

The OR book

Orkuveita Reykjavíkur Group handbook



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Dear colleagues

The purpose of the Orkuveita Reykjavíkur handbook is to support us in our daily work. Irrespective of our individual roles within the Group, we all contribute to its operations, and it is therefore important that we share a common vision.

This handbook is intended to define in one place who we are and where we come from. It examines how we work together in the Group and provides an overview of our common values, strategy and vision for the future.

First, the book presents a description of the Group, as well as the requirements our owners and the legislator place on our activities and how the Group as a whole achieves its results.

It explains what is expected of us and what we can expect in the workplace.

It then outlines how we organise our activities, what we do to achieve results, how we evaluate them and the importance of constantly improving work procedures.

The performance of the Group in fulfilling its function is determined by the collaboration between subsidiaries and the parent company.

How we work is just as important to us as what we accomplish.

It is also important for us to be coordinated and share a common understanding of the role and strategy of the Group.

Our staff, values and culture make the Group the outstanding workplace that we are all proud of.

Management and personnel of the Group read over a draft of this handbook and their recommendations were taken into account in the final version.

The Orkuveita Reykjavíkur handbook is therefore a joint contribution from the entire staff of the Group.

Your know-how, commitment and how you work in the Group form the basis of our joint future.

Bjarni Bjarnason



OR Group

We talk about the “Group” and “OR Group” in equal measure. When we talk about subsidiaries or divisions in the Group they are specified.

This chapter focuses on the functions, core operations and structure of the Group. It is important for us to understand each function of the Group and how it is organised. It is also important to know where we are headed as a whole and how we work together.

That way we can all operate in sync with each other.



The Orkuveita Reykjavíkur Group performs its statutory utility tasks and other functions in the municipalities of its owners, as well as other municipalities in accordance with a strategy formulated by the owners. It utilises nature in a responsible, sustainable and efficient manner, without undermining the rights of future generations.

The Group services households, businesses and institutions with utilities in its service areas, and guarantees the agreed quality and reliable delivery of our products and services at fair and competitive prices.

Core operations

The core operations of the Group consist of the operation of water utilities, wastewater systems, hot water utilities, and electricity utilities, in addition to the sale and production of electricity and hot and cold water. The Group utilises its know-how to participate in related operations, i.e. fibre optic networks.

Owners

The owners of OR Group are three municipalities:



The Group is governed by a special Act, which stipulates, among other things, that its owners must have a partnership agreement. The Act also states that the owners shall formulate a strategy for the company and its subsidiaries regarding the purpose and objectives of their operations. This is done in the ownership strategy of Orkuveita Reykjavíkur, which provides the guiding principles of the Group regarding the direction the owners want to take and how it should be achieved. The Board of Directors of OR parent company formulates the corporate strategy for the Group and policies in specific fields. The strategy formulation of individual divisions and subsidiaries within the group is based on that work.

Blockchain in the OR Group



Structure of the OR Group

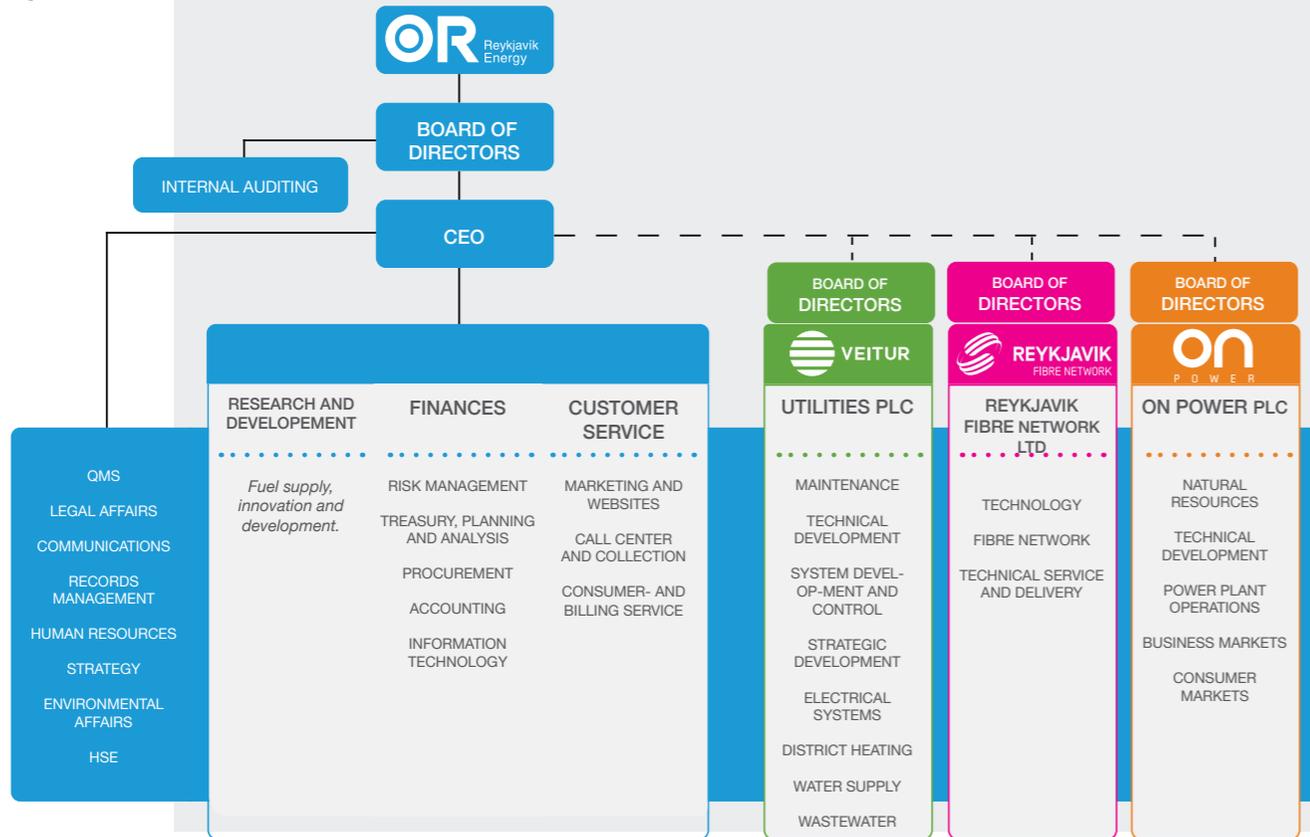
The Orkuveita Reykjavíkur Group comprises Orkuveita Reykjavíkur (the parent company) and its subsidiaries, which work together to constantly improve performance.

