the meetings again. On the spot, with metrology experts, we demonstrated that the meter reading devices were in good working order. This was an important step, after which the trust in us and in the meter reading methods significantly increased. Only after assuring people that they would not be subject to fraud did we proceed with providing a modern, reliable and efficient infrastructure in the neighbourhood. Thus, little by little, some of the newest facilities were installed in Stolipinovo, the collection rate from this neighbourhood became among the highest, and the customers there became among the most loyal.

The project has given the company reason to make such change in all other similar neighbourhoods in its territory.





Here is what the change looks like in numbers:

Total value of the project: BGN 6.4 million – Stolipinovo has the most modern grid in Bulgaria.

38 transformer stations have been repaired.

1,000 new electricity meter cabinets, and 11,600 new electricity meters. Customers now have separate points of consumption, and electricity meters are read remotely.

187 km of new cables.

Technological losses along the power lines have decreased from 40% to 4.5%.

The collection rate has reached 98%.

Grid development

The investment program of the company continues to be focused on the electricity distribution grid in terms of development and modernization of the infrastructure.

Investments and modernization of the electricity distribution grid not only ensure technological development but they are also a real instrument for achieving decarbonization.

One of the main benefits of grid modernization is the opportunity for more efficient integration of renewable energy sources (RES). New technologies allow for balance in energy flows, reducing losses and optimizing energy distribution.

Natural resources and the good work organization of EVN are key factors for Southeast Bulgaria to become the region with a major share of energy production from photovoltaic power plants in Bulgaria.

The role of the modern electricity distribution grid in the electrification of transport should also not be overlooked. A secure and stable grid allows for wider use of electric vehicles – a solution that drastically reduces emissions as compared to traditional fuels. When electric vehicles are charged with renewable energy, the effect on decarbonization is even more tangible.

For 20 years

- We have invested BGN 2.22 billion in modernization and repairs of the electricity distribution grid in Southeast Bulgaria.
- We have built and replaced a total of over 24,600 km of medium-voltage and low-voltage grid.
- We have built 3,460 new transformer stations and switching stations.

The security of supply is also important in this respect. Automation and digitalization of electricity distribution grids reduce the risk of outages and interruptions, which ensures stability of energy supply. This is crucial in a world where energy security is becoming more and more important.

Reducing grid losses is another important aspect. Old and inefficient infrastructure leads to significant losses during the transmission of electricity, the so-called technological costs.



Technological costs – the measure of energy efficiency of the grid

Technological costs of an electricity distribution grid show the difference between the volume of electricity fed into the grid and the volume of electricity supplied to customers. They result from the physical laws of technical losses in the transmission and distribution of electricity, as well as from illegal practices of customers using unmetered volumes of electricity.

One of the crucial measures to ensure energy efficiency of a grid is to reduce its technological costs, as this means less electricity generated to compensate for technological costs.

When EVN came to Bulgaria in 2005, the technological costs of the then state-owned electricity distribution companies in Plovdiv and Stara Zagora reached 19.5%. At the end of 2024, they were reduced to less than 7% as result of the purposeful and consistent investment policy of the company.

The actual effect is over 1,300 GWh of saved electricity, which is equal to the annual consumption of Stara Zagora city. At the same time, over 655,000 tons of CO₂ have been saved.

Strength for the economy

Investments in grid development and modernization are a significant benefit for the entire economic system of the country and help to form new regional economic hubs.

For example, Tsaratsovo substation has enabled significant development of the Northwest Industrial Zone in Plovdiv, where in recent years many new enterprises have provided thousands of jobs. At the same time, the power supply has improved, and the outages and prolonged breakdowns have been reduced in many settlements in the area – Tsaratsovo, Kostievo, Benkovski, Radinovo, Stroevo.

There was also a need for more capacity in the central and eastern parts of Plovdiv city, where the connection of new sites to the grid has increased in recent years.

To meet the growing capacity demands of the grid, we initiated the construction of the Evmolpia urban stationary substation, the first in 20 years. With the implementation of this project worth BGN 11.6 million, we have once again supported the growth of our business customers and ensured the comfort and calm of the households in the area.



Evmolpia provides an energy capacity of 50 megavolt-amperes (MVA), with the ability to reach 100 MVA. The facility is fully automated and is operated remotely from our dispatching centre.

The dispatching centre – conducting the grid

Efficient and modern management of the electricity distribution grid is based on digitalization, automation and the implementation of smart technologies. The dispatching centre has a key role in this process by providing continuous monitoring, analysis and management of the grid in real time. In recent years, EVN Bulgaria has introduced technologies that transform the way we manage and maintain energy infrastructure.

With the development of renewable energy sources and the decentralized energy system, dispatching centres need to be increasingly adaptable to manage the dynamic balancing of the grid and ensure the stability of the system.

In 2021 was launched EVN's new dispatching centre for electricity distribution grid management in Southeast Bulgaria.

The project is worth BGN 4 million, and this is the first dedicated grid management centre operated by a distribution company in Bulgaria.

The new centre is one of the company's most important investments in security and reliability.

The modern centre is equipped with state-of-the-art SCADA system – for automation and remote control of facilities in the grid. It allows for further deployment of cutting-edge IT technologies. It maintains a 24-hour connection to EVN's call centre for customer service, as well as connection to local KEZ. Together with EVN's investments in other large projects in Plovdiv, the total investment for the city in 2021 alone amounted to nearly BGN 40 million.



Modern working environment for efficiency and productivity

At the heart of our infrastructure investment policy is the desire for both secure energy supply and quality working environment for our employees. In 2010, EVN Bulgaria opened a new energy-efficient building of the customer centre KEZ Primorsko. In less than a year, one of the most modern public buildings in Bulgaria was built, which sets new standards for efficient construction in the country with the applied innovative sustainable solutions. The building was nominated and awarded in the national competition Building of the Year for 2011, category Green Buildings.

In 2012, we built our own data centre. The high-tech facility has ensured greater security and improved the reliability of all systems used in the company’s operations. The investment in the modern building was BGN 1.5 million, and we also invested as much in the cutting-edge hardware installed in the centre.

In 2021 were completed the construction works of KEZ Plovdiv North, using the most advanced technologies in terms of energy efficiency. In parallel with the construction of the new building were performed the activities of modernizing another key part of the company’s infrastructure – the existing building of KEZ Plovdiv South.

The aim there was to carry out overall improvement and modernization of the adjacent infrastructure, to include storage rooms and to ensure better working conditions for the colleagues. The project is a prerequisite for improving the quality of the services that we offer, leading to improvement of both energy efficiency and the efficiency of processes.



The building of KEZ Primorsko



The building of KEZ Plovdiv South



The building of KEZ Plovdiv North

The test of time

The effect of the long-term strategy, vision and proper investment policy is very clearly seen in testing times.

In 2015, EVN Bulgaria faced an unprecedented crisis situation with the power supply in the Rhodope Mountains, caused by extremely bad weather conditions. The situation was aggravated by a large number of serious failures in the infrastructure of the Electricity System Operator (ESO) that operates the high-voltage grid, and by the limited road access.

At times, when conditions are beyond our control, it may happen that challenges arise everywhere and all at once.

Thus, we had to do our best to cope with the situation with all available resources and to reach every single point without power supply.

On 06.03.2015, heavy snowfall began in the districts of Smolyan, Kardzhali, Pazardzhik, Plovdiv and Haskovo. The first outages were soon registered, and in a short time a total of 965 settlements were without power supply.

In accordance with the regulations for action in such situations, in the early hours of 07.03 the Crisis Centre of EVN was convened and started to function.

The main goal of the company since the beginning of the crisis was to restore the power supply to customers in the fastest and safest way possible. All the employees involved in coping with the situation made an enormous effort to work in severe weather conditions, with a busy schedule and in a situation requiring rapid action and concentration.



There were failures in a total of 218 medium-voltage feeders or more than 3,800 km of electricity distribution grid, which is 22% of all the overhead lines operated by EVN Bulgaria. Disruptions were registered in a total of 22 substations of ESO, and in 12 of them – prolonged failures lasting from several tens of hours to several days.

Since the first day of the emergency situation, over 150 emergency teams of EVN Bulgaria started working on restoring the power supply. Additionally, technicians and electricians from other regions operated by EVN Bulgaria were mobilized. The total number of employees involved and seconded on-site reached 1,000 people, including staff from partner companies.

The emergency teams used all available equipment, materials, tools, emergency reserve, off-road vehicles, elevating work platforms, etc. In high-mountain areas, the available ATV vehicles and snow-mobiles proved to be very effective. The mobilized employees carried out physical walk-down inspections of the power lines in extremely difficult conditions – the snow cover was over 2 meters thick; according to the colleagues, the situation was so severe that it was not about the number of fallen poles, but about the number of poles still standing. The teams had snowshoes and mainly used chainsaws to remove fallen trees on the tracks.

During the entire crisis situation, additional materials such as wires, cables, poles, etc. were delivered to the respective locations. In places that were impossible to reach by heavy machinery, the poles and materials were carried by hand.

In order to have a radio signal at all times, it was critical to charge through batteries the highest points of the radio network, which were located high in the mountains, at the ends of the power lines. At this point, there were no roads to such places; here was nothing but snow. However, there were well-trained specialists who, with hand-drawn sledges, managed to deliver batteries to the highest points and so the colleagues on-site were able to use the radio stations.

As a result, EVN’s telecommunications network proved to be the only one functioning in the crisis situation.

Thus, by the end of the day of 17.03.2015, the power supply to all settlements had been restored – by repairing the failures or by installing aggregates. On 24.03.2015, the Crisis Centre was closed.

The winter of 2024 created prerequisites for a new, untypical crisis situation. With heavy snowfalls across the country, the electricity distribution companies faced new difficulties. In a very short time, the situation on the territory of Elektrorazpredelenie Yug became critical. The areas of Stamboliyski, Asenovgrad, Smolyan, Devin, Pazardzhik, Velingrad and Belovo were mainly affected. During the Christmas and New Year holidays, a total of 39 settlements had no power supply for more than 24 hours.

Due to the bad weather conditions, and especially because of the wet and heavy snow, many trees had fallen on the poles, and parts of the overhead power lines were torn down or iced over. The lack of access to the facilities was also a problem – in some places the snow exceeded 1.5 meters, and many of the roads were blocked or uncleaned. Despite the holidays, the colleagues mobilized the teams, days off were cancelled and more than 290 employees of Elektrorazpredelenie Yug participated in repairing the breakdowns and restoring the normal power supply in all areas.

This difficult experience is another testament to the collective that we have created in the company – teams from other regions not affected by the crisis conditions also joined in and helped their colleagues.

To cope with the situation, 8 mobile generators were used so as to ensure power supply to the places where it had been interrupted for longer, as well as all available cranes and 6 UTV vehicles for inaccessible terrain. Safety is crucial during crises, so we are proud and happy that there were no accidents even in the most difficult times – the colleagues came home to their families, and the families of our customers returned to the normal rhythm of their lives.





It's easy to remain stable in calm times, but the true test of an organization is how it performs during a crisis. Electricity distribution everywhere in the world is impacted by weather conditions – and Bulgaria is no exception. Over the past 20 years, EVN has faced several tests of its ability to manage various grid-related crises, from heavy snowfalls to floods and fires. In each case, our colleagues demonstrated professionalism and strong preparedness.

They were supported by the company's solid material readiness, regular training sessions at our specialized training facility, advanced digital technologies for grid dispatching, and high safety standards.

This is EVN's crisis management strategy: investment in modern technologies, proactive risk management, professional training, and prevention.

At the same time, we continue to carry out strategic projects that ensure the reliability and sustainable development of the energy infrastructure – because the energy grid of the future is smart, digitalized, and resilient.

EVN is investing in new technologies that enable more flexible energy flow management, integration of renewable sources, and cost optimization.

One of our key goals is to modernize existing infrastructure and maintain high standards of safety and efficiency in network management.

Zdravko Bratov
Deputy Chairman of the Board of Directors
of Elektroprivreda na Yug

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Specialized equipment to ensure rapid response

EVN maintains an electricity distribution grid of 61,000 km throughout Southeast Bulgaria. In some places the terrain is challenging; the power lines go through mountain areas, plains, protected areas, the routes of birds, and by sea areas. In order to ensure a secure power supply everywhere and in order for our employees to fulfil their work duties in the safest and most professional way, the company never stops investing in specialized machinery and equipment.

The necessary equipment is regularly revised and replaced. Currently, the company has:

- Trucks – 13 pcs.
- Off-road trucks with cranes – 17 pcs.
- Off-road (emergency) vehicles – 300 pcs.
- Elevating work platforms, incl. off-road ones – 45 pcs.
- Snowmobiles – 9 pcs.
- ATV – 2 pcs.
- UTV – 11 pcs., and we expect another 2 pcs.
- Chain vehicle – 1 pc.

For emergency situations, 4 mobile complete transformer stations and 14 mobile units are also available.



EVN Toplofikatsia – *between tradition and modern solutions*

District heating companies in Bulgaria are at a crossroads – between tradition and modernization, between established technologies and innovations of the future. At the heart of this transition is the ambitious but achievable goal of carbon neutrality. The pressure of regulations, the requirements of the European Green Deal and the growing expectations of society set a new direction in the development of the sector – a direction where sustainable investments, more efficient technologies and advanced services will determine the future of district heating companies.

The introduction of smart grids allows for more flexible management of district heating systems, reducing losses and optimizing costs for both suppliers and customers.

It also has social and economic aspects. Digitalization of services and improved consumption forecasting enable better energy distribution, which directly leads to more affordable prices and higher quality of services offered. Expanding the customer base by attracting new households and businesses is also a key element in this process.

This not only ensures financial sustainability of companies but also enables even more efficient use of resources.

EVN Toplofikatsia has significant potential to become a driver of sustainable development in Plovdiv city. Developing the grid, widening the portfolio of services offered, being customer oriented and, of course, using the most advanced facilities and the combined heat and power generation in EVN Cogeneration are key tools for increasing efficiency and reducing the carbon footprint.

Of course, challenges still exist. Strategic partnerships with the public and private sectors are needed, as well as a clear and predictable regulatory framework, and sufficient financial mechanisms to support investments. In this context, access to EU funds and green investments could be decisive for the pace of the transition.

District heating as a driver of urban development

In today's world, sustainable urban development is a key factor in improving the quality of life and achieving environmental balance. One of the most effective ways to achieve this is through the implementation and development of district heating, which combines environmental friendliness, efficiency and safety.

One of the biggest problems in modern cities is air pollution. Individual heating systems, especially those that use solid fuels, significantly contribute to this. District heating, on the other hand, offers an environmentally friendly solution.

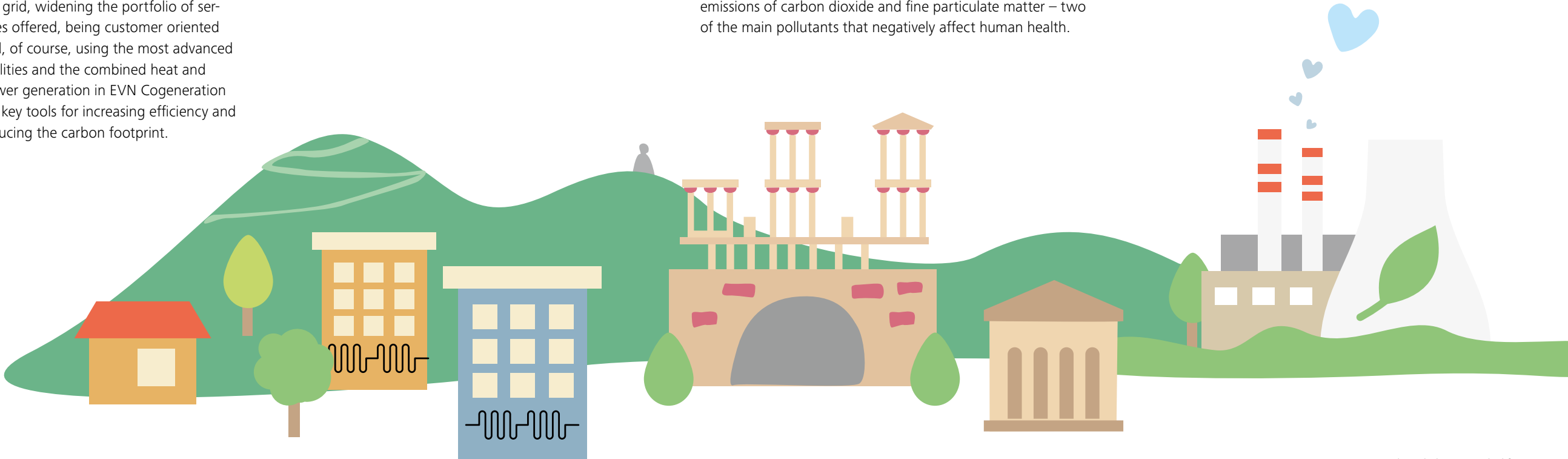
In 2011, EVN Toplofikatsia made the first major technological leap for the city with the commissioning of the most modern cogeneration plant in the Balkans. Also in 2011, the investment of BGN 100 million brought EVN the Investor of the Year award of the Bulgarian Investment Agency (BIA), in the Investment in Innovations category. The plant uses natural gas for fuel and its operation is an example of how a sustainable approach can significantly reduce the emissions of harmful substances in the city.

Natural gas is among the cleanest fossil fuels, and combined heat and power generation optimizes its use. This means fewer emissions of carbon dioxide and fine particulate matter – two of the main pollutants that negatively affect human health.

Thanks to modern technologies and control mechanisms, EVN Toplofikatsia ensures that the plant operates with minimal environmental impact.

The efficiency of cogeneration is a key element for the success of district heating. Compared to traditional methods, cogeneration uses up to 90% of the energy potential of the fuel. This is significantly higher than the efficiency of individual systems for heating and electricity generation, which typically achieve about 40-50%.

In the period 2011 – 2024, the cogeneration plant saved 946,277 tons of CO₂ emissions from electricity generation as compared to the electricity from the national energy mix.



Safety and comfort for homes and businesses

District heating offers not only efficiency and environmental friendliness but also a high level of safety. The use of the district heating service for customers is emission-free and without any combustion process.

For households, this means comfort and convenience. Without the need for maintenance of individual heating appliances, people can enjoy constant warmth and domestic hot water. For businesses, district heating is a reliable solution that ensures stability and predictable costs while reducing the environmental footprint.

Efficiency as a foundation for sustainable development

The efficiency of cogeneration is a key element for the success of district heating. Compared to traditional methods, cogeneration uses up to 90% of the energy potential of the fuel. This is significantly higher than the efficiency of individual systems for heating and electricity generation, which typically achieve about 40-50%.



District heating companies play a key role in the sustainable development of the energy sector and in maintaining air quality in urban environments.

Following this direction, EVN Toplofikatsia Plovdiv has successfully focused on modernizing heat production and ensuring reliable heat supply through energy-efficient solutions. Expanding our customer network and implementing client-oriented, green, and sustainable solutions is another core part of our operations.

All of this positions EVN Toplofikatsia as one of the city of Plovdiv’s key partners in maintaining a healthy urban and environmental landscape.

Jeanette Stoycheva
Deputy Chairman of the Board of Directors
of EVN Toplofikatsia



EVN Toplofikatsia – the future of district heating in Plovdiv

EVN Toplofikatsia not only provides heating to Plovdiv but also plays an important role in the development of the city as a modern and sustainable urban centre. The company invests in innovation and grid modernization to ensure that the system meets the highest environmental and efficiency standards.

With the development of district heating, Plovdiv has the potential to become an example for the other cities in the region. The model, based on a cogeneration plant, shows how sustainable technologies can be at the heart of modern urban planning.

As at the end of 2024, the length of the heating grid of EVN Toplofikatsia in Plovdiv was 188.5 km. Since 2007, the company has built new routes and rehabilitated existing ones with a length of almost 50 km.

For the calendar year 2024 alone, the newly built and renovated routes are nearly 2,000 m.

There are 1,282 heating substations operating in the city, and 14 new ones were commissioned in 2024.

New capacities ensuring secure district heating

EVN Toplofikatsia is the first district heating company in Bulgaria with entirely new and modern production facilities.

In 2023, 5 new facilities were commissioned – the so-called hot water boilers: 2 on the territory of Heating Plant South and 3 in Thermal Power Plant North with a total capacity of 100 MW. With them, EVN Toplofikatsia has increased its heating capacity from 297 MW to 392 MW. The boilers, including five 25-meter-high chimneys, were delivered by the Robert Bosch plant in Germany. The performed modernization improves the security of supply, increases energy efficiency and reduces the consumption of fuel, respectively reduces the harmful impact on the environment.

The main role of the facilities is to cover peak loads and ensure flexible operation with short start-up and shut-down procedures. The ultimate goal is to provide peak capacity and ensure continuity of heat supply to 31,000 customers of EVN Toplofikatsia (EVN TP) in Plovdiv.



