

# VST

**KAD GYVENTI BŪTŲ ŠVIESIAU**



**CORPORATE SOCIAL RESPONSIBILITY REPORT 2009**

# VST

KAD GYVENTI BŪTŲ ŠVIESIAU

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VST team works hand in hand so that you never lack light, heat and coziness...

We care that electricity reaches every home and company. We are trying to do more than we are expected to: teach and learn, communicate and cooperate, be environmentally friendly, be open to the society, maintain and develop friendly and benevolent relations with our customers, make conditions for our employees to improve.

At work, we are partners, who are aspired to make our surroundings well. We implement our company's social policy by responsible treatment of our employees, appreciation of customer relations, and by being open to the society and attentive to the environment.

We try to work so that our company's social policy was felt everywhere: at school, at work, at university, at home, or near a cozily built stork nest.

### ***We start with the smallest...***

We have organized a campaign for children "Electricity as a Friend but Not a Playmate" for the fourth time already. It not only teaches children safe behavior with electricity, but also educates their self-consciousness and fosters creativity. We involve parents and teachers into the activity – they are the ones, who best know educational process and children's learning peculiarities that help us all lead children in the right direction.

### ***Our future...***

We are not indifferent to students of the energetics area. We motivate the best and the most enterprising students with memorial scholarships. What is more, we provide them with opportunity to apply the knowledge of the chosen profession during the practice in our company.

### ***High quality and reliable electricity is our priority***

We are a modern and ambitious company distributing and supplying energy, which works to ensure high quality and reliable supply of electricity, therefore we coherently invest into the electricity economy. Moreover, we renovate customer service units and introduce new payment methods. We write open letters to our customers, where we inform them about our activity in their town, we want to make sure that everyone feels the benefit of our investments.

### ***Home to all of us***

Harmoniously clattering, colorfully blooming and green nature is shelter, lee and recreation to everyone. Birds' nests built on the utility poles are our concern. VST specialists make new, safe and strong homes for birds every year, so when the birds return, they can safely settle in new nests.

This is the second social responsibility report. Let us look, where the socially responsible activity of the company touched upon in 2009. Every page is a company's step towards the main goal... so that life becomes brighter for everyone.

***Rimantas Vaitkus***  
*Chief Executive Officer*



# VST

KAD GYVENTI BŪTŲ ŠVIESIAU

## SOCIAL RESPONSIBILITY STRATEGY

*Socially responsible business model of the VST, AB is implemented through corporational activity with employees. The company has been working purposefully for six years already, seeking to be an attentive, responsible and friendly member of the society.*





## ***VST to employees***

The company is seeking to create all conditions for the employees to work efficiently, pursue common aims and improve; therefore, it constantly organizes trainings, provides social guarantees and fringe benefits, cares of microclimate and employee's emotions, is interested in the employees' pursuits, stimulates and motivates its employees. The company builds friendly relations with its employees – the main and the most precious asset.

## ***VST to customers***

Customers are the company's priority. They are the main activity assessors. In its everyday activity, the company seeks to make each customer feel exceptional and important: it constantly invests in the quality of its services, renovates customer service units, conducts surveys, which help to reveal the activity areas to be improved, organizes social campaigns, which encourage paying special attention to the impeccable customer service and long-term need-satisfaction assurance.

## ***VST to the society***

The company is seeking to be attentive to its society: it initiates educational campaigns for children, which teach safe behavior with the electricity, sponsors the most progressive students, who are striving for the education in the energetics area, provides them with the opportunity to practice in the company. It implements the prevention of thefts and accidents, informs about risks of the electrical devices. The company also sponsors medical institution, cultural events and town festivals.

## ***VST to the environmental protection***

Seeking to contribute to the environmental protection, the company mounts ecological equipment, which helps to take care of the environment properly, encourages effective use of the work devices, which help to reduce consumption and pollution.

Caring of the preservation of a national value – white storks – the company initiated a social campaign "Preserved Home". For six years already, the company has been removing storks' nests from the utility poles and placing them on special platforms, where birds can safely make nests.



# VST

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## BUSINESS PHILOSOPHY

*The essential VST values and aims, close to the principles and convictions, cherished by each employee in the company, are adhered to both personal and professional lives.*

*Mission – we work in order that Western Lithuania has electrical power.*

*Vision – we seek to become the best provider of regulated services in Lithuania*

*Values:  
professionalism;  
responsibility;  
quality;  
common work;  
initiative.*



Professionalism and responsibility are the key values for people working in the energy sector because electricity supply and distribution are important and dangerous work. Life without electricity is unimaginable today; life quality depends on everyday work – knowledge, effort and expedition. Safe distribution and supply of electrical power is the duty of VST, which is performed unconditionally.

## **Quality**

We are committed to provide high quality services and we keep our word, we invest in our transmission grids, consistently improve the quality of customer service. Quality is related not only to customers, but also to the company's employees. We strive to achieve the harmony of both internal and external quality.

We are one team; common work unites us to achieve the common goal. Working together, we can achieve objectives and get the results sooner. Together we are a great team: each of us has his/her own area and seeks to be the best at it.

## **Initiative**

In everyday work, we take guidance from a simple principle: if one does something useful for the company, one does it for himself/herself. Therefore, we are active and show initiative ourselves. We respect the variety of opinions, encourage creativeness, and implement the best ideas.

**Efficiency** is the goal of our activity. We are interested in working well: we purposefully seek to achieve strategic goals, working together, we create the value of activity, and we grow as professional employees and personalities.





