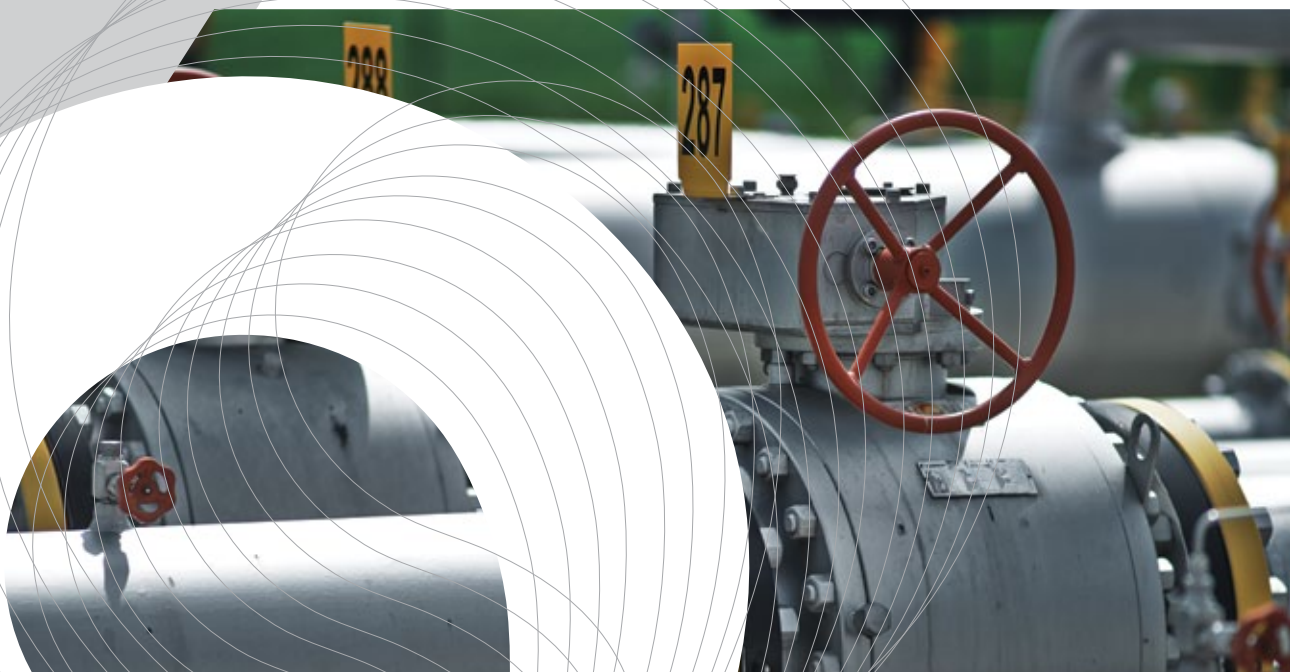


COMPANY PROFILE 2019



**COMPANY PLINACRO
GAS TRANSMISSION
SYSTEM OPERATOR**

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IMPRESSUM

01

FOREWORD BY THE PRESIDENT OF THE SUPERVISORY BOARD

Drago Jakovčević,
President of the Supervisory Board of Plinacro Ltd.

As the President of the Supervisory Board of Plinacro, I am very pleased to say that despite very complex business conditions Plinacro has been successfully implementing planned activities and has a stable business performance. First of all, the Company has completed its basic task to provide a safe and reliable natural gas supply as well as stability of the gas transmission system in the Republic of Croatia. In addition, Plinacro has been carrying out its business activities fully in compliance with the assumed contractual and legal liabilities and it has been implementing business rationalisation measures efficiently and continuously.

For years, the Company was the main investor in the Croatian energy infrastructure. During two, financially and professionally extremely demanding investment cycles it covered 95% of Croatia with the main gas transmission system and now it commenced a new large investment cycle. The construction of a compressor station in Velika Ludina will enable a firm bi-directional capacity at the interconnection with Hungary while the construction of the Zlobin-Omišalj gas pipeline will connect the LNG terminal on the island of Krk with the existing transmission system of Plinacro.



On behalf of all Supervisory Board members I would like to point out that apart from working intensively on the implementation of these national strategic projects Plinacro has also been working on the modernisation and upgrading of the existing system as well as on the projects, the aim of which is to connect Plinacro's system with the systems of the neighbouring countries. The Board has full support of the Supervisory Board of Plinacro to accomplish all these plans.

It is evident from the above mentioned that the employees have a lot of work ahead of them and that, for some time, in addition to conducting its main activity of a gas transmission system operator Plinacro will be focused on the construction, improvement and modernization of the system thus contributing to energy independence of the Republic of Croatia as well as to the progress of the Croatian economy.

02

FOREWORD BY THE PRESIDENT OF THE BOARD

Ivica Arar,

President of the Board of Plinacro

Since its foundation Plinacro has always fulfilled all requirements of a safe and reliable gas transmission and has performed its main activity of gas transmission in full compliance with its contractual obligations. Furthermore, in its first decade Plinacro was a bearer of the largest investment project in the Croatian energy sector, which provided a 95-percent coverage of the Croatian territory with the main gas transmission system.

Last year the company started a new large investment cycle. The central project of the investment cycle is the first compressor station on our transmission system (CS1). Its construction started in August 2018. When this extremely demanding project is completed the CS1 will be the most technologically complex object on our transmission system. It will provide flexibility of managing the existing transmission capacities, enable rational capacity increase to meet the needs of the market and increase efficiency of the transmission system. Moreover, CS1 will provide a firm bi-directional capacity on the existing interconnection between Croatia and Hungary, thus enabling delivery of gas from the future LNG terminal on Krk towards Hungary and third countries.

I am pleased to point out that Plinacro started works on another big project – the construction of the evacuation gas pipeline for the LNG terminal, on the Omišalj-Zlobin route. This EUR 32-million-worth project will provide connection of the terminal with the existing transmission system of Plinacro.

In addition, in this and in the years to come, we expect to continue the implementation of the Ionian-Adriatic Pipeline project (IAP), as well as the projects of interconnections with the neighbouring countries. Likewise, we have also envisaged a number of projects



of construction and re-construction of smaller gas pipelines and measuring-reduction stations whose purpose is to provide safe and secure gas supply in Croatia.

When it comes to financing these future projects, we are still counting on the support from the European Union. So far Plinacro has withdrawn approximately EUR 24 million in grants from the CEF fund, and we hope that our projects, significant not only for Croatia but also for wider region and the EU, will receive various forms of financial support in the future as well.