The main source of fuel for the boilers is natural gas; the back-up fuel is industrial gas oil, with the switching time being minimal, unlike the old facilities that operated with fuel oil as a back-up fuel. This is another factor for security of supply to the customers in Plovdiv and a better environment.

EVN TP’s investment in the new boilers amounts to BGN 23 million and has been among the biggest investments in district heating in Bulgaria in recent years.

Bridge between security and a sustainable future

The investments in district heating in Plovdiv are proof that comfort and modernization can go hand in hand. With the help of EVN Toplofikatsia, the city sets new standards for environmental friendliness, efficiency and safety. With the development of the grid, we are not only working to improve the quality of life of residents but also setting an example of how sustainable technologies can be at the heart of the future of cities.



The district heating sector is facing a historic opportunity – to transform from a traditional heat energy provider into an innovative driver of sustainable urban energy with modern and forward-thinking solutions. With the right investments, a focus on innovation, and a commitment to the future, district heating companies can not only meet decarbonization requirements but also offer their customers a sustainable, clean, and efficient energy future.

A key factor in this transformation is strong partnerships and the involvement of both local and central authorities, recognizing the district heating sector as an essential part of Bulgaria’s energy landscape.

Dominik Yarmer
Chairman of the Board of Directors
of EVN Toplofikatsia



District heating revival in the city of Plovdiv

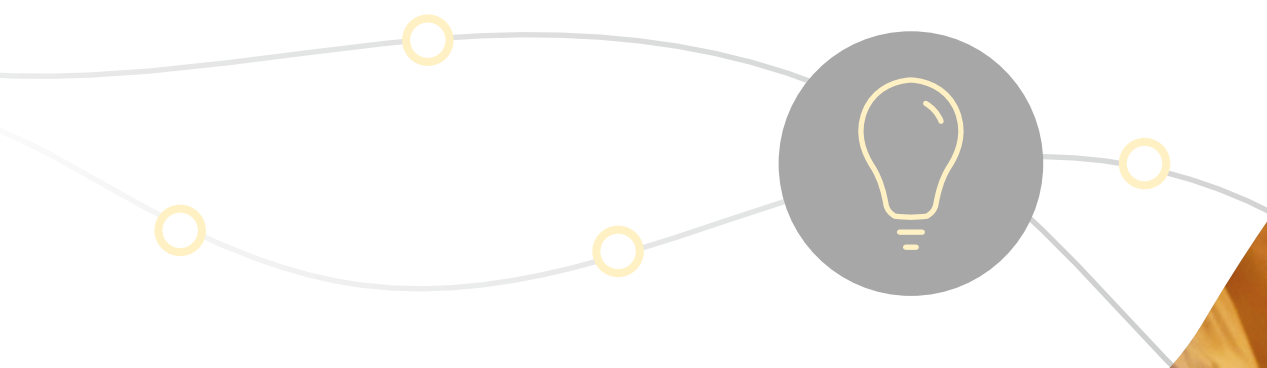
The way to be better is always to move forward. EVN Toplofikatsia demonstrated it again in 2016 with the implementation of the Phoenix project – a complete transformation of a building’s internal heating system from the old vertical type into the new horizontal type. In the old vertical heating systems, the pipes pass from the basement to the top floor through all floors and rooms located one under the other. These are mostly multi-family residential buildings, built until 1990. In the horizontal systems, well-insulated pipes pass through the common areas, and each apartment has a connection to these pipes. An individual heat meter at the entrance of each apartment allows for accurate reading of the energy that is consumed, and the costs for common areas is minimized.

The first positive results could be seen in January 2016 – the first month of the heating season with high consumption and sub-zero temperatures. The numbers were impressive – the heating bill for an internal heating system had decreased by an average of 83% per customer as compared to the same month in 2015, when the installation had been of the old vertical type. For the entire heating season 2015/2016, the average price for energy from a horizontal internal heating system was BGN 12 including VAT per customer. With the old vertical internal heating system, the average price would be BGN 97 including VAT per customer.

EVN Toplofikatsia has carried out a total of five reconstructions of internal heating systems since the start of the project.

In our regular communication with the heating customers in the city, we always share the excellent results and opportunities for a big change in the way of using the service, which we achieve through the reconstruction. Indeed, financing is always a key question since the internal building system is owned by the customers, and so the company cannot carry out the repair works at its own expense as it has done for the pilot building; nevertheless, we assist households with information about the active energy efficiency programs which they can use to implement this step.

Customers – the motivator *for any change*



The essence of our work is to deliver services that change people's lives for the better. Everything we create aims to ensure this mission. The task of each of us in EVN is to do everything possible so that customers receive quality according to their expectations. The contact with our clients has never ended at the moment of purchase or performance of a given service. Effective interaction with each user is a long-term process based on open and honest communication, constant feedback and recommendations.

We work hard to build trust in our relationship, which gives us the peace of mind that in the next 20 years we will be able to look the people standing opposite us in the eye and know that we have worked solely for their benefit.

Accessible and modern service – forming a unified vision

In 2005, EVN made its first steps in Bulgaria, taking on the challenge to create a new concept for customer care in the energy sector. With a clear goal of putting the customer at the centre of its work, the company has started a transformation that has fundamentally changed the way the energy sector communicates with society. This new philosophy aimed to turn EVN from an abstract institution into a partner for people, lending it a face, image and emotion.

In the early years, EVN created a clear and accessible customer contact structure. The Customer Energy Centres (KEZ) and a call centre were opened, providing an easy and convenient way to contact the company.

At the same time, new communication channels were added – inquiries could be made by mail, email and through the company's redesigned website. In 2012, as part of the process of improving customer service, the front offices at KEZ were reorganized as separate units with different territorial distribution – EVN Offices were established for all our customers, regardless of their location.

Thus, the company already relied on centralized and effective management of customer service processes and could focus on the development of this aspect of our activity.

In the years that the structure of EVN Offices has been operational, we have made a total of 3,897,000 contacts with customers on site.

The next step toward higher customer satisfaction was the creation of EVN Online Plus – a system for checking and direct payment of bills and for services to electricity and heat customers through the website of EVN Bulgaria, www.evn.bg.

This was a way for us to show our customers that we work to ensure their comfort while keeping their data completely secure and protected.

Since 2021, business customers in Plovdiv, Burgas, Nessebar and the nearby settlements are serviced in EVN Business Centres specially created for their convenience. On the one hand, this meets the expectations and needs of businesses, and on the other hand, it significantly facilitates the service in EVN Offices, reducing the time for service and allowing our employees to focus more qualitatively on the inquiries they receive.

Investments have not been limited to infrastructure and technology. EVN has focused considerable efforts on training its employees, who have embraced modern standards of service in a polite, respectful, quick and helpful way.

This transformation has become a cause – to understand and meet customers' expectations, building long-term and transparent relations. As a result, our initiatives for dialogue with customers were created.

Breaking down the barriers between the energy sector and people required not only time but also a strategic approach. EVN has made significant efforts to overcome the accumulated distrust and make the company accessible and open to everyone.

Every complaint and inquiry began to be processed within 3 business days – a standard that has become a symbol of EVN's responsibility to customers. This has required a huge amount of work – developing hundreds of internal processes and systematizing information about more than 1.6 million customers.



The challenges of the traditional approach

Developing fast, secure, useful and timely customer service is a long process, especially in a sector which is subject to regulation and related to the work of many other institutions.

To us, it is important that our customers always feel that we are responsible, have their interest in mind, and strive to meet their requirements and expectations to the maximum possible extent. We even manage to exceed them. Our service could no longer be based on complex, cumbersome procedures incomprehensible to our customers.

We wanted to leave in the past the long queues, the need for filling in paper forms and documents and for constantly visiting EVN Offices to request services or to track their progress. All of these factors had created inconvenience and stress for both customers and employees of the company, who had worked under constant pressure.

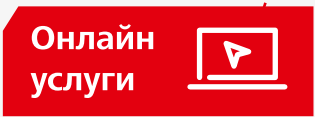
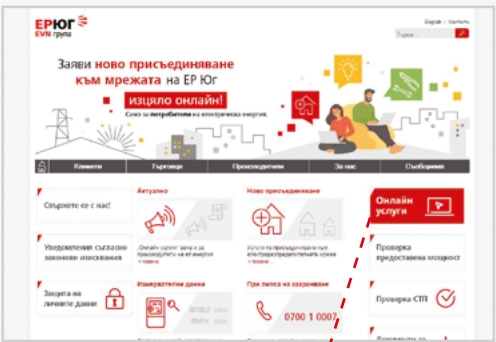


The new standard of service

In 2022, a long-awaited project was implemented: Elektrorazpredelenie Yug created a kind of virtual office – the web portal Online Services. Through one-off registration in the portal, each customer of Elektrorazpredelenie Yug can request a new grid connection or another grid service. In 2023, we added to the portal also services for producers, so Online Services is already useful not only for sites consuming electricity but also for those producing and/or storing electricity.

The portal enables tracking the status of requests, signing contracts online and paying the necessary fees. In addition, customers can track their payment history and access up-to-date customer information.

The portfolio of services that can be requested online continues to develop and expand in order for the web portal to be as useful as possible for both households and businesses.



Online Services in numbers:

Number of registered accounts: **65,914** since 2022,
and in 2024 alone: **38,462**



Number of verified accounts: **56,274** since 2022,
and in 2024 alone: **33,311**

Number of accounts that have requested services : **10,380** since 2022,
and in 2024 alone: **8,812**



Number of signed contracts: **13,106** since 2022,
and in 2024 alone: **8,901**

Business customers: **17,547** since 2022,
and in 2024 alone: **14,695**



Household customers: **8,802** since 2022,
and in 2024 alone: **6,541**

Online Services – easy and modern

- One-off registration – each customer creates an account through which they can request services, track their documents and receive notifications for deadlines.
- Digital submission and signing of documents – all forms and contracts are submitted and signed online, without the need for physical presence.
- Easy tracking of deadlines – customers receive notifications of each change in the status of the requested service.
- Online payments – the services are paid directly through the platform, which eliminates the need to visit a cash desk.
- 24/7 access – the platform is accessible from any device with an internet connection, which enables requesting services at any time and from anywhere.
- Saving time – customers no longer wait in queues and don't waste hours in travelling to offices.
- Improved satisfaction rate – easy access and transparency of services have significantly improved the customer experience.
- Process optimization – employees of the company focus on more complex tasks.
- Environmental benefits – the reduction of paper documents and travel contributes to a greener future.

EVN in the transition to more flexibility, security and convenience

Service is the first and most visible measure of how ready a company is for change – it shows its ability to be flexible, efficient and customer-oriented.

We at EVN know this well and so our strategy is always to be in a position to offer quality and speed, regardless of the external environment.

In order to match the dynamics of the market and the growing expectations of customers, EVN Bulgaria never stops investing in modern solutions that improve service and facilitate customers. Billing activities are essential for a company like EVN, which puts customers at the centre of its business. And this is not just about a technical process of issuing invoices, but about a key tool to ensure transparency, trust and convenience. An efficient billing system ensures correctness, flexibility and easy access to information, thus enabling seamless service and high customer satisfaction rate.

In today's business world, this system is an integral part of the company's commitment to offering not only energy but also security, predictability and personalized solutions for its customers. We at EVN are working with the latest version of kVASy – one of the most modern billing systems. It interacts with almost all key applications and systems of EVN Bulgaria (for exchange of metering data, for planning and forecasting, etc.), and a large part of the employees of the company use kVASy actively in their daily work. There are also many partners of EVN Bulgaria which allow the customers to pay their invoices by accessing kVASy 24 hours a day. All these dependencies and the key importance of the application require timely and precise support and constant development with the least possible interruption of the processes on business days.

An example of our drive for improvement is the successful implementation of two robotic processes that automate key billing activities – issuing an invoice for a service requested by a customer, and issuing an invoice for a feasibility study for new grid connection. These innovations save time of both the company and our customers, ensuring accuracy and speed of data processing.

The next stage to come is the implementation of robotic processes in other areas of the company's activities, as well as the introduction of self-invoicing for certain services. This will ensure even greater convenience for our customers and partners, reducing administrative burden and facilitating communication.

All these improvements are aimed at one main goal – to provide transparent and useful services that meet the highest standards and expectations.

A serious step in this direction has been the launch of the project to reconfigure all EVN systems to work with two currencies – Bulgarian lev (BGN) and euro (EUR). The adoption of the euro in Bulgaria has been discussed for a long time. Our country has made a number of procedural and technical steps in this direction, which were almost finalized in 2024 with the adoption of the Law on the Introduction of the Euro in the Republic of Bulgaria. The actual date of the introduction of the euro in the Republic of Bulgaria will be determined by a decision of the Council of the European Union, and our national institutions are to prepare the details in the necessary bylaws, with specific guidelines for businesses and citizens.

In view of this situation, in order to ensure a smooth and seamless transition to the new currency, EVN Bulgaria has developed a comprehensive strategy that covers four key processes:

→ SAP S/4HANA – currency conversion in our ERP system is a key element of the preparation. The transition from BGN to EUR involves adapting all financial and accounting modules, developing new functionalities that will ensure precision, control and efficiency in cost and investment management.

- kVASy – as a central building system of EVN Bulgaria, kVASy plays a key role in the conversion process. In partnership with the company SIV AG, we have developed the implementation of the necessary settings, which will enable displaying the amounts in the two currencies during the transition period and a complete transition to the euro after its official introduction.
- External communication channels – in order to provide accurate and timely information to our customers and partners, the transition to the euro also covers all websites of the companies in EVN Bulgaria group – evn.bg, elyug.bg, as well as the portals Online Plus and Online Services. All of these platforms will be adapted so that customers can see the prices in both currencies during the transition period.
- Internal channels and systems – both customers and our employees need to work with up-to-date data and tools. That is why the preparation for transition to the euro includes adaptation of the internal systems and platforms that support the work of various departments in EVN Bulgaria.

With all these steps, EVN Bulgaria ensures that the process of adopting the euro will be smooth, transparent and as easy as possible not only for our customers but also for our employees and partners.

We have mentioned SAP S/4HANA but let us clarify what the software is about, as well as its importance and role in the companies of EVN Bulgaria.

SAP S/4HANA is a new generation of ERP (Enterprise Resource Planning) software developed by SAP. This is the latest version of their ERP system that works on SAP HANA, a powerful in-memory database that enables significantly faster data processing as compared to previous versions.

The introduction of SAP S/4HANA for process management in EVN Bulgaria can significantly improve our performance in relation to our partners due to a number of key advantages.

SAP S/4HANA will enable controlling not only the investment costs as until now but also all operating costs managed by each organizational unit within the company, which will require very careful planning and monitoring of the implementation of these costs.

The controls for available funds for all types of projects, including the projects for new grid connections, will be much more precise and easier. A process that will automate the adjustment of the values of investment and repair projects, as well as the addition of new projects in the system is being created.

Changes are also taking place in the field of accounting, the aim being to unify the rules and functionalities in all companies of EVN Group. Material supply is also an area with many opportunities to facilitate and refine processes such as inventory monitoring and automatic requests under framework contracts for replenishment of stocks based on MRP (Material Resource Planning).

There are also significant changes in personnel administration. Employee self-service is gradually introduced, which allows a large part of the tasks to be managed and tracked personally by employees. This frees up considerable resources in every company of EVN Bulgaria.

Thus, with improved processes, with easier management of budgets, materials and supplies, with clearer traceability of workflows and with the new opportunities for automation, we are prepared to respond to the challenges of the market, to meet customer expectations quickly and accurately and to offer truly useful and timely solutions to our partners.



In a dynamic business environment, stability is not just a goal – it is a strategic commitment.

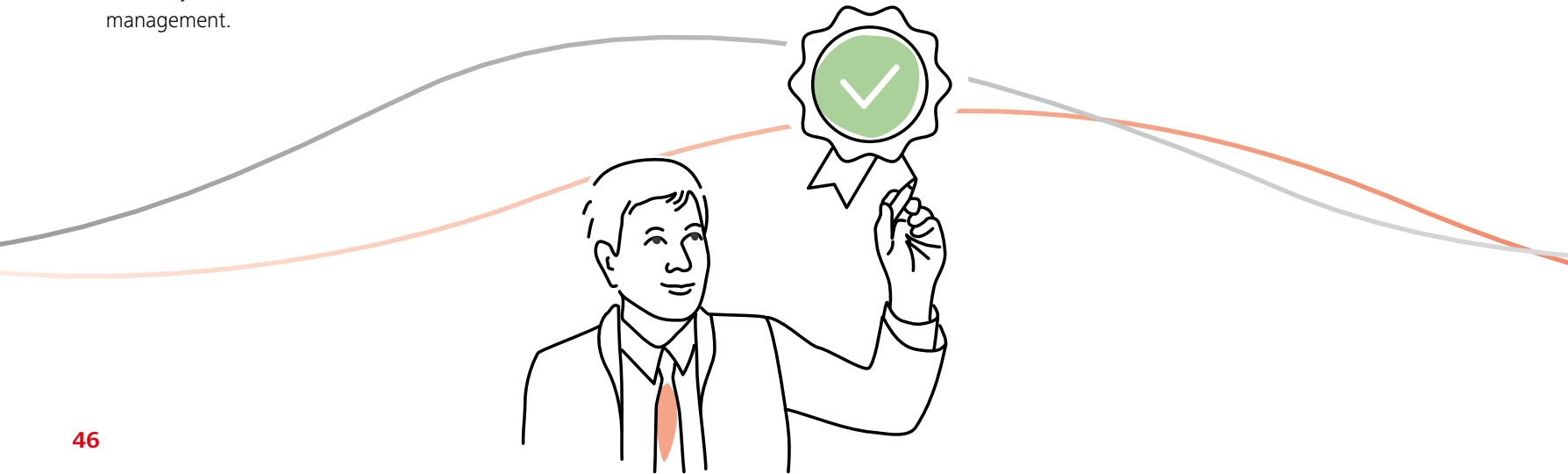
To provide predictability and sustainability for our customers, we invest in system modernization, process optimization, and timely adaptation to regulatory and sector-specific requirements.

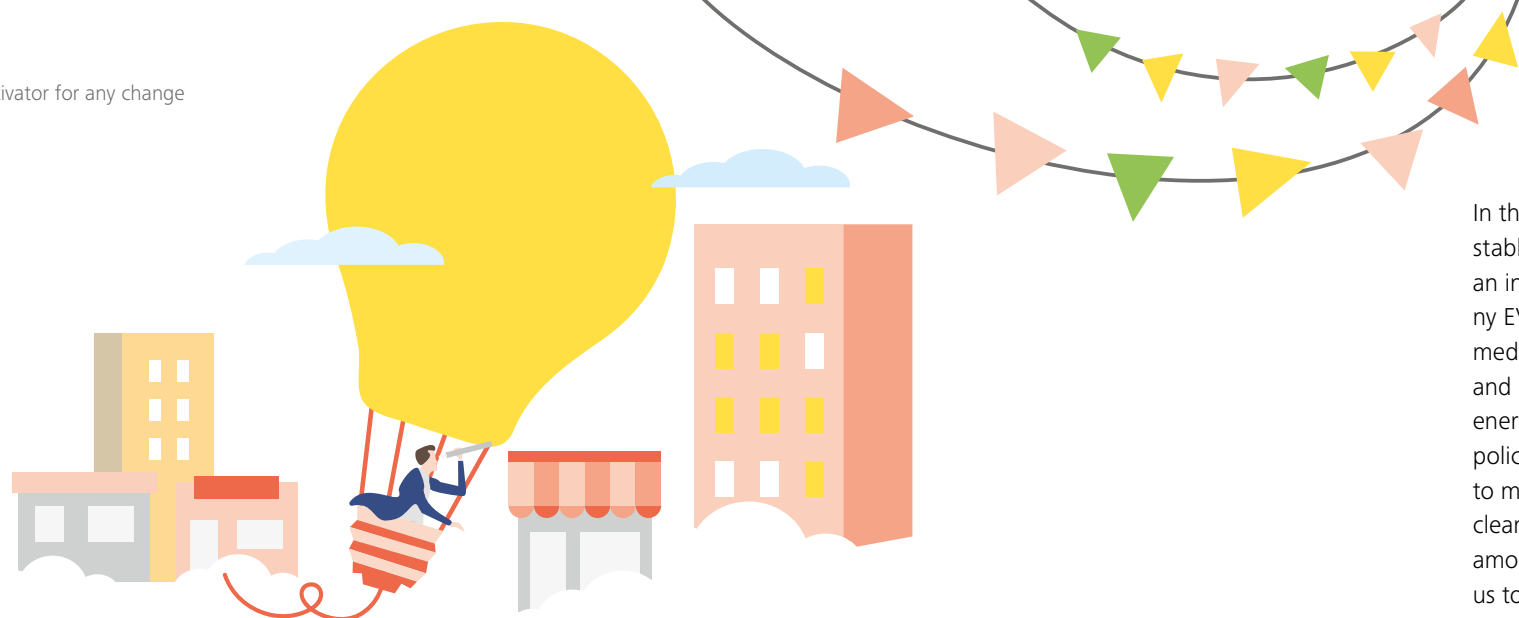
A key example is the implementation of SAP S/4HANA within the EVN Bulgaria Group – a platform that enhances business agility, enabling more effective planning, analysis, and forecasting, while creating a stable environment for strategic decision-making.

