

PRIMARY FORMS, CHANNELS, PRINCIPLES, AND THEMES OF ENGAGEMENT WITH STAKEHOLDERS [GRI 102-43, 102-44]

Stakeholders	Forms and frequency of engagement	Main communication channels	Principles of engagement with a group of stakeholders	Main themes of engagement in 2019
Internal stakeholders				
Workers and their representatives	<ul style="list-style-type: none"> > More than 268 meetings of occupational safety committees > Meetings of workers' associations > Joint communications with company employees and the review of employees' requests and proposals from primary trade union organizations > Study of staff satisfaction > Staff award ceremonies at which 5,259 employees were awarded 	<ul style="list-style-type: none"> > Management's address to employees, including through corporate media and video messages > Emailing > Corporate publications > Internet portal > Review of internal regulations 	<ul style="list-style-type: none"> > Relations at Inter RAO are built on the basis of mutual responsibility, respect for the individual, and a focus on results, and aim to promptly and successfully solve problems and build constructive relationships in the workforce > The Company builds relations with employees based on the principles of long-term cooperation, mutual respect, and the strict fulfillment of mutual obligations > The Company respects the rights of workers established by law and respects personal freedom and human dignity > The Company does not allow any manifestations of discrimination against employees on political, religious, national, or other similar grounds in the workplace and provides each employee with equal opportunities to develop an effective professional career 	<ul style="list-style-type: none"> > Conclusion of collective bargaining agreements and industry agreements between representatives of employers and workers > Holding cultural and sports events
Management and control bodies	<ul style="list-style-type: none"> > 68 meetings of the Board of Directors and its committees > 59 meetings of the Management Board 	<ul style="list-style-type: none"> > Management and financial reporting > Ongoing interaction as part of business processes 	<ul style="list-style-type: none"> > Members of the Company's Board of Directors, Management Board, and Revision Commission are required to conscientiously, responsibly, and reasonably fulfill their duties in the interests of Inter RAO, while demonstrating loyalty. This means that these individuals must exercise their powers in the interests of Inter RAO and its shareholders as a whole, and must not allow their personal interests to prevail over the Company's interests. 	<ul style="list-style-type: none"> > Quality of corporate governance and the activities of the Board of Directors > The Company's Development Strategy as part of the Board of Directors > Assessment of the work of management and the Board of Directors > Risk management and risk appetite > Sustainable development issues

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External stakeholders				
Shareholders and the investment community	<ul style="list-style-type: none"> > Meetings and presentations > Investor Days and Analyst Days > Meetings with investors at road shows and conferences > Conference calls and video calls > Webcasts > Visits to enterprises > Official correspondence and telephone conversations > General Meeting of Shareholders and meetings with minority shareholders 	<ul style="list-style-type: none"> > Specialized events (telephone conferences, meetings, and Investor Days) > Specialized materials for the investment community (Analyst's Handbook, etc.) > Disclosure of information per the legislation of the Russian Federation > Voluntary disclosure of additional information > PJSC Inter RAO hotline for shareholders > Call center of the Company's Registrar > Publications in the news agency LLC Interfax – CIDC > Corporate publications > Websites of the Group's companies 	<ul style="list-style-type: none"> > PJSC Inter RAO assures its shareholders that it strictly observes all rights envisaged by law as well as those arising from obligations in connection with the circulation of securities on stock exchanges > The Company is attentive to the information and other requests of its shareholders > The Company is committed to corporate governance and applying the experience of best international practices > The Company refrains from actions that could mislead shareholders or investors > The Company ensures the timely, full, and reliable disclosure of information as envisaged by law, the requirements of securities market regulators, and the Listing Rules of stock exchanges on which PJSC Inter RAO securities are traded 	<ul style="list-style-type: none"> > Level of dividend payments > Targets for the use of idle funds > Use of the treasury block of shares > Results of the modernization program > Financial and operational results of Inter RAO and the forecast for financial indicators > Enhancing ESG standards > Approval of incentive strategies and programs > Sustainable development of the Inter RAO Group > Amount of capital expenditures > Potential M&A deals > Regulation of electricity and capacity markets
Government (including government authorities in other countries of operation)	<ul style="list-style-type: none"> > Measures to draft regulations and strategies for the development of the energy industry as part of working groups, collegiums, and committees > Meetings of intergovernmental commissions > Response to requests from the public authorities > Conducting four selections for modernization > Meetings of specialized associations 	<ul style="list-style-type: none"> > Provision of financial, statistical, and environmental reporting to the regulatory authorities > Publication of reports on the Company's activities 	<ul style="list-style-type: none"> > Inter RAO recognizes the high degree of corporate social responsibility to the government and the public > Engaging in activities both in Russia and abroad, Inter RAO adheres to the principle of strictly observing the norms of Russian and international law as well as the legislative requirements of foreign states in which Inter RAO operates > The Company precludes 'unofficial' communication with representatives of the government authorities in its work > The Company avoids any actions that could be construed as patronage or other measures that provide benefits or preferences to an individual organization or its employees 	<ul style="list-style-type: none"> > Regulation of electricity and capacity markets > Putting forward legislative initiatives concerning modernization > Revision of water rates > Settlement of the debts of consumers in the North Caucasus > Implementation of the agency-wide project 'Digital Energy'

