

### Activities for employees and their families

The Company arranged Olympiad-like competitions among employees to promote healthy life-style and sports and to form corporate teams for industry, regional or municipal Olympiad-like competitions. 50% of employees have taken part in such corporate and Olympiad-like competitions during the reported period.

### Privileges, guarantees and compensations, paid to employees in line with the collective agreement

Death gratuity payment, disability benefits, compensations paid to children of the perished workers, etc.

### Charitable programs

The core charity aspects of 2016 are: arrangement of benevolent conditions for orphans and children without parental care, assistance in treatment of children with cancer and in provision disabled children with required assistive technologies and devices in the Sverdlovsk, Chelyabinsk and Perm regions.

## CUSTOMER SUPPORT

Our primary CRM guidelines are observation of consumer rights and interests and satisfaction of their needs. The quality of services should meet or even exceed customer expectations. Customer service centers and bureaus all over the Company provided F2F service. Internet customer support and 8-800-2501-220 hot line support provide 24/7 remote customer services. The corporate web-site provides access to the online GD's reception office and personal customer account.



To enhance quality and accessibility of the Company's services 19 F2F customer service centers operated during the reported period. Our hot line customer service center has increased the quantity of telecommunication channels and employee population. We have upgraded our interactive voice answerback system. We have extended our online "Connection" service at "Personal Customer Account" of the corporate web-site with add-ins, "Electricity Transmission" service running in a testing mode. There were special customer boards in our Sverdlovenargo and Chelyabenergo branches, with the Permenergo branch collaborating with the multisectoral customer board, liable for operations of natural monopolies in the Perm region.

To enhance accessibility of information and transparency of the Company's operations, we have posted information on QoS on the corporate web-site, installed information stands in F2F customer service centers and prepared step-by-step leaflets on connection services.

During the reported period the Company has achieved targets of QoS indicators approved by the state regulators. Actual values are within possible variations; max variation has not exceeded 14% with possible variation ratio set at 30%

### QoS indicators

Branch	Target	Actual
Permenergo	1.0102	0.8767
Sverdlovenargo	1.0102	0.9543
Chelyabenergo	1.0102	0.8897