The Board of Directors of the parent company ensures that corporate strategy and policies, organisation and operations of the Group are in accordance with the ownership strategy. The board does this by, among other things, defining key performance indicators in the operations of the Group and monitoring them. The strategy formulation for subsidiaries in the Orkuveita Reykjavíkur Group is conducted in accordance with the corporate strategy of the parent company at any given time.

The Board of Directors appoints the CEO of the parent company of OR, with responsibility for its day-to-day operations. Each subsidiary in the Group has its own board. The boards in the Group all work in accordance with the codes of conduct and working rules of the Group. The boards of directors of the subsidiaries appoint their own CEOs.

The function of the Internal Audit Division, which works directly under the Board of Directors of the parent company, is to confirm that corporate governance, risk management and management supervision are cost-effective and efficient.

Organisational Chart

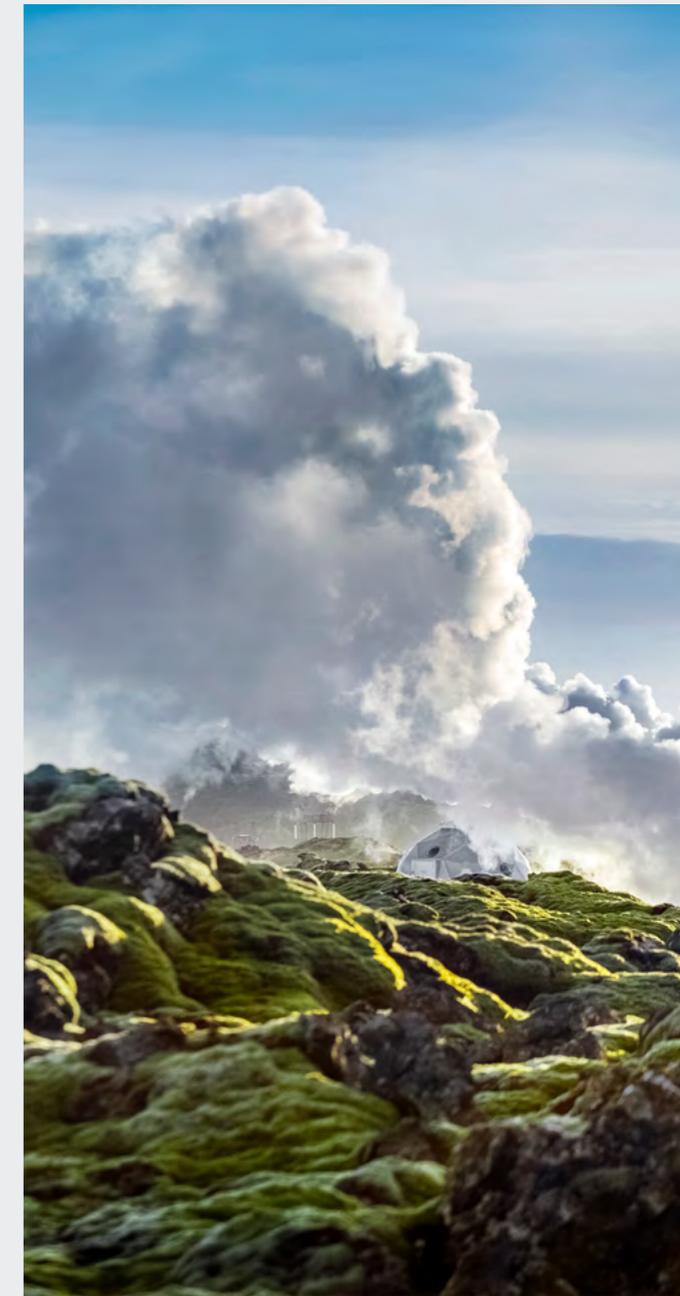


Servant leadership in OR

The parent company provides the subsidiaries with support services in three divisions and eight areas of competence. The subsidiaries appear under their own brand names, but the parent company provides them with servant leadership. The CEO of Orkuveita Reykjavíkur is ultimately responsible for the results of the Group as a whole.

The parent company oversees the development and management of resources and provides customer service on behalf of the subsidiaries. In addition, the parent company handles procurement, book keeping, financial and risk management and analysis. The IT system and premises at Bæjarháls are run by the parent company. Other services of the parent company include the management of human resource and the cafeteria. The parent company is also responsible for legal services, communications, documentation file records and the management of various other fields.

How the Group is presented externally

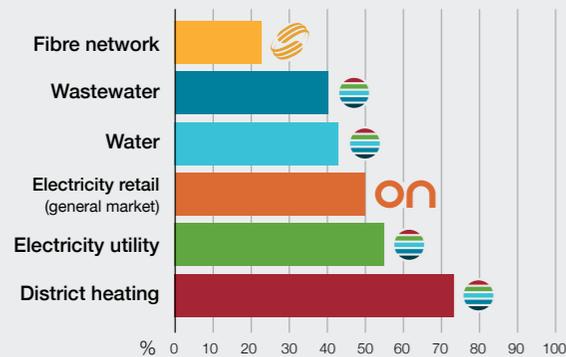


Subsidiaries

Our origins are important and can be traced back to 1909 when the Reykjavik Water Utility was founded. In tandem with the laying of the water supply pipes, the municipality of Reykjavik decided to lay sewers in every street and these measures were designed to enhance the health of the inhabitants with clean and good water, a better wastewater system and sufficient water for fire protection. The Reykjavik Electricity Utility was founded in 1921 with the Elliðaár Power Plant. The heating utility was launched in 1930 with Laugaveita, which