At EVN, one of our core values is to ensure systems are well-prepared and secured, so we can remain agile and ready for any challenges the environment may present.

The proactive planning we undertake gives our customers the confidence that they can operate seamlessly, even in the face of changes in the economic landscape.

Velko Kurshumov
Deputy Chairman of the Board of Directors
of EVN Elektrosnabdianie





EVN – a partner with vision and position

From the first sip of coffee in the morning to the city lights at night, electricity is the invisible driver of our dynamic lives, providing comfort, connectivity and endless opportunities. It unlocks human potential, drives the economy and makes the world a more inspiring place.

EVN has known this from the very beginning, and so through our work we have created all the prerequisites to be not just an energy supplier but a partner to our customers in unlocking a more successful future.

A key milestone in achieving this intention has been EVN's initiative to support customers in the market liberalization process and to increase their overall understanding of the principles of energy trading. Liberalization in Bulgaria has gone through several key stages, each with its own challenges and opportunities. The start was in 2007 with the opening of the free market for large industrial consumers, which were the first to be entitled to choose an electricity supplier. Gradually, medium-sized businesses gained access to the free market, leading to significant movement in the sector and the creation of a competitive environment.

The next important stage was the opening of the free market for small and medium-sized enterprises. EVN had a significant role in this respect as well – we organized information meetings and provided the expert support that was essential for businesses to navigate successfully in the new conditions. We started conducting the EVN Business Days forum, email campaigns and information tours, and provided training materials that explained the main terms and concepts of the free market. Through these actions, we have helped customers to be in a position to make informed and useful decisions for their businesses regardless of the volumes of energy that they produce.

Today, looking ahead, we expect the next important stage: complete liberalization of the market for household customers. EVN is again at the forefront of this process, and we are already actively working to implement the smooth transition and prepare customers for the upcoming changes. Clarifying the opportunities that the free market offers and helping households choose the best solutions remains our priority.

It is evident that the free market of electricity in Bulgaria has undergone a profound transformation over the last almost two decades. Liberalisation has opened new horizons of competition and choice, offering consumers the opportunity to take an active role in managing their energy consumption. However, this evolution has been accompanied by significant challenges, requiring companies in the sector to adapt quickly and innovate.

High volatility in electricity prices, often caused by global economic factors and rising energy demand, has required strategic management and skilful forecasting. The regulatory changes related to Bulgaria's integration into the European energy market have brought both opportunities and additional responsibilities for companies in the sector. Last but not least, the growing pressure for green transformation has required accelerated development of renewable energy sources and innovation in grid management.

In this context, EVN has maintained a stable position and established itself as an industry leader. Through the company EVN Elektrosnabdiavane, we service medium and small business customers and successfully guide them in the energy processes. Our long-standing policy of correct relations and our ability to manage a well-balanced portfolio in a clear and transparent way are definitely among the factors that have helped us to become a preferred partner. We always remain true to our values of supporting customers, maintaining active, open and objective communication with them and providing increasingly accessible services so as to justify the credit of trust that we have received.

In 2021, the company digitalized the process of concluding an electricity supply contract through EVN's website www.evn.bg, and now all business customers can choose their tariff plans and complete all the steps of signing a contract entirely online in a quick, easy and completely secure way.

EVN Bulgaria, through the company EVN Trading, develops successful commercial relations with large industrial consumers in the country. The company has licenses and actively trades in electricity not only in Bulgaria but also in Greece, Macedonia, Romania, Serbia and Hungary. The company is registered on four power exchanges: in Bulgaria (IBEX), in Greece (Lagie), in Romania (OPCOM) and in Hungary (HUPX). With the experience and competences that it has gained, EVN Trading manages one of the largest balancing groups in Bulgaria and is among the leading energy suppliers in our country.

In 2021, EVN Trading became the first electricity trader to conduct robotic trading on the Bulgarian Independent Energy Exchange (IBEX).

The company was the first to implement an application program interface (API) of Nord Pool, the leading European operator of electricity trading platforms. API enables the automation of trading in the Intraday market segment. It also enables registered commercial players to integrate their platforms effectively with the existing electronic trading systems, the aim being greater convenience, shorter response times, accurate reporting and security. This implementation has brought EVN Trading the Innovator in Electricity Trading award of the Bulgarian Energy and Mining Forum.



The Bulgarian energy market is undergoing rapid transformation and is becoming increasingly open.

In the context of liberalization and green energy technologies, customers expect flexible, transparent, and efficient solutions. That's why EVN is more than just a reliable electricity provider on the free market – we are a strategic partner to our customers, offering services and consulting with high added value.

We strive to ensure maximum convenience and predictability, including through intelligent tools for managing their energy mix, renewable energy, and efficiency.

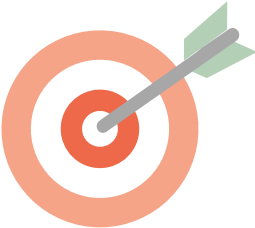
Alexander Sipek
Chairman of the Board of Directors
EVN Elektrosnabdiavane



EVN Trading continues to develop steadily. The company is now also an aggregator – a provider of balancing services. Thus, EVN Trading already provides its customers with the opportunity to actively participate in balancing the electricity system by flexibly managing their assets. This makes EVN Trading one of the few traders in Bulgaria to provide such services to their partners.

At the core of the new service is CyberNoc, state-of-the-art software developed by the company CyberGrid, part of EVN AG group. CyberGrid specializes in innovative resource management solutions that also bring profits. The software acts as a virtual power plant that pools together flexible energy assets and connects them with different layers of the market, which creates additional cash flows for customers.

This is a great example of the successful cooperation of companies within EVN's international family, as well as the importance of exchanging experience and know-how. Undoubtedly, when we work together, we achieve significant results for our customers.



Competitiveness in the energy sector requires constant adaptation. EVN continues to expand its trading operations by offering flexible energy solutions, stability despite price fluctuations, and transparent services for its customers. The dynamic nature of the market demands swift responses and a long-term vision, and we are ready to meet these challenges.

A reflection of this ambition is our technological innovations, which maximize efficiency for our clients. To this end, we have implemented the API application, with which we automated trading in the "Intraday" market segment, and the CyberNoc software, through which we enable consumers to actively participate in balancing the electricity system. This strengthens our role as a leading energy supplier in Bulgaria and the region.

Dominik Jarmer
Executive Member of the Board of Directors
of EVN Trading



Initiatives for long-term and effective partnership with our customers

Meetings with our customers always give us new ideas, show us to what extent our actions are useful and to what extent our goals are justified.



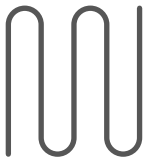
EVN Business Days is a discussion forum for business customers and municipalities, aimed at promoting an open dialogue among representatives of various stakeholders and finding effective solutions in the energy sector. Nearly 1,000 customers have taken part in the initiative over the years, showing that such events are a successful strategy for active communication and sharing of experience among businesses, institutions and companies like EVN Bulgaria.



EVN with You dates to 2013 and includes off-site information meetings with customers. The aim of the initiative is to get acquainted live with the opinions and issues raised by customers in small remote settlements, and to answer questions that are specific to the given area. By the end of 2019, we conducted such meetings with customers in nearly 80 small settlements.



Customer Advisory Council of EVN Elektrosnabdiavane is an initiative for holding discussions between household customers and representatives of the company. The initiative was launched in 2014 and has become an extremely successful platform for long-term dialogue with customers, aimed at reaching good customer service solutions. The members of the council change every 2 years. In 2023 was launched the Customer Advisory Council for Business Customers – another platform for constructive dialogue between the company and representatives of businesses.



Customer Advisory Council of EVN Toplofikatsia was launched in 2022 and is a platform for discussions with customers of the district heating company in Plovdiv on current topics of district heating.

EVN Toploforum is the most popular initiative among the customers of EVN Toplofikatsia in Plovdiv city. Meetings with house managers of district heated buildings are held before each heating season in order to trace, together with customers, the development of the services and the expectations from our company.

In the **Customer Service Week**, which we have celebrated **for 10 years in a row**, we mark the most important aspect of our work – serving our customers. Within these 7 days of the year, we recall the important principles of communication, the key needs of our customers, as well as our achievements in this field.

March 15th, World Consumer Rights Day, is a very important date for us, and we celebrate it with various initiatives.

Digitalization – *the natural course of change*



Digitalization is not an end in itself but a natural evolution that facilitates processes, improves efficiency and creates new opportunities for development. From human resources management and optimization of internal operations to financial analysis and strategic investments, digital solutions play a key role in every aspect of the business. As a result of many efforts in the right direction, today we can proudly share about the technologies and automation that are transforming the way we work and interact.

The right solutions for a smart future

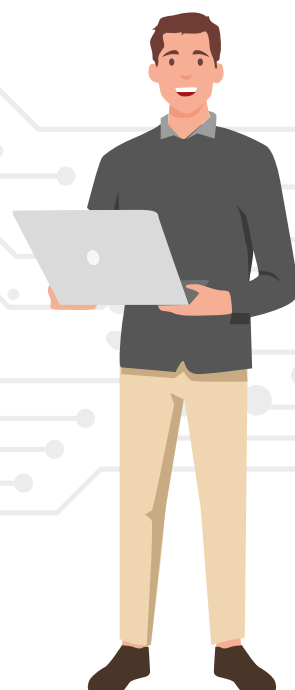
Digitalization is not just a trend – it is the necessary bridge for a smart future to the future of energy companies. Through smart solutions, connectivity, automated processes and management upgrades, companies can provide more efficient, sustainable and customer-oriented services. In a world that is changing rapidly, digitalization is the key to transforming the entire energy sector. The question is no longer whether energy companies need to digitize their processes but how quickly they can do so.

The traditional model of energy company management involves many routine processes, from manual processing of requests to consumption reading. Digitalization automates these tasks and enables the development of new means to ensure satisfaction of all parties – customers, employees, partners, producers, investors.

From applications for document workflow digitization, through applications for managing grid sites and assets, to blockchain technologies, digitalization enhances the efficiency of our company and brings us closer to our vision of a modern, sustainable and human-centric business.

In recent years, we have been working actively to digitize various aspects of our work and our relationship with our customers. We can look back with excitement and pride to what we have achieved so far in terms of automated improvements. We have successfully completed a number of projects and added their pieces to the big puzzle in EVN's strategy to be more sustainable, more efficient and more digital.

Digitalization makes the processes in the company even more transparent. It reflects the interconnections among individual tasks and responsibilities in the teams and shows how important the role of each of us is.



Digitalization is a key element in increasing efficiency and optimizing workflows in the energy sector. At EVN, we actively invest in modern technologies that are transforming the way we manage our operations and interact with customers. We believe this is how we will meet the challenges that lie ahead for the sector over the next five years.

We are implementing innovative solutions that enable faster response times and greater flexibility in field operations. In 2025, we plan to fully digitalize all activities related to managing the lifecycle of electricity meters – a crucial step toward leveraging machine learning and artificial intelligence to support our employees.

We are continuing the digital transformation of service request and management processes by providing customers with convenient, fast, and secure communication channels.

The power distribution network has already been mapped in GIS, and we are building automated data exchanges with other systems. This will soon allow us to calculate the optimal connection point in real time through the customer portal. We are also working on projects that will improve the planning and maintenance of the power distribution network.

Despite all we've achieved so far, we're still at the beginning of our digital transformation journey – and the best is yet to come.

Stoycho Valchev

Executive Member of the Board of Directors
of Elektrorazpredelenie Yug

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Digital mapping of metering points

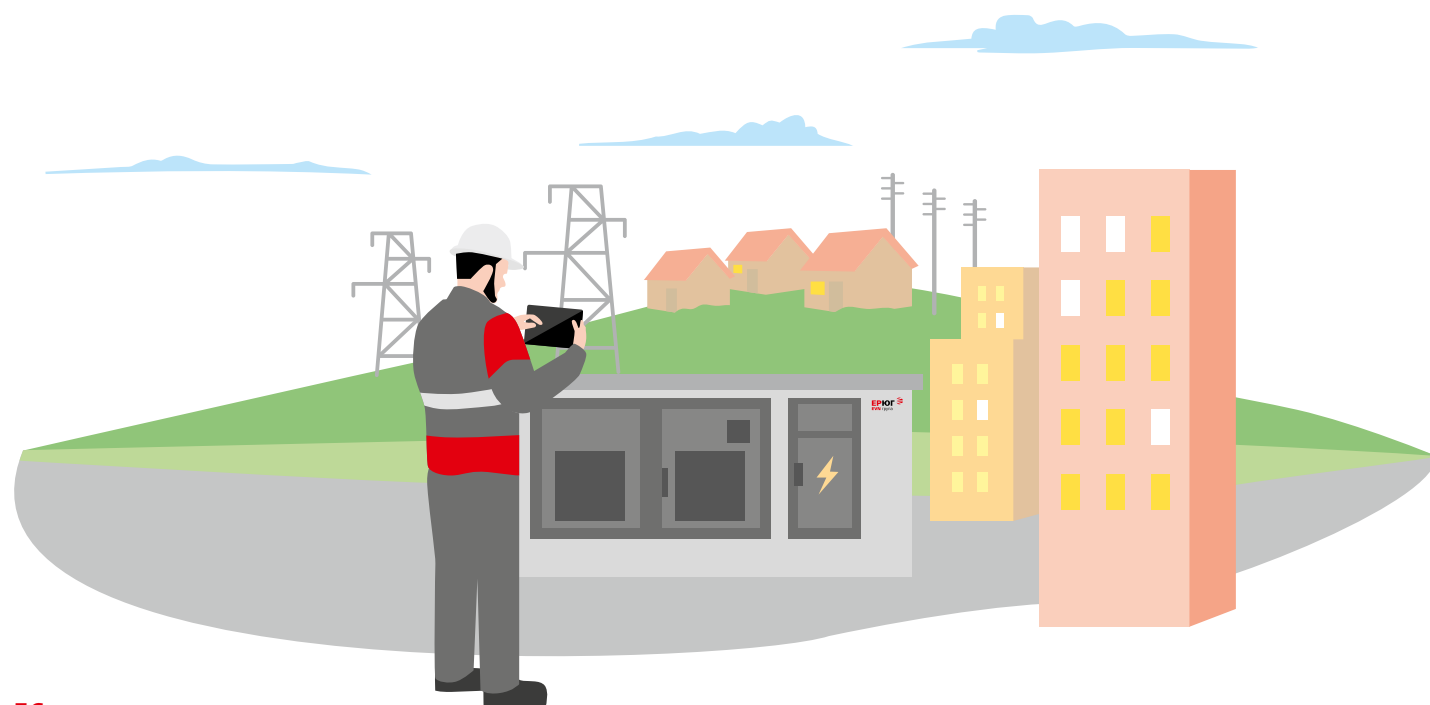
A major achievement was made at the end of 2024: the large-scale project "Geographic Information System for Low Voltage" (GIS LV) was completed. Prior to this project, KEZ did not have accurate information about the actual location of the low-voltage grid elements. That is why we set out to digitally document the grid and to collect a huge database regarding overhead lines, cable lines, electricity meter cabinets, poles/pylons, cable distribution cabinets, distribution boxes, branches to customers after metering, everything!

Similarly, data about the medium-voltage grid already exists in GIS, as well as about the heat transmission grid in Plovdiv city.

We are very glad that currently all elements of the low-voltage grid have been surveyed and drawn in GIS, and their required attributes have been entered.

The benefits of this work for EVN are undeniable:

- The entire grids of medium and low voltage are visually accessible in one place.
- We have a single source of information about the location of the sites.
- Access to this information has been provided to all EVN employees via WEB application from both desktop and mobile devices.
- This information can be used for easier and faster design, coordination of projects and planning of future development.
- We improve the preparation of comprehensive reports on data and maps of the overall energy infrastructure on the territory of EVN.
- We facilitate making informed decisions.



SafetyDocs

Another important aspect of the digitalization of processes at EVN is that electronic safety documents are already a fact in the company. In 2024 was the productive start of working with the new, modern software for electronic safety documents – SafetyDocs. With this, we have turned a new page in the company, showing the future here and now.

So far, the company had been using the WorkOrders application. It enabled creating a work permit and/or work order that could be printed on paper and then filled in and signed by hand. This, along with logbook filling and storage, required significant administrative efforts by the electricians at KEZ.

The new software provides the opportunity for a fully digitalized process of issuing, receiving, filling in and closing work permits and work orders. In this way, the colleagues can receive the documents they need directly on their tablets, regardless of their locations, without having to physically be in KEZ as before.

An entirely new functionality is also the option for issuing work permits and work orders via the mobile application by using a tablet, directly from the place where the specific work will be performed.

The development of SafetyDocs continues. It is to be implemented in EVN Toplofikatsia, and a module for carrying out safety inspections will be implemented.

SafetyDocs has been implemented in stages in the KEZ structure. Thanks to all the colleagues involved in this important aspect of our work, as well as the resources used for training in and learning about the new software, together we guarantee our health and safety at work and the absolutely strict documentation of every step of performing an activity.



RPA (Robotic process automation)

EVN now also has a robot – this is the software for RPA (Robotic Process Automation). Currently, RPA is operating in part of the company, in a flawless way. It is fully integrated into the processes of issuing invoices for paid services of EVN Elektrosnabdiavane (related to its various licenses), Elektrorazpredelenie Yug, as well as EVN Toplofikatsia. The good results open a horizon for analyzing what routine work should be further assigned to the robot so that employees in the company can focus more on their specialized activities. An example of such repetitive tasks with potential for robotization is changing the name of the holder of a point of consumption.

SmartPro

The software for planning and construction of investment projects, and ones for connecting sites to the electricity distribution grid, is another digital treasure that we have implemented to ensure more efficient work of our colleagues in at the KEZ structure.

What difficulties has SmartPro solved?

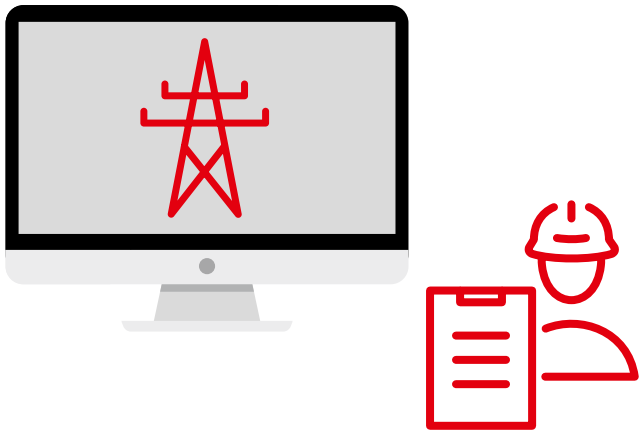
If a large number of projects are managed by a single employee, this entails the risk of missing deadlines due to impossible traceability. Why is it so?

The administration of all investment projects generates a large number of paper documents, which are exchanged both internally within the company and with external organizations, and so it is difficult to trace which document is where, and respectively which project is at what stage.

The application has brought together all aspects of planning a project and enabled the colleagues to have summarized and clear information about all the project they work on – to trace their deadlines and stages, to attach the required documentation, to allocate tasks, to search and complete projects.

Since its initial implementation, SmartPro has undergone improvements aimed to simplify the processes of planning and visualization of projects. The work on the application is based on feedback from the colleagues so that using it is as effective and intuitive as possible.

And the benefits of SmartPro have provided impetus for a similar project in EVN Toplofikatsia, which is currently in the implementation phase.



Centralized printing

We have also successfully completed the Centralized printing project, which aims to facilitate the work of the colleagues at KEZ in terms of sending letters to customers. The first process we covered is the replacement of electricity meters, in the part related to issuing a protocol for replacement of commercial metering devices, which is prepared both for the customer and the company.

Now, instead of carrying four devices and printing paper copies, which would then be administratively processed again, the electricians only need their company smart phones. Signatures are placed on the display and the generated file is automatically archived.

FSM: we write history

One of the most remarkable achievements in the digitalization process, due to the overall transformation it brings, is the Field Service Management (FSM) system. FSM is part of the digitalization of our operational processes in Elektrorazpredelenie Yug and aims to facilitate the daily work of our colleagues, ensuring effective and efficient fulfilment of the tasks within a modern working environment.

The goals of FSM are ambitious, but also possible. We are excited to see the benefits of FSM:

- Improving the quality of data
- Increasing the customer satisfaction rate
- Managing effectively the allocation of tasks
- Enabling a work environment that is open to the future
- Supporting the technicians on site
- Minimizing administrative tasks and reducing duplication of activities.