## ABOUT VST

*VST is a modern, efficiency-oriented company, which distributes and provides electrical power in Western Lithuania: Kaunas, Klaipėda and Šiauliai regions. More than a half of Lithuanian citizens live in this territory. The majority of the distributed and supplied electrical power is purchased by industrial enterprises; residents, commercial enterprises and budgetary institutions consume the remaining part. VST, AB provides services and this number is constantly growing to nearly 700 000 customers.*

*The company owns 16 000 electricity transformer substations and 57 000 kilometers of overhead and cable lines. The company is responsible for the security, reliability, exploitation, maintenance, management and development of the transmission grids owned.*

*Customers and partners are the main assessors of the quality of activity and services provided; therefore, we work to ensure the highest quality of the services we provide. Nearly 2000 employees work in the company. The success of the VST, AB activity is determined by teamwork, employees' professionalism, initiative and responsibility, exceptional attention on the personnel development, professional training and implementation of motivation programmes.*





# ABOUT VST

VST, AB is a provider of regulated services; its activity is strictly regulated by laws. VST is legally obliged to ensure high quality, efficient, environmentally friendly and safe distribution and supply of electrical power on equal terms to all customers.

The general meeting of shareholders is the supreme body of the company. The board and the chief executive officer are the company's management body.

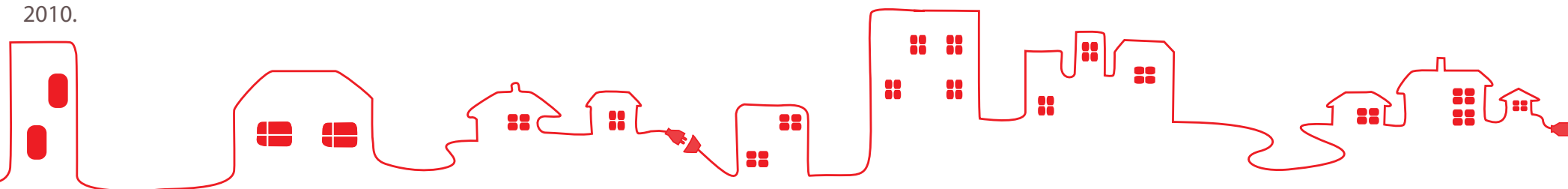
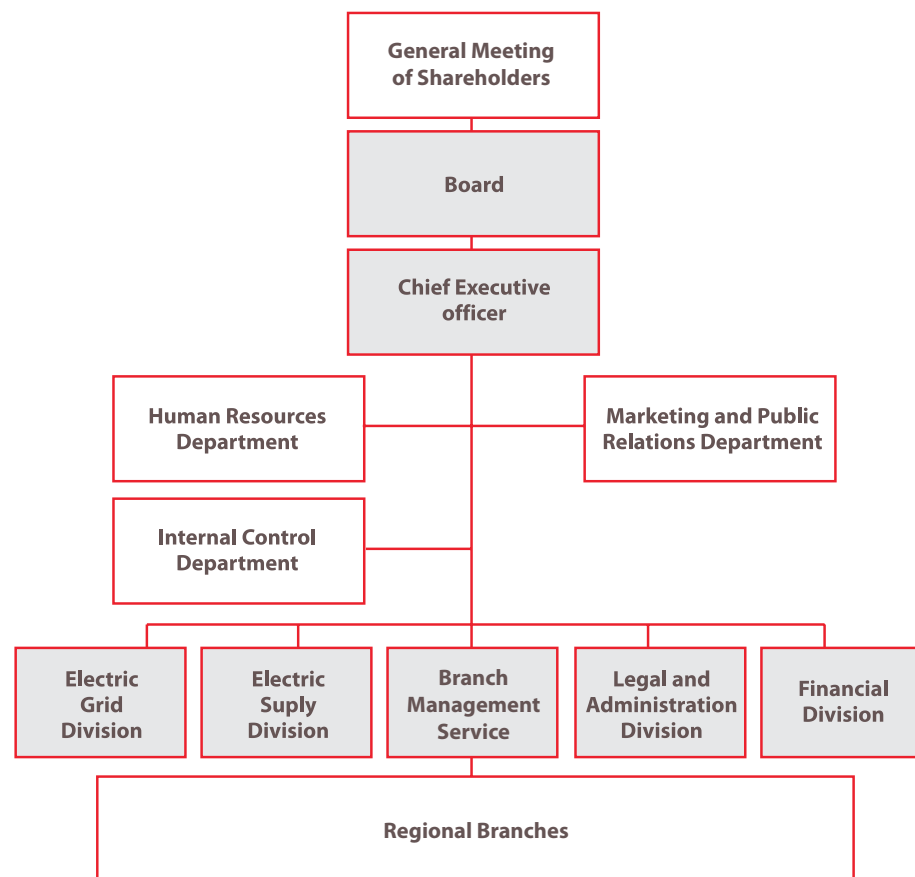
The general meeting of shareholders is entitled to amend the company's articles, elect and recall the board and its members, elect and recall an audit company, manage shares, approve annual financial statements, make decisions on profit allocation, increase or reduction of the authorized capital, reorganization, restructuring, transformation or liquidation of the company etc.

The company's articles (edition of January 7, 2010) projects that the company's board consists of five members. The general meeting of shareholders elects the company's board members for the tenure of 4 years. The company's board elects, recalls and dismisses the Chief Executive Officer.

The board is a collective management body headed by the board chairperson. VST company's board consists of five people: board chairperson Henrikas Bernatavičius, members: Rytis Borkys, Kęstutis Žilėnas, Vytautas Kazimieras Aranauskas and Arvydas Tarasevičius.

The Chief Executive Officer is the head of the company. Rimantas Vaitkus is the Chief Executive Officer of the company since January 1, 2010.

## VST, AB MANAGEMENT BODIES



## ABOUT VST

The biggest VST shareholder is LEO LT, AB, which is managed by the state. It holds 98.2 per cent of all the company's shares. The minority shareholders hold the remaining shares.

On December 4, 2009, the Government of the Republic of Lithuania and JSC "NDX energija" signed LEO LT, AB liquidation and national investor creation agreements' liquidation agreement. According to this agreement, the Government of the Republic of Lithuania became the only shareholder of the LEO LT, AB. LEO LT, AB holds 98.2 per cent of the VST, AB shares.

