

# 2024 Annual Report on Cooperation with Stakeholders

**JOINT STOCK COMPANY  
ELEKTROPRIVREDA SRBIJE (hereinafter EPS  
JSC**



# CONTENT

---

## 1. INTRODUCTION

## 2. REPORT-PREPARATION METHODOLOGY

## 3. COOPERATION WITH STAKEHOLDERS

### 3.1. COOPERATION WITH EXTERNAL STAKEHOLDERS VIA ORDINARY WRITTEN SUBMISSION

### 3.2. COMMUNICATION WITH ELECTRICITY CUSTOMERS

### 3.3. COMMUNICATION WITH THE INTERESTED PUBLIC UNDER THE LAW ON FREE ACCESS TO INFORMATION OF PUBLIC IMPORTANCE

### 3.4. COMMUNICATION WITH COMPETENT STATE AUTHORITIES IN INSPECTION AND OTHER PROCEDURES

### 3.5. COMMUNICATION WITH THE PUBLIC VIA MEDIA

#### 3.5.1. EXTERNAL COMMUNICATION

#### 3.5.2. INTERNAL COMMUNICATION

## 4. CORPORATE SOCIAL RESPONSABILITY

## 5. DETAILED PRESENTATION OF COOPERATION WITH STAKEHOLDERS THROUGH EPS JSC

### 5.1. EPS SNABDEVANJE BRANCH

### 5.2. MINING BASIN KOLUBARA BRANCH

### 5.3. THERMAL POWER PLANTS AND OPEN CAST MINES KOSTOLAC BRANCH

### 5.4. HYDRO POWER PLANTS DJERDAP BRANCH

### 5.5. DRINSKO-LIMSKE HYDRO POWER PLANTS BRANCH

### 5.6. THERMAL POWER PLANTS NIKOLA TESLA BRANCH

### 5.7. PANONSKE COMBINED HEAT AND POWER PLANTS BRANCH

### 5.8. RENEWABLE ENERGY SOURCES BRANCH

## 6. CONCLUSION

# 1. INTRODUCTION

---

Joint Stock Company Elektroprivreda Srbije (hereinafter EPS JSC) is a socially responsible and reliable market partner which business success and operations rest on compliance with positive-legal regulations and best business practices, protection of employees at work, transparent operations, environmental protection, implementation of quality management systems and standards, and the cultivation of trust among customers and business partners.

EPS JSC's strong financial performance is achieved in synergy with its socially responsible conduct, in particular through cooperation with stakeholders. Corporate stakeholder-engagement plans define the guidelines for interaction; internal procedures ensure the identification of, and understanding of, stakeholders' needs and expectations, as well as the establishment of communication channels and cooperative initiatives.

Stakeholder-engagement activities at EPS JSC are carried out both by the Company's Management Board and Executive Board and through the following operational units ("Branches") of EPS JSC: EPS Snabdevanje, Mining Basin Kolubara Branch, Hydro Power Plants Djerdap Branch, Thermal Power Plants and Open-Cast Mines Kostolac Branch, Thermal Power Plants Nikola Tesla Branch and Renewable Energy Sources.



## 2. REPORT-PREPARATION METHODOLOGY

---

The data used in this Report derive from the activities of EPS JSC's Executive Board and its Branches in cooperation with stakeholders throughout 2024, implemented via a wide spectrum of channels and communication tools.

For clarity and conciseness, this 2024 Annual Report presents only the key and most relevant information on stakeholder cooperation.

The reporting covers the period between 1 January 2024 and 31 December 2024.

Taking into account the various communication channels in use and the differing legal requirements that apply to each, this 2024 Annual Report on Cooperation with Stakeholders analyzes and presents:

- communication and cooperation with stakeholders via written submissions, business meetings, and similar formats.
- communication with the interested public under the Law on Free Access to Information of Public Importance;
- communication with electricity customers;
- communication with competent state authorities in inspection and other proceedings;
- communication with the interested public through the media (press releases, conferences and media briefings; interviews and television reports; articles in print and online media; communications via the Company's official website ([www.eps.rs](http://www.eps.rs)) and the "EPS Info" mobile application");
- cooperation with stakeholders through professional gatherings, internships and similar activities.

