

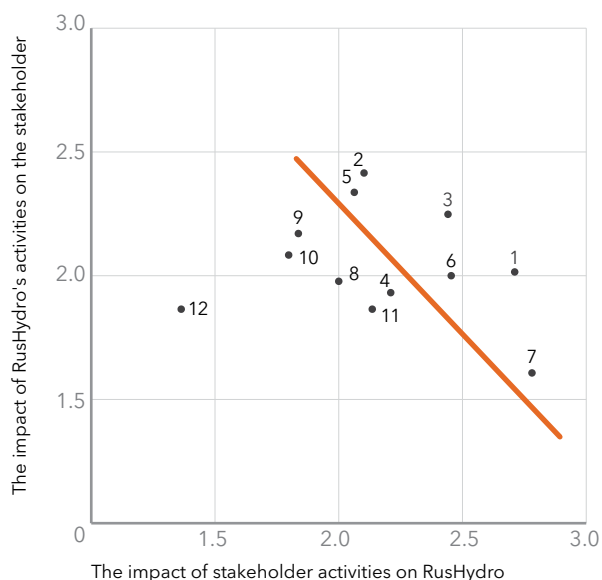
# INTERACTION WITH STAKEHOLDERS

## APPROACH AND MECHANISMS OF INTERACTION WITH STAKEHOLDERS

The stakeholder map of RusHydro Group is updated every two years by a survey of the Company's management. In preparing the Report for the year of 2017, the Map of the main stakeholder groups of the RusHydro Group was updated. Regarding the list and map presented in the social report of RusHydro Group for 2016, the names of a number of groups were adjusted and merged into new groups. Accordingly, the average values of the new groups were calculated and their position on the map was changed. Stakeholders located above the cut-off line are recognised as key stakeholders. [102-42]

RusHydro Group builds mechanisms for interaction with each of the stakeholder groups to ensure ongoing cooperation and empowering the representatives of the parties to participate in the Group's activities. In the course of its activities RusHydro seeks to identify and maintain a balance of interests of all stakeholders, ensuring the most complete and timely disclosure of relevant information for them.

**Stakeholder map** [102-40]



### Mechanisms of interaction with key stakeholders of RusHydro Group

 [102-43]

Nº	Stakeholder	Stakeholder Interests	Basic mechanisms of interaction
1	Shareholders and investors	<ul style="list-style-type: none"> <li>■ Economic efficiency</li> <li>■ Sustainability of business</li> <li>■ Transparency of business processes</li> </ul>	<ul style="list-style-type: none"> <li>■ Meetings of shareholders and other corporate events</li> <li>■ IR-presentations and IR-events</li> <li>■ Publication of accounts</li> <li>■ Ensuring equal and timely access to essential information on tariff regulation, disclosure of information on official websites of controlled companies of PJSC RusHydro in accordance with the rules for disclosure of information defined by the Government of the Russian Federation</li> </ul>
2	Customers and consumers	<ul style="list-style-type: none"> <li>■ Reliable power supply</li> <li>■ Improving the quality of products and services</li> <li>■ High standards of service</li> </ul>	<ul style="list-style-type: none"> <li>■ Online consultations on the sites of marketing companies</li> <li>■ Trust Line</li> <li>■ Mobile Service Centers, virtual reception</li> <li>■ Contact center</li> <li>■ Personal accounts of consumers guaranteeing suppliers</li> <li>■ Development of client offices</li> </ul>