In conclusion, I must point out that we started the new investment cycle with some caution, but primarily with optimism and a belief that despite all potential restrictions in business we will successfully carry out all planned activities. This belief is based on exceptional results in the construction and modernisation of the transmission system so far. We have proved that we are able to carry out even the most demanding projects, thanks to expertise of our employees, their experience and dedication. I have no doubt that we will also successfully implement the projects ahead of us thus contributing to further economic growth and development of the Republic of Croatia.

03

MISSION AND VISION

THE MISSION

As the gas transmission system operator, Plinacro Ltd. is in charge of:

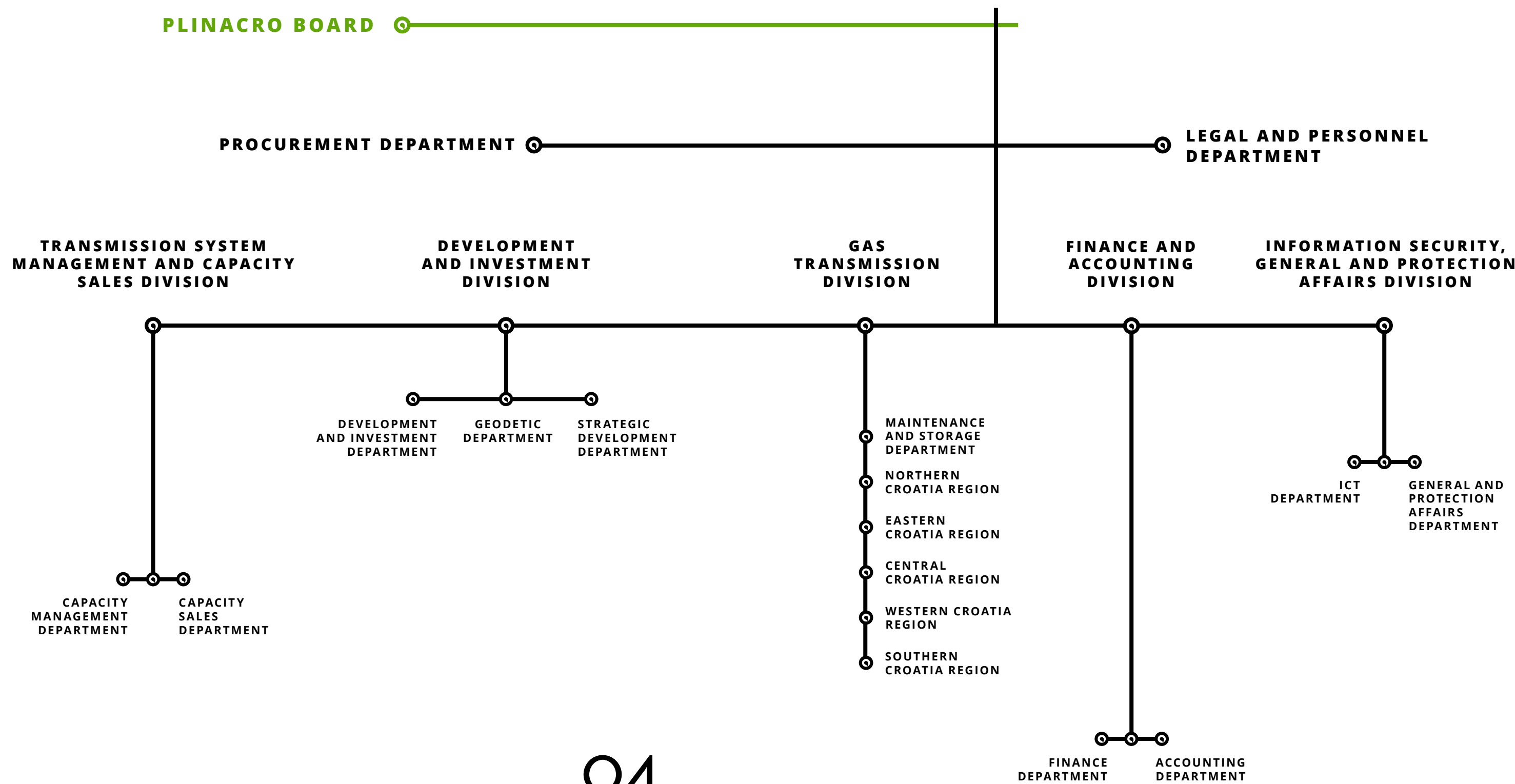
- transmission and transit of natural gas
- management (supervision and direction), maintenance, development and construction of the gas transmission system
- non-discriminatory access to the transmission system when it is financially, technically and technologically reasonable and justified
- balancing the amount of gas in the transmission system
- connecting with other gas systems

Plinacro Ltd. is also in charge of securing long-term transmission system capability of to meet the gas transmission requirements in order to provide usage of natural gas as one of the environmentally most acceptable energy sources.

THE VISION

Plinacro aims to be an esteemed and leading infrastructural energy entity in the gas business in the Republic of Croatia and an important strategic energy partner in the region and the European Union, which enables its owners to meet their energy requirements in a transparent and socially responsible manner, and provides users with a safe and reliable natural gas transmission as one of the ecologically and financially most acceptable options of energy supply in the open market circumstances.





04
ORGANIZATIONAL
STRUCTURE



05

MANAGERIAL STRUCTURE

ASSEMBLY

Tomislav Ćorić, Minister of Environmental Protection and Energy

BOARD

Ivica Arar, President
Daria Krstičević, Member
Marin Zovko, Member

SUPERVISORY BOARD

Drago Jakovčević, President
Ilijana Krešić Rajič, Member
Dražen Arnold, Member
Tomislav Barada, Member
Krešimir Gomboc, Employees' Representative

MANAGEMENT

Ivana Marković, Director of Transmission System Management and Capacity Sales Division
Elizabeta Hribar, Director of Gas Transmission Division
Hrvoje Krhen, Director of Development and Investment Division
Luka Balen, Director of Finance and Accounting Division
Ivan Radoš, Director of Information Security, General and Protection Affairs Division
Vesna Rosandić, Director of Legal and Personnel Affairs Department
Matea Vidović, Director of Procurement Department

Ivica Arar, President
Daria Krstičević, Member
Marin Zovko, Member

05

BOARD





Ivana Marković



Hrvoje Krhen



Ivan Radoš



Vesna Rosandić



Luka Balen



Elizabeta Hribar



Matea Vidović

05

MANAGEMENT

Ivana Marković, Director of Transmission System Management and Capacity Sales Division
Hrvoje Krhen, Director of Development and Investment Division
Ivan Radoš, Director of Information Security, General and Protection Affairs Division
Vesna Rosandić, Director of Legal and Personnel Affairs Department
Luka Balen, Director of Finance and Accounting Division
Elizabeta Hribar, Director of Gas Transmission Division
Matea Vidović, Director of Procurement Department

06

HISTORY OF PLINACRO

Plinacro Ltd established and registered as a member of INA Group.