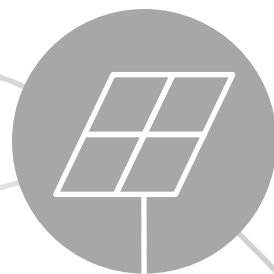
The phased implementation of the first process has started

At the end of 2024, the project entered a key phase. After the challenging technical settings related to the implementation and after mass training in the test environment, the phased implementation of FSM in KEZ and the technical central departments started in October. The Outage process was the first one to be launched. Thanks to the integration between FSM and OMS, which is a special software for processing customer signals and planned outages, all outage data is automatically received in FSM, which is used on-site by the technicians; once they complete the work, the task status in OMS is automatically updated to the one in FSM. In this way, every outage is processed more quickly and efficiently, by the most suitable team, without having to pass on information by phone to various departments in the company.

FSM has different user roles and will cover more than 1,000 employees. Therefore, the project team relies on the main users of the new system to support and encourage their colleagues to actively work with it in order to be confident in using it.



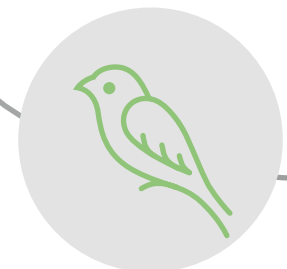
Sustainable growth – *in harmony with nature and people*



We believe success is measured not only by numbers but also by our contribution to the environment, society, and ethical business practices. Through investments in energy efficiency, renewable energy sources, and modern infrastructure, we adhere to ESG principles and EU taxonomy, building a sustainable and transparent business model.

But for us, sustainability also means caring for nature and people.

We protect the natural resources in the regions where we operate and seek ways to reduce our environmental impact. We also believe in the power of community – our employees are always ready to contribute their time, knowledge and energy to important social causes. With responsibility toward nature, care for society, and a vision for the future, we continue to create energy not only for today but for generations to come.



Statement for support of the Global Compact by EVN Bulgaria

EVN Bulgaria EAD has been a member of the UN Global Compact since August 2010 and a co-founder of the Bulgarian Global Compact Network since August 2010. The company is a part of the large EVN AG family – a leading Austrian company headquartered in Lower Austria, the country’s largest federal province.

EVN Bulgaria is a company with a socially responsible behaviour to the society. Our long-term existence requires our excellence, competence and reliability to ensure the satisfaction of our customers and partners. This ensures our sustainable success and motivates us to be the leading company by giving our contribution to acknowledge the values and positive corporate culture.

The company fully shares and supports the 10 principles of the Global compact in respect of human rights, labour standards, environment and anti-corruption. We have undertaken the commitment to make the Global compact and its principles part of our strategy, culture and daily corporate obligations. EVN Bulgaria is making the necessary efforts to make committed to and to attract to the initiative all its employees, partners and vendors.

Corporate social responsibility of EVN Bulgaria is focused on achieving social, economic and environmental practices that exceed the regulatory requirements and which are implemented in a dialogue with all stakeholders. The Company realises policy aimed at care for the employees and commitment to the problems related to the ecology and the community, in which the company develops its business activities.

We share the concept of sustainable management and strive to comply with the technological, economic, environmental and social aspects at the same time. Priority in our work is the balance of the interests of all stakeholders, transparency and readiness for dialogue.

In the spirit of high responsibility related to our job, we set ambitious standards of conduct. To work with modern and high-efficiency technologies, responsible attitude toward the environment, commitment to society and human resources development.



Kalina Trifonova
*Deputy Chairperson of the Board of Directors
EVN Bulgaria*



Alexander Sipek
*Chairman of the Board of Directors
EVN Bulgaria*

The ten principles of the UN Global Compact

Human Rights

- Principle 1:** Businesses should support and respect the protection of international proclaimed human rights within their sphere of influence; and
- Principle 2:** make sure that they are not complicit in human rights abuses.

Labour Standards

- Principle 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- Principle 4:** the elimination of all forms of forced and compulsory labour;
- Principle 5:** the effective abolition of child labour; and
- Principle 6:** eliminate discrimination in respect of employment and occupation.

Environment

- Principle 7:** Businesses should support a precautionary approach to environmental challenges;
- Principle 8:** undertake initiatives to promote greater environmental responsibility;
- Principle 9:** encourage the development and diffusion of environmentally friendly technologies.

Anti-Corruption

- Principle 10:** usinesses should work against all forms of corruption, including extortion and bribery.

A long-term vision for a better future

In the context of the global energy transition, businesses, regulators, and investors need a tool to channel their efforts toward long-term sustainability, transparency, and competitiveness. Taxonomy serves as such a tool. It functions both as an assessment framework and a guide, supporting energy market participants in achieving the ambitious targets set for the European economy by 2030.

What is taxonomy?

Taxonomy is a classification system providing a clear framework to assess economic activities according to their environmental impact. It was developed in the context of the European Green Deal, aiming to promote sustainable financing and ensure transparency about which activities are considered environmentally sustainable. For example, investments in renewable energy sources such as wind, solar and hydropower fall within the main categories covered by the taxonomy.

At the same time, it promotes the deployment of technologies that enhance energy efficiency – such as grid digitalization, smart metering systems, and innovations in energy storage – topics with which EVN is increasingly aligned and engaged at a fundamental level.

Taxonomy is a tool that not only supports companies but also facilitates investors and regulators in transitioning toward a truly green future.

Correct focus

For an energy company like EVN, the taxonomy provides an opportunity to correctly focus our investment program and efforts on projects that genuinely contribute to reducing carbon emissions and promoting sustainable technologies.

For us, the taxonomy has made a difference in a number of areas, the main ones being:

- Identifying priority projects: The taxonomy helps us identify activities that meet stringent environmental criteria. This includes investments in renewable energy sources, improvements in energy efficiency, and the deployment of innovative technologies.
- Implementing sustainable financing: Clear criteria enable the company to more easily manage its investments and direct them toward projects that fulfil sustainability requirements. This is particularly important in the context of increasing competition.
- Increasing transparency: Demonstrating accountability and commitment to environmental goals builds trust among regulators, customers, and partners. This is particularly important in the context of heightened corporate responsibility requirements.

Since 2023, large publicly listed companies have been required to disclose sustainable financial Key Performance Indicators (KPIs), including CapEx, OpEx, and Turnover. In this regard, EVN AG Group, which includes the EVN Bulgaria companies, is obligated to disclose the extent to which its activities meet the sustainability criteria of the taxonomy. For the companies of EVN Bulgaria Group, activities have been identified primarily within Elektrorazpredelenie Yug EAD, EVN Bulgaria Toplofikatsia EAD, EVN Bulgaria Renewables, and EVN Bulgaria Elektrosnabdiavane EAD. These activities are being assessed for compliance with the six environmental objectives: climate change mitigation, climate change adaptation, sustainable use and protection of water and marine resources, transition to a circular economy, pollution prevention and control, and the conservation and restoration of biodiversity and ecosystems.

The official and comprehensive name of the reporting is “Non-financial reporting and assessment of compliance of the economic activities in the companies of EVN Bulgaria Group with the criteria of the European taxonomy”. Its purpose is to determine the extent to which our economic activities and projects align with the criteria of the European Taxonomy for environmentally sustainable economic activities, and it is subject to audit.

The audit itself is conducted by an external auditing team comprising licensed and qualified specialists in sustainable finance and taxonomy. The process involves various operational teams within our company. For the successful conduct of the audit, responsible organizational units and key experts across different areas are directly engaged in preparing and providing detailed information and documentation to the auditor.

Within the scope of the audit, compliance with minimum (social) safeguards is reviewed as a prerequisite for the sustainability of the economic activities carried out by EVN Bulgaria.

The assessment and audit have confirmed our group’s full compliance with the set of rules in the following thematic areas:

- policies and processes in human resource management and respect for human rights.
- procurement of materials and management of our partnerships with suppliers of materials and services.
- ensuring safe working conditions.
- full compliance of our internal processes and corporate ethics with national and European legislation.
- adherence to high environmental standards and strict control to ensure our companies’ activities are carried out with no adverse environmental impact.
- assessment of the financial impact of various climate-related risks on the facilities and activities of the companies within the group.

Compliance with the above rules is ensured through the implementation of established management approaches within EVN Group, as well as organizational rules, instructions, processes, and measures at EVN Bulgaria Group level. These include the United Nations Guiding Principles on Business and Human Rights, the International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work, the Organisation for Economic Co-operation and Development (OECD) Guidelines for Multinational Enterprises, the EVN Code of Conduct, the EVN Human Rights Policy, the EVN Management Mission Statement, the EVN Sustainability Handbook, the Group Policies on minimum social standards and employees, the EVN values, and all associated country-specific legal regulations and guidelines.

From CSR to ESG: The path of transformation

For decades, energy companies have carried the torch of Corporate Social Responsibility (CSR), focusing their efforts on supporting communities, sustainability, and ethical practices. Today, however, under the pressure of the new policies and the need for deeper change, CSR has evolved into something more powerful, more integrated, and global: ESG – Environmental, Social, Governance.

The responsibility of energy leaders

Imagine a company that supplies millions of people with energy – the foundation of modern life. Yet, its activities inevitably leave a footprint on the planet. For a long time, CSR was the way companies balanced this footprint. They invested in green initiatives, organized volunteer programs, and supported schools, hospitals, or groups of people in need.

Today, ESG is transforming that dynamic. Sustainability is no longer treated as an add-on activity – it is now woven into the very core of corporate governance. For energy companies, this means not only minimizing the impacts of their activities but also redefining how they function, how they create value, and what opportunities they offer to future generations.

What has changed?

The main difference between CSR and ESG lies in how sustainability is perceived and applied. CSR often focused on initiatives that had a positive impact on society but were not always directly linked to the core business. ESG, on the other hand, demands a deep and measurable integration of sustainability into all aspects of operations.

For energy companies, this means:

- 1. Environmental:** Leading the way in decarbonization, energy companies must manage the impacts, risks, and opportunities associated with environmental issues. The pursuit of sustainable business involves investments that minimize negative impacts on the planet and implementation of sustainable practices that go beyond legal requirements.
- 2. Social:** Companies commit to long-term initiatives aimed at improving the lives of communities. This includes creating jobs in sustainable industries, ensuring safe and fair working conditions, and protecting vulnerable groups.
- 3. Governance:** ESG requires transparency, accountability, and ethics in corporate governance. Companies not only declare their commitments but also demonstrate their fulfilment through measurable results – building trust among shareholders, customers, and partners.

Inspiration for the future

The path to changing a business model, investing in new technologies, and taking risks in the name of a sustainable future is challenging.

We at EVN Bulgaria demonstrate how ESG principles can be integrated into practice.

Through properly targeted investments in grid modernization and development, refinement of business processes, care for nature and society, and the adoption of a sustainable management model, the company shows that ESG is not just another buzzword – it represents a genuine transformation. Companies that embrace this transformation will not merely witness the future – they will shape it.



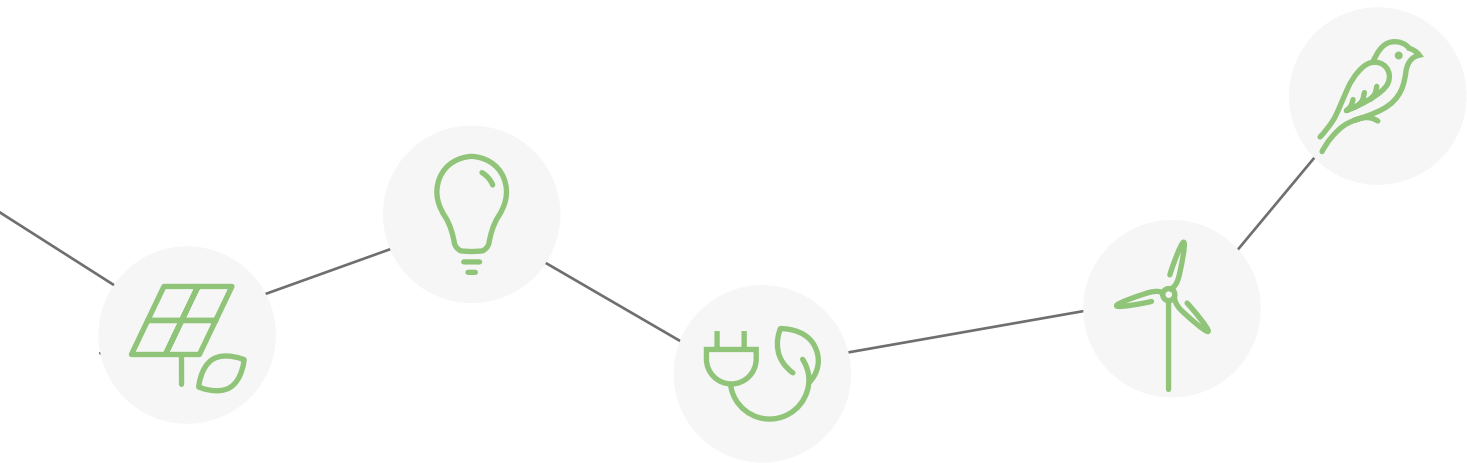
*Sustainable development is a key priority for EVN.
ESG principles are embedded in all our business decisions.*

We are expanding our green portfolio through investments in renewable energy sources, enhancing network efficiency with digital solutions, and working to reduce the carbon footprint of our operations.

In addition, we are developing corporate social responsibility programs that support local communities, education, and energy literacy. Our goal is not only economic success, but also a long-term positive impact on the environment and society.

We believe that by doing so, we are building a future where innovation, responsibility, and partnership go hand in hand – creating value for all stakeholders.

Kalina Trifonova
Deputy Chairman of the Board of Directors
of EVN Bulgaria



Investment in innovative renovation models

In search of better solutions, Bulgaria is applying successful European practices through pilot projects. The SHEERenov program (H2020) developed an innovative model for delivering integrated residential renovation services, based on successful approaches from Estonia and Hungary.

As a natural continuation of this experience, SHEERenov+ was launched (funded under LIFE 2022 programme of the European Commission) – a project that, through the creation of a network of one-stop-shop centres, offers comprehensive energy efficiency services. The ultimate goal of the project is to significantly scale up energy renovation in Bulgaria’s residential sector.

Partnerships and coordination

The project is led by the Centre for Energy Efficiency EnEffect. Key partners include EVN Toplofikatsia, the Bulgarian-Austrian Consulting Company (BACC), Energy Saving OOD, the Bulgarian-Romanian Chamber of Commerce and Industry, Gabrovo Municipality, Probuzhdenie EOOD and FIABCI Bulgaria.



EVN Centre for sustainable services – a novelty on the energy front

In line with the company’s commitment to supporting the development of sustainable solutions for the implementation of renewable energy, in 2023 we opened the EVN Centre for Sustainable Services at our headquarters in Plovdiv. The centre was established under the SHEERenov+ project and is part of a network of one-stop-shop office spaces for customer consultation, the creation of which is one of the project objectives. The Centre offers comprehensive energy efficiency services and information on opportunities to improve the energy performance of residential properties, as well as on available funding programs for such projects. At the EVN Centre for Sustainable Services, the team consists of experts from the company with extensive experience in the field of sustainable development and in-depth knowledge of current legislation and the regulatory framework.

Citizens and customers can receive consultations either on-site at the centre in Plovdiv or online, on topics related to:

- **Energy efficiency** – energy management and savings, energy efficiency audits and certification of buildings, assessment of current energy consumption, identification of the specific opportunities for reducing energy consumption, and recommendations for measures to improve energy efficiency.
- **Photovoltaic power plants for houses** – financing options and full implementation of solar installations for self-consumption.
- **Solar audits** – technical feasibility of rooftops and/or land for installing solar systems, optimal installed capacity of the systems, and expected annual electricity generation.
- **E-mobility** – sector development, opportunities for the installation of charging stations for electric vehicles.
- **Thermography of buildings** – ways to minimize energy losses through internal and external inspections using thermography methods.
- **Reconstruction of internal heating systems** – conversion of a vertical internal systems into horizontal ones.



The Centre operates by appointment only. Appointment can be easily scheduled through a dedicated form on our website, www.evn.bg, where working hours and the exact address are also provided to help customers plan their visit more efficiently. From the opening of the EVN Centre for Sustainable Services until the end of 2024, the company’s energy experts conducted over 180 consultations with individuals, both in person and online.

The topic generating the greatest interest has been the installation of photovoltaic power plants for homes. In 2023, after conducting 120 consultations on the topic, 27 contracts were signed for financing solar power plants for household self-consumption.

We expect 2025 to be a fruitful year for raising public awareness of sustainable energy opportunities, and we at EVN are committed to making that happen.



Energy from nature – wind, sun and the future

The development of renewable energy in the country is on the rise. The history of the sector is dynamic, marked by both periods of growth – such as the real “boom” in photovoltaic power plants from 2008 to 2012 – and more stable phases of regulation and calm. Following the EU's 2050 climate neutrality commitment and the Green Deal, large-scale investments in renewables are back on the agenda, and the sector is now advancing at a rapid pace. Renewable sources – primarily solar and wind power – undoubtedly bring enormous benefits, but they also pose serious challenges for the energy system. The integration of RES requires flexibility in the grid – through energy storage and rapidly adapting balancing capacity. In August 2023 alone, the country produced more solar energy than in the entire year of 2022. In 2024, the trend continued. However, we are also noting growth in the field of energy storage systems, which play a significant role in balancing.

Investing in renewable energy is a key part of EVN Bulgaria’s strategy with long-term benefits both for the economy, energy security and the nature.

The development of the sector will support energy independence as well as the resilience of the grid (especially when capacities are combined with battery systems). The predictability of cost is a significant advantage, and RES projects attract substantial international investment. All of this unveils new business opportunities, creates jobs, even introduces new specialties in the education system. As a company with a clear vision for the future, we are actively part of the progress.

In Bulgaria, EVN is one of the first foreign investors to implement projects for the production of energy from renewable sources. By the end of 2023, the company had established itself as an operator two photovoltaic farms: in the village of Blatets (Sliven district) and the village of Trastikovo (Burgas district), as well as a wind farm near the town of Kavarna (Dobrich district). The total annual electricity generation from their capacities exceeds 45,000 MWh.

In 2024, we built PVPP Karnobat, and the plant has already been commissioned. PVPP Karnobat has an installed capacity of 2.5 MW. It was built with a combination of a single-axis tracker structure and a stationary south-facing structure. It is estimated that Karnobat will add 3,500 MWh of energy per year. The expansion of the portfolio of RES projects does not stop there for us. We expect 2025 and 2026 to be successful years, with our launched initiatives and planned partnerships in the field of solar and wind energy being implemented.



Technology with care for nature

EVN Bulgaria's wind farm near Kavarna is equipped with a radar system that is part of the Integrated Bird Monitoring System. The system provides 24/7/365 monitoring of migratory birds in the region and automatically controls each turbine in the wind farm. Thus, the blades stop rotating when the system detects a large group of birds flying over. Once the birds have passed, the turbines are restarted.

Solar power for own needs: a pilot project for buildings of EVN Bulgaria

In 2023, EVN Bulgaria put into operation six rooftop photovoltaic plants on buildings owned by the company in Plovdiv. This happened in phases for the buildings of two of the company’s headquarters, two of the technical units (KEZ) in Plovdiv, the Dispatching Centre and the Data Centre. The total rated power of all six plants exceeds 260 kWp, with the largest installation having a capacity of 100 kWp.

None of the plants use grid capacity, and the energy production of each is consistent with the consumption of the building it serves. The installations of the technical units are also equipped with energy storage batteries. From October 2023 to the end of 2024, all six installations collectively produced 380 MWh of energy for self-consumption, resulting in 302 tons less CO₂ emissions compared to the standard energy mix.

The six photovoltaic plants are a pilot project, which we hope will be the first in a series of similar projects aimed at implementing the use of renewable energy sources to meet the energy needs of all buildings owned by EVN Bulgaria.





EVN Bulgaria accelerates the green transition

E-mobility is key to the modernization of electricity distribution grids in Europe, as well as to achieving environmental goals for more sustainable transport. The development of a sustainable and efficient charging infrastructure and the advancement of optimal charging methods for electric vehicles generate benefits for all participants in the energy sector.

Recognizing their role in the sector and the ambitious goals set for the gradual transformation of Europe to climate neutrality by 2050, the companies of EVN Group follow the established goals and plans for the development of e-mobility and related services.

EVN Bulgaria has 5 internal and 6 public charging stations across Bulgaria. It is planned to expand the network of charging stations by installing 25 new ones in retail chains, developing new services and increasing the number of electric vehicles in the company's carpool.

EVN Bulgaria believes in the development of the electric vehicle sector and that is why in 2020 it launched the E-mobility project. With this action, the company became a charging station operator and charging service provider.

EVN Bulgaria has six publicly accessible charging stations – three in Plovdiv, one in Grand Mall Varna, one in Pamporovo resort, and one in Smolyan. Charging is done via the free EVN2GO mobile app, which is compatible with all versions of Android and iOS.

Until 31.01.2022, charging at the charging stations in Plovdiv was free for users.

To encourage the use of electric vehicles, our charging stations allow two vehicles to be charged simultaneously using two independent ports. The energy they provide is generated from renewable sources, making charging another “green” step in favour of the environment.