SUSTAINABLE DEVELOPMENT REPORT

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Society (including consumers)	<ul style="list-style-type: none"> > More than 300 charity events and socioeconomic development projects in the regions > Public hearings held on three occasions > Environmental volunteer activities 	<ul style="list-style-type: none"> > Social media websites and pages of the Group's companies > Customer hotlines > The Group's public reporting 	<ul style="list-style-type: none"> > The Company is aware of its high degree of corporate social responsibility to the government and the public > Inter RAO recognizes its responsibility for environmental protection, the efficient use of natural resources, and the minimization of and compensation for its impact 	<ul style="list-style-type: none"> > Implementation of the SDG agenda > Risks associated with climate change > Environmental issues and creating conditions for improving people's quality of life > Advanced training of athletes and the promotion of sports culture and a healthy lifestyle for young people > Assistance to children with disabilities > Assistance to orphans and children > Assistance to veterans of World War II, blockades, labor front workers, and concentration camp prisoners
Business partners and the industry community	<ul style="list-style-type: none"> > Meetings of the Advisory Body on Procurement Efficiency of the Inter RAO Group > Participation in more than 30 training seminars/roundtables for suppliers on issues concerning the involvement of SMEs > One Supplier Day and one Presentation Day for suppliers were organized > Participation in more than 5 thematic industry conferences > 9 agreements were concluded with the regions of the Russian Federation to provide support measures to SMEs and to facilitate import substitution > Meetings of specialized associations 	<ul style="list-style-type: none"> > Posting information about the Company's activities on the corporate website and specialized procurement websites > Publication of the industry magazine Energy Without Borders > Mass media 	<ul style="list-style-type: none"> > The key principles of interaction between PJSC Inter RAO and its counterparties are: > Conscientious fulfillment of contractual obligations > Settlement of disputes through negotiations in order to find compromises acceptable to all parties involved in a legal relationship > Refusal to use informal relations with counterparties in order to obtain personal benefits to the detriment of the Company's interests > Respect for information owned by business partners and also maintaining the trade secrets of such partners 	<ul style="list-style-type: none"> > Supply of equipment and services > Implementation of measures to provide support measures to SMEs > Import substitution of equipment and technologies in the energy sector > Improving the efficiency of procurement activities

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Competitors	Meetings of the Market Council to establish rules for the wholesale and retail electricity and capacity markets	Public reporting by the Group Official websites of the Group's companies	The Company respects all players in its professional environment, including competitors, and complies with the principles of open, fair, and conscientious competition in any jurisdiction in which the Company operates Inter RAO does not tolerate actions (inaction) that could potentially lead to a violation of competition laws, including unfair competition, the restriction of competition, or the abuse of a dominant position on the market through discreditation, manipulative deception, incorrect comparisons, the illegal use of exclusive rights to means of individualization or intellectual property, creating confusion, illegally obtaining, using, or disclosing information that constitutes a commercial or other secret protected by law, or concerted actions	Industry-wide interaction and interaction within professional associations Completion of settlements under a purchase and sales contract for a block of shares in PJSC Inter RAO in favor of the Inter RAO Group
Customers and consumers	Meetings with the Consumer Council on the development of the wholesale and retail electric and thermal power markets Conducting customer satisfaction surveys	Online consultations on the websites of supply companies Confidential hotline Mobile service centers Virtual reception office Contact center Personal accounts of consumers	Inter RAO recognizes its responsibility to maintain energy security and to meet the growing demand for electric and thermal power	Activities that contribute to improving energy efficiency Development of paid services: installation of electricity meters, electrical work, and the wholesale and retail sale of electrical goods Introduction of unified billing for legal entities of Inter RAO supply companies
Media	Press conferences Press tours and blog tours Press lunches and breakfasts	The Group's website Corporate media Mass media Blogsphere	The principle of regular, consist, and efficient information disclosure by the Company means ensuring the continuity of the information disclosure process, the shortest possible time for information disclosure as well as synchronous and equivalent information disclosure The principle of accessibility to information that has been disclosed by using a variety of information disclosure channels and methods. The principle of the reliability, completeness, and comparability of information	New strategy Financial and operating results M&A transactions Modernization program Reduction in receivables