

## Glossary of terms

**Red certificates** - Certificates of energy origin from conventional sources issued by the President of the Energy Regulatory Office.

**CSR** - Corporate Social Responsibility. The liability of the organization for the impact of its decisions and activities on the society and environment provided by a transparent and ethical behaviour that:

- contributes to sustainable development, including society health and well-being,
- takes into account expectations of stakeholders,
- is in accordance with applicable law and consistent with international standards of conduct and
- is integrated with the activities of the organization and followed by its relations.

**IED** – Directive of the European Parliament and the Council of the European Parliament 2010/75/EU of 24 November 2010 on industrial emissions (the IED Directive). The Directive tightens emission standards for sulfur dioxide, nitrogen oxides and dust from combustion plants.

**Stakeholder** - A person or a group of persons interested in any of the decisions or actions of the organization. A stakeholder is anyone who influences the organization and everyone whom it affects.

**Cogeneration** - A technological process of the simultaneous generation of electricity and thermal energy in the heat and power plant.

**Supply Chain** - A sequence of activities or parties that provide products or services to the organization.

**MAIFI** - the momentary average interruption frequency index

**Mg** - mega gram, or tonne.

**MW** - Megawatt of electrical power.

**MWh** - Megawatt-hour.

**RES** - Renewable energy sources. It is in accordance with the provisions of the Energy Law, 'a source which uses in the processing energy of wind, solar, aero thermal, geothermal, hydrothermal, wave, tidal, river fall, biomass, biogas from landfills, and the biogas produced in the process of discharge or sewage treatment or decomposition of plant and animal remains'.

**Product origination** - tailor-made product for the client, which may include a few other products, i.e. .: electricity, gas, CO2 allowances that a customer might as well buy separately, albeit less favourably.

**SAIDI** – average index of systemic long and very long break in electricity supply, determined in minutes per customer. SAIDI is the reliability factor, calculated as the sum of products of the duration of power outages (in minutes) and the number of recipients vulnerable to the effects of this break during the year, divided by the total number of supported users connected to the network.

**SAIFI** – average index of systemic frequency of long and very long break in electricity supply – SAIFI is the reliability factor, calculated as the number of recipients vulnerable to the effects of all breaks during the year, divided by the total number of supported recipients.

**SMART GRID** - intelligent electricity networks, where there is communication between all participants in the energy market, aimed at ensuring the provision of energy services, reduction of costs, efficiency increase and integration of distributed energy sources, including renewable energy.

**SMART METERING** - intelligent measuring system - a comprehensive, integrated IT system which includes smart energy meters of energy recipients, telecommunications infrastructure, a central database and management system. Smart metering is a part of smart power network and should not be considered in isolation. Smart metering enable real-time, two-way communication of IT systems with electronic electricity meters.

**Social labour inspectors** - Acting as social labour inspector is a social service, performed by employees to ensure by workplaces safe and healthy working conditions and to protect the rights of employees as defined in the employment law. Social labour inspectors interact with the National Labour Inspectorate and other supervising and controlling working conditions authorities. Basic scope of social labour inspector is defined in the Act of 24 June 1983 on the Social Labour Inspection (Journal of Laws as at 30 June 1983).

**TPA (Third-part access)** – Is related with provision of network infrastructure to third parties by the operator in order to deliver energy to third party customers.

**The Energy Act** - the Act of 10 April 1997 - Energy Law (Journal of Laws of 2012, pos. 1059 and 2013, pos. 984).

**WCAG 2.0** (Web Content Accessibility Guidelines 2.0) – it is a developed by W3C consortium of a set of rules for website developers to follow in order to create a maximally accessible website, especially for persons with disabilities.

**Accident rate - Understood as an accidents frequency ratio (A)**. This is the ratio of the number of accidents to the number of employees, calculated according to the formula: number of incidents divided by the total number of persons employed, multiplied by 1000.

**Churn rate** - A rate understood as the ratio of employee leaves to all employed, calculated according to the formula: number of persons who have left (in total and in a given category) divided by the total number of employees multiplied by 100.

**Green certificates** - Certificates of energy origin from conventional sources issued by the President of the Energy Regulatory Office.

**Sustainable development** - a development, according to which the needs of the present generation may be met without lessening chances of future generations, by taking into account the management which responds to the environment expectations as well as social, environmental and economic challenges, allowing to permanently increase the goodwill and rational management of resources .

**CLA** - Collective Bargaining Agreement. It is an agreement between the employer and the trade unions, which defines, among others, such issues like the employer's obligations to employees and guaranteed employee rights.