2001

2002

The company became a 100% state-owned company
Plinacro prepared the Plan of Development, Construction and Modernisation of the Gas Transmission System of the Republic of Croatia from 2002 to 2011.

2003

The Council for Regulation of Energy Activities granted Plinacro the permit to perform a gas transmission energy activity; thereby the company acquired all preconditions necessary for performing its core business.

2006

The Pula–Karlovac main gas pipeline put into operation
The new National Dispatching Centre started operating
The Kutina-Slavonski Brod, Slobodnica-Slavonski Brod and Zagreb Istok-Kutina main gas pipelines put into operation.

2007

The Lučko-Ivanja Reka gas pipeline and the gas transmission system of Baranja completed and put into operation.

2009

After signing the Agreement of purchase and sale with INA, Plinacro acquired a 100% share in the Podzemno skladište plina Ltd. Company.

Plinacro and HEP established the LNG Hrvatska LLC Company.

2010

Plinacro became an observer of the European Network of Transmission System Operators for Gas (ENTSOG).

2011

Gas import started through the Croatia-Hungary interconnection.

2013

The construction of the gas transmission system of Lika and Dalmatia completed.

2014

Plinacro became a full member of ENTSOG.
The Kutina-Dobrovac gas pipeline put into operation.

2018

The construction of the first compressor station on transmission system of Plinacro started.

07

PLINACRO GROUP TODAY

Plinacro Group today comprises Plinacro Ltd and Podzemno skladište plina Ltd (a company 100% owned by Plinacro), and LNG Croatia LLC (an entity jointly controlled with the Croatian National Energy Company HEP d.d.)

PLINACRO Ltd.

Plinacro was established in 2001, by unbundling of natural gas transmission activity from INA into a separate daughter company. Since 2002 Plinacro has been a 100% state-owned company.

By performing gas transmission as its main activity, Plinacro guarantees safe, reliable and high quality supply of natural gas from the entry point into the gas transmission system to off-take measuring-reduction stations of gas distributors and direct and eligible customers. Plinacro is in charge of supervision, maintenance, development and construction of the entire gas transmission system, and of other activities necessary for the technical functioning of the system.

Today Plinacro operates 2713 km of high-pressure gas pipelines, 1761 km of which is 50-bar and 952 km is 75-bar system, 6 entry measuring stations, 1 entry-exit measuring station at the connection with the Okoli underground gas storage, 157 exit measuring-reduction stations and a state-of-the-art National Dispatching Centre, a centre of remote supervision and managing the entire gas transmission system.

Operative control of Plinacro infrastructure is carried out through five gas transmission regions:

- Gas Transmission Region Central Croatia (head office in Ivanić Grad),
- Gas Transmission Region Northern Croatia (head office in Zabok),
- Gas Transmission Region Eastern Croatia (head office in Donji Miholjac),
- Gas Transmission Region Western Croatia (head office in Rijeka),
- Gas Transmission Region Southern Croatia (head office in Stankovci)

and the Maintenance Department and Storage located in Ivanić Grad as well as through the mentioned National Dispatching Centre.

PLINACRO IN NUMBERS:

- 2713 km of gas pipelines
- over 450 of overhead facilities of the transmission system
- 157 measuring-reducing stations
- gas system capacity: 270,181,680 kWh/day
- 275 employees



UNDERGROUND GAS STORAGE Ltd.

Gas storage is an integral technological and business activity of each gas system, and underground gas storage facilities are fundamental for security and flexibility of supply. At the moment Croatia has got only one underground gas storage facility in Okoli, 50 km southeast of Zagreb, put into operation in 1987. It is currently managed by the national storage system operator – Podzemno skladište plina Ltd Company (PSP). Along with its core business of natural gas storage, PSP Ltd is responsible for management, maintenance and development of a safe, reliable and efficient gas storage system, as well as for further development of storage capacities and storage operations. In compliance with the mentioned, PSP is the bearer of the strategic project of the construction of a new gas storage facility in Grubišno Polje, for covering peak consumption of the system.

Plinacro acquired a 100% share in PSP in January 2009 after signing the Agreement of purchase and sale with INA.

Technical characteristics of PSP Okoli:

- operating storage volume: 553 mil. m³
- maximum injection capacity: 4,32 mil. m³/day
- maximum withdrawal capacity: 5.76 mil. m³/day

LNG Croatia

LNG Croatia LLC is the company responsible for the development of the project of the LNG terminal on the island of Krk. The mentioned project will include the construction and management of the infrastructure necessary for receiving, storing, reloading and regasification of the liquefied natural gas (LNG). The goal of the Project is to provide energy needs and increase security of supply by a new natural gas supply route for the countries of Central and Southeastern Europe.

As an entity jointly controlled with the Croatian National Energy Company HEP d.d., the company has been a member of Plinacro Group since 2010.