All stakeholder-engagement activities are conducted in accordance with the positive regulations of the Republic of Serbia, especially the procedural and substantive rules contained, inter alia, in: Law on Free Access to Information of Public Importance (Official Gazette of RS no. 120/04, 54/07, 104/09, 36/10 and 105/21); Law on General Administrative Procedure (Official Gazette of RS no. 18/16, 95/18 – authentic interpretation, and 2/23 – Constitutional Court decision); on the Protector of Citizens (Ombudsman) (Official Gazette of RS no. 105/21); Law on Personal Data Protection (Official Gazette of RS no. 87/18); Law on Consumer Protection; • Energy Law (Official Gazette of RS no. 145/14, 95/18 – other law, 40/21; amendments no. 35 of 29 April 2023, and 62 of 27 July 2023); Law on Planning and Construction (Official Gazette of RS no. 72/09, 81/09 – corrected and 64/10 – Constitutional Court decision, 24/11, 121/12, 42/13 – Constitutional Court decisions, 50/13, 98/13, 132/14, 145/14, 83/18, 31/19, 37/19 – other law, 9/20, 52/21, and 62/23); • Law on Environmental Protection (Official Gazette of RS no. 135/04, 36/09 – other law, 72/09 – other law, 43/11 – Constitutional Court decision, 14/16, 76/18, 95/18 – other law), Law on Strategic Environmental Impact Assessment (Official Gazette of RS no. 135/04 and 36/09), Law on Environmental Impact Assessment (Official Gazette of RS no. 135/04 and 36/09) and other positive regulations;

EPS JSC is currently in the process of identifying ESG material topics, a set of criteria used to monitor performance and report on impacts in the following areas: Environmental, Social, и Governance. These criteria enable evaluation of process management from environmental, social, and governance perspectives, including stakeholder identification and prioritization, assessment of topic significance, and prioritization via a materiality matrix.



### 3. COOPERATION WITH STEAKHOLDERS

---

#### 3.1. Cooperation with External Stakeholders via Ordinary Written Submission;

Submissions are received through the Registry Office, submission boxes, and electronically at the official e-mail addresses of EPS JSC, in free form. In addition to the central Registry Office at its registered headquarters (at 13 Balkanska Street), EPS JSC operates at multiple locations and facilities all over the Republic of Serbia, each of which has its own Registry Office handling submissions in an identical manner. Respecting individual stakeholders' needs, EPS JSC also allows submissions to be made orally; an EPS JSC employee then records the submission in minutes, enabling persons who, for any reason, are unable to submit in writing or electronically to participate. A submission may be made in free form or by using the official submission form, which is available for download on the Company's website and at all EPS JSC Registry Offices. Additionally, EPS JSC has placed submission-reception boxes at several locations.

All received submissions are logged in the internal registry via the faDoc application and forwarded for processing to the competent organizational unit of EPS JSC, according to the submission's content and the unit's competence. A written response is sent to the submitter at the address provided, no later than 30 days from receipt.

Processed ordinary written submissions from external stakeholders during 2024	
Number	498

- Note: This figure excludes processed written submissions from electricity customers (649,494), communications under the Law on Free Access to Information of Public Importance, and communications with state authorities in the exercise of statutory powers.