is still being enjoyed by the residents of the capital area. These three utilities were merged at the turn of the millennium under the name of Orkuveita Reykjavíkur. At the same time, the company started to run fibre optics system telecommunication operations which is now managed by Gagnaveita Reykjavíkur. Orkuveita Reykjavíkur took over the management of wastewater systems of its owners' municipalities in 2006. The Group now appears under four brand names: **Orkuveita Reykjavíkur**, **Veitur**, **Orka náttúrunnar** and **Gagnaveita Reykjavíkur**.

Although the subsidiaries may differ in their exclusively licensed operations and competition, they can certainly communicate with each other on common issues, provided they ensure that there is no discussion of anything regarding the operations or investments of the utility systems.

Percentage of Icelanders we serve



Veitur comprises the operations of the Group's hot and cold water utilities, the distribution of electricity and the management of wastewater systems. The length of the pipelines which Veitur oversees is greater than 9,000 km.

The utilities serve 22 municipalities and three out of four Icelanders use Veitur's services in some form.

District heating	Electricity Utility	Water utility	Wastewater
Exclusively licensed activities		Statutory activities	
Pipelines 3.100 km	Wires 3.600 km	Pipelines 1.200 km	Pipelines 1.000 km
78 boreholes in low-temperature fields	900 distribution centres 13 substations	Annual production 27 million m ³	52 pumping and treatment plants
Total production 82 million m ³	Distributed volume 1.150 GWh		Annual treatment 80 million m ³

If you would like to find out more about Veitur, visit their website at www.veitur.is. You will also find Veitur on Facebook.



Gagnaveita Reykjavíkur (GR) operates in the competitive sector and runs the open fibre network known as Ljósleiðarinn (Fibre optics). The system connects to most of the homes in urban areas of South West Iceland. It covers all of the capital area and extends to Hella in South Iceland and to Bifröst in West Iceland.

- 95,000 households have the option of the Fibre Optic services of Ljósleiðarinn
- 20,000 more households will be added by the end of 2023

To get to know Gagnaveita Reykjavíkur better, visit their homepage www.ljosleidarinn.is. **GR is also on Facebook.**



Orka náttúrunnar (ON Power) operates in the competitive sector in the production and sale of electricity. The company generates and sells electricity to the population from power plants in Nesjavellir, Hellisheiði and Andakílsá. The Hengill area also produces half the hot water for district heating in the capital area.