Nº	Stakeholder	Stakeholder Interests	Basic mechanisms of interaction
3	Business partners, suppliers and contractors	<ul style="list-style-type: none"> <li>■ Fair competition and responsible market behavior</li> <li>■ Transparency, including transparency of procurement activities</li> </ul>	<ul style="list-style-type: none"> <li>■ Forums, exhibitions, conferences, dialogues</li> <li>■ Open and competitive procurement procedures</li> <li>■ Joint projects</li> </ul>
4	Public environmental organisations	<ul style="list-style-type: none"> <li>■ Protection of the environment</li> </ul>	<ul style="list-style-type: none"> <li>■ Running environmental impact assessment</li> <li>■ Environmental projects in the regions of presence</li> </ul>
5	Employees and labor union organisations	<ul style="list-style-type: none"> <li>■ Professional and career growth</li> <li>■ Safe working conditions</li> <li>■ Worthy conditions of remuneration</li> </ul>	<ul style="list-style-type: none"> <li>■ Staff development</li> <li>■ Social support of employees</li> <li>■ Information and communication through internal channels</li> <li>■ Interaction with trade union organisations</li> </ul>
6	Professional associations and industry organisations	<ul style="list-style-type: none"> <li>■ Development of research in power engineering</li> <li>■ Innovative technologies development</li> <li>■ Prospects for cooperation</li> </ul>	<ul style="list-style-type: none"> <li>■ Forums / conferences / exhibitions</li> <li>■ Joint programmes</li> <li>■ Public reporting</li> <li>■ Work in the Organisation / Association Programmes</li> </ul>
7	The authorities at federal, regional and municipal levels	<ul style="list-style-type: none"> <li>■ Development and modernization of electric and thermal power facilities</li> <li>■ Development of regions of presence</li> <li>■ RES development</li> <li>■ Improvement of the regulatory and legal support of the Company</li> <li>■ Ensuring reliable and uninterrupted power supply</li> </ul>	<ul style="list-style-type: none"> <li>■ Agreement on socio-economic cooperation with the subjects of the Russian Federation</li> <li>■ Carrying out public hearings on plant construction projects</li> <li>■ Work in joint committees, commissions, expert groups on the development of the fuel and energy facilities</li> </ul>
8	Regulatory and controlling authorities	<ul style="list-style-type: none"> <li>■ Compliance with the requirements of Russian and international law</li> </ul>	<ul style="list-style-type: none"> <li>■ Reporting</li> <li>■ Development of proposals for improving legislation</li> </ul>
9	Educational institutions	<ul style="list-style-type: none"> <li>■ Targeted training</li> <li>■ Development of branch science</li> <li>■ Development of innovative technologies, including reducing the negative impact on the environment</li> </ul>	<ul style="list-style-type: none"> <li>■ Cooperation in the field of scientific and research activities</li> <li>■ Training, retraining and advanced training of workers</li> <li>■ R&amp;D Contracts</li> </ul>
10	Local communities and residents of regions of presence	<ul style="list-style-type: none"> <li>■ Support for the development of regions of presence</li> <li>■ Ensuring reliable and uninterrupted power supply</li> <li>■ Workplaces creation at the Group's facilities</li> </ul>	<ul style="list-style-type: none"> <li>■ Holding public hearings on energy facilities construction projects</li> <li>■ Providing decent working conditions and pay</li> </ul>
11	Media	<ul style="list-style-type: none"> <li>■ Preparation of press releases, statements, comments and messages for the media</li> <li>■ Timely response to media requests</li> <li>■ Preparation of reference, information-analytical and presentation materials</li> <li>■ Organisation and holding of briefings, press conferences, interviews, approaches to the press, press tours and other events for the media</li> </ul>	<ul style="list-style-type: none"> <li>■ Distribution of press releases, statements, comments and messages</li> <li>■ Placement of information on the corporate website and in social media</li> <li>■ Press conferences, briefings, interviews, press approaches, press tours</li> </ul>
12	Public social and charitable organisations	<ul style="list-style-type: none"> <li>■ Support of public activities</li> <li>■ Care for the environment</li> </ul>	<ul style="list-style-type: none"> <li>■ Social and charitable programmes</li> <li>■ Public reporting</li> <li>■ Carrying out actions of social orientation</li> </ul>

RusHydro held public hearings on this Report for 2017 on April 20, 2018, where various groups of stakeholders participated. Representatives expressed their views on the completeness and materiality of the information presented in the Report and made recommendations to the prospective plans of the RusHydro Group.



The Protocol of public hearings on the Report for 2017 are posted on the Company's website:  
<http://www.eng.rushydro.ru>