### 3.2. Communication with Electricity customers

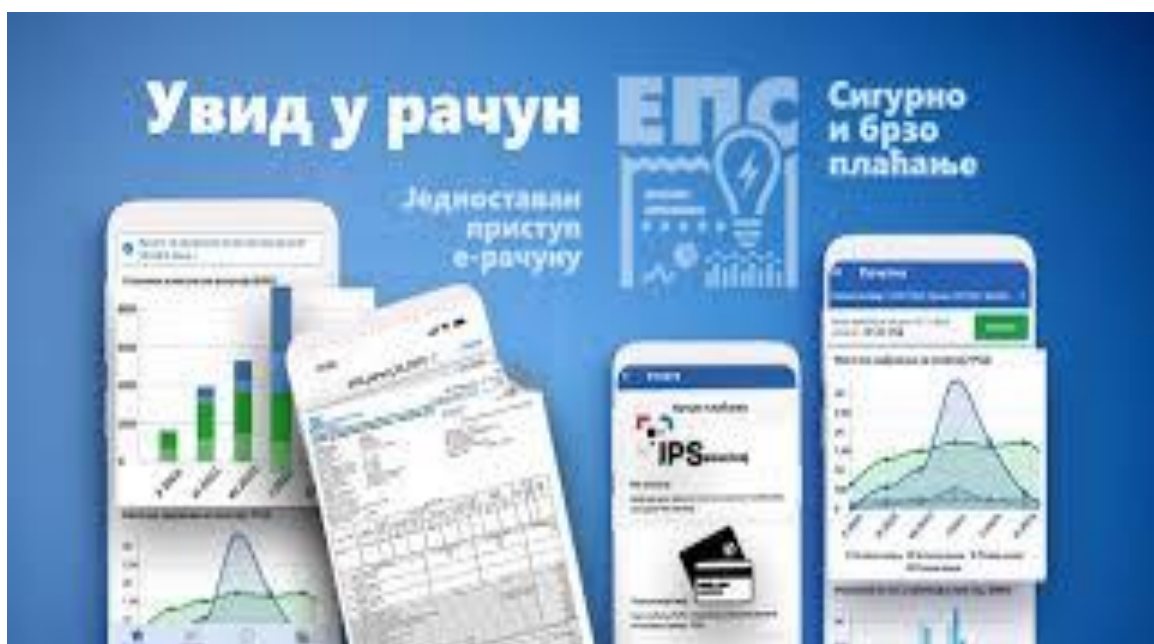
To enhance cooperation with electricity customers and other stakeholders, EPS JSC has established a modern customer service call center using the ASSECO application, managed by the EPS Snabdevanje Branch.

In 2024, Customer Service handled the following stakeholder communications (see Table 1):

<b>MONTH</b>	<b>E-MAIL</b>	<b>CALLS</b>	<b>OBJECTIONS</b>
January	23.702	9.945	13.158
February	27.593	16.497	17.561
March	22.733	19.220	16.507
April	14.715	18.363	12.267
May	12.800	14.113	11.190
June	15.433	15.519	11.098
July	17.698	21.687	13.095
August	19.310	18.474	14.513
September	22.555	16.551	16.316
October	24.754	16.891	16.698
November	19.237	15.881	13.315
December	19.541	15.028	13.604
<b>TOTAL</b>	<b>240.071</b>	<b>198.169</b>	<b>169.322</b>

Following contemporary trends, EPS JSC continuously improves its operations, develops new digital services, and enhances service quality for electricity customers. Modernization of business processes and digitalization of services are top priorities, and EPS is actively expanding its offerings in line with current market demands.

Since the end of 2023, guaranteed-supply customers have had access to the “View Your Bill” portal and mobile app, where they can quickly view and pay their electricity bills. Communication about this service is maintained through traditional media channels, informative bill inserts, news and dedicated sections on the Company’s website, social-media posts, in-branch notices, and active fieldwork by the Marketing and Public Relations Sectors.





### 3.3. Communication with the interested public under the Law on Free Access to Information of Public importance

The Management Board of EPS JSC and its authorized officer handle Requests for Free Access to Information of Public Importance in accordance with the Law on Free Access to Information of Public Importance ("Official Gazette of RS" No. 120/04, 54/07, 104/09, 36/10 and 105/21).

In 2024, a total of 246 requests for free access to information of public importance were received, processed, and duly acted upon.