The authorized capital of VST (LTL 111 539 940) has been divided into 3 717 998 ordinary registered shares. The nominal value of one share is 30 LTL.

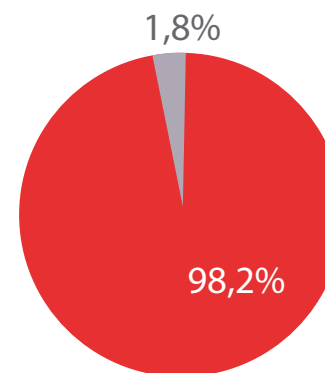
### **Review of the main events of the year**

On August 5, 2009, Aidas Ignatavičius, Lina Minderienė and Gytis Kundrotas decided to leave the company's board by mutual agreement of the parties, their authority terminated on August 19. Aidas Ignatavičius left the office of the VST Chief Executive Officer by mutual agreement of the parties. Vytautas Kazimieras Aranauskas was appointed as the new Chief Executive Officer of the company and held the office from August 5 to December 31, 2009. Rimantas Vaitkus has been appointed as the new Chief Executive Officer of the company since January 1, 2010.

During the uncommon meeting of the VST shareholders on September 8, 2009, Vytautas Kazimieras Aranauskas, Henrikas Bernatavičius, Vytautas Vazalinskas were elected to the board of the VST, AB. Rytis Borškys continues his function in the new board. On September 10, 2009, VST, AB board elected Henrikas Bernatavičius as the company's chairperson. During the uncommon meeting of the VST shareholders, on October 23, 2009, Arvydas Tarasevičius was elected as the fifth member of the board until the end of the board's tenure.

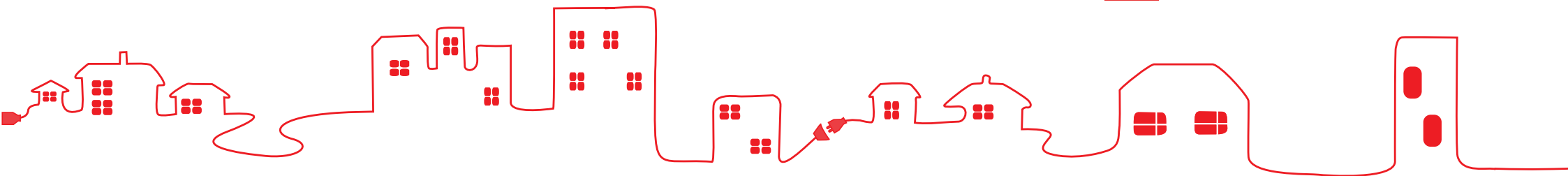
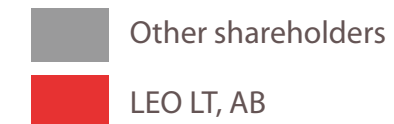
On the ground of Vytautas Vazalinskas' notice about resignation from the board on April 9, 2010, Vytautas Vazalinskas' mandate was terminated on April 23, 2010. During the general meeting of VST, AB shareholders, which took place on April 30, 2010, Kęstutis Žilėnas was elected as the company's board member until the termination of the present board cadence.

According to the data of December 31, 2009, there were 3825 shareholders of VST, AB.



The main shareholder

LEO LT, AB  
Žvejų st. 14A,  
LT-09310 Vilnius,  
Lithuania  
Enterprise code: 301732248



# ABOUT VST

## *The main financial and operating results of the VST, AB in 2009.*

Results of 2009

Income	1 133,57 m. LTL
Net profit	4,631 m. LTL
Investments	115,1 m. LTL
Electricity sales	3 757 430 thousand kWh
Number of employees at the end of the year	1 844

## **AWARDS**

In December, 2009, VST, AB received an award for the best internet site for investors in the NASDAQ OMX Baltic Funds market awards.

In 2009, VST, AB received an award for the protection of stork nests from the ministry of Environment.

## **MEMBERSHIP IN ORGANIZATIONS:**

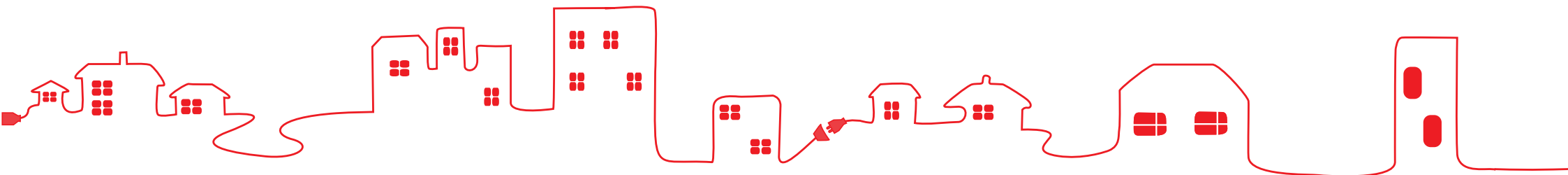
- Lithuanian Electrical Energy Association;
- Lithuanian Confederation of Industrialists;
- Member of the Global Compact.



AWARD FOR THE BEST INTERNET SITE  
FOR INVESTORS



AWARD FOR THE  
PROTECTION OF STORK  
NESTS



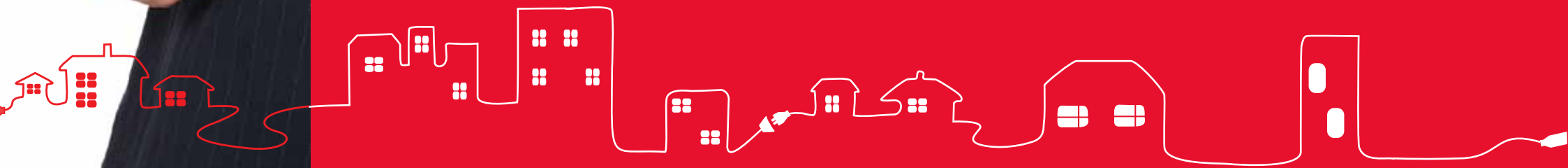
# VST

KAD GYVENTI BŪTŲ ŠVIESIAU

## SOCIAL RESPONSIBILITY TO EMPLOYEES

*Employees are the greatest company's asset. The guarantee of the activity success is the motivated and work-concentrated personnel, which harmoniously pursues the aims.*

*The company is attentive to all employees. The priority of the company, which cares of the welfare of its employees, is to develop, motivate and stimulate them.*





## **Desired employer**

According to the "Spinter survey" conducted in 2009, VST, AB is one of the most desired employers in Lithuania.

