

Sustainable actions in the interest of society

Responsible and sustainable operations are part of the core business of a transmission system operator. Elia Group considers itself as a responsible service provider to society. In addition to social and ecological demands, a sustainable economic basis is needed for the successful energy transition. For this reason, Elia Group has firmly integrated sustainability into its corporate strategy.

In the past, Elia and 50Hertz reported on their strategy, management approaches and measures in separate sustainability reports. For the first time, this report brings the various joint indicators together. The Global Reporting Initiative (GRI) provides the framework and both

companies report in accordance with the GRI Core standard. Efforts to deliver a joint sustainability report in the future will continue. This goes hand in hand with a continuous improvement in sustainability performance.

In a comprehensive approach, the respective stakeholder groups, their concerns and important topics were identified in a so-called materiality matrix. The complete analysis of the economic, ecological and social impact of Elia Group's activities is detailed in the Sustainability Report 2018. Below we identified the most material topics.

ELIA GROUP'S MOST MATERIAL TOPICS



Availability, reliability and future of the power system

This concerns providing information on Elia Group's plans and processes to ensure reliability, delivering sufficient capacity to the market and to facilitate the future power system to transport electricity to customers.



Systematic risk management

This topic concerns the management of risks such as damage to the grid due to bad weather, catastrophes, etc. to ensure power transmission can be guaranteed. This requires contingency planning measures, disaster/emergency management plans, training programmes and recovery plans.



Accident & incident management

This topic concerns managing accident and incident risks for Elia Group's own employees, as well as its subcontractors. This is translated into robust safety programmes aiming for zero accidents.



Employee health, safety and well-being at work

This topic relates to the physical, mental and social wellbeing of workers and the prevention of working conditions causing an impact on health. It also relates to the adaptation of the occupational environment to the physiological and psychological needs of our employees.

GRI 102-44
GRI 102-47



“As a strong TSO group, Elia and 50Hertz play a leading role in the energy transition. This first joint report emphasises the importance of sustainability in both our core business processes, operations and corporate strategies.”

Chris Peeters -
Elia Group CEO

GRI 102-14

Sustainable Development Goals

Elia Group has also extended its perspective to sustainability. In order to facilitate global sustainable development that works at economic, ecological and social levels, the United Nations has defined 17 concrete goals that apply to all countries worldwide. In order to successfully implement these Sustainable Development Goals (SDG), everyone is called upon. Elia Group wants to contribute to the achievement of the SDGs. In a first internal step, the most appropriate SDGs were identified and clustered in 3 priority levels:

The reporting on the SDGs will successively be expanded and the activities of Elia Group will be linked to these global sustainability goals. During 2019, Elia Group will discuss the goals and their targets with its stakeholders.

TOP PRIORITY



HIGH PRIORITY



MEDIUM PRIORITY



Overview of Elia Group's engagement with stakeholders

GRI 102-42
GRI 102-43

Elia Group has many stakeholder initiatives. The method and frequency of engagement per stakeholder group and the link to the material topics have been summarised in the table on the right*.

Stakeholder group	Mode of engagement	Frequency	Main topics / expectations
Employees	- Performance management - Intranet - Donations	- Regular	- Employees - Human development - Employees - Wellbeing - Community involvement
Customers	- Customer satisfaction survey - Users' Group / Working Groups - Elia extranet	- Annual - 4 to 6 times a year	- Transmission services - Environment - Fair operating practices
Society	- Social events - Engagement via own employees	- Regular	- Community involvement
Shareholders	- Shareholder meeting	- Regular	- General corporate performance incl. the contribution to society
Regulators	- Reports - Communication	- Regular	- Fair operating practices



The strategy, management approach and sustainability measures of Elia Group are explained in more detail in the Sustainability Report 2018. Seeing each country has its own regulatory particularities, not all indicators can be applied to both entities.

GRI 103-1
GRI 103-2
GRI 103-3

* Belgium only