The procedure for exercising the right to access public-importance information is initiated by submitting a request to the competent authority. The requester must specify the authority's name, their own name and address (or, for legal entities, the entity's name and address), and provide as precise a description of the information sought as possible. The authority is obliged, without delay and no later than 15 days from receipt of a complete request, to inform the requester whether it holds the information, to allow inspection of the document containing the complete and accurate requested information, to issue or send a copy of that document, or to reject the request. The deadline may be extended by up to 40 additional days for complex requests. If dissatisfied with the authority's decision, the requester may, within 15 days of receiving that decision, lodge a complaint with the Commissioner for Information of Public Importance and Personal Data Protection.

[illegible]

### 3.4. Communication with Competent State Authorities in Inspection and Other Procedures

Communication with competent state authorities in inspection and other proceedings is governed by the applicable laws and by-laws.

All activities on behalf of EPS JSC are carried out by the Legal Affairs Sector and its respective departments.

COMPETENT STATE AUTHORITY	NUMBER OF CASES in 2024
State Inspection Authorities	181
Commissioner for Free Access to Information and Personal Data Protection	92
Protector of Citizens (Ombudsman)	7

## 3.5. Communication with the Public via Media

### 3.5.1. External Communication

The Public Relations Sector of EPS JSC is responsible for developing and enhancing modern forms of communication and information, ensuring timely updates to the public on matters of importance to EPS JSC, raising public awareness of the Company, improving its reputation, and maintaining high-quality engagement with stakeholders.

Target Groups of External Communication:

- Media
- Customers\*
- Government Institutions
- Local Communities
- Business Partners
- Competitors
- NGOs

Tools and Channels of External Communication:

- Press releases and media advisories;
- Placement of PR articles in print and online media;
- Press conferences;
- Interviews and television segments;
- Social- media posts (Facebook, Instagram, LinkedIn)
- Professional conferences and workshops;
- Plant-site tours and workshops for media representatives;
- Official Sector e-mail – pr@eps.rs;
- Company website www.eps.rs

EPS JSC provides the media and customers with timely and transparent information on topics such as:

- Business results;



- Service updates;
- Modernization and new-capacity investment plans;
- Environmental- protection measures and projects;
- Ongoing investments and development projects;
- Energy- efficiency initiatives;
- PR articles on energy efficiency in print and electronic media;
- Thematic articles and TV features;
- Helpful tips on social media
- Updates to the energy- efficiency section of the Company website;
- Digitalization of customer services
- Business – environment developments.

### 3.5.2. Internal Communication

EPS JSC places special emphasis on internal communication with its stakeholders, fostering strong relationships within the Company. This process aligns employees with corporate values, strengthens corporate culture, enhances employee identification with EPS JSC, builds trust and partnership—especially important during structural changes—and, above all, promotes workplace safety. Information is conveyed responsibly across all levels and functions, encouraging interdepartmental communication and establishing feedback and monitoring mechanisms.

Target Group of Internal Communication:

- EPS JSC Employees

Channels and Tools of Internal Communication:

- Monthly magazine EPS Energija;
- Monthly branch- newsletter editions;
- Mobile app EPS info
- Internal intranet portal

Recognizing the unique needs of each branch, the Public Relations Department also oversees publication and editorial work for individual branch magazines, ensuring employees receive detailed, branch-specific information.

Through the EPS Info mobile app, employees receive news about EPS JSC operations and key Company events, and can access electronic editions of EPS Energija and the branch magazines.



## 4. Corporate Social Responsibility

In addition to its core business activities, EPS JSC is highly active in the realm of corporate social responsibility. These activities take many forms—training sessions, workshops, presentations, donations, and support for organizing competitions, festivals, conferences, camps, and more—across a variety of fields such as education, sport, healthcare and social welfare, culture, and the arts.