Hellisheiði	Nesjavellir	Andakill
Geothermal plant 133 MW in heat 303 MW in electricity	Geothermal plant 300 MW in heat 120 MW in electricity	Hydropower station 8 MW in electricity

To find out more about Orka náttúrunnar visit their homepage at www.on.is, Facebook or look at their fun pictures on Instagram.



Personality of the OR Group

When designing the new logos and image of the parent company and its subsidiaries, a broad scope of opinion was sought on how the Group would be described if it were an individual.

The conclusion was that it would be an honest, sensible, energetic and cheerful person.

Cheerful

Has her fun side and works with a smile on her lips.

Honest

Says things as they are. Informs and explains. Admits mistakes, is humble and capable of putting herself in other people's shoes.

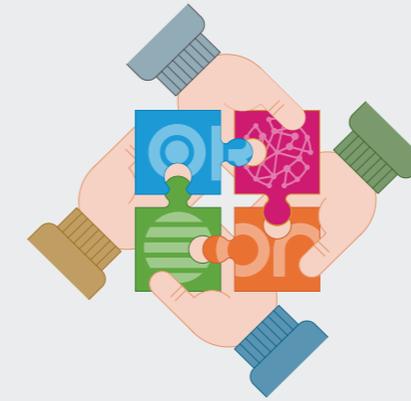


Energetic

Diligent with a dynamic appearance and manner. Proud of her history and ready to lead when appropriate.

Rational

Makes level-headed decisions with the future in mind and encourages common sense.



Group life

The Group forms a whole which jointly fulfils its role and runs core operations – the management of wastewater systems, water utilities, district heating, electricity utilities and the production and sale of electricity and hot and cold water in addition to the management of the fibre optic network. No company in the Group can conform to its function and run core operations on its own. We therefore work together as a whole to fulfil our common purpose and objectives. An emphasis is placed on cooperation and multi-functional team work in our Group. We believe that is how we achieve the best results. We place an emphasis on complimenting each other and welcoming good results.

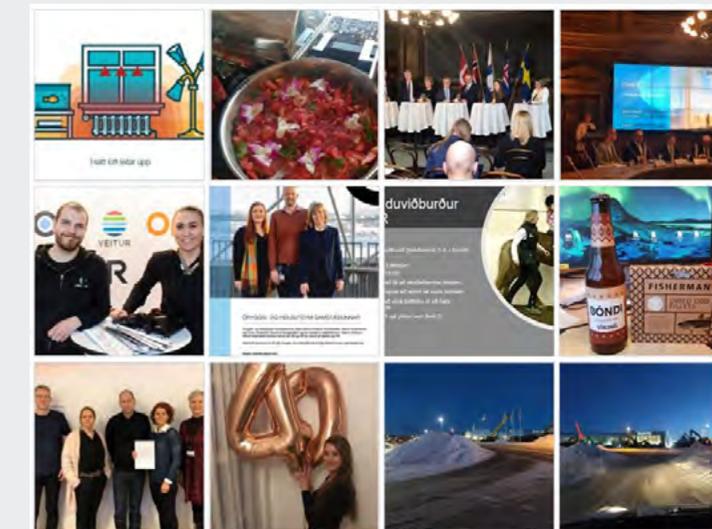
The principal role of subsidiaries is to serve customers and all of the Group's revenue comes from them. The services of the parent company support its subsidiaries in achieving desired results, as well as monitoring performance in the relevant areas. The main task of the Orkuveita Reykjavíkur personnel working in the Services division (Þjónusta) is to serve the customers of the subsidiaries. The staff of the Finances division (Fjármál) act on behalf of the subsidiaries in a variety of ways, such as in tender procedures etc. The staff of the Development division (Próun) engage in research projects and more.

The CEO and managing directors are responsible for the results of their units and the management of their companies.

We are then all responsible for our work and the tasks that are assigned to us at any given time. This entails initiative, preparation, implementation and performance evaluation.

Social networks

Our internal social network is Workplace, which is very similar to Facebook, but is only open to the personnel of the Group. There we exchange information, news, pictures, knowledge and have fun. We also use Workplace in group work and communications. Orkuveita Reykjavíkur and its subsidiaries are also active on Facebook so by all means follow them. On Instagram the staff uses the hashtag #orsaman for moments spent together.





People and leadership

Being a desirable place to work is one of the pillars of our vision for the future. In our work we need to know what is expected of us and what we can expect in the workplace. This section focuses on how we work together.