## **Internal communication**

The company pays great attention to information exchange inside the company – internal communication – when developing harmonious and friendly relations with its employees.

## **„Vakarai“**

Internal company's newspaper "Vakarai" has been published for six years already. Each month the employees become acquainted with the key topicalities: company's investments, board management, campaigns performed, trainings, colleagues, new employees. Besides, the publication provides articles on important subjects (IT, wellness, etc.). 12 publications of the newspaper "Vakarai" were published in 2009.

## **Intranet**

Intranet of the company is internal world. It provides everyday events and topicalities of the company, announces hot information. Thus, the employees see the up-to-date news with just one touch of a button. Intranet is not just internal news site; it is also an information base, which provides the company's structure, activity of subdivisions, standard documents, contacts. One can find information about entertainment: campaigns, competitions, which are very popular among employees. Employees may communicate interactively on the intranet – they may share opinions and ideas with colleagues in the forum. Intranet is very popular when searching for information about col-

leagues, document samples, etc. It is opened more than 21 thousand times per day.

## **Social campaign "To live a brighter life"**

Good works do not require big investments, laborious hands and good will is enough. VST employees proved this by organizing and implementing the campaign "To live a brighter life" for the second time. In 2009, the employees from all departments cleaned the environment: parks, valleys and other resorts. They worked to make life cleaner and brighter for the community.

## **Internal events**

On employees' request, Christmas is celebrated in departments, where they all gather to be together, share their thoughts and spend the most beautiful holiday with the colleagues.

## **Informal communication**

The company encourages colleagues to communicate: exchange opinions, make suggestions, take the initiative. Being able to hear and listen is a big art. It is very important when working in a team.

## **Employee's guide**

Internal company's publication "Darbuotojo gidas" ("Employee's guide") is a signpost and helper of a new employee. All the necessary information about the company, its mission, vision, values and structure is provided in a way, which is simple and easy to understand. Organization is a live body, and employee's guide is a dynamic publication. All the changes that took place in 2009 are recorded and updated in the "Darbuotojo gidas".





### **Collective agreement**

Collective agreement has been in function in the company for several years already; the company cares of its employees and has foreseen the following social guarantees:

- On birth of a child;
  - In case of death of a close person;
  - Cash benefit in case of a difficult problem;
  - Study support;
- Additional paid days-off:
- 2 days in case of death of a close person;
  - 3 days on a wedding occasion.

In 2009, 211 VST employees used the above-mentioned benefits. What is more, the company supports employees' wellness activity.

### **Open dialogue between employees and the company**

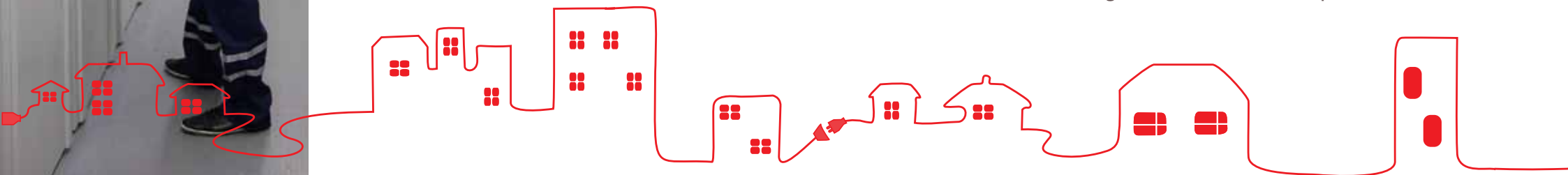
VST, AB encourages and supports voluntary employees' participation in associations. Three trade unions function in VST: joint trade union of energy enterprises of the Kaunas region, trade union of Šiauliai electrical power enterprise, and trade union of Klaipėda electrical power enterprise. 23 per cent of the employees are the members of trade unions. The companies provide support for cultural and sports events organized by the trade unions.

Every year, conferences of representatives of the employees and the employer are held, at which the implementation of the collective agreement, relations between the employer and the employees, and work results are discussed.



### **TRAINING AND DEVELOPMENT**

During 2009, 60 per cent of the employees participated in various trainings and refreshed their qualification.



## **Leadership programme**

With a view to provide leaders with the skills and knowledge, which would help them achieve strategic aims of the company, big attention is paid to the leaders' education – thus a continuous leadership programme is implemented.

In 2009, all leaders continued the subject and trainings of leadership mastery, participated in a seminar "Leadership mastery: individual education conversation, instruction".

At the beginning of the year it was intended to seek to develop leaders' potential and future leaders, therefore, the circle of participants was expanded. Promising employees, who perform management functions at work (senior, group or project managers, etc.), improved their management knowledge and skills in the leadership programme. 104 employees participated in a seminar "Leadership mastery: situational management model. Management styles".

81 leaders and 104 employees, performing management functions participated in leadership and management training in 2009 (90 leaders participated in 2008, 65 – in 2007).

## **Vocational training**

The biggest attention is paid to the performance of safe and professional work. Vocational training is organized in

order to achieve this aim. In 2009, 1592 vocational trainings took place.

Vocational training: 38 per cent was internal, 62 per cent – external (in licensed educational institutions). 52 per cent of the employees participated in training in 2009.