Technological process in PSP Okoli is carried out in two cycles:

Injection cycle (April-October):

- minimum capacity: 30,000 m³
- maximum capacity: 180,000 m³/h

Withdrawal cycle (October-April):

- minimum capacity: 20,000 m³/h
- maximum capacity: 240,000 m³/h

08

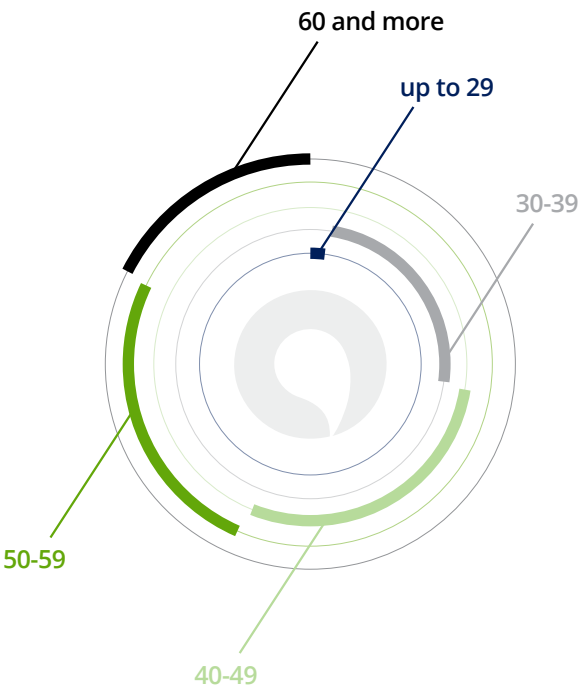
STRUCTURE OF EMPLOYEES

Educational level

NUMBER OF EMPLOYEES	EDUCATIONAL LEVEL
1	PhD
4	MSc
16	Master
11	Specialist of profession
81	University degree
18	Bachelor
18	Associate degree
10	Highly qualified
98	High School
17	Qualified
1	Unqualified
275	

Age structure

AGE GROUP	NUMBER OF EMPLOYEES
up to 29	6
30-39	70
40-49	79
50-59	71
60 and more	49
	275



- up to 29
- 30-39
- 40-49
- 50-59
- 60 and more



08

STRUCTURE OF EMPLOYEES

Number of employees per organizational unit

NUMBER OF EMPLOYEES PER DIVISION/DEPARTMENT:

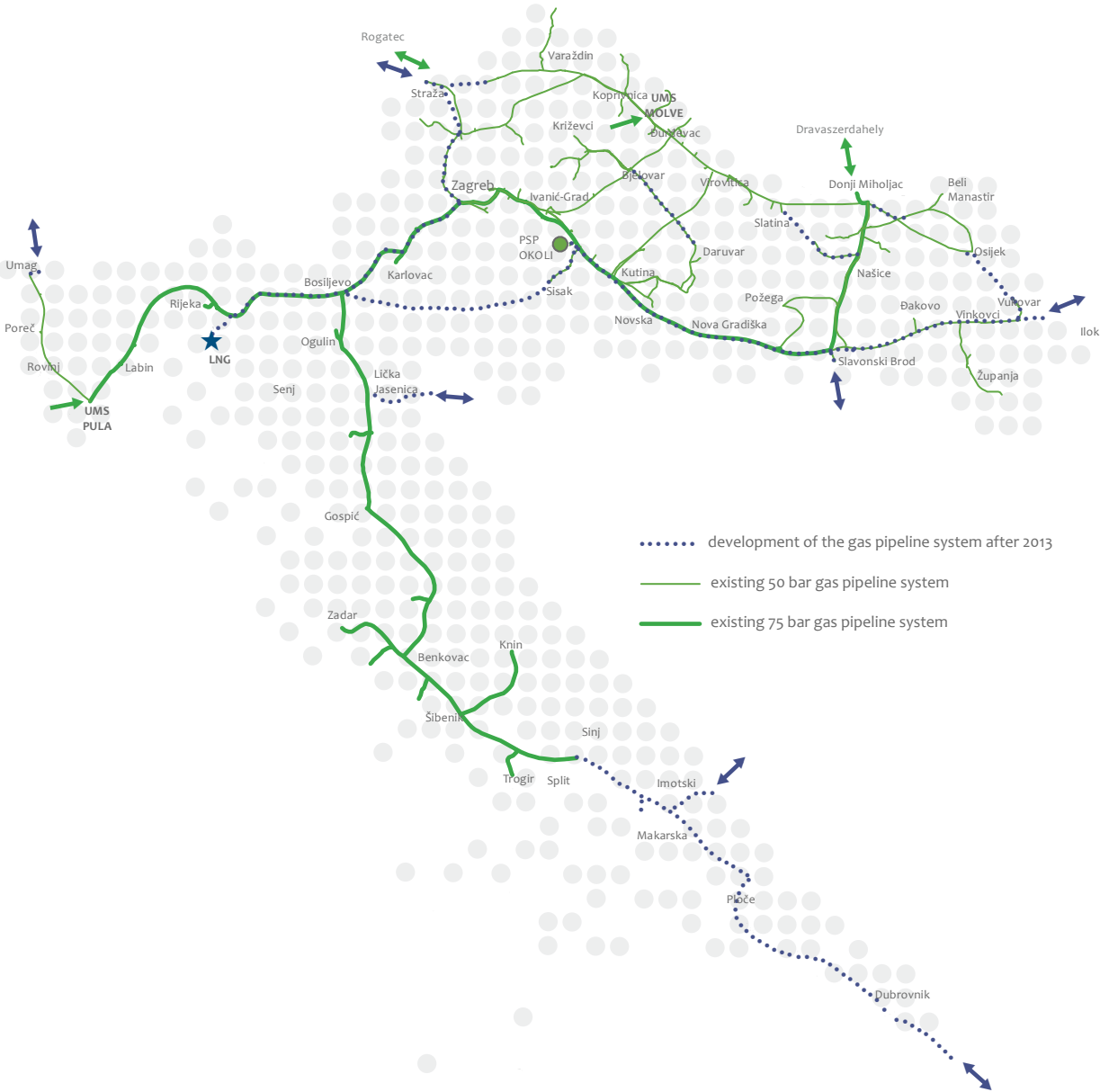
	NUMBER	%
Office of the Board	14	5,09
Procurement department	12	4,36
Legal and personnel affairs department	13	4,73
Transmission system management and capacity sales division	39	14,18
Information security, general and protection affairs division	22	8,00
Development and investment division	20	7,27
Gas transmission division	135	49,09
Finance and accounting division	20	7,27
	275	100