Fast charger for green ideas

At the end of 2024, a partnership gave the green light to our ideas for the development of e-mobility in Bulgaria. EVN signed a contract with BILLA Bulgaria to build 25 fast-charging stations for electric vehicles on the territory of the chain's stores in 9 cities.

This partnership is of great importance to us because in this way, as Mr. Sipek, Chairman of the Board of Directors of EVN Bulgaria noted: *“Together, we are sending a strong signal for a sustainable energy future. EVN Bulgaria reaffirms its role as a leading and reliable supplier of energy and services, actively supporting the transition to e-mobility”.*

The charging stations will be delivered by one of the global leaders in renewable energy technology, SunGrow. They will have a maximum capacity of 120 kW and will allow two vehicles to be charged simultaneously. An important distinctive feature is that the energy supplied by EVN Bulgaria to the stations will be guaranteed to come from renewable sources – a rule we have been following since the launch of the E-mobility project in the country.



Biodiversity *conservation*

Infrastructure in harmony with nature

The licensed territory of EVN covers the entire Southeast Bulgaria with its mountains, fields, valleys, air, water, and land – with all the life that thrives there. It is our deepest desire that our activities benefit not only our customers, but every part of the ecosystem we inhabit. We have repeatedly said, and proven, that the commitment we make to people and nature is not just about meeting the requirements of various government bodies, it reflects our internal beliefs about ethical and sustainable business.

Nature conservation projects have another important aspect – they are a key factor in the security and sustainability of energy infrastructure. Conservation activities play a dual role. On the one hand, they prevent incidents with migratory and nesting birds, thereby preserving ecosystems and contributing to the balance of nature. On the other hand, these measures reduce the risk of outages on the electricity transmission grid.

As a result, not only the safety of endangered species is guaranteed, but also the stable and uninterrupted power supply in the areas concerned. This is particularly important for remote and rural areas, as well as those with seasonal activities, where even a brief outage can have a serious impact on people's daily lives and the operations of local businesses.

Following its environmentally responsible policy, EVN represented by Elektrorazpredelenie Yug applies effective methods to secure the overhead electricity distribution lines. The company looks for technically feasible solutions and installs special protective materials that cover exposed live components or prevent birds from using the facilities as resting and observation sites.

For 2024, the company successfully secured 413 electric poles and installed 540 reflective diverters, resulting in an electrical infrastructure that is safer for birds. This project is part of a larger biodiversity conservation initiative that includes cooperation with environmental organizations and research institutes. In this way, innovative solutions are being developed to reduce the impact of electricity distribution infrastructure on wildlife.



In its long-term strategy for developing the electricity grid, Elektrorazpredelenie Yug plans to increasingly implement underground cable lines in place of overhead power lines wherever the terrain allows. This practice not only eliminates the risks to protected bird species but also provides a more reliable and sustainable electricity distribution grid. In addition, underground cables are more resistant to weather and natural disasters, which contributes to a reduction in power outages.

Going forward, we will continue to actively work to protect the environment and biodiversity by integrating innovation and environmental solutions into our activities. We remain committed to invest in training and campaigns to raise awareness among the population about the importance of environmental initiatives in general and to demonstrate how business and nature can coexist in harmony.



Safe flight over the Burgas lakes

In 2021, Elektrorazpredelenie Yug and Bulgarian Society for the Protection of Birds (BSPB) officially launched the LIFE Safe Grid for Burgas project, funded by the LIFE Program of the European Union. This is the biggest project on the Bulgarian Black Sea coast for bird protection. It will be implemented in the wetlands around Burgas, namely Atanasovsko Lake, Burgas Lake (Vaya), Mandra-Poda Complex and Pomorie Lake, which are located on one of the two main migratory routes of birds in Europe – “Via Pontica” and are part of NATURA 2000 network in Bulgaria.

The aim of the project is to protect birds by reducing mortality caused by contact with overhead power lines of the electrical distribution grid. EP Yug's project, developed in partnership with BSPB, which was approved by the European Commission in May 2021 has a total value of EUR 5.5 million. In total, 75% of the funds come from the LIFE programme and 25% from EP Yug. The planned implementation period of the activities is 2021 – 2026.

In addition to protecting rare and protected bird species, the project will have a positive effect on the security of electricity supply for customers in nearly 14 settlements in the project area.

As part of the activities in 2023, the company built a new underground cable line with a length of 500 meters for Sarafovo neighbourhood. Cabling (underground cable laying) is the most effective solution, completely eliminating the risks of collision and electrocution for birds. This most durable long-term solution eliminates risks to birds and provides the most reliable and secure power supply for customers, regardless of weather conditions. In the same year, we installed bird protection insulation on over 1300 poles of 6 overhead lines, supplying electricity to the settlements of Banevo, Vetren, Rudnik, Miroljubovo, Izvorishte, Draganovo, Bryastovets, etc.

The insulations are of a new type, and it is the first time they are being installed over such a large area. The test period after their installation shows that this is a sustainable practice, which not only has a positive impact on birds, but also provides our customers with reliable and uninterrupted power supply.

The installation of 360 diverters was also completed at the end of the year. Diverters are reflective plates that help birds notice the overhead power lines from a distance and avoid them by flying higher.

In 2024, significant progress was made on key project activities. New underground cable lines with a total length of about 7.5 km were built in the area of the Solnitsite locality. Switching station Kyosheto was also built to connect part of the cable lines. This is the activity with the greatest conservation effect, eliminating the risk of collision and electrocution for birds. The additional effects of this activity, as with the other project activities, include reducing the number of outages on power lines due to bird collisions and ensuring reliable power supply to the residents of the Burgas region. A total of 484 risky poles were

secured during the year. The insulations are of a new type, and it is the first time they are being installed over such a large area. Data from the secured poles in 2023 shows a significant reduction in outages on the secured power lines and almost zero bird mortality. This proves the effectiveness of the technical solution used by EP Yug.

- By the end of the project, another 52 km of overhead power lines are planned to be laid underground
- To install protective insulation on over 200 poles, and mount 1000 diverters on the overhead power lines.



The project activities and the impact of the implemented measures were presented at the Wingspan 2024 international conference in Brussels. The event discussed the challenges related to the development of electricity distribution grids and the conservation of biodiversity in Europe. The forum was organized by the Renewables Grid Initiative and TB Raab (Technisches Büro für Biologie, Austria). The event was attended by representatives of the European Commission, the Ministry of Environment of Belgium, electricity distribution companies from Belgium, France, Germany, Greece, as well as environmental protection organizations.

It is always exciting to have the opportunity to exchange practices with proven experts in the field and to gain know-how from large-scale projects being implemented across Europe. We are proud that the achievements of the LIFE Safe Grid for Burgas project align with the highest standards for biodiversity conservation strategy and enhance the security of the power supply.



Life for the king of skies

Elektorazpredelenie Yug is the first infrastructure company in Bulgaria, coordinating beneficiary of a project under LIFE Programme. This happened with the implementation of the project “Life for safe grid” in partnership with the Bulgarian Society for the Protection of Birds (BSPB).

Imperial Eagle is a protected species included in the Red List of Threatened Species of the International Union for Conservation of Nature (IUCN). Recognizing the critical importance of its survival, we have made the conservation of this species an integral part of our work.

The project was implemented in the period 2013 – 2018. Its value is a total of EUR 4 million as part of the funds are provided by the LIFE Programme of the European Commission and the remainder – by EP Yug. The project was implemented in eight specially protected areas of NATURA 2000 – in the areas of Sakar (municipalities of Elhovo, Topolovgrad, Bolyarovo), Yambol, Sliven and Harmanli.

The technical activities carried out by Elektorazpredelenie Yug within the project included:

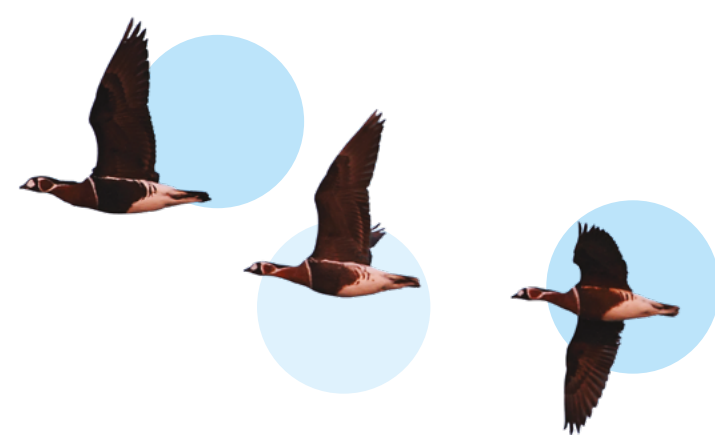
- 43 km of underground cables laid, replacing 70 km of overhead power lines dangerous to the birds. The biggest challenge in this largest scale technical activity was the difficult terrain which necessitated additional strengthening measures for the excavations.
- PAS system of 42 km (fully insulated conductors) built on overhead lines.

Three – that was the number of known nests of Imperial Eagle in Bulgaria in the 1970s. Today they are already over 40! We achieved it together with the tireless work of all the participants involved in the conservation of Imperial Eagles.

PAS system is one of the most modern methods for securing the power lines. Its implementation completely eliminates the danger of being struck by an electric arc and significantly reduces the risk of collisions of flying birds with power lines as the new conductors are more visible and easier to avoid.

- 2,340 electric poles shielded with protective insulations. The protective insulations are designed to protect the birds from electrocution when landing on the pole.
- 16 new transformer stations and one new switching station constructed.
- 10 “bird rests” mounted at a certain height from the wires allowing the birds to land safely.
- Specialized technical facilities built – for example, “catwalk bridges” (a bridge structure for the passage of underground cable lines over a river), plastic grating for birds, etc.

The project, along with its outstanding results, was presented to the public through various channels – including the specialized website www.lifeforsafegrid.bg, media materials, informational brochures and signs at key locations, and seminars both domestically and internationally – so that stakeholders could fully understand the scale and objectives of the implemented activities.



Other species under the wing of EVN

The Imperial Eagle is not the only species we have cared for. The Egyptian Vulture is the most rapidly vanishing bird of prey in Europe, with its population in the Balkans having declined by over 80% in the past 30 years. To prevent the extinction of the species, we have secured 280 electric poles in the Eastern Rhodopes with protective insulation.

We also took care of another endangered bird species – the Lesser Kestrel. In partnership with Green Balkans, we secured 209 electric poles, covering more than 20 kilometres of electricity distribution grid.

On the territory of the “Sinite Kamani” Nature Park, 176 bird species have been recorded, of which 149 are protected by the Biodiversity Act. Among them are the Owl, the Imperial Eagle, the Golden Eagle, and the Egyptian Vulture. For the safety of birds, along the overhead power lines in the area, we installed unique for Bulgaria insulators of the type “MST-spacers”. Once convinced of their benefits, we used such insulators in the project “Life for safe grid”.



Conservation of the White Stork

One of the most sustainable and long-term initiatives of EVN Bulgaria in support of biodiversity – launched as early as 2009 – is the conservation of the White Stork (*Ciconia Ciconia*) population in Southeast Bulgaria.

Over time, the White Stork has naturally shifted its nesting mainly on the electricity distribution grid. These birds are known for building some of the largest and most impressive nests in terms of construction. Due to annual repairs and additions, the nest grows significantly in size and eventually live components become part of its support. This often leads to sparking and the nest catching fire, causing serious economic damage and potentially leading to the loss of the offspring in the birds’ home.

To prevent outages and ensure the safety of the birds, the company installs metal platforms on the electric poles, providing a stable base for the nests at a safe distance – approximately one metre – from live components. This initiative reduces the likelihood of short circuits, fires, and power cuts caused by fallen branches or nesting material contacting the conductors.

With the 324 platforms mounted in 2024, the total number of facilities installed by EVN Bulgaria to protect the lives of storks amounts to 3764 for the period 2009 – 2024.

We are happy that through our work we have helped and continue to care for one of the most beloved birds in our region. We believe that with every stork we save, we also save a little bit of spring.



During the active breeding season of birds (from March to August), the company often receives signals of distressed birds. This is a partly positive sign – it means that people recognize us as guardians of birds and know that they can rely on us for assistance. Unfortunately, almost daily emergency situations arise that not only endanger birds, but can lead to serious failures and power cuts. We always strive to respond promptly and offer help when needed.

Signals of fallen nests after severe storms, young storks that are unable to fly and fall, as well as birds with entangled legs, are among the most common we receive. In some cases, it becomes necessary to urgently relocate nests from unsuitable locations such as old chimneys, church bell towers, or electrical poles of a medium-voltage grid. Thanks to the swift actions of citizens and our colleagues, many birds are given a second chance at life. Our work is always coordinated with the local Regional Inspectorates of Environment and Waters, various NGOs, as well as the Wildlife Rescue Centre of Green Balkans in the town of Stara Zagora.

Environmental management

Environmental responsibility is a guiding principle in the policy of EVN Bulgaria. In order to ensure its practical implementation at all levels within EVN Group companies, since 2013, we have been maintaining Environmental Management System in line with the international standard ISO 14001:2015.

The main rules on which the system is built are:

- Strict compliance with the applicable regulatory requirements.
- Consistent implementation of policies and good practices.
- Continuous monitoring of processes to avoid the risk of pollution.

One of the key elements of maintaining ISO 14001 in our group is the involvement of all employees in the process. This includes regular training sessions, workshops, and initiatives to raise awareness of the environmental aspects and goals of the organization.

The system contributes to achieving the necessary competence and awareness of the meaning and importance of the activities carried out to fulfil our environmental policy, as well as the possible negative consequences of non-compliance.

Each year, we successfully pass supervisory audits conducted by a certification services company that confirm the certificate issued.

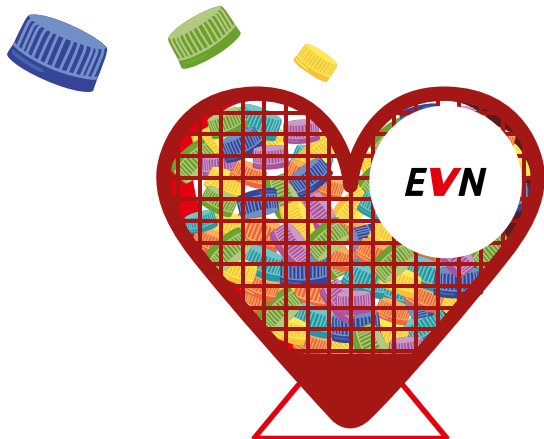
Waste management

In line with its environmentally responsible policy, EVN Bulgaria continued in 2024 to separately collect production and hazardous waste, which was subsequently handed over for recycling and disposal to companies holding the appropriate permits. Amid the dynamics of daily operations, the company delivered nearly 17 tons of paper, thereby saving 306 trees from being cut down.

Proper waste management within the companies of the group helps conserve natural resources. Recycling, recovery, and disposal of waste, in turn, prevent environmental pollution from hazardous substances.

For five consecutive years, we have been working together to reduce the amount of PET plastic, which takes 450 years to decompose in nature. We achieved all this by placing special recycling containers for plastic bottles in the company buildings in Plovdiv, making it easier for our employees. Through collective efforts in 2024, we handed over an additional 454 kg of plastic bottles for recycling.

In support of a good cause and to help children's lives, we continue to be part of the "Caps for the Future" campaign. The big heart where we collect the caps "beats" in every headquarters in Plovdiv and is designed to collect not only the caps with special markings but also those from hygiene products. Every six months, we fulfil our commitment to deliver the collected caps, with the last campaign taking place in October 2024.



Responsibility – beyond professional commitment

The good that is created by the hands and nourished by the heart

Knowing that you can leave a mark is enough to motivate you to act. Knowing that with your actions you can change and shape the world around – that is truly inspiring. At EVN, we are naturally inspired, which is why from the very beginning, we have worked to ensure that the environment in which we live and develop is enriched by our presence, blossoms and thrives. Through our actions, we express our vision of how business should be conducted in a key sector like energy.

The easiest part was finding like-minded individuals. When you surround yourself with people who share core values in one area, it is very likely you will share values in others as well. We recognize that our company holds great potential for positive impact, primarily stemming from individuals whose worldview is focused on sustainable living, building functional communities, and creating a cleaner, greener future for both people and nature. Ten years ago, we established the EVN for Bulgaria program to provide a home for all good intentions and for all Good Fellows with a kind heart – to change the world together.

Gradually, we turned the implementation of good ideas into our mission. Today, we are proud to say that our mission has been successful.

What have we accomplished in 10 years?



EVN за БЪЛГАРИЯ

Within the program, we implement initiatives benefiting both society and nature throughout Southeast Bulgaria. We gather ideas for actions from our colleagues or external organizations, and we provide the resources, technical means, and time necessary for their implementation. EVN for Bulgaria is carried out in two alternating formats – one year dedicated to volunteer initiatives by our colleagues (internally known as Good Fellows), and the next year focused on executing public benefit projects with external partners.

In 2015, we began with a year of volunteer actions. This format was also implemented in 2017, 2019, 2021, and 2023, resulting in the following Good numbers: 234 actions carried out across Southeast Bulgaria, 1,814 Good Fellows making it possible, and a total of 14,960 hours of selfless volunteer work.

Beneficiaries of the volunteer initiatives include various groups in need – non-government organizations, associations with public benefit activities, children's and elderly care homes, children's institutions, parks, gardens, communities, and those affected by victims of disasters.

In 2016, 2018, 2020, 2022 and 2024, we directed the power of the EVN for Bulgaria program towards financing external projects in the fields of energy efficiency, education and ecology. We received truly compelling proposals from a range of organizations, and we believe that our achievements will have a lasting impact. In 2016, EVN for Bulgaria focused on financing external public benefit projects with an environmental orientation.

At the end of May, four projects were approved for funding. By November, all of them were successfully implemented.

- “Emanuil Manolov” School of Arts in Kazanlak was transformed after the repair of its western facade, including new joinery, plastering, and painting. The implementation of the project was undertaken by “Iskra 1860” Community Centre.
- “Fun in the Mountain” Association installed a photovoltaic system and piezo trail at the forestry school in Smolyan.
- The atmosphere of the children’s ward of Multi-Profile Hospital for Active Therapy “Plovdiv” was enhanced with a lighting upgrade carried out by an informal group of individuals known as “Good-doers”.
- “Parallel World” Association replaced joinery and constructed a new electrical installation at the Centre for social rehabilitation and integration for children and young people with disabilities in Plovdiv.

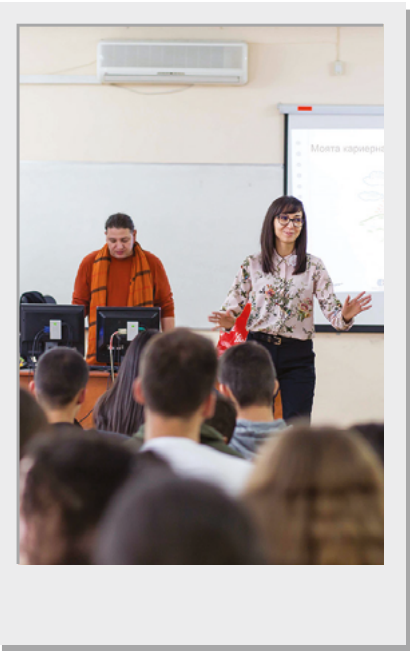
In 2018, EVN aligned the program with the waves of knowledge and supported two external projects in this field. One of them, “What I want to become,” was implemented in partnership with Job Tiger and Business Foundation for Education. The aim of the project was to acquaint students from grades VI, X, and XI with the possibilities of career counselling, so that they would be more informed when making important decisions such as what education to choose and which profession to pursue. The project “What I want to become” reached over 2,200 students from the target groups across 40 educational institutions in 10 Bulgarian cities. Meetings were organized in Class Hour which not only contained a presentation, but also representatives of EVN from first person were telling their career stories. The developed content of the meetings draws the attention of the students to the local career consultants from the municipal centres for career guidance to the Ministry of Education and Science (MES).

The second project, funded in 2018, was that of the National Rehabilitation Centre for the Blind (NRCB). The project focused on establishing a resource centre to support the inclusive education of visually impaired students. EVN Bulgaria donated equipment that includes technical aids for reading, processing, scanning, and printing texts that are otherwise difficult for visually impaired users to access. In addition, we provided financial support for the monthly remuneration of a visually impaired individual employed on a four-hour workday, to assist, train, and inform NRCB users in working with the provided technical equipment.

In 2020, we turned our attention to one of the most prominent trends in energy – the construction of photovoltaic power plants for the self-consumption needs of buildings. For the “Valentina Tereshkova” Kindergarten in Pazardzhik, we implemented a project to build such a plant, helping the Municipality to incorporate more renewable energy sources to meet the needs of budgetary structures.

The installed capacity of the plant is 29,76 kW, and the excess energy generated is fed back into the grid. This modern solution holds promising potential for enhancing the environmental image of Pazardzhik.