## **Partial financing of studies**

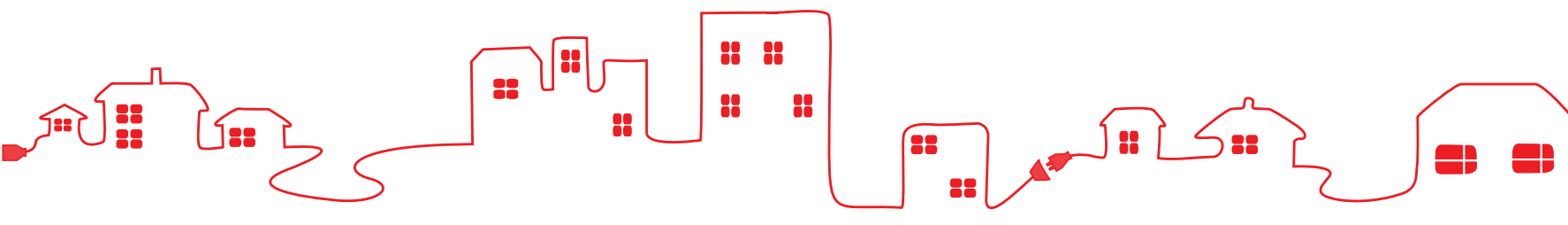
The company finances employees' bachelor and master degree studies of electrotechnics and energetics engineering branch. In 2009, the company partially financed the studies of 7 employees.

In order to raise the professional competence of the employees, refresher courses and seminars are constantly planned and organized; the knowledge gained is used to perform direct functions at work. The company steadily invests into the human resources, stimulates professional and high quality work performance.

## **Integration of new employees**

In order to ensure efficient start of a newly hired employee, the company has created a three-month introductory programme for new employees, during which a new employee is helped to adapt to the new work and personnel. The main aim is to ensure that the new employee becomes involved in the work process and integrated into the team as soon as possible.

102 new employees joined the VST team in 2009.



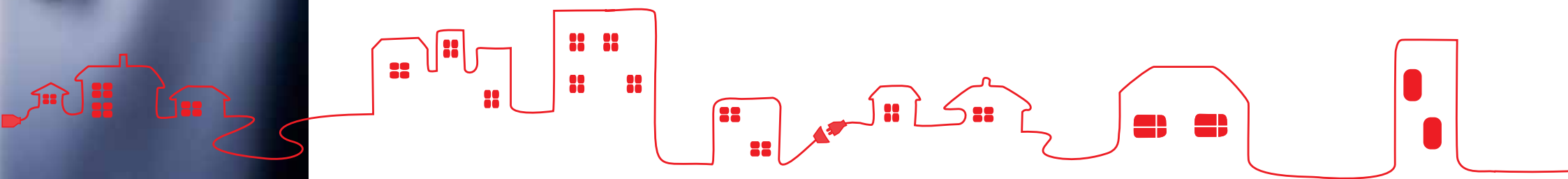


### **Concern about safety and health of employees**

On company's request, employees have periodical health checks, those, who work outdoors, are vaccinated against encephalitis. The employees are provided with personal safety means, which satisfy the EU requirements. A new program APAP (stocktaking of personal safety means) was integrated in the company in 2009. It is intended to improve control and to ensure employees' supply with personal safety means. In 2009, the company allotted more than a million LTL to the safety and health of the employees.

### **Better work conditions and means**

In 2009, the company renewed 7 per cent of the car park (means of transport and special machinery), 20 per cent of computers and 20 per cent of mobile phones. More than 3 million LTL were allotted to the renovation of buildings. Three departments (in Radviliškis, Jonava and Šilutė) were reconstructed, renovation of other buildings and premises was carried out (employees' offices, industrial premises and other were renovated).





## SOCIAL RESPONSIBILITY TO CUSTOMERS

*We make each step concentrating our work on customers – we work for them. We are trying to hear and listen to every customer; only they can tell us whether we perform our work properly, whether we can see into the needs and say: “Customers are the key to us.”*

# VST

KAD GYVENTI BŪTŲ ŠVIESIAU



# SOCIAL RESPONSIBILITY TO CUSTOMERS

## **Investments**

VST, AB is consistently investing into the electricity network in all the territory in Western Lithuania: it renovates electricity substations, mounts modern, highest quality and standard equipment. The main company's "investments are intended to ensure the quality and reliability of the supplied electrical power, and to maintain the exploitable distribution networks". The company finances the renovation of transformer substations, laying of the overhead and cable lines, purchasing of modern and safe equipment, which ensures high quality and reliable supply of electrical power to customers.

In 2009, the company invested more than 115 million LTL. It invested 48 million LTL in Kaunas region. Construction of the cable lines in Nemunas transformer substation was completed, with 6.6 million LTL allotted for this project. Centras and Raudondvaris transformer substations were reconstructed; the company invested 8.2 and 3.6 million LTL into their renovation and modernization. The reconstruction of Garliava transformer substation was completed, the cost of the project was 7.1 million LTL.

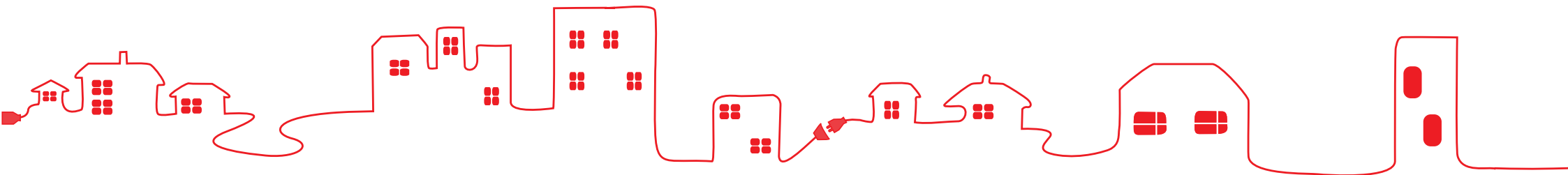


The company invested 38 million LTL in Klaipėda region in 2009. Šilutė transformer substation was reconstructed, 13.3 million LTL were allotted to its renovation.