09

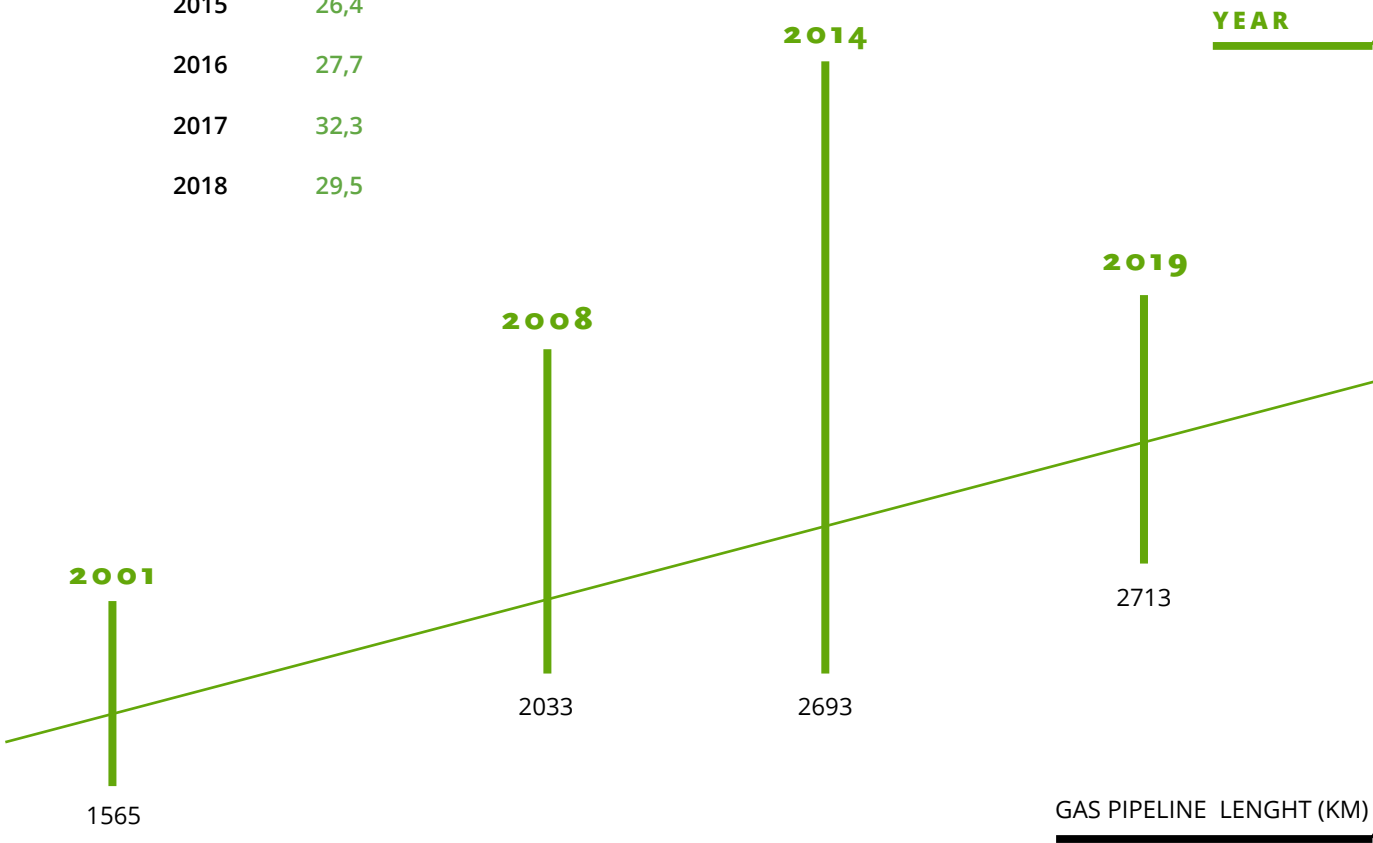
GAS TRANSMISSION

Gas transmission system map



Total transmitted quantities of gas per year

YEAR	x10 ⁶ kWh
2008	33,1
2009	30,2
2010	32,5
2011	31,8
2012	31,3
2013	28,7
2014	25,2
2015	26,4
2016	27,7
2017	32,3
2018	29,5



10

TECHNICAL SUPERVISION OF THE SYSTEM

The Supervisory-Operative Centre (NOC) is the central location of connecting, monitoring and management of all systems of technical protection on Plinacro's facilities, from which monitoring of nearly 50 facilities is carried out 24 hours a day, 365 days a year.

The central location of connecting, monitoring and management of all systems of technical protection on Plinacro's facilities is the Supervisory-Operative Centre (NOC). It is equipped with state-of-the-art equipment and it represents the main supervisory point from which anti-theft systems, video surveillance systems, access control, perimetric protection and announcement systems at remote locations are monitored. Currently from the NOC 34 technological facilities, 11 plant facilities and the administrative building in Zagreb are monitored 24 hours a day, 365 days a year. Specifically, system status monitoring is carried out, alarms are received from remote locations and, if necessary, remote systems are controlled and orders for interventions or further actions are given. Additionally, virtual tours of all monitored locations are carried out, enabling real-time detection of all potential irregularities or dangers that may occur in or near a facility.

Implementing the central monitoring of the technical protection system of objects optimises business activities of the company, increases security in general and reduces the time required to respond to incidents. Moreover, it is possible to gather additional information, which, if necessary, can be shared with competent state institutions and used for checking the operation of technological facilities.



11

TRANSMISSION SYSTEM MANAGEMENT AND CAPACITY SALES

As the gas transmission system operator of the Republic of Croatia, in compliance with the legislation of the European Union and the Croatian energy legal framework, Plinacro carries out its services based on the principles of transparency, equal conditions and non-discrimination. The main service that Plinacro offers to transmission system users is the service of gas transmission.

SERVICES OF TRANSMISSION SYSTEM OPERATOR

Plinacro offers to transmission system users standard capacity products:

- annual
- quarterly
- monthly
- daily
- within-day

Transmission system users can contract transmission system capacities on:

- entries into the transmission system and exits from the transmission system in Croatia – via SUKAP system
- interconnections
 - with Hungary (Drávaszerdahely) – via RBP auction platform
 - with Slovenia (Rogatec) – via Prisma auction platform

Plinacro provides information infrastructure by which the following is provided:

- capacity booking
- capacity nomination
- trading on the secondary market
- transmission system balancing

Through our cooperation with transmission system operators of the neighbouring countries and by constant investment in the development of the transmission system, we have been continuously improving our services in order to provide transmission system users with easier and more efficient use of our transmission system and their integration into the internal gas market of the European Union:

- Since 2019, in cooperation with Plinovodi, the transmission system operator of the Republic of Slovenia, Plinacro has been providing firm physical capacity for gas transmission in both directions (bi-directional capacity) at the Rogatec interconnection
- Since 2020, in cooperation with the Hungarian transmission system operator, FGSZ, Plinacro will provide firm physical capacity for gas transmission in both directions (bi-directional capacity) at the Drávaszerdahely interconnection



GLOSSARY

- Auction (booking) platform – web-based platform used for carrying out auctions of transmission capacities at interconnections, through which users contract these capacities
- Firm capacity – capacity that Plinacro provides to users in the total contracted amount for the contracted time
- Interruptible capacity – capacity that Plinacro is entitled to restrict or interrupt to users
- Capacity booking – contracting standard capacity products
- Capacity nomination – announcement of use of transmissions capacities, on a daily and intra daily level
- Trading on the secondary market – capacity market where users trade with each other with contracted transmission system capacity
- Transmission system balancing – providing conditions in the transmission system within the limits required for safe and secure transmission of gas in compliance with the contracted conditions.