The construction of the plant took 1 week and involved colleagues from KEZ Pazardzhik, employees from several company departments, and employees of the Municipality of Pazardzhik. Once again, we proved how the different units within EVN successfully collaborate both with each other and with external organizations to create modern solutions for the needs of society. The official opening of the plant took place in October 2020.



2022: EVN and WWF Bulgaria with a mission for a green future

Inevitably, as the years go by, our desire for large-scale projects with long-term positive impact grows stronger. In our partnerships, we have always sought deeper meaning, opportunities for development.

Bulgaria is a wealthy country, blessed with diverse and stunning nature - a queen we must protect and preserve with all our might. That’s why we are happy and proud of the cooperation successfully carried out over the past three years between EVN and WWF Bulgaria. Together with one of the world’s leading international organizations, we joined efforts through the EVN for Bulgaria program to preserve riparian forests in Bulgaria, step by step trying to restore the brilliance to the nature’s royal crown.



Riparian forests are among Bulgaria’s most valuable ecosystems, playing a key role for both nature and people. Located along riverbanks, they provide vital functions for maintaining ecological balance and improving quality of life.

From a conservation perspective, riparian forests are a refuge for rare and endangered plant and animal species. They provide habitats for birds, mammals, amphibians, and fish, while also contributing to biodiversity. Furthermore, these forests act as natural filters, cleansing water of pollutants, sediments, and pesticides, thereby improving water quality.

For people, riparian forests play a crucial role in flood control by retaining and slowing water flow. They also help regulate the microclimate, mitigating extreme temperatures and protecting soils from erosion. Besides their ecological functions, these areas offer opportunities for recreation, tourism, and sustainable development, contributing to the economy and well-being of local communities.

We laid a solid foundation

Our long-term commitment included planting appropriate tree species along the banks of the Maritsa River near Stamboliyski, as well as providing comprehensive care for these plantations. We regularly cleared the area of weeds and waste and provided mulch to retain moisture and protect the plants. EVN Good Fellows and WWF experts worked tirelessly to ensure every tree had the chance to grow strong and healthy. Our partnership with WWF Bulgaria demonstrates that when we combine the efforts of businesses, conservationists, and volunteers, we can achieve significant results. The restored riparian forest near Stamboliyski is a living, growing metaphor for the balance we can restore to nature if we lend a helping hand.

Here’s exactly what we achieved during the entire partnership:

We began in 2022 by publicly announcing the cooperation between EVN and WWF. Without wasting time, we started caring for existing plantations in the area:

- WWF organized watering of poplar, willow, and alder saplings during droughts in spring and summer months.
- Specialized blue nets were placed around the saplings to protect them from gnawing by wild and domestic animals.

... It was time for the next species:

- We collected acorns from summer oak with the participation of EVN volunteers.
- We planted the acorns (in over 1,500 planting holes) again with EVN volunteers
- We also collected black alder seeds with our volunteers.

We continued with the care in 2023:

- We watered poplar, willow, and alder saplings on the site again. We organized a total of 11 waterings in late spring and summer, with 2 waterings per week during the hottest periods. Due to record hot and dry summer, reforestation efforts across the country showed low results.
- We conducted a check for seed production from summer oak trees in the area. In 2023, there were no acorns even on individual trees. For this reason, after consulting with EVN, the acorn collection was postponed to 2024.
- We planted over 550 saplings of black poplar, white poplar, and white willow, and 500 black alder saplings, again with Good Fellows.
- We weeded, hoed, and mulched oak saplings and alder, black poplar, white poplar, and white willow saplings, greatly assisted by our EVN Good Fellows.

Back in the field in 2024

- We placed new protective nets around the saplings to prevent them from being gnawed by rabbits and other herbivores.
- It was time for spring cleaning of household waste from the area.
- We carried out three sprayings with repellents against grazing, which yielded good results, and for 2024, the damage from herbivores is negligible.
- Final step towards a forest – we planted nearly 7,000 collected acorns in over 1,500 planting holes covering an area of nearly 10 decares.

Although the project has now concluded, its results will continue to be seen and felt for many years – in the air we breathe, the water we use, and the nature we call home. We can proudly say that together with WWF Bulgaria, we have made the world around us greener, more vibrant, and better.



Recognition for our efforts

- In 2024, our partnership was honoured with the Jury Award in the "Responsible businesses" category at the Annual Biodiversity and Climate Awards, organized by the Bulgarian Biodiversity Foundation.
- We won third place in the "Green Partnerships" category at the "The Top Green Companies in Bulgaria" national competition, organized by b2b Media.
- The project also achieved third place in the "Investor in the Environment" category at the 2024 Annual Responsible Business Awards, organized by the Bulgarian Business Leaders Forum.

These recognitions are further proof of the significance of our joint efforts with WWF Bulgaria.

Support for education

We support education, building strong connections with the future

Investing in education is not just a social responsibility; it is a strategic decision that secures the future of companies and society as a whole. By supporting young people businesses ensure they have well-prepared, motivated staff who bring the spirit of innovation. This is particularly crucial in industries such as energy, where technology evolves rapidly, and the demand for highly skilled professionals is constant.

Companies recognize that their role extends beyond merely providing employment. When business and education institutions work together, they create a sustainable development model benefiting all involved.

Students gain practical skills and a clear understanding of their career opportunities, educational institutions become more efficient, and companies build a solid foundation for their activities. This creates healthy and valuable competition both in the educational sector and in business.

Initiatives that make a difference

EVN Bulgaria demonstrates that when businesses invest in education, they not only contribute to the development of young people but also build a bridge to the future – a future where innovation, professionalism, and sustainability go hand in hand.

Through its initiatives, the company inspires not only students but also society as a whole, showing that success is achievable when we work together.

Supporting education is not just an act of goodwill; it is an investment in tomorrow, in new ideas, and future leaders. When these leaders cross the bridge built by collaboration between businesses and education, they carry with them the potential to change the world.



Graduated with a profession

One of the most important initiatives we are developing, which is tailored to the modern needs of students, is dual education.

What is dual education?

If theoretical learning is the sketch for a student, then practical experience is the 3D model of their future professional life. Dual education combines school lessons with paid internships in real work environments during the 11th and 12th grades.

Why is this important?

Dual education offers numerous advantages benefiting both students and businesses.



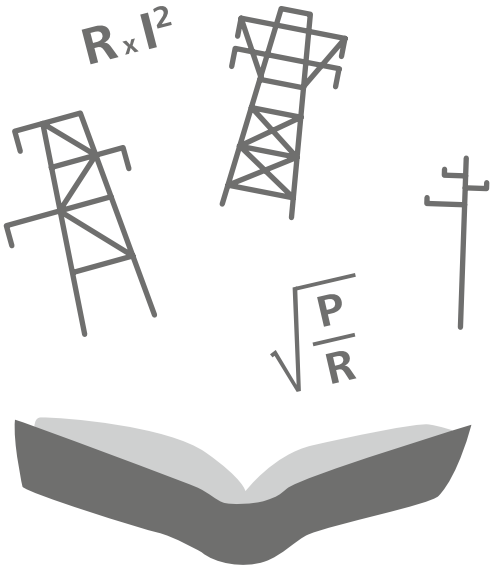
Turning theory into real skills – working with actual equipment and machinery helps students better understand the principles they learn.

Developing critical thinking and problem solving – practical experience teaches students to find solutions to real technical cases instead of merely memorizing information.

Increased motivation for learning – alternating between practice and theory keeps students engaged and helps them acquire knowledge and skills more effectively.

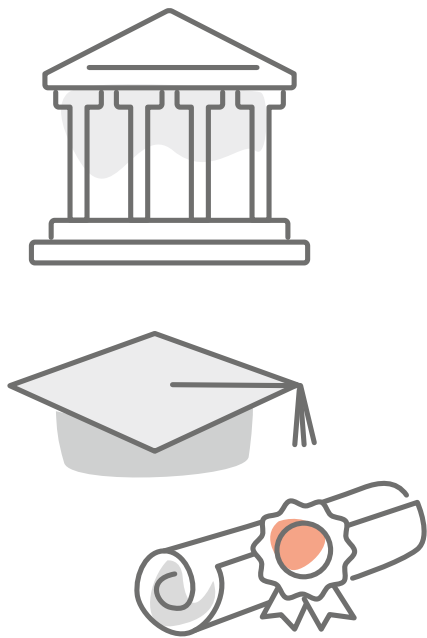
Teamwork and professional adaptation – students become accustomed to real work environments, enhancing their communication skills and adaptability.

Better career opportunities – students with practical experience often find employment more quickly and secure better positions.



The need for specialized technical personnel makes dual education popular and effective for the country, especially for a company like EVN, where technical activities are fully mastered in practice. Since the start in the distant 2016, we have developed the largest dual education program in the country. Currently, we partner with 11 vocational high schools specializing in electrical engineering across 11 cities in Southeast Bulgaria: Asenovgrad, Burgas, Dimitrograd, Kardzhali, Pazardzhik, Plovdiv, Sliven, Smolyan, Stara Zagora, Haskovo, and Yambol. Currently, 308 “EVN students” from 8th to 12th grades participate in dual education. To date, 125 students from the program have graduated across all schools, and 38 have been hired on permanent contracts within various technical units of the company. Thus, through experience and knowledge, mentorship, belief in abilities, and high standards, we most effectively reveal to young people the importance and the magic of the profession.

Our long-term and consistent investments in dual education are a vivid example of successful public-benefit activity. They bring benefit to all parties: children gain practical knowledge and skills, career orientation and increased career opportunities; schools come alive. Our company welcomes new employees with excellent qualifications, understanding and attitude towards the profession and a horizon for development. In a broader sense, we encourage local communities, create opportunities in hometowns, reduce youth unemployment, and train professionals in high-demand careers, thus supporting the economy.



On the way of electricity

To make the educational process more enjoyable and ensure children feel comfortable at school, EVN Bulgaria supports partner schools by creating information walls titled “On the way of electricity.” These walls trace the journey of electricity from its production point, through all facilities and infrastructure, to the end consumer. The walls are accompanied by relaxation corners because we want to demonstrate that learning can happen anywhere, and that fun and rest not only do not hinder the process but actively support it.

We have built such informational walls in 8 schools. A significant improvement made for vocational high schools is the establishment of specialized EVN classrooms. The equipment in these classrooms, donated by the company, includes everything needed for the educational process – furniture, technical equipment, educational panels on the walls, etc.

Most recently, we created such a classroom for the Vocational High School of Electrical Engineering and Technologies “G. S. Rakovski” – Stara Zagora. This brings the total number of EVN classrooms to five, located in vocational high schools in Plovdiv, Burgas, Yambol, Kardzhali, and now Stara Zagora.

EVN also collaborates with technical high schools to conduct production practices for traditional day-time educational specialties. We currently have such partnerships with high schools in Nova Zagora, Harmanli, Elhovo, Devin, and soon we expect the vocational high school in Madan to join this initiative.



Students, time to work!

EVN Bulgaria's internship programme, "Youth with Future," is among its most successful and inspiring initiatives. It provides young people with the unique opportunity to experience a real working environment, closely familiarize themselves with processes in the energy sector, and develop practical skills at a crucial moment when career choice significantly impacts their further development. For many participants, this program is not merely an experience but the beginning of their careers. Since its inception, nearly 800 students have interned across various company departments, and over 250 have continued their career journeys as colleagues in the company.

An internship at EVN opens the doors to the energy for young professionals, offering a wide range of professional areas where they can successfully develop, both within and outside the company. The program is carefully structured to match tasks with interns' skill levels and the needs of the team they join.

Each intern is accompanied by an experienced company mentor who encourages, educates, and supports them throughout their stay.

"Youth with Future" has been held annually for three months – July, August, and September – for 19 consecutive years. Therefore, we confidently state that EVN has traditions in educational relationships and highly values and continually seeks the fresh spirit, enthusiasm, and genuine curiosity young people bring to their work.

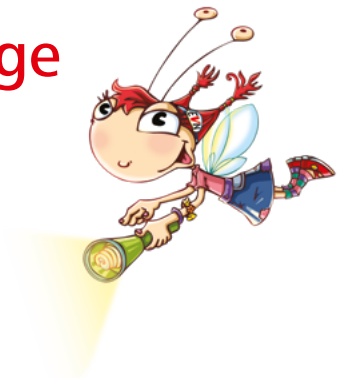
In addition to internships, EVN Bulgaria collaborates with various Bulgarian universities by participating in career forums, offering more work and internship opportunities, mentoring diploma projects, conducting practical exercises and specialized lectures tailored to the needs of the energy sector, and providing comprehensive support and sponsorship for students' quality education, including equipping educational laboratories with EVN devices.

These partnerships enrich the educational system, making it more relevant to contemporary business requirements. With the experience we have gained over the years, we have learned that top talents emerge at university but mature through practice; hence, we continue maintaining and strengthening this valuable bridge between us and the educational institutions in the country.

We maintain long-standing collaboration with the Technical University – Plovdiv, and on 06.04.2023, a Memorandum of Cooperation was signed between Technical University – Sofia and Elektro-razpredelenie Yug regarding the master's programs we develop there.



Children – true conductors of knowledge



The firefly Evy and the rabbit Encho were created in 2012 by illustrator Maya Bocheva.

School is the environment where children begin to explore the world, recognize their role in society, and understand that their actions have consequences and their opinion matter. To meaningfully channel their energy and develop into responsible decision-makers guided by values and

It is thus essential to create an environment encouraging children to ask critical questions and find answers through their experiences. The best results come from applied arts, games, and methods that, without stress, foster lasting knowledge about the world, which children can freely in various situations.



The initiative targets students from 2nd, 3rd and 4th grade and is supported by regional inspectorates of education and schools in Southeast Bulgaria.

The initiative's programme includes lessons in the "class hour", entertaining games, and competitions, enabling students to easily learn about effectively utilizing energy resources.

Our main aspiration is to build children's "green thinking" – responsible attitudes towards Earth's resources and sensible, safe energy use at school and home - in a fun and engaging manner.

knowledge, they need support, inspiration, and the right role model. The most important thing, however, is to ignite their curiosity and thirst for knowledge.

For this to occur, the learning process must be emotionally engaging, full of discovery, enthusiasm, and commitment from both teachers and children.

With this idea was born EVN's fairy-tale characters were created to guide children toward understanding the Earth and ways to protect it and care for its resources.

We launched "Evy and Encho's class. Lessons on energy and ecology" in 2009. Within this initiative, we provide partner schools with informational materials that explain energy efficiency and safe use of electrical appliances at home in a child-friendly way.

Why are energy lessons important?

- 1. Children enjoy responsibility. Teaching them that protecting nature is also their responsibility and demonstrating how they can fulfil it helps them feel useful, independent, and capable.
- 2. Children are curious. Teaching them new, interesting things like energy production, smart homes of the future, and the path of electricity satisfies their inner desire for new knowledge and builds a fuller picture of the world around them.

Most stimulating for children is the opportunity to apply their knowledge practically, acquire new skills in an engaging way, and achieve tangible outcomes. Project-based learning allows teaching methods to adapt to each child's needs and abilities, forming key competencies and functional literacy despite group differences, creating cohesive teams where everyone has a place and feels useful and accepted. This is what we do during Evy and Encho's classes.

And, of course, there are prizes!

Each year, one school wins a major Eco-city competition prize. Winners improve their facilities according to their choice, delighting classmates and teachers.

Over 11 years, Eco-city winners received:

- 3 outdoor sports playgrounds full of energy.
- 2 outdoor classrooms for inspired learning.
- 2 multimedia boards with educational software for the purposes of modern education.
- 1 interactive activities room.
- 2 enhanced outdoor spaces for learning and play.

At the end of each school year, children create age-appropriate projects to materialize and verify their learning's usefulness. Children in 2nd and 3rd grade create an interactive booklet with energy efficiency tips. They themselves find, select, and group the tips that's easy to implement at home yet impactful. In fact, the impact of these changes depends entirely on how much effort they put in.

Since 2014, the energy lessons of Evy and Encho for the fourth-grade children culminate with a competition to create an "Eco-city" model, showcasing what they have learned. The models reflect students' visions for a modern city with efficient resource use – advanced energy production technologies, smart homes, renewable energy sources, waste separation, and recycling.



Second and third-place schools also receive memorable prizes, such as a children's festival or educational trips to Plovdiv and EVN's interesting facilities. During the coronavirus pandemic, when gatherings were restricted, we provided partner schools with different facility upgrades – computer room equipment, smart TVs, air conditioners, etc.

Together for 15 years!

Evy and Encho have been attending school for 15 years. While they have evolved considerably, they have stayed true to themselves – cheerful, curious, and helpful guides for younger students. We currently partner with 47 schools across Southeast Bulgaria. Since the program's start, 49,060 students have participated in energy lessons. For the 2024/2025 school year, we welcomed 3,251 new second graders who will grow from little fireflies and bunnies into protectors of energy.

The finalists of the 2024 Ecocity competition



First place – Primary School "St. Paisii Hilendarski", Kazanlak



Second place – Primary School "Prof. Marin Drinov", Panagyurishte



Third place – Primary School "Hristo Botev", Enina

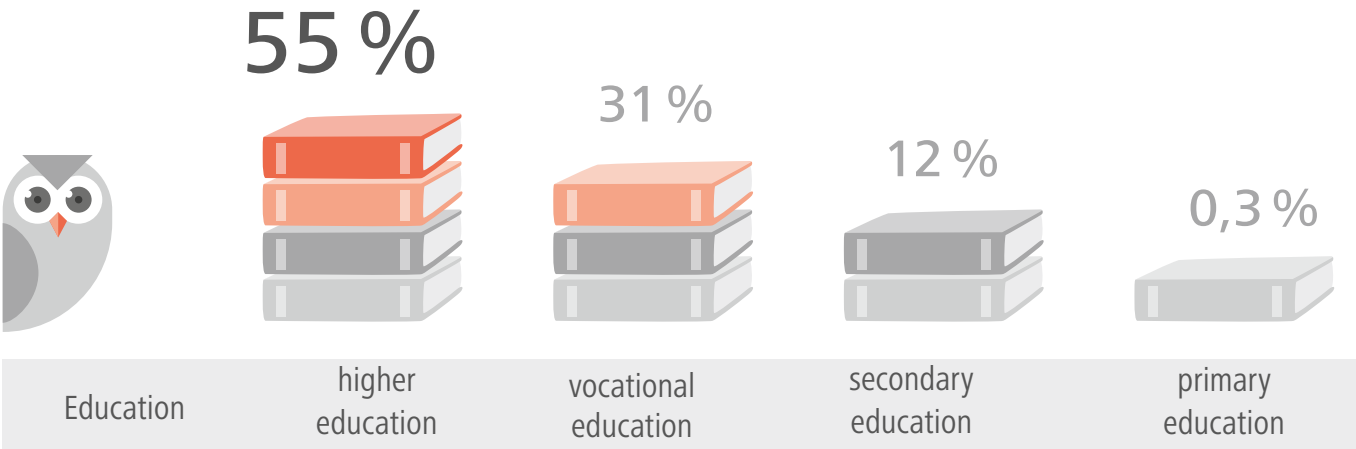
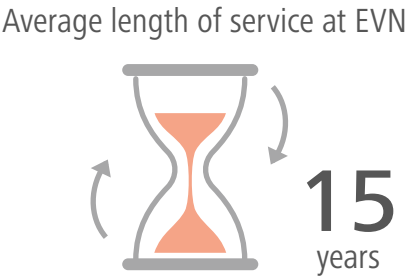
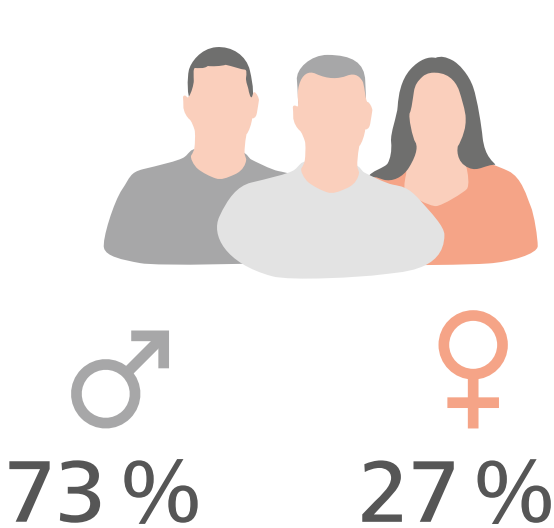
Throughout the initiative's duration, we invested BGN 1,958,525 in educating our children, knowing such investment yields substantial returns!

Team energy – *when people shape success*

Corporate culture is not static – it is a living organism that evolves with each new person, every new initiative, and every challenge the company faces. The true strength of an organization lies not only in its strategy or resources but in the spirit that unites its people. When this spirit is strong, the company thrives.



EVN's strength in numbers



Corporate culture – the spirit that connects, inspires and drives forward

Corporate culture is not just a set of well-sounding principles written in corporate documents or quoted at important events. It is the heartbeat of the organization – the invisible yet tangible connection between employees that influences how people work together, make decisions, cope with challenges, and celebrate successes.