Each year, EPS JSC strives to support initiatives including, but not limited to:

- Mitigation of the environmental impacts of its production activities on local municipalities where it operates
- UNICEF – support for humanitarian;
- Domestic Violence Counseling Centers – support for “safe houses” providing shelter to women and children victims of violence;
- SOS Children’s Villages Serbia Foundation – support for the Kraljevo Children’s Village, which provides family-style care for children without parental care;
- Scientific and Educational Institutions – improving working conditions and fostering creativity and innovation
- Student Internships – practical training for university students
- Vocational Practice and Block Teaching – hands-on instruction for high-school students
- Learning-on-the-Job Programs

EPS JSC regularly supports the organization of conferences, professional gatherings, and commemorations of significant anniversaries. Recent beneficiaries include the Energy Engineers’ Association Conference, the Energy Summit in Trebinje, the University of Belgrade’s Faculties of

Electrical and Mechanical Engineering, the Mining Institute, and various student organizations of technical faculties.

In past years, EPS JSC's donations have also aided numerous religious and church institutions in restoration and construction projects, as well as in marking jubilees and cultural events. The Company has been a consistent supporter of projects in science, education, healthcare, and sport.

The company continues to back a wide range of humanitarian endeavors, particularly those benefiting children.



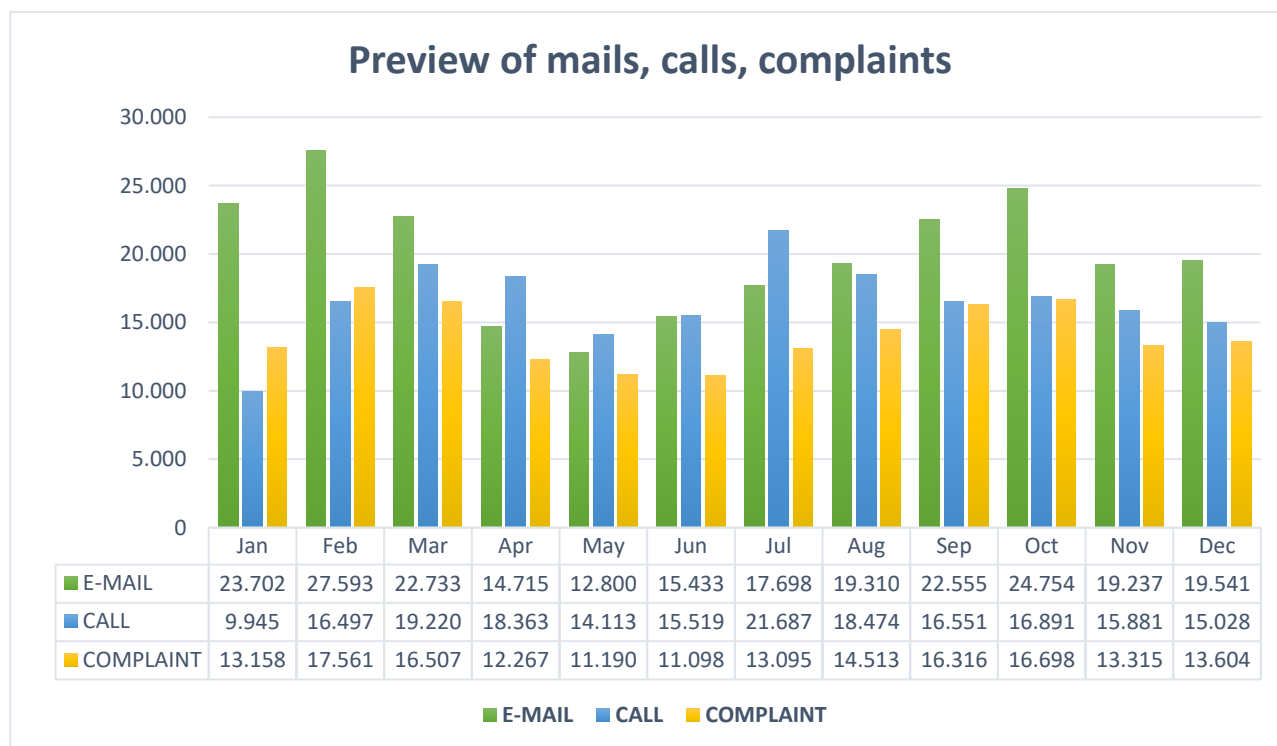


## 5. DETAILED PRESENTATION OF COOPERATION WITH STAKEHOLDERS THROUGH EPS JSC BRANCHES

### 5.1. EPS Snabdevanje Branch

The EPS Snabdevanje Branch routinely informs its stakeholders—especially electricity customers—through public-information channels and via billing statements about all significant developments affecting power supply.