The Group's commitment to you

- The Group ensures non-discrimination and impartiality in the hiring of its staff and undertakes to welcome new personnel.
- The Group offers you a good working environment with a positive working atmosphere and respectful communications.
- The Group places a great deal of emphasis on a safe and healthy working environment.
- The Group strives to create conditions that enable you to harmonise work and your private and family life as smoothly as possible.
- The Group assigns you with suitable tasks, which make use of your strengths and abilities, and gives you regular feedback on your performance.
- The Group places an emphasis on training and education to enable you to achieve results in your work.
- The Group offers terms of employment which take into account the nature of the job, performance, responsibility and market conditions.
- The Group ensures its staff enjoys equal rights when it comes to wages, rewards and staff training.
- The Group places an emphasis on ensuring that equal rights are always observed in all jobs.



Two-way working relationship between the staff and workplace

Your commitment

- The values of the Group provide you with guiding principles in your work and relations.
- You know the policies and objectives.
- You are a good representative of the Group in your communications with customers and other interested parties.
- You show respect to others and support a good working atmosphere and relations.
- You show initiative in increasing your know-how and skills and passing them on to others.
- You show professional skills and efficiency.
- You are well-prepared in your work and reflect on and draw lessons from experience.
- You treat the value and assets of the Group with care.
- You show flexibility and constantly endeavour to improve results.
- You use supplies well, work tidily and sort waste.
- How we work together and how we behave with each other is important. We are tolerant, we evaluate people on their own merits and respect human rights.

You can find further information on the human resources webpage and staff are welcome to pop into their office.



Safety, health and working environment issues

Safety, health and working environment issues are an integral part of all activities. The Group endeavours to be exemplary in this field and strives to protect and enhance the lives of its employees by creating an accident-free workplace where the health of employees, contractors and the public is not jeopardised by our activities. No job is important enough to sacrifice the safety of those performing it. Everyone who works in the Group is responsible for their own safety and are spokesmen for the increased safety of colleagues, while endeavouring to identify, evaluate and manage risk in the work environment.

We place a strong emphasis on a healthy working environment. Our facilities are top-notch when it comes to the gym, amenities for bikers and the cafeteria.

We encourage you to avail of the facilities at the Orkuveita Reykjavíkur Group headquarters and to acquaint yourselves with the health, training and education grants on offer.

The STOR staff union

The objective of the staff union is to create a forum for the staff to get to know each other outside work, and to boost cooperation and social interaction, e.g. regarding entertainment, travelling, education and discussion meetings, recreation, holidays and other social issues. All full-time employees of Orkuveita Reykjavíkur and its subsidiaries are eligible for membership of the union.

Management

At the Orkuveita Reykjavíkur Group we place an emphasis on ensuring that management possess and develops the characteristics that make them outstanding leaders. These characteristics are: integrity, encouragement, support and enthusiasm.

Integrity

Leaders with integrity say things as they are. They promote transparency and honesty, do what they say and say what they do. They are exemplary in these areas and demand the same of their colleagues.

Encouragement and support

A leader encourages and supports his/her staff by trusting them, paying attention and showing interest, authorising their actions and offering praise and special feedback.

Enthusiasm

A leader generates enthusiasm by creating and transmitting a vision and spurring his/her staff towards action. He/she tackles matters with energy, courage and passion and creates a workplace where everything is possible.



Guiding principles of the management

The characteristics which the management of the Orkuveita Reykjavíkur Group are expected to possess

Aiming for ambitious targets



Our Group shares a common vision of the future. The owners of the Group have provided us with guidelines for the common path to be followed.

In order to reach our destination, we have set ourselves ambitious targets and monitor our progress on the way.

Regardless of what we are engaged in, each staff member contributes to that journey and that is why it is important that we share a common understanding of the strategy that has been adopted and the values on which it is founded.

Future vision

That the Orkuveita Reykjavíkur Group be a power and utility company which enhances the quality of life of the municipalities it serves, guided by the principles of corporate social responsibility.



Values of the Group

The Orkuveita Reykjavíkur Group upholds three values which provide the guiding principles for how we work and create our working environment and corporate culture. They serve as guidelines and inform all of the Group's work.



Foresight

– primarily revolves around the Orkuveita Reykjavíkur Group's role, since utility management is by its nature quite a long-term issue and residents' needs for the services of utility companies never fade.