Tausalo substation in Telšiai was modernized, the cost of this investment project was 9.4 million LTL. Power transformer was changed in Tauralaukis transformer substation in Klaipėda; 3.2 million LTL were invested.

The company invested 29 million LTL in Šiauliai region in 2009. Power transformers in Dainų transformer substation in Šiauliai were changed, the cost of the project – 4.2 million LTL.

In 2009, VST, AB built 236 new transformer substations and laid more than 345 kilometers of new overhead and cable lines, 313 kilometers of which are underground cable lines, which help to ensure reliable electricity supply in any weather.



# SOCIAL RESPONSIBILITY TO CUSTOMERS

## **Letters to customers**

By investing, we are trying to ensure high quality electricity supply and make each customer feel the benefit of the investments. The company distributed a "Letter to customers" in regional press about the investments and the amount of electricity power consumed in each town and district in 2009.

## **Campaign "Don't tolerate"**

In order to encourage honest consumption of electrical power, a campaign of electricity thieves' amnesty "Don't tolerate" was implemented. The residents, who admitted illegally consuming electrical power, were not punished. During October, 101 report was registered in the VST, AB territory, 29 of them were admitted by the residents about illegal consumption of electrical power in the dwelling homes. Other reports were related to residents' requests to check whether the violations of electricity meters do not influence the fixation of electricity power amount in their homes, as well as with residents' suspicions about other people's illegal consumption of electrical power.

## **Project "Commend good service"**

The company joined the campaign "Commend good service" for the fourth year. The aim of it is to attract the society's attention to the customer service quality, to encourage companies to create, develop and keep in good terms with their customers, to motivate employees, to encourage customers to share their opinion about the service and thus contribute to the quality improvement in the entire country.

## **Modernization and renovation of customer service units**

Based on one-stop shop, only experienced and highly qualified specialists serve the customers. The most important thing is that all the necessary information and help is provided to the customer in one place professionally and with expedition. Thus, customer's time is saved, they do not need to go to different offices. In 2009, three units were modernized: in Radviliškis, Jonava and Šilutė.

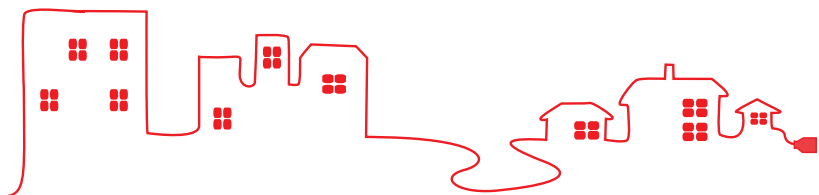
## **Information about services**

The necessary information about the company's activity and services, tariffs, scheduled power disconnections is distributed in the national and regional press, on the VST, AB internet site, in customer service units and company's departments. People, who want to get information about the scheduled power supply disconnections and other topical information, may subscribe to it on the internet and get directly into their e-mail. A survey, carried out in 2009, showed that the role of the Internet, as source of information, has increased both among residents and among companies. The majority of the surveyed claimed that they receive all the necessary information about the electricity supply services. In 2009, the company supplemented the internet site column "For customers" with one more area "Useful advice".

## **Surveys**

Seeking to find out how it manages to achieve the aim to improve the quality of customer service, the company organizes a survey on customer service quality according to the methodology of "Mystery Shopping". The survey helps to assess the VST, AB customer service quality, as well as its changes and trends. During the survey, people imitating customers communicate with the company's service staff according to the pre-set criteria that are socially relevant. The survey conducted in 2009 showed that the strengths of VST customer service are pleasant and helpful tone of the customer's service staff, clear and correct language, thorough replies to customer's questions, dictionary of positive words used in the speech, attention to customer, neat service hall and staff clothing.

During the survey, conducted in 2009, Šilalė department and Jurbarkas dispatcher group got the most of mystery customer points.



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## SOCIAL RESPONSIBILITY TO THE SOCIETY

*The company's care of people is one of the priorities, it is felt everywhere: at a school desk, at university, at home. The company seeks to be a reliable social partner and to contribute to the salvation of topical problems.*





## SOCIAL RESPONSIBILITY TO THE SOCIETY

### **Communication with academic society**

For six years already, the company has allotted nominal scholarships for the most prosperous students of Kaunas technological university, Electricity and management engineering department. The best students are allotted to scholarships according to the studying achievements and lecturers' recommendations. Over a six-year period the company allotted 180 000 Litas. VST cooperates with Kaunas technological university, creates conditions for students to practice in the company, in 2009 25 KTU students practiced in the company.

### **Social campaign "Electricity as a Friend"**

A traditional campaign "Electricity as a Friend but Not a Playmate" again visited Western Lithuanian schools. In 2009, there were two stages of the campaign: in April and in October. VST team visited 60 Western Lithuania schools, where it organized an original exhibition-lesson for primary school pupils about the hazard of electricity and exotic animals, when they are treated wrong. During the exhibition-lesson, the pupils were visually explained how to treat the electricity properly. The emphasis was put on the fact, that electricity as well as animals need to be treated in the right way, then they are not dangerous, but even useful. After the lessons, the pupils were encouraged to take part in the competition of the "Electricity friends' anthem" creation. Tadas Taraila, from Šiauliai Lieporių primary school, was the winner of the spring session, and Jokūbas Ramašauskas, from Šiauliai Medelyno secondary school, became the winner of the autumn session. Both winners received VST prize – a family trip to Jurmala Aqua Park - for creativity and originality.

The company organized this campaign for the third year. In 2007, it organized educational lessons to the pupils from care home. More than 500 children from Kaunas, Klaipėda and Šiauliai regions were introduced how to treat electricity. The campaign "Electricity as a Friend but



Not a Playmate" visited Western Lithuanian schools last year and this year. About 20 000 primary school pupils learned how to treat electricity safely during the campaign.

