



OBJECTIVES AND PERFORMANCE

KPI	2019 OBJECTIVES	2019 REALISATION	CLARIFICATION
EXCELLENT GRID MANAGEMENT			
Employee engagement and teamwork	<ul style="list-style-type: none"> • Q4 engagement score ≥ 8.0 • Q4 teamwork score ≥ 6.5 	<ul style="list-style-type: none"> • Q4 engagement score 7.8 • Q4 teamwork score 6.6 	Page 32
Lost Time Injury Frequency Enexis	Any accident is one too many.	1.16	Page 32
Lost Time Injury Frequency Contractors	Any accident is one too many.	2.58	Page 32
Electricity annual outage time	≤ 18.5 minutes	14.2 minutes	Page 18
Controllable costs and revenues ¹	$\leq \text{€ } 408$ mln	$\text{€ } 420$ mln	Page 38
Customer Effort Scores (CES) ²	<ul style="list-style-type: none"> • Q4 score Standard connections $\leq 24\%$ • Q4 score Installation of Primary infrastructure $\leq 26\%$ • Q4 score Outages $\leq 16\%$ 	<ul style="list-style-type: none"> • Q4 score Standard connections 26% • Q4 score Installation of Primary infrastructure 36% • Q4 score Outages 17% 	Page 18
ACCELERATING THE ENERGY TRANSITION			
Reduction in CO ₂ of leased cars and claimed mileage ³	$\geq 29\%$ reduction compared to 2014	22.5%	Page 25
Number of substations equipped with Distribution Automation and Distribution Automation Light ⁴	DA ≥ 250 stations DALI $\geq 2,000$ stations	DA 250 stations DALI 2,447 stations	Page 38
Enexis presence on provincial steering groups ⁵	10 out of 10 indicated regions	9	Page 25

¹ Enexis Netbeheer (including corporate staff departments). Due to the implementation of IFRS 16 (Leases) as from 1 January 2019, controllable costs and revenues of the 2019 objective have been reduced by € 27 million.

² A CES year runs from December to November, with each quarterly score being calculated over the period: Q1: Dec, Jan, Feb; Q2: Mar, Apr, May; Q3: Jun, Jul, Aug; Q4: Sept., Oct., Nov. The lower the score, the higher the satisfaction rating.

³ Calculation of these KPI figures for the period from December to November includes trainees and work experience placements, while vehicles with a grey number plate are excluded from this measurement.

⁴ Target and actual figures for 2019 up to and including November.

⁵ Represented is defined as the presence of an Enexis Group employee at one or more meetings of the relevant steering committee (in connection with his or her position). Representation shall be demonstrated by the minutes or starting note of the Regional Energy Strategies (RES).

OUR GOALS FOR 2020

Classification of our KPIs for 2020 is based on our most important goals.

We no longer differentiate between strategic pillars because goals contribute to both excellent grid management and acceleration of the energy transition.

We measure safety according to the LTIF for Enexis employees and third parties working for us. In addition, we have set ourselves the goal that progress on the work package shall be greater than or equal to € 878 million (+9% compared to 2019). We strive for continuous improvement of customer satisfaction concerning construction of primary infrastructure, installation of standard connections and rectification of outages. As far as affordability is concerned, we want the controllable costs and revenues of Enexis Netbeheer and the corporate staff departments to be less than or equal to € 455 million. The TenneT procurement costs will be considerably higher in 2020; approximately € 50 million more than in 2019. Finally, we intend to ensure that our grids are suitable for changes in the energy world in time. Our aim is to expand the connection capacity for the sustainable supply of more than 1,280 MVA, which is comparable to the energy consumption of 450,000 homes.

MONITORING DEVELOPMENTS

In addition to the above KPIs, we are monitoring developments and trends relating to material issues on a quarterly basis. These issues, which are relevant to stakeholders and have an impact on Enexis, comprise financial value (net profit), reliability of the energy supply (annual outage time), innovation and digitalisation (the number of stations equipped with distribution automation), accessible energy supply (connected decentralised production capacity), sustainability of the company's own operations (CO₂ reduction in leased vehicles and mileage claims compared to the 2014 score) and organisational adaptability (cooperation, employee enthusiasm and absenteeism due to illness).