IT SUPPORT TO BUSINESS ACTIVITIES

SUKAP system

SUKAP is an information system for capacity management. It is the main IT infrastructure and support to business processes related to contracting and use of the contracted service of gas transmission. All registered users of transmission service are also users of the SUKAP system, through which they submit their requests for capacity booking, deliver their transmission nominations, take over reports on the conducted transport and carry out activities on the secondary capacity market. Part of SUKAP is open to the public and provides access to information which must be publicly announced in compliance with the regulations on the gas market. In order to be constantly improved and compliant with the EU energy regulations SUKAP is continuously developed, adapted and upgraded.

COMMUNICATION SYSTEMS

Own communication systems enable connecting remote technological facilities and business objects of Plinacro for the needs of data transfer for technological monitoring, management and measurement as well as for video surveillance and office management. The microwave link system and UHF radio system with optic communication system complement each other. The excess capacity of optic communication system is rented out on the telecommunication services market.

NATIONAL DISPATCHING CENTRE (NDC)

The National Dispatching Centre (NDC) is the location of central monitoring and management of the entire transmission system, 24 hours a day, 365 days a year. By the state-of-the-art remote control system for real-time control and data acquisition (SCADA) technological parameters are monitored for gas pipelines and facilities of the transmission system. In order to meet contractual liabilities towards users of the transmission service and maintain optimum conditions in the system, from the NDC, if necessary, gas flow and pressure is controlled at certain facilities of the transmission system. The NDC operatively communicates with transmission system operators of the neighbouring countries, facilities of gas producers, the gas storage system, distribution systems and end users connected directly to the transmission system. In addition to managing technological process of gas transmission, the NDC also performs some tasks related to data exchange with transmission system users.

12

STRATEGIC DEVELOPMENT AND INVESTMENTS

Plinacro's international activities are carried out through the institutions and working groups of the European Union and the Energy Community, participation in international projects, direct cooperation with similar foreign companies, membership and work in international professional associations and active participation at international conferences

PLINACRO'S INTERNATIONAL ACTIVITIES

Plinacro's international activities are comprehensive and take place on various levels, through the institutions and working groups of the European Union and the Energy Community, participation in international projects, direct cooperation with similar foreign companies, membership and activities in international professional associations and active participation at international conferences.

A significant part of the activities is carried out under the auspices of and in cooperation with the competent Ministry of Environment and Energy, and particularly through the European Network of Transmission System Operators for Gas (ENTSOG), an association of Europe's transmission system operators, of which Plinacro is an active member. ENTSOG prepares the European Ten-Year Network Development Plan of gas infrastructure (TYNDP). Projects included in ENTSOG's TYNDP can be nominated as projects of common interest of the European



Union. ENTSOG actively participates in creating legal framework of the Union related to natural gas transmission.

Plinacro has accomplished significant international activity by working on the new supply projects, including the Trans Adriatic Pipeline and the Ionian-Adriatic Pipeline projects, as well as LNG terminal project in Omišalj. Apart from Croatia, countries such as Albania, Montenegro and Bosnia and Herzegovina also participate in the Ionian-Adriatic Pipeline project, which was initiated and designed by Plinacro and has become a leading regional project. With its preparation, besides the aforementioned international

cooperation, Plinacro accomplished a successful cooperation with a number of foreign companies such as EGL, TAP, Shah Deniz 2 and Socar.

The longest and the most enduring international activity of Plinacro is related to cooperation with similar companies, primarily gas transmission system operators. Plinacro primarily cooperates with the operators whose systems are connected to our system, the Slovenian Plinovodi (Geoplin) and the Hungarian FGSZ, as well as with those with which we plan direct interconnection of systems, joint participation in projects or some form of professional cooperation, including BH-Gas, Srbijagas, GCA, Gaz-System.

Plinacro's experts have been actively participating also in activities of other international professional associations, such as the International Gas Union (IGU). Plinacro has become a member of the two new initiatives, Eastern Europe Natural Gas Partnership (EE-NGP), under the auspices of the United States Energy Association (USEA), and the Association of the Mediterranean Gas Infrastructure Operators (MEDGIO). In addition to this, Plinacro's representatives participate in numerous international assemblies, conferences and forums.

12

STRATEGIC DEVELOPMENT AND INVESTMENTS

Although the Croatian gas transmission system has reached a significant level of development (from the aspect of capacities and 95% of coverage of the Croatian territory with the gas system and as regards technological reliability and operational security), its further development is indispensable to increase its technical security, reliability of supply, market adaptability and efficiency. Therefore, further development is oriented towards creating conditions for increased transmission of gas from new sources, which will also ensure increased efficiency of the gas transmission system and lower costs of gas transmission.

PLAN OF DEVELOPMENT OF THE GAS TRANSMISSION SYSTEM OF THE REPUBLIC OF CROATIA

The development of the Croatian gas transmission system has been determined by:

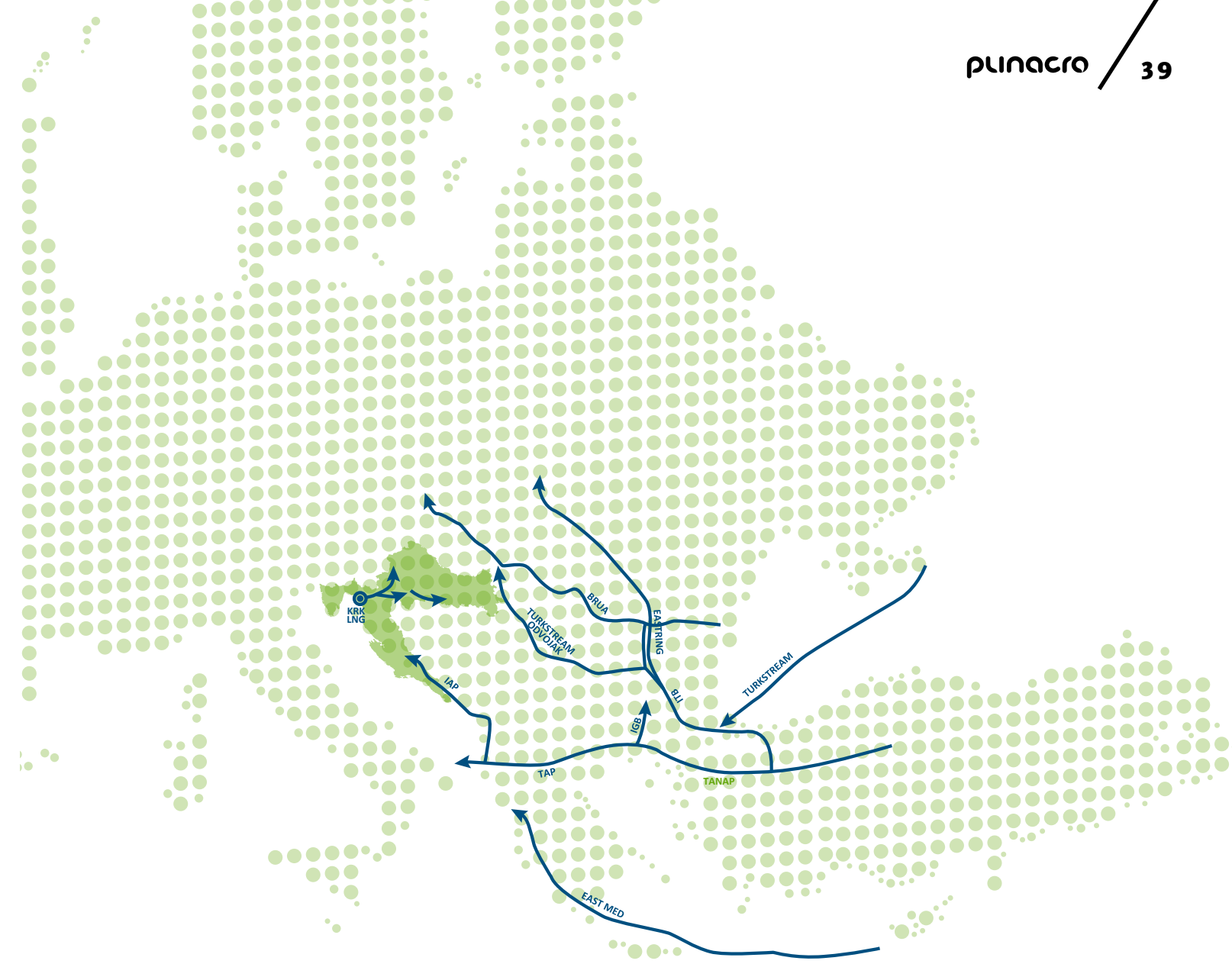
- obligations deriving from the EU regulations
- necessary diversification of supply and increase of efficiency of the transmission system
- increasing internal security of the transmission system and
- enabling gas transmission towards the neighbouring countries.

By the construction of the first compressor station in Croatia near Velika Ludina and the Omišalj-Zlobin gas pipeline, which will connect the LNG terminal on the island of Krk with the existing transmission system, transport of first gas quantities from the LNG terminal to the market in Hungary and beyond to Eastern Europe will be enabled. By further development of the gas transmission system from Zlobin to Slobodnica near Slavonski Brod (the Zlobin-Bosiljevo-Kozarac-Slobodnica gas pipeline) delivery capacity towards Southeastern

Europe will increase up to 7 bcm³/y.

The development of the gas transmission system Lučko-Zabok-Jezerište-Sotla will enable transport of gas from the LNG terminal towards Slovenia and beyond towards Central and Western Europe as well as the access of users of the terminal to the only liquid gas exchange in this part of Europe, in Baumgarten, in Austria. The mentioned interconnection is important in order to create conditions for participation of players in the growing world LNG spot market, in the European gas market and for better integration of Croatia in the European natural gas flows.

The gas pipeline system for transport of LNG towards neighbouring markets will be constructed so as to enable additional gas transport from the Middle East, Caspian region and East-Mediterranean region by the Ionian-Adriatic pipeline (IAP). IAP is an integral part of the South Gas Corridor that will connect TAP with the existing gas transmission system near Split. Plinacro and the countries in the region



consider IAP to be a priority project since it will create preconditions for the development of gas markets in Montenegro and Albania, facilitate construction of gas network in southern part of Croatia and Bosnia and Herzegovina, introduce environmentally acceptable energy source in the region, provide access to Croatian and the planned Albanian storage capacities and enable enhanced gas transmission and increased efficiency of the gas transmission system.

The Slobodnica-Sotin gas pipeline will enable the interconnection with Serbia and a direct export of gas from the LNG terminal towards Serbia. After the construction of this gas pipeline a direct import of gas from the TurkStream branch from Serbia will also be enabled.

The gas transmission system that provides internal security of supply will enable more stable and safer supply of gas to the areas in Croatia supplied by gas from gas pipeline branches and with only one source of gas supply. It is planned to construct gas pipelines of different diameters, of the total length of approx. 200 km and an operating pressure of 50 bar, which will enable creating internal loops for the increased security of gas supply.

Regarding the interconnections used for gas export, the construction of another smaller interconnection with Slovenia is planned, on the direction Umag-Koper, and three interconnections with Bosnia and Herzegovina: the Zagvozd-Imotski-Posušje with a branch for Mostar, the Rakovica-Bihać and the Slobodnica-Bosanski Brod interconnection.

13

FINANCIAL INDICATORS

YEAR	TOTAL INCOME	TOTAL EXPENSES	GROSS PROFIT
2008	560.213	415.362	144.851
2009	640.917	458.667	182.249
2010	648.151	488.564	159.587
2011	631.767	561.687	70.080
2012	633.565	548.905	84.660
2013	619.473	466.676	152.797
2014	576.362	444.441	131.922
2015	525.054	401.932	123.122
2016	601.818	378.413	223.405
2017	655.900	384.545	271.354
2018	477.497	382.149	95.348

u HRK 000

Average price of gas transmission per unit

YEAR	TRANSMITTED QUANTITIES (TWh)	SALES INCOME (mln. HRK)	AVERAGE PRICE OF TRANSMISSION (HRK/kWh)
2008	33,14	519,5	0,0157
2009	30,22	579,3	0,0192
2010	32,52	576,2	0,0177
2011	31,77	570,1	0,0179
2012	31,41	564,6	0,0180
2013	28,72	542,9	0,0189
2014	25,24	507,5	0,0201
2015	26,37	441,7	0,0167
2016	27,65	512,5	0,0185
2017	32,34	547,8	0,0169
2018	29,54	443,5	0,0150

u HRK 000

14

CORPORATE SOCIAL RESPONSIBILITY

We pay special attention to the environment in which we operate as well as health and safety issues. In addition, we are trying to create encouraging work environment and support community also through the donations program.