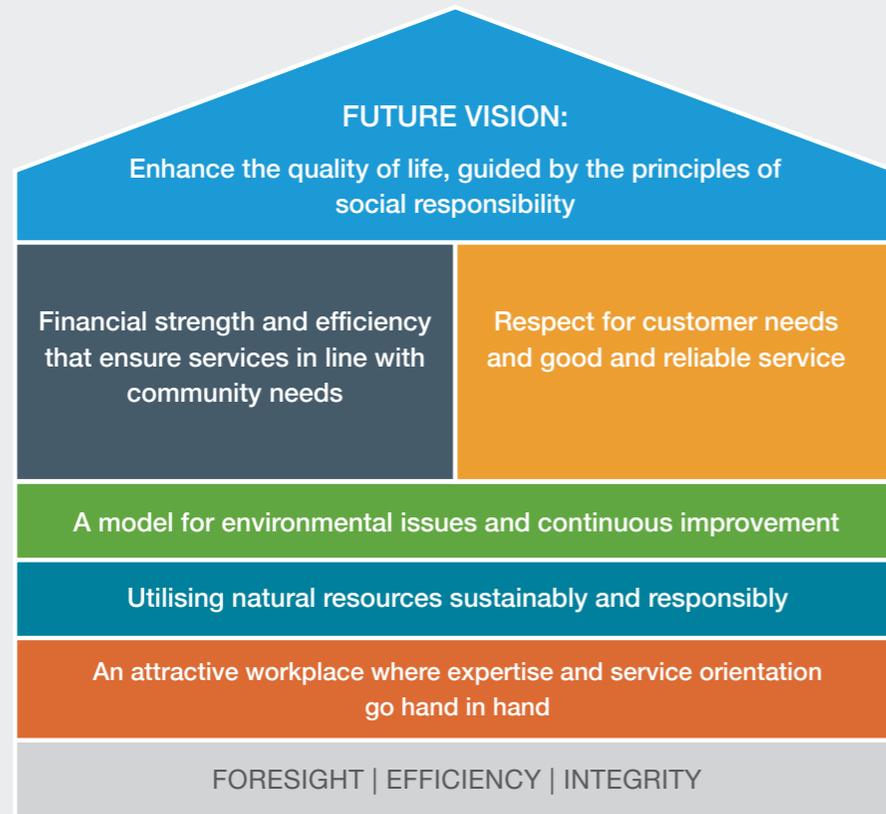
Efficiency

– is vital for cost-effective day-to-day management so that customers can obtain services at a fair price.



Integrity

– is the key to a positive perception of employees by customers and effective and transparent engagement with each other.



Visual representation of the corporate strategy of the OR Group.

Strategy

Strategy is a long-term overview, a guideline on how to move from the current position to another position in the future (future vision). Strategy explains the path to be followed so that everyone knows what results need to be achieved and how. A common understanding when we embark on that path is essential. The Group has formulated a corporate strategy and key supporting policies which the business strategies of the subsidiaries are consistent with.

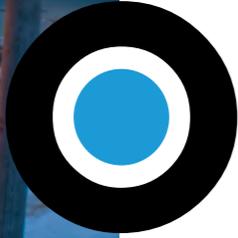
Corporate strategy

Orkuveita Reykjavíkur utilises nature in a responsible, sustainable, cost-effective and respectful manner, without undermining the rights of future generations. The Group endeavours to meet customers' needs with good services at a fair price, with a reliable management and a warm attitude. The future vision of the group is founded on several pillars, guided by the principles of corporate social responsibility. These pillars are critical success factors in our operations:

- To utilise natural resources in a sustainable and responsible manner
- To be at the forefront in environmental issues and continuously work on reforms
- To respect customers' needs and provide good and secure services
- To possess financial strength and efficiency to ensure services in line with the needs of the community
- To be an attractive workplace where professional know-how and service orientation go hand-in-hand.

The corporate strategy of Orkuveita Reykjavíkur is the Group's strategy. Divisions and subsidiaries in the Orkuveita Reykjavíkur Group have also formulated a future vision and business strategy on how they can fulfil their functions with the Group so that we can achieve results together.

