

# OBJECTIVES AND PERFORMANCE

CRITICAL SUCCESS FACTOR	KPI	TARGET 2021	REALISATION 2021	TARGET 2022	NOTES
Reliable energy grid	Annual outage time	≤ 17.5 min	17.6 min	≤ 17.5 min	<a href="#">Page 18</a>
Smart and efficient expansion of grid capacity	Expansion of transmission capacity	≥ 1,000 MW	1.350 MW	≥ 1,000 MW	<a href="#">Page 19</a>
Smarter and better every day	Quantitative progress year order book <sup>1</sup>	≥ € 941 million	€ 959 million	≥ € 1,044 million	<a href="#">Page 23</a>
Transparent customer information	Customer Effect Scores <sup>2</sup> : 1. CES chain API	Q4 score Installation of Primary Infrastructure ≤ 20%	18%	Q4 score Installation of Primary Infrastructure ≤ 19%	<a href="#">Page 21</a>
	2. CES chain Standard Connections	Q4 score Standard Connections ≤ 24%	24%	Q4 score Standard Connections ≤ 22%	<a href="#">Page 21</a>
Always working safely	Lost Time Injury Frequency Enexis	Every accident is one too many	1.16	≤ 1	<a href="#">Page 28</a>
	Lost Time Injury Frequency contractors		1.21	≤ 2.5	<a href="#">Page 28</a>
Sufficient qualified personnel	Increase/decrease # FTE scarce technical personnel	# FTE technical personnel additionally in the employment of Enexis ≥ 145 FTEs (balance of increase inflow and outflow)	85,9 FTE	# FTE technical personnel additionally in the employment of Enexis ≥ 169 FTEs (balance growth inflow and outflow)	<a href="#">Page 26</a>
Transparent inclusive organisation	Employee Net Promoter Score <sup>3</sup>	-	34.0	≥ 30	<a href="#">Page 26</a>
Every euro well spent	Controllable costs and revenues <sup>4</sup>	≤ € 492 million	€ 456 million	≤ € 525 million	<a href="#">Page 34</a>

<sup>1</sup> Based on standard costs.

<sup>2</sup> A CES year runs from December up to and including November, each quarterly score is calculated for the period Q1: Dec., Jan., Feb.; Q2: March., Apr., May; Q3: June, July, Aug.; Q4: Sept., Oct., Nov. For the Score, it is the case that 'the lower the score the better'.

<sup>3</sup> The Employee Net Promoter score is a target as of 2022 and indicates the degree in which employees recommend Enexis as an employer to others. The score is determined by: % promoters - % critics.

<sup>4</sup> Enexis Netbeheer (including staff departments).

## RECORD WORK PACKAGE REALISED

Despite the COVID-19 pandemic, we succeeded in getting more work done again in 2021. We exceeded our target for the expansion of the transmission capacity. Due to all the investments in our grids and the costs of maintenance and outages, our year order book grew up to € 959 million. Moreover, it is important to note that the reliability of the energy supply for our customers remained at a high level. In spite of our efforts, we did not always succeed in connecting customers within the desired timeframe. That is disappointing. Unfortunately, due to the growing work package and the persistent shortages in the labour market, we cannot promise that this issue will be resolved. We succeeded in achieving the Customer Effort Score target with transparent customer information. Customers have to make less of an effort to be helped adequately by us.

When looking ahead towards 2022, it is clear that our targets are ambitious. Our work package is growing to over one billion euros, and we will also continue to expand the transmission capacity structurally in the coming years by at least 1,000 Megawatt. When carrying out this work, we will not make any concessions regarding reliability and safety. We quantified our objectives for working safely in order to set concrete targets for improvements. We have set a higher target for customer satisfaction for 2022. In order to enter into realistic agreements, we will discuss their wishes and the waiting time with customers. In this process, we will make every possible effort to recruit and retain sufficient technical personnel so that we will be able to carry out the growing work package. In alignment with our strategic choices, it is our aim to be a transparent, inclusive organisation in 2022. Diversity makes us stronger as an organisation and together we can be more productive and perform better. To ensure that our services remain affordable, we plan to realise expenditure reductions of in total at least € 220 million up to 2026.