### **Concern about children**

VST, AB pays great attention to the children's introduction to the benefit and possible hazard of electricity. In June 2009, VST created an electronic lesson-game for primary school pupils on the Internet. Nearly 17 000 children learned caution and gained the most important knowledge about electricity through playing games on the Internet site [www.suelektradraugauju.lt](http://www.suelektradraugauju.lt)

# SOCIAL RESPONSIBILITY TO THE SOCIETY

## ***VST – member of the Global Compact***

The company initiates and implements a diversity of social projects. Being a socially responsible company, VST became a member of The Global Compact in June 2009. The aim of the Global Compact is to encourage companies act responsibly, participate in the salvation of social and environmental problems, and contribute to the society development and economical growth. Global Compact is the biggest voluntary initiative of companies' social responsibility, which seeks to help companies implement the principles of the Global Compact in the business strategy of a company and encourage cooperation and partnership among various sectors in a state or outside its borders.

## ***Free of charge trust hotline***

The company operates a 24-hour free of charge trust hotline, which can be used to report about the damaged electricity lines, thefts of electrical power, transformer oil, and wires, or other topicalities. The number of the trust hotline is 8 800 20 204. Thanks to initiative, public-spirited and honest people, a number of crimes have been disclosed. In 2009, there were 170 theft reports.

## ***Surveys***

On request of the VST, AB, a survey of Western Lithuanian residents and companies was conducted in November-December 2009. The aim of the survey is to find out the company's prominence, reputation, and service quality assessment in the territory of VST. Such survey was conducted for the fifth time. The results showed that the company's prominence increased and reached 96 per cent among residents and 100 per cent among companies. VST reputation is one

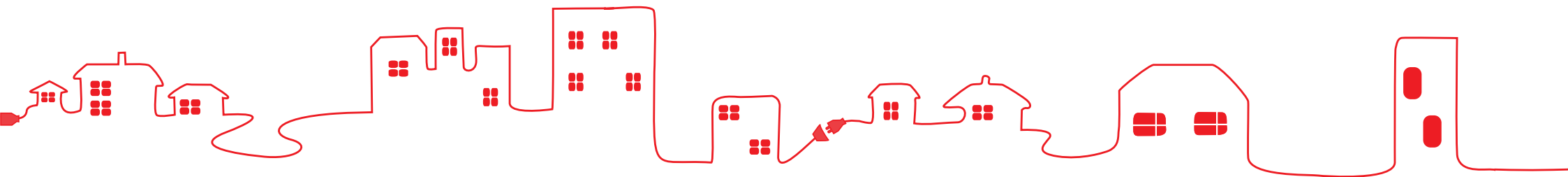
of the best among the companies providing controlled services. Residents of Western Lithuania describe VST as a modern, reliable, stable, constantly improving, investing company, which is concerned about its customers, provides high quality services, is result-oriented, and which is an attractive workplace.

## ***Theft and accident prevention***

In order to protect the society from accidents, such as death or serious injuries due to electricity, to safeguard the company's assets, and to avoid potential disruptions in the electricity supply, thefts from electrical equipment, the company is publicly fighting thefts of transformer oil and wires and actively implementing theft prevention measures. VST uses modified oil in its transformers, informs residents about the damage done by thefts and threats posed by live equipment, and cooperates with police officers.

Consistent work of VST specialists' brought positive results. The number of electrical power thefts has been decreasing annually. In 2009, the number of disclosed electrical power thefts decreased by 12 per cent, non-ferrous metals – by 29 per cent, transformer oil – by 17 per cent.

Being concerned about people's safety, seeking to prevent accidents and create proper conditions for the exploitation of grids, the company regularly informs the public about potential threats posed by electrical facilities. A threat to people's safety can arise in case of inappropriate behavior with electrical equipment, visiting or performing works in the protected life-threatening zones of operation of elec-



# SOCIAL RESPONSIBILITY TO THE SOCIETY

trical facilities, cables or overhead lines, therefore, in 2009 the company published a cycle of reports about safe digging and tree pruning works.

## **Support**

In 2009, the company's support was intended for innovative educational, cultural and academic projects, and most vulnerable members of the society. For several years, the company has been a permanent sponsor of social projects, town festivals, cultural and sporting events, and a promoter of the academic youth.

In 2009 the company allotted support to:

### **Medical institutions:**

- *Repair of Kaunas Medical University Hospital, Pediatric Intensive Care Unit;*
- *Purchase of computer equipment in Vilnius University Hospital, Family Medicine Center;*
- *Town festivals and cultural events;*
- *Town festival in Tauragė;*
- *Town festival in Plungė;*
- *11th international festival of brass bands;*
- *Song festival in Skuodas district;*
- *Jonava district municipality cultural center, international Midsummer festival;*
- *Lighting of Tauragė and Petrašiūnai Christmas trees;*
- *Jurbarkas social services unit, organization of Easter celebration for disabled children and children from social risk families;*

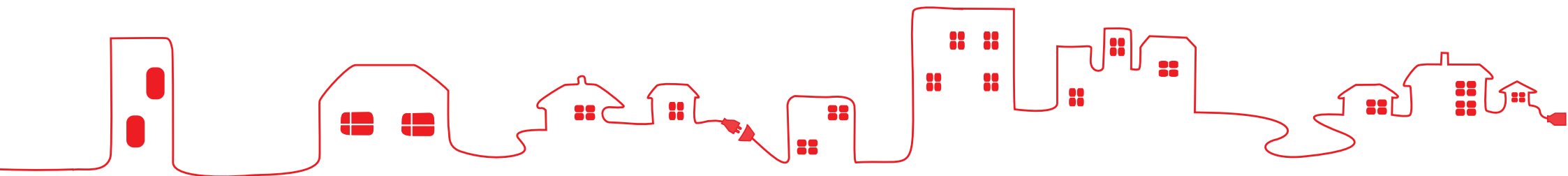
- *The project of Prienai community "Abipus Nemuno" – Implementation of Dvariuko festival;*
- *Organization of commemoration festival of Klaipėda district Judrėnų Stepono Dariaus community historical date and Dariškės preservation;*
- *Kelmė cultural center, organization of XXIX traditional folk art festival.*