To address customer complaints under the guaranteed-supply scheme, complaint-resolution commissions have been established for individual consumers. These commissions, formed on a territorial basis in line with the jurisdiction of each Guaranteed Supply Support Centre, include EPS JSC employees and representatives of consumer-association bodies.



<b>Complaints upheld</b>	<b>83.148</b>
<b>Complaints rejected</b>	<b>86.174</b>
<b>Total complaints received</b>	<b>169.322</b>

In keeping with modern trends, EPS JSC continuously enhances its operations, develops new digital services, and improves service quality for electricity customers. Modernization of business processes and digitalization of services remain top priorities, and EPS JSC is actively expanding its offerings to meet current market demands. Guaranteed-supply customers have access to the View Your Bill portal and mobile app.

Customers may opt to receive their invoices electronically at a discount on their next bill. This initiative is also actively and continuously communicated through all channels - media, social networks, billing inserts, service centers, field work... In addition to discounts, the focus is on ensuring that customers contribute to environmental protection and the improvement of sustainable development.

All communications with renewable-energy producers are likewise an integral part of EPS JSC's stakeholder engagement, with a special focus on the services provided by the Company. Enhancing energy efficiency is a strategic objective of the Republic of Serbia—and therefore of EPS JSC—as it seeks to balance electricity demand with the Company's production capabilities.



## 5.2 Mining Basin Kolubara Branch

The MB Kolubara Branch is the cornerstone of Serbia's energy sector and the basis for the stable fuel supply to the country's thermal power plants. Kolubara is the largest branch within the Joint Stock Company Elektroprivreda Srbije (EPS JSC).



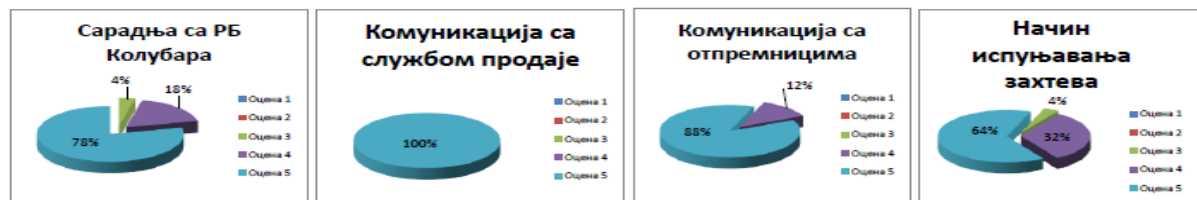
In collaboration with stakeholders directly or indirectly affected by its production activities—through face-to-face discussions and meetings—the Branch addresses and resolves emerging issues.

In order to monitor market demands and customer opinions on the range and quality of coal in the long term, the Kolubara Branch sent a Questionnaire to customers on 15<sup>th</sup> October 2024, in order to improve the quality of products and services based on the responses, suggestions and comments received, and in accordance with the adopted certified system for the production, processing and transport of coal according to the requirements of the ISO 9001, ISO 14001 and OHSAS 18001 standards.

Based on the questionnaires received by the Sales Department of the Commercial Sector by 1 November 2024, the results are presented in the chart below:



#### Комуникација



#### Утовар



#### Испорука



#### Квалитет



#### Рекламације



## 5.3 Thermal Power Plants and Open-Cast Mines Kostolac Branch

Through its stakeholder-engagement process, Thermal Power Plants and Open-Cast Mines Kostolac Branch identifies and incorporates community needs into its operations and projects—improving quality of life and protecting the environment. By producing and distributing thermal energy, the Branch also reduces pollution by eliminating individual boiler use.