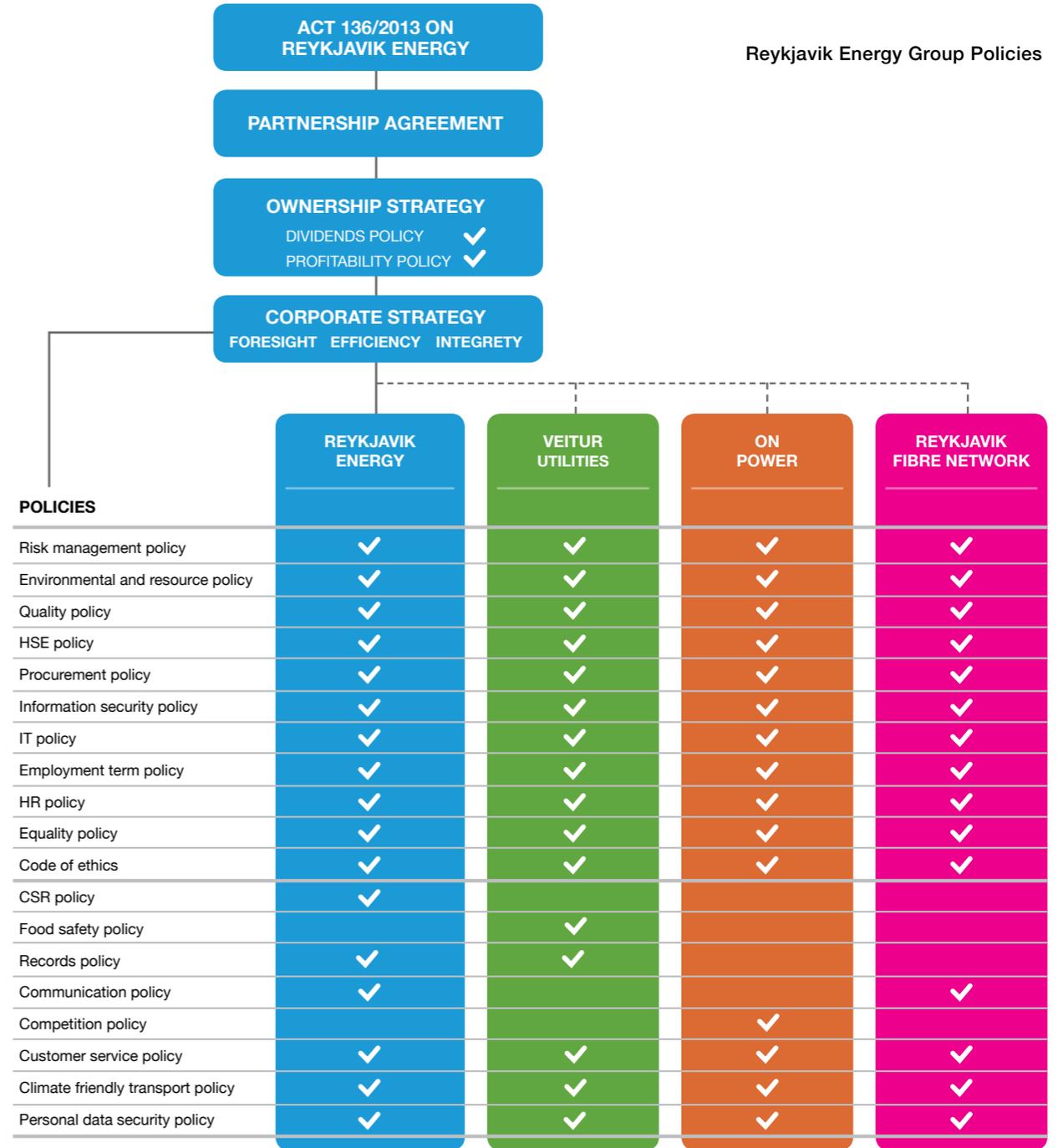




Key supporting policies

Key supporting policies are policies in the areas which the owners have requested the board of directors of the parent company to set. The strategising of subsidiaries shall be consistent with the corporate strategy of the parent company as well as with the key supporting policies in each field. In addition to this the management of the Group has decided to formulate policies in other important areas.

Key supporting policies determine priorities in our activities and guide us in our decisions, conduct and implementation. These policies play the same role in our activities as road rules play in the traffic – they determine how we conduct ourselves in our daily work.





Key to success

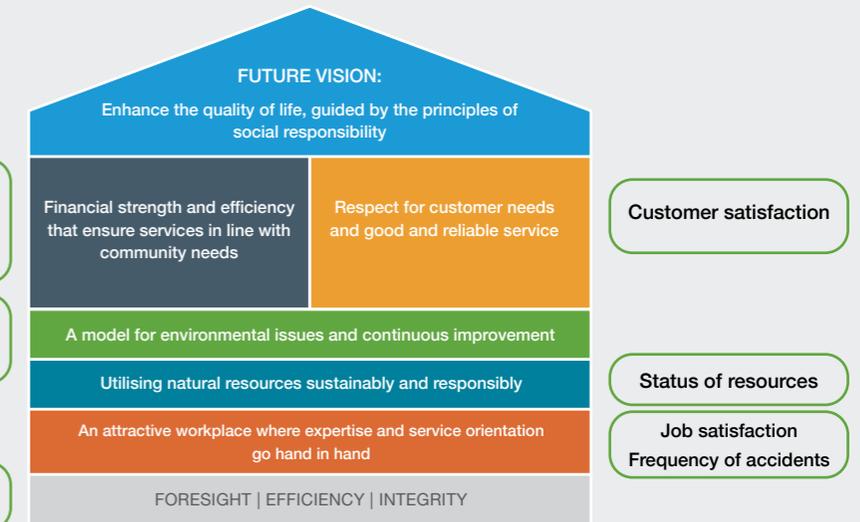
The Group sets itself ambitious performance targets and plans on how to meet them. This section discusses the key performance indicators and how they relate to the corporate strategy. The key performance indicators are also connected to the key supporting policies of the Group.

