

APPROVED

Management Board of Eesti Energia AS

28.04.2025

Category	Decision of the Management Board
Scope	Eesti Energia Group
Starting date	From approval
Documents that become invalid	Eesti Energia's occupational health and safety principles 02.11.2020.
Related procedures	
Forms and information system solutions	
Owner	Management Board of Eesti Energia AS
Distribution plan	Group companies

Principles of Safety Culture at Eesti Energia Group

Our safety culture is grounded in the values of Eesti Energia. We prioritize prevention and safety in our strategy development, business decision-making, work planning and execution, and in the development of our organization and employees.

Ensuring safety, including the mental and physical health of our employees, is a shared responsibility across the entire organization. Our goal is to foster a strong safety culture characterized by mutual care, open communication, accountability, and collaboration. We aim to create an environment where every employee feels secure and is encouraged to actively contribute to the promotion of safety and health.

A strong safety culture is based on three pillars:

Safety climate – how employees feel in the work environment.

Behaviour – how employees and leaders act to ensure safety.

Organisational support – internal procedures, rules and guidelines, and solutions that create the framework for a safe and health-promoting work environment.

A strong safety culture means that safety is a part of our daily decisions and actions, helping to ensure a safe working environment for everyone.

Safety culture is based on the values of Eesti Energia:

I <u>care</u>	I'm <u>responsible</u>	We create value for customer
<p>About people I treat everyone equally and with respect, and I <u>give</u> feedback directly and respectfully</p> <p>About customer I understand the <u>customer's</u> needs and <u>prioritize</u> their satisfaction</p> <p>About environment I act sustainably and in harmony with nature</p>	<p>For safety I always keep my own and others' safety and well-being in mind</p> <p>For results I prioritize common goals over personal gain and keep <u>my</u> <u>promises</u></p> <p>For clarity I am honest, transparent and open in my actions and decisions</p>	<p>Together I understand that we reach the best results through <u>trustful collaboration</u> and everyone's contribution</p> <p>Boldly I experiment, look for new solutions, learn from mistakes and develop myself</p> <p>Effectively I use time, money and other resources purposefully</p>

1. The leader plays a key role in creating the safety climate and is responsible for ensuring the safety of employees.

The leader's personal example – their attitude towards safety, behaviour and adherence to safety requirements – determines the direction of the organisation's safety culture and shapes the entire team's attitude towards safety. As a leader, I am responsible for the safety of my team, which I can only achieve if I understand the risks associated with the tasks, the skills and individual characteristics of the employees.

I regularly analyse recorded safety-related observations and implement the necessary changes and improvements. When planning and assigning tasks, I always choose the safest solution, considering the employees' skills and capabilities. Before starting work, I calmly explain any potential hazards, preventive measures and the actions to take in the event of an emergency.

I ensure and check that workers have ergonomic work and personal protective equipment with appropriate protective features. Thoughtful, caring and open communication between the leader and employees creates a trusting atmosphere and a strong foundation for jointly ensuring safety.

2. Every employee is personally responsible for safety

As an employee, regardless of job position or work location, I take responsibility for ensuring safety. I think and act in such a way that no danger is posed to myself, my colleagues, or bystanders. When coming to work and carrying out tasks, I take enough time to ensure safety – I assess potential risks and mitigate them, choose safe working methods and tools. When performing tasks, I do not rush, I am attentive and I ensure that the work tools and personal protective equipment are in proper working order. I respond to every hazardous situation because only in this way can I ensure a safer work environment. I understand that ignoring safety rules can cause irreparable harm to myself and others, and I must be accountable for that.

If I notice that safety rules are being violated in the work environment, I intervene and, if necessary, report the issue to the supervisor. I know that failing to intervene may pose a danger to colleagues. If I notice that the supervisor is not following safety rules, I will immediately report it to the person responsible for safety. If the required safety to perform the work is not ensured, I have the right to refuse to carry out the work.

3. We dare to and encourage talking about safety

We care about our own and our colleagues' safety and consciously intervene in hazardous situations without putting ourselves or others at risk. Noticing and reporting every hazard, even a small one, helps improve the safety of the work environment and prevent potential accidents. Reporting hazardous situations or violations is not about blaming, but rather a part of our shared responsibility. When analysing incidents that have occurred or potential hazards, we focus on solutions and preventive measures to avoid similar situations in the future. We do not blame human errors, but we hold accountable those who consciously violate safety rules. We create an environment where employees and leaders can openly discuss work-related hazards and assess the adequacy of safety measures. We support and accept a justified refusal to carry out a task if an employee does not feel safe or is unsure of their skills. Only open communication and a trusting atmosphere allow us to jointly ensure a safe work environment.

4. We acknowledge and reduce safety risks

Identifying, mitigating and informing relevant parties about work-related risks is an integral part of the work process, which we apply both before starting work and during the work. Knowledge of risks and skills in risk identification are part of every leader's and employee's competence, and developing this competency involves close cooperation between the employee and the employer. It is the responsibility of every leader and employee to understand work-related risks and apply risk reduction techniques. In risk reduction, we follow the principle that, first, we aim to eliminate the source of the hazard or replace the work process with a safer one. We use technical tools and preventive organisational measures that prevent individuals from being exposed to danger and reduce the effects of any remaining risk through the use of personal protective equipment. We make safe working practices and the use of protective equipment as easy and convenient as possible.

5. We collaborate with internal and external parties, ensuring up-to-date information exchange

Ensuring safety requires all parties to be on the same page regarding safety requirements, risks, identified hazardous situations and ongoing changes. Workplace cooperation means working together to ensure safety, identifying and addressing hazards, providing mutual assistance and caring for partners. It is each employee's responsibility to actively participate in ensuring safety and contribute to promoting safety culture.

6. We create a safe environment through knowledge and skills

As an employee, I only perform tasks within the scope of which I have received appropriate training, possess the necessary skills and understand the safety principles. I am familiar with safety requirements and procedures that help prevent accidents, and I have the necessary knowledge and experience for the correct use of equipment, work tools and personal protective equipment. Additionally, I can identify potential hazards and act appropriately in hazardous situations.

The foundation of safe working is awareness and skills, which must be acquired before starting work. Therefore, as an organisation, we ensure systematic and clear training, offering learning materials that are understandable, practical and applicable to support employees' safety competence and promote a safe working environment.

7. Every employee deserves recognition for their contribution to developing and maintaining safety culture

Safety depends on every employee's attitude and behaviour – every contribution counts. We recognise employees who consistently follow safety requirements, share observations, respond to hazardous situations, care for their colleagues and contribute to shaping the safety culture.

Recognition can be both informal and formal. Everyday awareness and expressing gratitude strengthen trust and safety attitudes within the team. At the same time, we also value larger initiatives and long-term exemplary behaviour – across the group, we recognise the most outstanding employees with the title **Achiever of the Year**.

Leaders play an important role in noticing and highlighting employees' contributions. We recognise both results and safety attitudes and behaviour, because a safe work environment is created through continuous awareness, cooperation and responsible action.