In 2024, in cooperation with stakeholders, the Branch commemorated key dates such as Miners' Day (6<sup>th</sup> August).

It also partnered with local associations, cultural and educational institutions in the Kostolac and Požarevac area, including: (Preschool Institution Ljubica Verbalov, Association Creative Roma, Kostolac Cultural Centre, Red Cross Požarevac, Castellum Theatre Kostolac, Kostolac Cultural-Art Society and others)



## 5.4 Hydro Power Plants Djerdap Branch

Stakeholder engagement at Hydro Power Plants Djerdap Branch spans a broad and territorially distributed network: HPP Djerdap 1 – Kladovo, HPP Djerdap 2 - Negotin, Vlasinske HPPs - Surdulica, HPP Pirot- Pirot, Shoreline Maintenance Sector – Požarevac, Directorate for Modernization and Revitalization - Belgrade, Directorate for Production, Directorate of Legal and General Affairs, Directorate for Corporate Support and Directorate for Economic, Financial and Commercial Affairs.

Through written communications, meetings, and impact-assessment analyses, the Branch identifies stakeholder needs and expectations, evaluates materiality, sets objectives, and implements initiatives accordingly.



## 5.5 Drinsko-Limske Hydro Power Plants Branch

Drinsko-Limske Hydro Power Plants Branch conducts communication and cooperation with stakeholders across western Serbia in the municipalities where it operates—Bajina Bašta, Nova Varoš, Mali Zvornik, and Čačak.

In 2024, with the involvement of relevant stakeholders, the Branch initiated the rehabilitation of the Pumped Storage Hydro Power Plant Bajina Bašta.

Numerous other activities—such as preparing spatial-planning documentation, remediating landslides, clearing floating sediment from waterways, maintaining roads, and upgrading communal infrastructure—are either planned or underway with stakeholder participation.





## 5.6 Thermal Power Plants Nikola Tesla Branch

Continued intensive construction of FGD units in TPP Nikola Tesla B units. The construction of the most valuable environmental project in EPS and Europe has been completed - the construction of a flue gas desulphurization plant on four of the six units of the thermal power plant at TPP Nikola Tesla A, (units A3-A6). Intensive works on the construction of the Flue Gas Desulphurization Plant for both units of the TPP Nikola Tesla B continued. In 2024, the construction of the Wastewater Treatment Plant continued, which makes a significant contribution to the improvement of environmental protection. The Branch also demonstrates its commitment to the local community by producing and distributing thermal energy, and by collaborating with residents to mitigate the environmental impact of its operations and ensure robust stakeholder engagement.



## 5.7 Panonske Combined Heat and Power Plants Branch

Panonske Combined Heat and Power Plants Branch engages its stakeholders in the local communities where it operates, namely at three combined heat-and-power facilities in Novi Sad, Zrenjanin, and Sremska Mitrovica. In addition to generating electricity, these plants produce and supply thermal energy to the municipal district-heating networks. The Branch also collaborates with stakeholders through professional internships and dual-education programs with local educational institutions (e.g., the Nikola Tesla Secondary School of Mechanical Engineering in Sremska Mitrovica; the Faculty of Technical Sciences in Novi Sad; the Fund for Young Talents; etc.)



## 5.8 Renewable Energy Sources Branch

The Renewable Energy Sources Branch comprises 14 small hydroelectric plants at 14 different locations in Serbia (8 within the “East” organizational unit and 6 within the “West” unit).

In 2024, cooperation was established with stakeholders for various types of visits to facilities within the Branch (including 59 visits to SHPP Pod Gradom, as well as tourist and professional visits to SHPP Vučje, visits to SHPP Sićevo and SHPP Sveta Petka)



## 6. CONCLUSION

---

EPS JSC continuously conducts activities to enhance cooperation with its stakeholders, to identify stakeholders and their needs, and to improve the available forms of engagement and communication.

EPS JSC will continue to adapt and update its communication methods to meet its goals and obligations as efficiently as possible, to establish best-practice examples, and to sustain its strong record of corporate social responsibility.



