

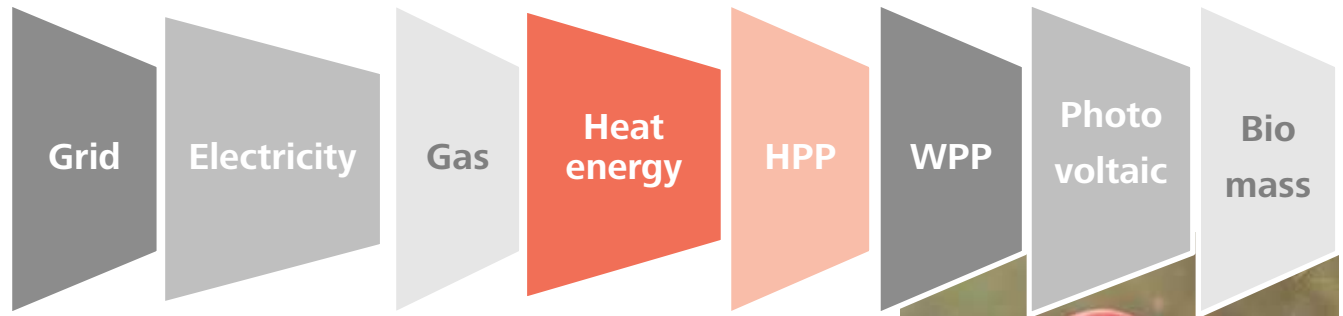
The logo for EVN, consisting of the letters 'EVN' in a bold, sans-serif font. The 'E' and 'N' are black, while the 'V' is red.The text '15 years Light. Heat. Life' is written in a bold, red, sans-serif font. It is positioned in the center of the image, overlaid on a background of a field of red poppies and yellow cornflowers in the foreground, and several high-voltage power line towers stretching into the distance under a cloudy sky.

**Business in Central and Eastern Europe
in times of the Covid-19 pandemic**

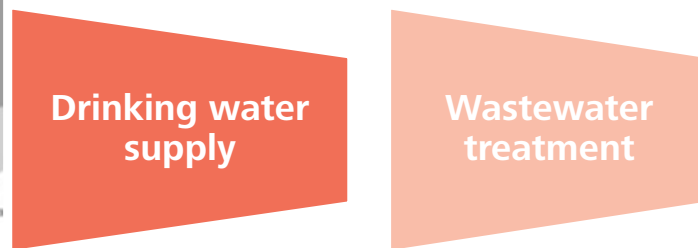
Webinar, 25 Sept. 2020



Energy



Water



EUR 2.2 billion revenue

6.908 employees

4,7 million customers



Life

EVN Bulgaria 15 years Light. Heat. Life



In the middle of our projects – lock down



- State of emergency (13 Mar – 13 May)
 - Travel restrictions
 - Traffic police checkpoints
 - Lockdown
 - Forbidden to go out unless by specific reason

- State of emergency pandemic situation (13 May - now)
 - Flights stopped / canceled
 - Obligatory quarantine or PCR at some borders...



Main business challenges



- Implement our license duties
 - Ensure security of supply
 - Offices open for our customers
 - Monthly meter reading
- Collectability
- Protect employees



Keep the lights on

Our crises organization



- Crises organization
 - Establish Coordination Committee
 - Daily coordination
 - Consider and address employees fears and worries
- New safety measures
 - New work instructions and guidelines
 - Hygiene measures and protective equipment
- New organization measures
 - Remote work, re-grouping, shifts...
 - Shift to online communication and events
 - Isolated room 24/7 in time of disease escalation

Quick, adoptable, connected

Intensive communication was essential



- Full engagement and visibility of the top management
- Intensive communication
- High appreciation by employees

Engagement. Appreciation. Teamwork