HEALTH, SAFETY AND ENVIRONMENTAL PROTECTION IN PLINACRO

Plinacro pays special attention to environmental protection and carries out a number of preventive measures in the field of environmental protection, as well as health and safety protection:

- our measuring-reduction stations and gas pipelines are equipped with safety devices that prevent even the least harmful consequences for people, objects and the environment
- we measure air emissions from stationary sources
- we keep the Pollutant Emissions Register at the Ministry of Environment and Energy
- we dispose of waste in compliance with the valid legislation
- in order to preserve the original layout of the environment as much as possible, and reduce the possibility of its damage to a minimum, when designing and constructing the gas system we take care to bring the environment into its original state, during the construction of gas pipelines we keep a daily log on environmental compliance and, if necessary, we deliver the data to the competent institutions
- we regularly carry out safety at work measures to prevent any danger to the safety of workers and the environment. The job risk assessment has been drawn up identifying potential hazards. The relevant protective measures are stipulated and regularly updated. All our employees are trained to work safely and are informed about fire protection procedures, while some are trained in providing first aid
- we organize fire drills and exercises in accordance with the operational plan of interventions in environmental protection
- we conduct internal inspections of protection measures implementation on a regular basis in order to keep the system safe and reliable
- we regularly review, test and service the equipment and plants
- we have constructed the Supervisory-Operative Centre (NOC), the central location of connecting, monitoring and management of all systems of technical protection installed at nearly fifty objects of Plinacro

EMPLOYEES

Plinacro is aware that the key factor in business success of modern organisations is systematic and quality management of human resources with the aim to achieve involvement, motivation and productivity of employees educated in their field of expertise.

Aware of the value and vital importance of our employees with their specialist knowledge and professional skills we are committed to providing and maintaining a high level of their expertise and motivation through investing in lifelong education, specialist knowledge and skills through targeted expert training in Croatia and abroad (conferences, seminars, courses) and vocational education in compliance with the needs of a job.

Moreover, through internal training our employees have the opportunity to present to their colleagues innovations and challenges they face in the day-to-day business activities, providing all employees with a clear review of all crucial business activities of the company. Likewise, we pay special attention to transferring specialist knowledge and experience to students through vocational practice, trying to contribute to the development of the profession.

PLINACRO IN THE COMMUNITY

Through its donation programme Plinacro strives to establish long-term quality relationships with local communities in which it operates and with the society in general. Each year it supports the implementation of numerous worthy humanitarian, cultural, scientific, educational and sport projects of associations, clubs, foundations and other non-profit organisations. There are five categories of supported projects or programmes: arts, culture and cultural heritage, humanitarian work and human rights protection, science, education and sports.

In the past five years through its donation programme the company supported about 130 projects or programmes of civil society organizations, with the amount of almost HRK 2 million.

Plinacro is proud of the fact that with some of donation users it has had years of cooperation. Among them is ZAKUD Vinkovci and their exceptionally valuable project of cultural heritage promotion – Vinkovačke jeseni, Dora Humanitarian Organization, Ana Rukavina Foundation, The First Croatian Association of Parents of Children Suffering From Malignant Diseases HEO Zagreb and several student organisations such as Sretno!.





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SPONSORSHIPS

From its very beginning Plinacro provides support to high quality projects through its sponsorship programme. It has been continuously supporting some scientific, cultural and sports projects for years.

Along with donations, as an unconditional form of support to high quality projects in the community, from its very beginning Plinacro provides support to high quality projects through its sponsorship programme.

Over the past five years Plinacro sponsored the implementation of nearly 80 projects, primarily scientific, cultural and sports projects.

For a number of years Plinacro has been providing special support to scientific-expert conferences from energy sector. Among these are the International Gas Professionals Meeting in Opatija organised by the Croatian Gas Association, the Energy Day organised by the Croatian Energy Association, the International Oil, Gas and Primary Energy Conference and Exhibition, organised by the Croatian Association of Petroleum Engineers and Geologists, the Petroleum Engineering Summer School (PESS) organised by the Faculty of Mining, Geology and Petroleum Engineering of the University of Zagreb, and

also a series of other events from energy field.

Additionally, in recent years Plinacro has collaborated with several cultural institutions, such as the Croatian National Theatre in Varaždin, the Croatian National Theatre in Split and the Academy of Arts in Osijek. Plinacro also supported a series of youth-related sports projects and programmes.

We are particularly proud to be a partner of a socially responsible project Hrvatska pamet Hrvatskoj (Croatian minds to Croatia) by magazines Poslovni dnevnik and Večernji list. From its very start that project promotes cooperation of business, academic and political public in creating conditions for young academically educated people to stay in Croatia.

QUALITY MANAGEMENT SYSTEM

Plinacro decided to introduce the quality management system according to ISO 9001:2000 right at its very establishment. Today Plinacro also has certified Information Security Management Systems according to ISI/IEC 27001:2013 and Energy Management System according to ISO 50001.

By realizing the importance of continuous improvement of business processes and the quality of its service, Plinacro decided to introduce the quality management system according to ISO 9001:2000 at its very establishment.

The ISO Standard was accepted as a good basis for raising the efficiency of business, as well as for continuous improvement of the quality system and the satisfaction of the increasing number of natural gas transmission users.

The system was certified for the first time in 2003 and is continuously being improved and enhanced as evidenced by the successful completion of the system recertification. In 2015 a decision was taken on further development and improvement of the ISO system. In 2016 the Information Security Management System was introduced and successfully certified in compliance with the ISI/IEC 27001:2013 standard.

Moreover, in 2016 and 2017 all preparatory activities were carried out for certification in accordance with ISO 50001 standard (Energy Management System) and at the beginning of 2018 Plinacro has been successfully certified in accordance with this standard.



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