### **Festivals:**

- *Kaunas ninth traditional bard festival "Akacijų alėja";*
- *Skaidvilė musical bands' festival "Talentai iš provincijos";*
- *Organization of Žagarės Vyšniu festival;*
- *Jurbarkas cultural tourism, organization of festivals "Panemunės žiedai – 2009".*

### **Other:**

- *Kaunas technological university;*
- *Lithuanian Independence Act signatories Club;*
- *Renovation of Oginskiai wind farm;*
- *Reception of a global great sailing regatta The Tall Ships' Races Baltic 2009;*
- *Publication of a photographer Jonas Strazdas' book about Mažeikiai district "Miestas Ventos vingyje";*
- *Radviliškis district municipality, creation and exhibition of wooden sculptures;*
- *Lithuanian Orienteering Confederation;*
- *M. K. Čiurlionis cultural and support fund.*

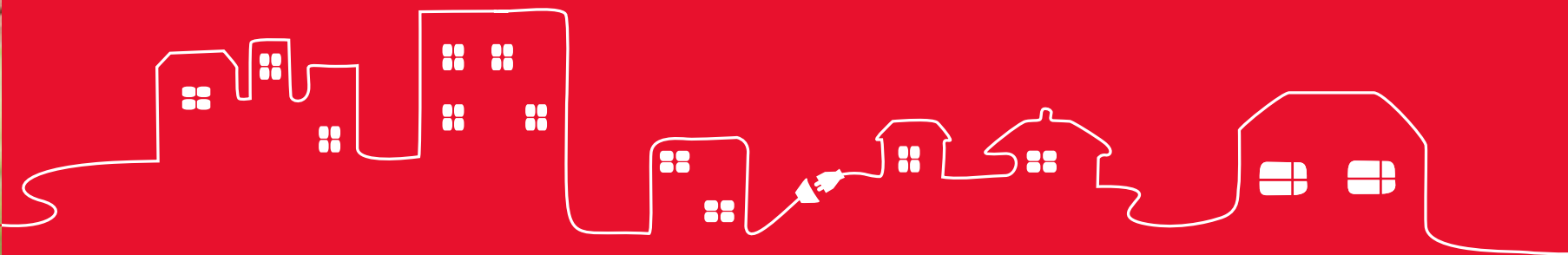


# VST

KAD GYVENTI BŪTŲ ŠVIESIAU

## SOCIAL RESPONSIBILITY TO THE ENVIRONMENTAL PROTECTION

*Nature is our home, and it is in our hands. How we live, what we breathe or enjoy depend on us. Contributing to the environmental protection, we do well to the environment, because we are a part of it...*



# SOCIAL RESPONSIBILITY TO THE ENVIRONMENTAL PROTECTION

## ***Preservation of white storks***

VST, AB contributes to the preservation of the white storks. In spring, when storks return from the warm countries, VST specialists prepare safe homes for them, they erect special metal masts over the electricity poles, on which the birds later build their nests and grow offsprings safely. In 2009, VST specialists raised more than 600 stork nests in Western Lithuania.

## ***Social campaign "Preserved homes"***

In order to attract the society's attention to the national asset – white storks – VST specialists organized a social campaign "Preserved homes", during which photographers took pictures of white storks in Western Lithuania cities and towns. An exhibition of the best photos was organized, which travelled across Western Lithuania. During the exhibitions, members and guests of communities could admire the pictures, communicate and share ideas. The exhibition visited town festivals, decorated squares, was displayed in town plazas, libraries, museums, culture homes.

About 3000 stork nests are built on electricity poles in the territory of VST.

Awards. In 2009, VST received an award from the ministry of Environment for the protection of stork nests. It was the second time when the company received such award.

## ***Ecological equipment***

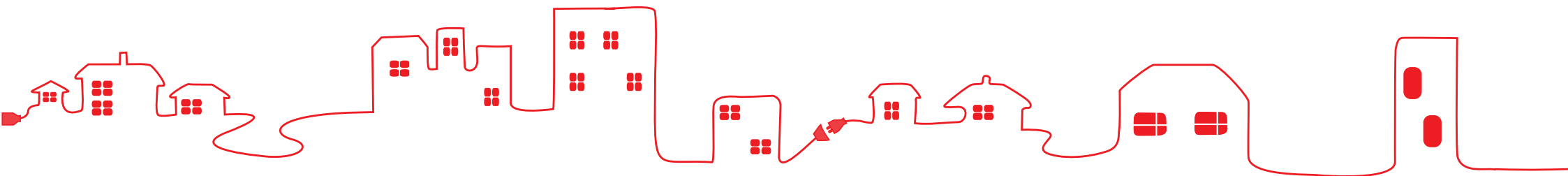
Implementing the reconstruction of electricity substations, the company pays great attention to prevent the pollution of the environment. It assembles the highest quality rainwater and oil collection facilities. Cleaning and oil collection facilities were assembled in the renovated transformer substations in Dainų 110/10 kV, Tausalo 110/35/10 kV, Šilutės 110/35/10 kV.

## ***Reduced fuel consumption***

Economical approach is fostered in the company on a daily basis. Thus we seek to work rationally using the company's resources. In 2009, fuel consumption was reduced by 23 per cent, compared to the year 2008. 51 ecological means of transport were purchased.

## ***Tree Pruning***

The company carries out, on a regular basis, pruning of trees in the cable or overhead line protection zones in order to take care of residents' safety, prevent accidents and to provide appropriate conditions for the operation of the grid. Winds break trees, and, when falling, they cut wires. Due to this, the electricity supply is interrupted, it may cause fires or real threat for the lives of the residents, therefore the company carries out tree pruning jobs on its own initiative and expense.





# VST

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