Corporate culture is a collection of shared beliefs, values, and norms that guide behaviour and interactions within an organization. It is reflected in everyday small gestures – how a new colleague is welcomed, how mistakes are handled, and how recognition is given for a job well done. Company culture sets the tone for internal communication, leadership styles and how a company embraces changes.

Why is corporate culture crucial?

A strong corporate culture directly impacts employee motivation and engagement. When employees share common values and feel part of a cohesive community, they are more inclined to contribute toward common goals, innovate, and enjoy their work.

Corporate culture also plays a key role in attracting and retaining talent. People are not just looking for a good salary and stability – they want to work in an environment where they feel valued, respected and inspired. Companies with a positive culture have lower staff turnover and increased productivity.

Challenges to corporate culture

As a company grows, expands and hires new people, sometimes there is a loss of closeness and personal attitude. Nostalgia for the "old days" and skepticism towards changes can lead to a lack of engagement and doubts about the direction of development. At times like these, it is crucial for every employee to know that while the company may be changing, its traditions, values, and spirit remain alive. Culture is not lost – it adapts and evolves to meet new challenges.

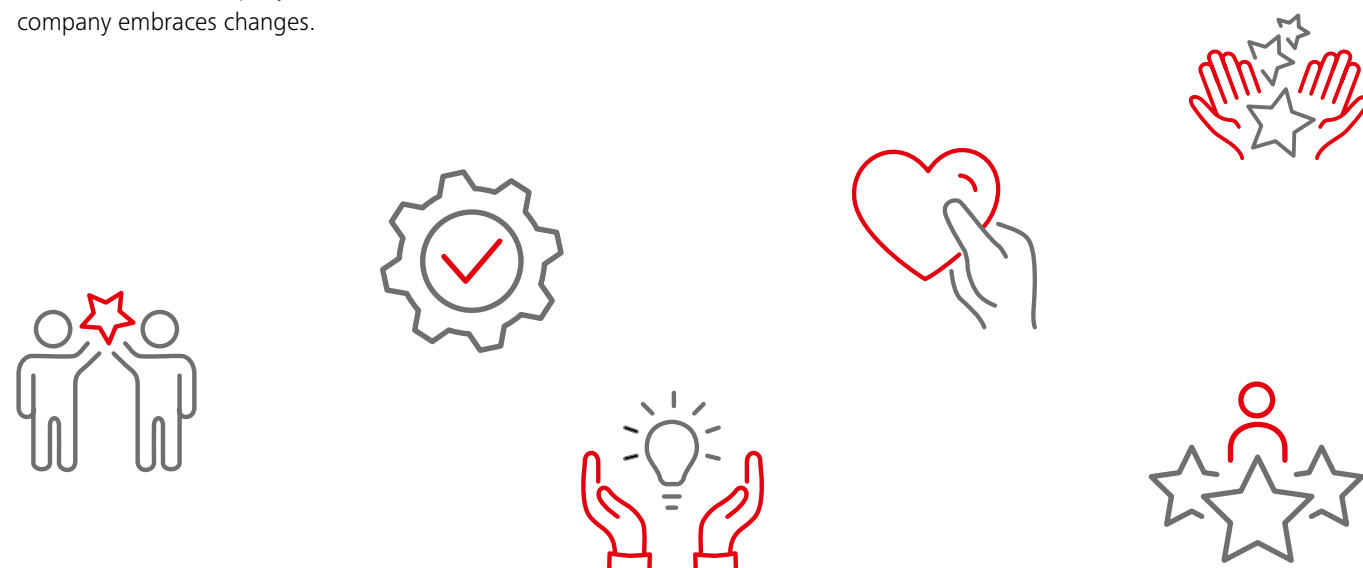


Corporate culture is the invisible thread, the living bond that connects us all, keeping us together and making us stronger. It is not just words or values written in a document – it is the way we work as a team, support each other, and achieve success. I firmly believe that when we are united by shared goals and values, we can accomplish not only a thriving business but also a positive impact on society.

Corporate culture is reflected in every task we complete and every project we undertake – from volunteer initiatives and charitable activities like EVN Run and Christmas bazaars, to regular operations and those we must carry out in challenging times, to campaigns that reinforce our core values and support employee development, all the way to moments of celebration such as 'Hello, Summer.' These initiatives prove that when we stand together and look in the same direction, we can overcome challenges and create value not only for our company but also for those around us.

Our strength lies in our people. Our culture does not just happen – it is created every single day by each and every one of us. And together, we will continue to nurture and develop it because when we share the same values, we share success.

Alexander Sipek
Chairman of the Board of Directors
EVN Bulgaria



How do we build and maintain a strong corporate culture in EVN?

- **Clear values and vision** – when everyone in the organization knows the basic principles that guide them are, they more easily identify with and support it. One of EVN's greatest strengths is the consistent application of the principles of behaviour in the execution of the objectives set.
- **Open communication** – good communication practices build trust and transparency. This means both informing employees and actively listening to their opinions and suggestions.
- **Recognition and support** – we value employee's efforts and encourage their professional growth. In our company, we conduct training for our leaders and follow modern practices in employee management to ensure everyone feels heard, seen, and valued.
- **Team care** – corporate culture is most strongly felt when the company demonstrates care for its employees through professional development, work-life balance, and support during difficult times.
- **Adaptability and flexibility** – our sustained presence results from our ability to change and develop in response to a dynamic environment without compromising core values.

Mission of management and driving values

The clear mission of management and shared values form the foundation on which every successful organization is built. The company's main principles, beliefs, and ethical norms that shape our culture are outlined in our Charter. This document serves as our compass, guiding our behaviour and strategies to align with our long-term goals.

The EVN Charter consolidates and communicates our standards of work and actions that we consider ethical and appropriate for achieving our economic and social objectives. Our Charter includes the vision and mission of EVN, familiar to every employee.

At group level, in 2013, three core values were defined for all employees of the EVN Group. These are the so-called "driving" values describing the principles that guide us in our work. They are universal for employees and management alike in Austria, Bulgaria, North Macedonia, and Croatia. The driving values of EVN Group are ensure, encourage, enable.



ensure
осигурявам
sichern
обезбедува

We ensure quality and success.

We aim for consistency and security.
Our employees are competent, reliable and oriented towards high quality.

Everyone is committed to achieving the best quality for our customers, security of energy supply and environmental services in line with our strategy.

Through our professionalism, we contribute to the company's growth.



encourage
насърчавам
ermutigen
охрабрува

We encourage the development of our people.

We encourage a well-intentioned attitude and help each other.

Good spirits and a positive atmosphere are equally important for both the success of our companies and the development of our employees..

We encourage each other to develop our skills, learn and discuss constructively.



enable
осъществявам
ermöglichen
овозможува

We enable innovation for a better future.

We don't just talk, we also act and that's how we achieve our goals.
We are always fair and choose the path that leads to concrete solutions.

We engage in projects that have long-term benefits for people and nature.

For us sustainable development is an important goal in all areas.

Together we create a better work and life environment

In today's world of fast-paced organizations, a company's success depends not only on its business strategy, but also on the way it cares for its employees. The package of additional benefits is a key to creating a satisfying work environment that attracts, motivates, and retains talent. This care demonstrates that the company values its people not only as employees but also as individuals with unique needs and priorities. Health insurance, flexible working hours, food vouchers, sports cards, and mental health programs are important and, dare we say, mandatory part of the employer-employee relationships.

Additional benefits are not static elements of company policy. They evolve according to employees' expectations and needs, as well as labour market dynamics.

In recent years, there has been increased focus on benefits promoting well-being – personal development programs, psychological support, extra days off, volunteering opportunities, and eco-friendly initiatives. EVN follows this trend.

In addition to the standard benefits package, employees in the company have access to sector-specific benefits and those designed to provide an even greater sense of calm and security. These include, for example, group "Life," "Occupational Accident," and "Critical Illness" insurance, additional financial incentives for holidays and important life events, extra days of leave for length of service, for specific working conditions, and for children. One of the latest introductions to the workflow is the option to work remotely.



When in 2020 the world was gripped by the coronavirus pandemic, remote working became the only way for companies to continue their operations. We were no exception. Due to its benefits, remote work remained a permanent option for our employees, where applicable. The company has adopted a hybrid work model, which combines days of working from home with in-office days at the usual workplace. Several hybrid models have been established, each tailored to the nature of work and specific tasks during a given period.

We invest in our employees

Energy for knowledge from EVN Academy

EVN Academy is the specialized unit of EVN Bulgaria, which coordinates all internal and external qualification events of the company. The vision of EVN Academy relates to targeted and long-term development of the employees and it seeks to increase their skills and knowledge. For a company striving for leadership in the sector, it is extremely important that employees keep their knowledge and skills up to date, find paths within the company for self-improvement, and fulfil their needs for development and change.

The role of EVN Academy is significant because it manages all specialized trainings, regular annual training sessions, as well as trainings for all new and major company projects (such as the integration of SAP 4HANA and the implementation of digital applications across many company activities). Additionally, the course portfolio is continuously enriched to meet the expectations of employees and the market.

EVN Academy was one of the first departments established after we began operations in Bulgaria. Operating since 2006, its achievements in training our employees have been impressive.



The modern space at EVN Academy is inspiring.

At EVN, development never stops. Over the years, we have carried out:

- Over 11,100 training sessions with more than 73,000 visits.
- Over 800 external training sessions involving 1,800 colleagues.
- 8,500 specialized training sessions conducted.
- More than 800 behavioural training sessions and over 900 training sessions in information technology.



Identifying and developing leaders

At EVN, we believe that the desire for development and the courage to try new things are key components of success. Therefore, we create initiatives to support ambitious and capable employees in their professional journey. One such initiative is the Development Program at Elektrorazpredelenie Yug, aiming to identify colleagues with potential for leadership positions within the company.

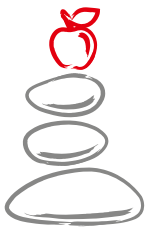
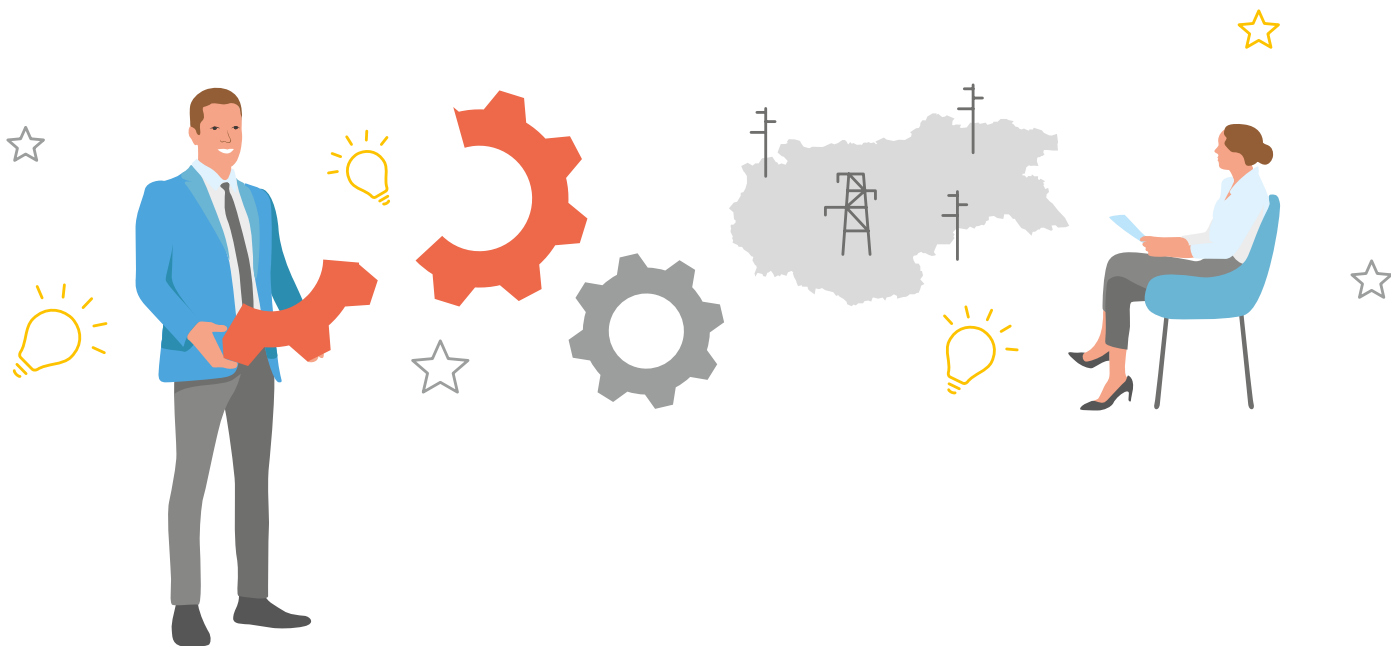
The program consists of various activities and tools, including training sessions, courses, project assignments, and more, helping participants to enhance their knowledge and skills and preparing them for growth opportunities within Elektro-razpredelenie Yug. The pilot edition of the program began in 2022, with 24 employees successfully completing all modules. Following this success, a second season of the program starts in 2025, and we believe we will find even more motivated colleagues who not only envision their career at EVN but are also ready to step forward, taking on leadership responsibilities and challenges.

For employees eager for knowledge, EVN Bulgaria provides the opportunity to enrol in the "Energy Business" master's program at the University of National and World Economy (UNWE). The company covers all semester fees, provides information and support to participants in preparing their master's theses on topics related to EVN Bulgaria's activities, and grants paid study leave for participants during the training period.

The first class started in 2022, with a four-semester training program. A second group of 15 colleagues began their training in the same program in 2022.

For EVN Bulgaria, it is particularly important that the "Energy Business" master's program at UNWE examines the topic comprehensively and emphasizes environmental aspects. The program includes two specialized academic disciplines dedicated to the green transition: "Renewable energy sources" and "Environmental management systems."

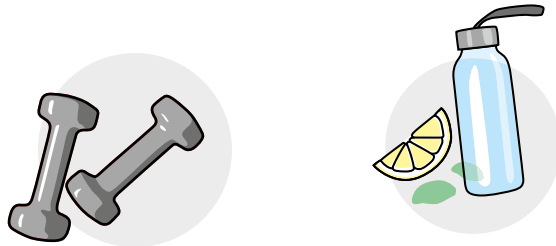
In cooperation with the Technical University – Sofia, we also offer the master's program "Management in the Electric Power Sector." The latest graduating class completed the program in 2022, including nine employees from EVN.



We build healthy habits

An integral part of EVN Bulgaria's policy for corporate and social responsibility are the measures that the company is undertaking for its employees – for their health, working conditions, working atmosphere and integration. As a logical continuation of the successive steps in this direction, since 2015 functions a corporate program for healthy and balanced lifestyle – Health and Balance @ EVN Bulgaria. The program simultaneously summarises the existing measures and provides a platform for new initiatives to create a more favourable working environment, to form healthy habits and to increase the employees' satisfaction.

Over the years, the program has enriched and developed. In line with modern trends for informing a broad audience, such as we have at EVN, the program focuses on conducting on-line seminars. This practice enjoys significant interest among colleagues in the companies, as it allows individuals to broaden their knowledge on specific topics and meet intriguing lecturers from the comfort of their workplace.



We have fun and do good

On the occasion of the children's holiday – June 1st, EVN Bulgaria traditionally organizes entertainment for employees' children under the motto "Hello, Summer!" We celebrated the start of the most enjoyable season together for the first time in 2018, and since then, the event has become a tradition and one of the most anticipated and attended events by employees. With plenty of laughter, sunshine, games, workshops, and most importantly – water fights, our colleagues' families enjoy unforgettable hours outside their workplaces, away from the corporate environment and formal relationships. "Hello, Summer" is a real motivational charger for everyone at EVN who values work-life balance.



The celebration enjoys high attendance. The latest edition in 2024 gathered 483 children and parents, who came to open the doors to a united and carefree summer together with their colleagues.



Annual charity initiatives

We never tire of sharing our belief that a strong company is built only by strong individuals. We are convinced that at EVN, success is the accumulated energy of 2,300 initiative, motivated, active, and heartfelt people, who through their presence and actions aim to make an impact, improve the environment, and find various ways to succeed in this endeavour.

Our colleagues have repeatedly shown that the values we uphold at EVN are also their personal life values, clearly visible in several internal initiatives. In 2023, the first charity Christmas bazaar at EVN took place under the motto "From People to People." Followed by a second one in 2024, the bazaar united employees across the company to share the Christmas spirit for a good cause. Both editions were culinary-themed. Tables at all 18 Customer Service Centres (KEZ), our three headquarters in Plovdiv, and our office in Sofia were laden with wonderful delicacies prepared with exceptional care and effort by colleagues and their families. In the first year, the raised funds amounted to BGN 14,400, and in 2024, the sum reached BGN 19,000.

All funds were donated to charitable causes. A large portion of the funds went to the Bulgarian Red Cross initiative "Hot Meal," while the rest were allocated to other beneficiaries selected by employees.

Another worthy cause that we have united efforts around, and that is becoming traditional for EVN Bulgaria, is EVN Run. A charity marathon, which has already had 18 editions in Austria, was brought to Bulgaria to demonstrate over two consecutive years that the right goal motivates the right actions. In fair competition, our colleagues strive to complete as many laps as possible along a designated running track. Each lap has monetary value, and in the end, the collected funds are donated to a charitable cause.

The marathon takes place simultaneously in Austria, Bulgaria, North Macedonia, and Croatia, with colleagues from each country donating funds for different causes. In Bulgaria, we chose the National Paralympic Organization as the logical and thematic beneficiary for funds collected from both editions. In 2023, nearly 200 employees from EVN Bulgaria participated in EVN RUN.

Together, our colleagues completed 1,710 laps on the 700-meter track, equivalent to a total distance of 1,197 km. Thus, all participants raised BGN 6,000.

In 2024, 249 employees took part in the run in Plovdiv, covering 1,474 km through 3,685 laps on the 400-meter track. In total, this year we raised BGN 7,370.

In every internal survey we conduct on various topics, charity initiatives are widely recognized by colleagues. Therefore, the company makes every effort not only to maintain existing ways of doing good but also to discover new opportunities for EVN employees to express themselves actively in charity work.



Reloading the corporate culture



In the company, our corporate culture is based on 6 underlying principles:

Responsibility

We take tasks responsibly and complete them accurately, efficiently and on time. We take responsibility for our actions.

Collaboration

We value our colleagues and help each other, whether from our own team or from another OU. We have confidence, we communicate actively and directly with each other.

Professionalism

We systematically develop our knowledge and competencies. We apply best practices and adhere to high standards and processes to achieve the highest quality.

Respect

We acknowledge the work, contributions and successes of our colleagues and express our gratitude for a job well done. We keep a good tone and listen to the other person, because everyone has the right to a different opinion.

Correctness

We keep our promises. We are honest, we call things by their real names.

Engagement

We work with willingness and diligence, not negligently. We seek the best solutions, not excuses for why things cannot happen. We turn ideas into action.

We work according to these principles, communicate with each other based on them, and apply them in our relations with external partners. These 6 principles were selected and endorsed by all employees in the company as part of the Reloaded project, initiated in 2019. This internal verification gave them genuine value and demonstrated once again that, although different, at EVN we look in the same direction – something extremely valuable for a company of our scale.

This observation about the atmosphere at EVN was shared by Vladimir Borachev, the professional consultant with whom we conducted the introductory phase of the Reloaded project:

"In very large organizations like EVN, various behaviours recognized as correct (so-called subcultures) are observed within different companies and departments.

I was impressed that over 100 employees from various organizational units and teams who participated in the initial workshops spoke about the same behaviours, sometimes using different words and examples, but always moving together in one direction. This is a strong example that certain principles of behaviour are important for everyone at EVN, regardless of the department or KEZ they work in, and these principles unite you."

The project's goal was to develop and encourage corporate culture towards greater collaboration, a sense of belonging and unity, leading to higher performance and higher satisfaction for the people in the organization. We chose the name "Reloaded" because we needed to revive our values, reload with new energy, and move forward stronger together.

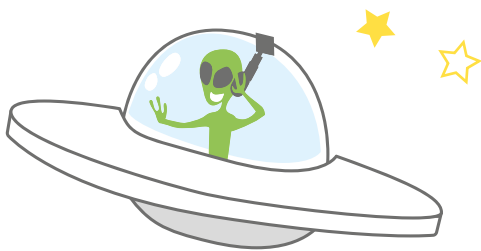
The project encompassed all employees, including senior and operational management. We conducted work sessions (workshops) at various locations with representatives from different organizational units. Key contributions came from 22 colleagues leading the workshops and 81 colleagues acting as project ambassadors.

Alongside the main activities, we implemented an intensive and comprehensive communication plan with numerous videos, shared stories, photos, articles, and messages reaching all colleagues through internal channels, as well as a specially designed competitive game for employees, because important things are worth striving for.

As a result of the project, we have a shared understanding of how we are progressing together as a whole. The six principles of behaviour unite us and distinguish us in the business world. All employees understand the project's concept and are familiar with the highlighted principles of behaviour. In

an independent engagement survey conducted after the project's conclusion, 95% of employees reported that the principles of behaviour are applied within the organization.

Currently, a new stage of Reloaded is being prepared, using new methodology to once again explore our corporate culture, understand how we have evolved over several years, and determine how we can become stronger and more effective together in facing new challenges within the energy sector.



Mood barometer

A mood barometer is a system that measures the spirit and attitudes of an organization through brief, anonymous surveys.

This tool provides up-to-date information based on employee feedback – what motivates us, the challenges we face and how we can make our work environment even more pleasant and energizing.

The study is based on best practices from colleagues at EVN AG and is conducted simultaneously in Austria, North Macedonia, and Bulgaria, offering a valuable opportunity for comparisons between different companies within the group.

For management, this is critical feedback, supporting informed decisions for improving the workplace environment and reinforcing EVN as a preferred employer.

The Mood Barometer helps us understand our satisfaction with daily tasks, how we perceive workload and motivation, and how we interact within our team, with colleagues from other units, and with managers.

The surveys will soon expand their capacities within the organization. After conducting them, the project team focuses efforts on in-depth analysis of results and implementing measures to improve moods where necessary.

Instruments like the Mood Barometer clearly demonstrate to everyone in the company that we strive to establish an environment of free, open, and honest dialogue, without censorship and with an open mind.



The good energy of Compliance

Compliance Management System is in place in EVN Bulgaria. A key component of this system is the EVN Code of Conduct, which outlines the overall corporate culture in the Group. The Code of Conduct covers and further develops the Charter of EVN, which sets forth the company's vision, mission, and core values. In addition, the code specifies the underlying principles of conduct in EVN in different areas, such as anti-corruption, work safety and relations with business partners and customers.

When it was introduced in 2014, the Charter set ethical standards that still underpin our company's impeccable reputation.

In this context, EVN Bulgaria launched a series of training sessions for all employees, discussing current cases and preventive measures.

Since good energy spreads from one initiative to another, in 2023 Compliance evolved to the next level – Compliance Reloaded. With various year-round activities, the company focused on enhancing the system and its implementation in alignment with the 6 principles of EVN Reloaded – engagement, responsibility, collaboration, professionalism, correctness, and respect.

In compliance with the newly introduced Whistleblower Protection Act, EVN Bulgaria implemented all regulatory requirements and measures related to providing accessible and transparent channels for reporting irregularities, protecting whistleblowers, and exempting them from liability.

Always connected and informed

Employee awareness at EVN is both a priority and a challenge due to our specific territorial distribution and diverse expert needs within the company. To maintain the necessary level of awareness, connect with colleagues, and keep everyone aligned at EVN, we organize informational meetings with KEZ structures on one side and central departments on the other.

Elektrorazpredelenie Yug traditionally conducts the so-called KEZ Tour, involving management visits to all technical units, where current company topics are discussed, feedback is received, and future plans of each side are debated.

For colleagues from other companies, we organize an annual Conference for Central Departments, open to employees from all units who wish to understand EVN's collective achievements and future goals.

Both events enjoy significant interest and are viewed as expressions of the shared desire for collaboration and pursuit of prosperity.

Conference Central Departments 2024



KEZ Tour 2018



KEZ Tour 2022

The most valuable energy is that which saves lives

From the very beginning, EVN Bulgaria has firmly supported safety principles. Our top priority has always been to protect the lives and health of our colleagues and the safety of their families. Every day, our efforts find meaning in making sure our people get home unharmed.

To enable everyone in the company to perform their duties effectively and confidently, we apply various measures to increase engagement and awareness in terms of safety at work. The training of the electricians ensures the quality performance of hazardous tasks.

The campaigns conducted annually provide additional motivation for safe behaviour, and the actual reduction in workplace incidents confirms the idea that personal example is the best motivator.

In 20 years, we have invested BGN 35 million in the safety of our colleagues – one of the most valuable investments, which pays off every day that lives are preserved.





Together for safe work – every day, every year

Every day, our colleagues work in a dynamic and often challenging environment to ensure that electricity reaches every home and business. They are the ones who bring security and comfort to thousands of people with their dedication. It is because of them that safety is not just a priority – it is part of our culture, our way of working, our responsibility to each other.

Proof of this commitment is our counter of accident-free days, which has become a symbol of responsibility and perseverance since 2013. Every new goal, every achievement – 500, 999, 1500, 1999, 2500, 3000 days – is not just a number, but recognition of a job well done and collective efforts of all teams.

On 31.08.2023, at exactly 00:00, five KEZ – Dimitrovgrad, Zlatograd, Karlovo, Krumovgrad, and Haskovo – reached their 3650th accident-free day, which means 10 years of safety. 10 years of discipline, attention and responsibility, proving that together we can achieve anything.

But we do not stop here. Every minute, hour, day and year is a new opportunity to continue this tradition. Since 01.09.2023, we have started the new report – with the first day of the next 10 years. In the age of digitalization, every colleague can keep track of the count-down in real time via a specially dedicated online counter on the company's intranet page.



Safety awards

Our mission for safe work is ongoing. We know that the risks in the profession are many, but we see how, by adhering to the personal duty each of us has taken on, with quality work clothing, personal protective equipment and training, we can face these risks prepared and protected.

Every year, we celebrate the efforts of all colleagues in maintaining safety at work with the “Save life” Safety Awards. The awards are given to KEZ, EVN Toplofikatsia and the central technical departments of Elektrorazpredelenie Yug, being the main forces on the front-line of high-risk work.

The company spares no effort in helping colleagues strictly adhere to safety rules, regard their own security and that of their colleagues as the highest priority, and know that they will receive understanding for any decision made in the name of preserving life.

Training ground

We have come a long way to achieve these over 10 years of safe work. First and foremost, the Safety and Security department employs some of the best specialists and practitioners in the energy sector, who implement best practices in the field.

One such practice is the establishment of the specialized training ground of Elektrorazpredelenie Yug in Stara Zagora. The training ground is an expanded and modernized version of the previous training centre of the company.

The training ground recreates real work conditions with all the equipment of low voltage and medium voltage grids, maintained by the company. There, in a fully controlled and safe environment, our employees can practice any field activities, enhance their qualifications, and gain experience and knowledge.

The facility was built in Stara Zagora, a centrally located town in Southeast Bulgaria, which facilitates the training process and ensures consistent quality of training for both the company's employees and subcontractors' staff, to whom EVN assigns grid maintenance activities.

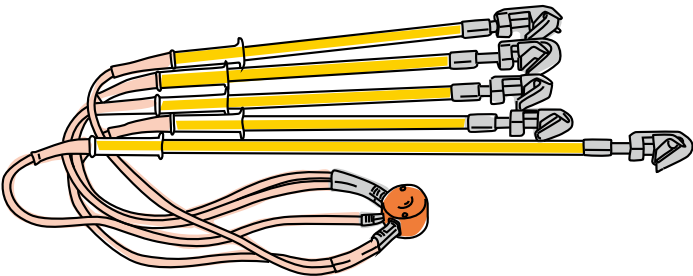
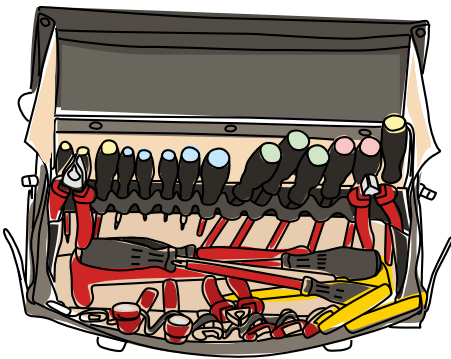




Training for safe work

The business profile of EVN Bulgaria requires the execution of various activities of servicing specialised devices and equipment or work outdoor on live parts. The quality of power supply depends not only on the well-maintained electricity distribution grid but also on the skills of the employees who care for it.

With this conviction EVN Bulgaria invests targeted resources in trainings for improving the qualifications of its electricians and encourages their development.

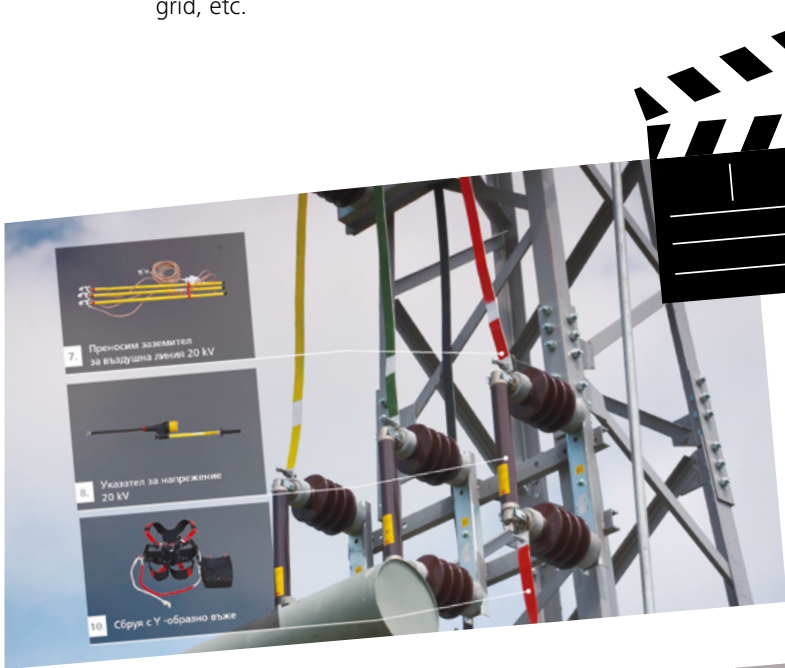


From 2014 to 2024, we recorded over 4,700 visits to various safety training courses held at the company's training ground and training center.

Work like in a movie

Following the latest trends and best training practices, the company completed a large-scale project to film 2 seasons of safety and quality videos from 2016 to 2019. The training ground served as a set for some of the videos, which EVN continues to use to enrich the training of electricians to this day. The series of short movies show how real work is done safely while maintaining a high-quality execution of the tasks. The individual episodes show the most common situations in the work of electricians, such as live working during replacement of electric meter, installation of a current terminal on an isolated grid, etc.

The video was filmed with the assistance of colleagues who have already completed these trainings. They demonstrate their professionalism, excellent preparation, and readiness to support younger employees in the company in their development and improvement.



New windproof jackets and work clothing

EVN Bulgaria’s main goal as an employer is to provide quality, safe and modern working conditions. In recent years, the company has been working purposefully and consistently in terms of facilities and equipment. We have introduced and will continue to introduce digital solutions in our work processes, we have modernized the carpool and a large part of our buildings, especially within the KEZ structure.

In the autumn of 2024, we took another step in this direction by providing new windproof jackets and new protective work clothing. These are intended for KEZ employees and all other colleagues in EP, EVN TP, and central departments who work in the field, service our facilities and work with subcontractors.

The delivery of windproof jackets is the first step in the vision and philosophy we follow to provide modern and comfortable clothing to our colleagues working in the field. The waterproof jackets have a breathable membrane, are comfortable, feature a modern design, and meet high standards for wind and water protection.

Their manufacturer, ENGELBERT STRAUSS, is a respected and prestigious brand for work clothing in Europe, which also supplies our colleagues in Austria with the same windproof jackets.

The second step is the entirely new protective work clothing. Similar to the windproof jackets, it is also produced by a leading company – HAVEP and is the same as that used by our colleagues in Austria. The protective clothing fully meets the necessary standards for safe work on our facilities.

Additionally, they are equipped with reflective elements – especially important when working in winter conditions.

With the new windproof jackets and protective work clothing, EVN Bulgaria emphasizes the quality of the products. Each of them has a quality certificate for the entire product, not just for individual components. The designs, colours, and overall appearance are in line with the corporate standards of EVN group. With the new personal protective equipment, EVN Bulgaria reinforces its priority activity in ensuring safe working conditions.



A commitment beyond standards

Safety is not just a rule – it is a commitment that EVN Bulgaria makes to its employees, their families, and society. The success of our initiatives is the result of teamwork, discipline, and perseverance.

The excellent work of our colleagues is proof that with the right attitude, investments in training, and high-quality equipment, we can ensure a safe working environment.

But this is just the beginning. With new technologies, innovative solutions, and unwavering dedication, we continue forward – with the clear goal of preserving life today and tomorrow.



Campaigns that speak louder than words

While internal awareness is undoubtedly the heart of corporate communication, an important part of the company's strategic development involves messages shared externally with customers, partners, and the broader public. When a company openly communicates its efforts and achievements, it gains audience trust and strengthens relationships.

Even here, the standard is narrow for EVN's vision. Rather than focusing solely on creating a positive, polished image, we invest in protecting it through consistent beneficial actions. That's why, when shaping our communication strategies, we prioritize activities with social significance.

Emblematic of this direction are EVN's image campaigns carried out for the benefit of the Alliance of Bulgarian Midwives, Mountain Rescue Service (PSS), and the "Eyes on Four Paws" Foundation – in other words, those who provide us with light.

What is specific about these campaigns is that, in addition to advertising videos, they were a means of promoting the activities of the organizations and raising funds for their needs.

For midwives in Bulgaria, we supported the conduct of six training sessions in six cities across the country.

For the Mountain Rescue Service (PSS), we managed to raise BGN 22,000 from donations, which the company doubled to BGN 45,000 to truly benefit the service. For the eyes on four paws, the company funded the feeding of over 30 service dogs for one calendar year, and in addition, thanks to the effective campaign, donations to the Foundation tripled.

Campaigns promoting energy efficiency and air purity protection are no less important causes for us.

#TurnOff campaign successfully engaged influential media figures. Through social media activation, we created a challenge urging Instagram users to "turn off" their accounts for one week. The ambassador of our idea was TV host and influencer Slavena Vutova, who closed her account for a full three weeks. The campaign highlights an invisible issue – our digital presence, which also leaves a significant impact on nature. The #TURNOFF campaign reached 240,352 people, sparking a public discussion on the topic.

Another invisible but tangible problem that the modern world is struggling with is air pollution. EVN is on the side of clean air, so we spare no expense to counter this challenge. The main shield we have is EVN Toplofikatsia as an environmentally friendly heating alternative in the city of Plovdiv.

With annual campaigns, we draw citizens' attention to the ways in which we can improve the environment for ourselves and our children.

One of the most valuable campaigns in this direction is the planting of trees in different locations in the city under the hills. In December 2023, Trakia residential area got 25 Plane trees and 25 pieces of American ash to purify the air, reduce dust pollution, cool in summer, make Plovdiv a more beautiful and pleasant city to live in.

In 2024, we repeated the planting action, this time involving more than 20 volunteer colleagues from different companies. Together with Municipal Enterprise "Gardens and Parks" in District "West" we planted 50 saplings, including 20 Plane trees, 16 Narrow-leaved Ash trees, 6 Red Plum trees, 3 Eastern White Pines, 2 Black Pines, 2 Leyland Cypress, 1 Magnolia. The information campaign on the benefits of trees in urban environments continued in January and February with digital communication.



The awards that *motivate us*



Recognition is a reflection of the efforts, commitment, and professionalism we put into every endeavour. The awards we receive are not merely accolades – they are a testament to the effectiveness of our work, the sustainability of our results, and the trust we build within society and the business community.



Awards – recognition and motivation for future success

Each award is a recognition of our teamwork, the high standards we follow, and the innovations we implement. They confirm our commitment to quality, responsibility, and sustainable development.

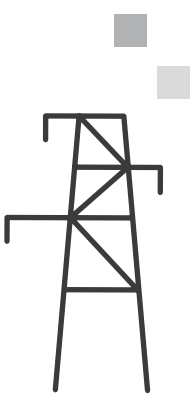
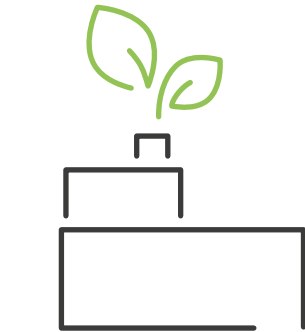
The awards we receive are a sign that we are moving in the right direction – both in the field of social responsibility and in the development of innovative solutions and good business practices.

For us, every award is not only a source of pride, but also a responsibility. They motivate us to continue working with even greater diligence and to build on our achievements. We believe that true success is measured not only by the recognition we receive but also by the positive impact we have on our customers, partners, and society.

We continue confidently forward, inspired by our achievements and motivated by the opportunities that lie ahead.

2011

Award from the Bulgarian Investment Agency for Investor of the Year in the category **"Investment in Innovation"** for the cogeneration plant of EVN Toplofikatsia.



2012

Certificate from the Ministry of Energy for reaching the level of **BGN 1 billion investments** in energy infrastructure in Bulgaria.

2015

Certificate of Merit for overall business activity in support of biodiversity from Annual awards for businesses supporting biodiversity in Bulgaria.



2017

Award in the **Annual responsible business awards for the EVN for Bulgaria program.**

First place in the Annual HR Awards 2017 in the category **"Best HR Project of a Large Company" for the PEP project.**



2022

Award from the Ministry of Energy for reaching **2 billion BGN investments.**

Award for **"Best Volunteer Program"** for EVN for Bulgaria in the annual "Corporate Donor" competition of the Bulgarian Donors' Forum.



Gold Award from the Career show Awards 2022 for the talent attraction strategy **"Dual Education with EVN Bulgaria.**



We became **Employer of choice** among Bulgarian employees in the "Energy Industry" category of the 2019 Annual national awards.

2019



2023

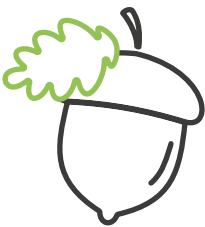
"Responsible Business Award" from the Biodiversity Foundation for EP Yug for the LIFE Safe Grid for Burgas project.

ESG Award for the grid company of EVN Bulgaria in the category Strategy – Biodiversity Conservation.

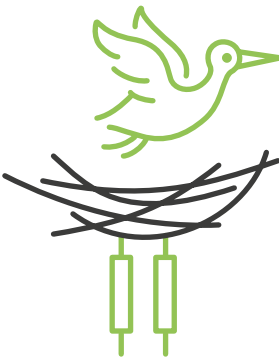
Award in the category Innovator in Electricity Trading presented at the annual awards of the Bulgarian Energy and Mining Forum. We were recognized as the first electricity trader in Bulgaria to start robotic trading on IBEX.

2024

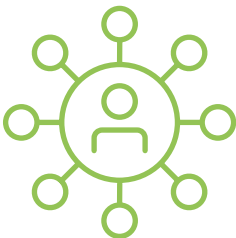
Jury Award in the "Responsible Businesses" category for the EVN for Bulgaria project in partnership with WWF Bulgaria. The partnership was also awarded **two third places – in the "Green Partnerships" category** of the National Competition "The Greenest Companies in Bulgaria" and in the "Environmental Investor" category of the Annual Responsible Business Awards 2024.



Evy and Encho's class. Entertaining energy and environmental trainings" of EVN Bulgaria was honoured with an award in the "Educational Program" category in the annual ESG Awards 2024 of PwC Bulgaria and an award for **2nd place in the "Education and Influence"** category in the annual Leaders of Influence Awards 2024, organized by b2b Media.



5 awards from the "Greenest Companies in Bulgaria" competition by b2b Media, with Elektrorazpredelenie Yug taking 1st place in the "ESG Program" category for comprehensive biodiversity conservation initiatives. The other awards are the positive effect of reducing the technological cost, for the activities of securing stork nests, for the "paperless office" of the Online Services portal and for our partnership with WWF Bulgaria.



4 awards at the Employer Branding Awards 2024 by b2b Media for Program for identifying and developing people with potential for leadership positions in EP Yug; SAP4Hana, HR module; Society of Training Experts in EVN Bulgaria; EVN Generation Next project, which introduces new employees to the world of EVN.



The greatest reward for a company responsible for the energy security and comfort of millions of people is the direct feedback our colleagues receive from customers while working in the field. This is especially evident during times of natural disasters, when our teams operate under extremely difficult conditions. But there are also other forms of recognition – awards and acknowledgments from institutions, external organizations, and the media.

We are proud that, over these 20 years, there is hardly a major organization in Bulgaria that presents awards and has not recognized EVN Bulgaria among its laureates. This stands as a genuine and objective acknowledgment of the efforts of all our employees, whose daily motivation and professionalism make EVN what it is: a secure, responsible, and reliable partner.

Kalina Trifonova
Deputy Chairman of the Board of Directors
of EVN Bulgaria





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Content and editing:

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EVN Bulgaria

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EVN Bulgaria

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EVN Bulgaria Group:

Elektrozpredelenie Yug
T 0700 1 0007
www.elyug.bg

EVN Elektrosnabdiavane
T 0700 1 7777
www.evn.bg

EVN Toplofikatsia
T 0700 1 7898
www.evn.bg

EVN Trading
T 0700 1 3636
www.evn-trading.com