Key performance indicators

The key performance indicators of the Group are connected to the corporate strategy of the OR Group.

Current key performance indicators of the OR Group

- Profitability of each field of operation
Dividends condition
Risk
- Official licences
Concentration of H₂S
Climate indicators
- Media coverage

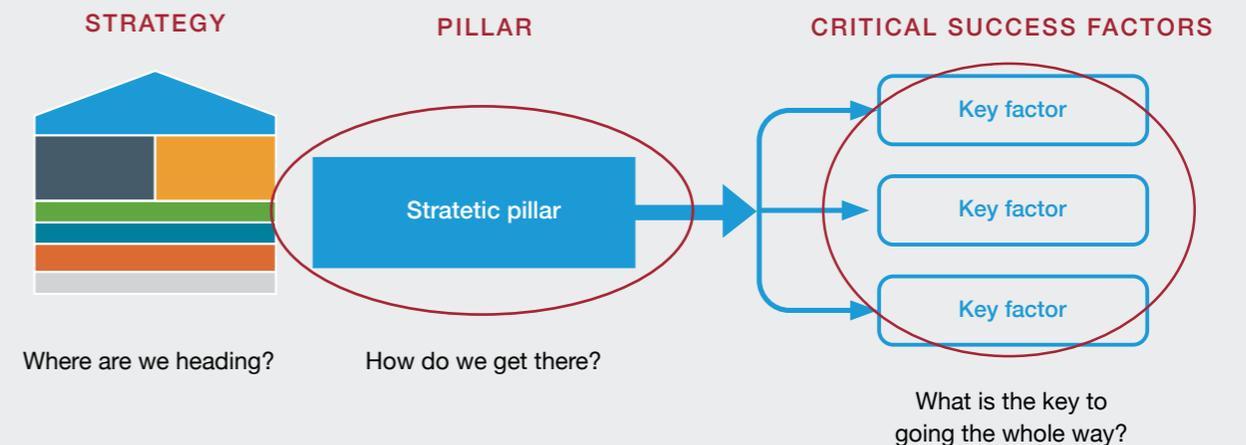


The corporate strategy as a whole reveals what we are aiming for as a Group, and where we intend to be in the future. The pillars are part of the strategy and tell us how we will reach our desired destination. Each pillar is in turn linked to a critical success factor which strengthens the pillar and facilitates needed results. It gives us the grounds to move forward. Key

performance indicators are used to measure if we are indeed on the path towards reaching our targets.

The Board of Directors of the parent company defines key performance indicators in the management of the Group, to monitor implementation of strategy and objectives as well as to improve results.

Context of strategy, pillars and key performance indicators



Key performance in each field

Key supporting policies are linked to key performance results in each field and are guidelines on how we work.

Key supporting policy category	How we work
Risk Policy	We reflect before starting a task, evaluate risk and manage it.
Environmental Policy	In our work we follow five environmental rules: <ul style="list-style-type: none"> • Responsible resource management • Utility efficiency • Impact of emissions • Impact on the community • Operations
Quality control policy	We boost customer satisfaction by doing jobs right, responding to incidents and continuously working on improvements.
Safety, health and working environment	We are all responsible for our safety and are spokesmen for the increased safety of our colleagues. We endeavour to identify, evaluate and manage risk in the work environment. No job is important enough to sacrifice the safety of those performing it.
Procurement policy	The principle is that calls for tender are made for procurement. Procurement takes into account corporate social responsibility.
Information security management	We protect data and the IT system from unauthorised access, usage, alterations, disclosure, deletion, loss or transferral.

Key supporting policy category	How we work
IT policy	IT is an important element in supporting the management of the company and concerns the utilisation of information technology in its work.
Human Resources policy	We are ambitious in our work and maintain the knowledge and skills to fulfil the tasks we are entrusted with.
Remuneration policy	Remuneration terms in the Group shall be competitive with terms in comparable companies, but not the highest in the labour market.
Non-discrimination policy	We evaluate each individual on his/her own merits.
Codes of conduct	We place an emphasis on integrity, mutual respect and trust.
Corporate Social Responsibility	We are guided by the principles of CSR in our work.
Document and information management	We store documents and information in accordance with requirements.
Communications policy	We are positive and obliging in providing information. We present information in a manner that is clear to the general reader.
Privacy policy	We guarantee the correct handling of personal data.

This is how we achieve results

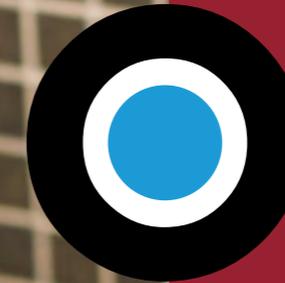
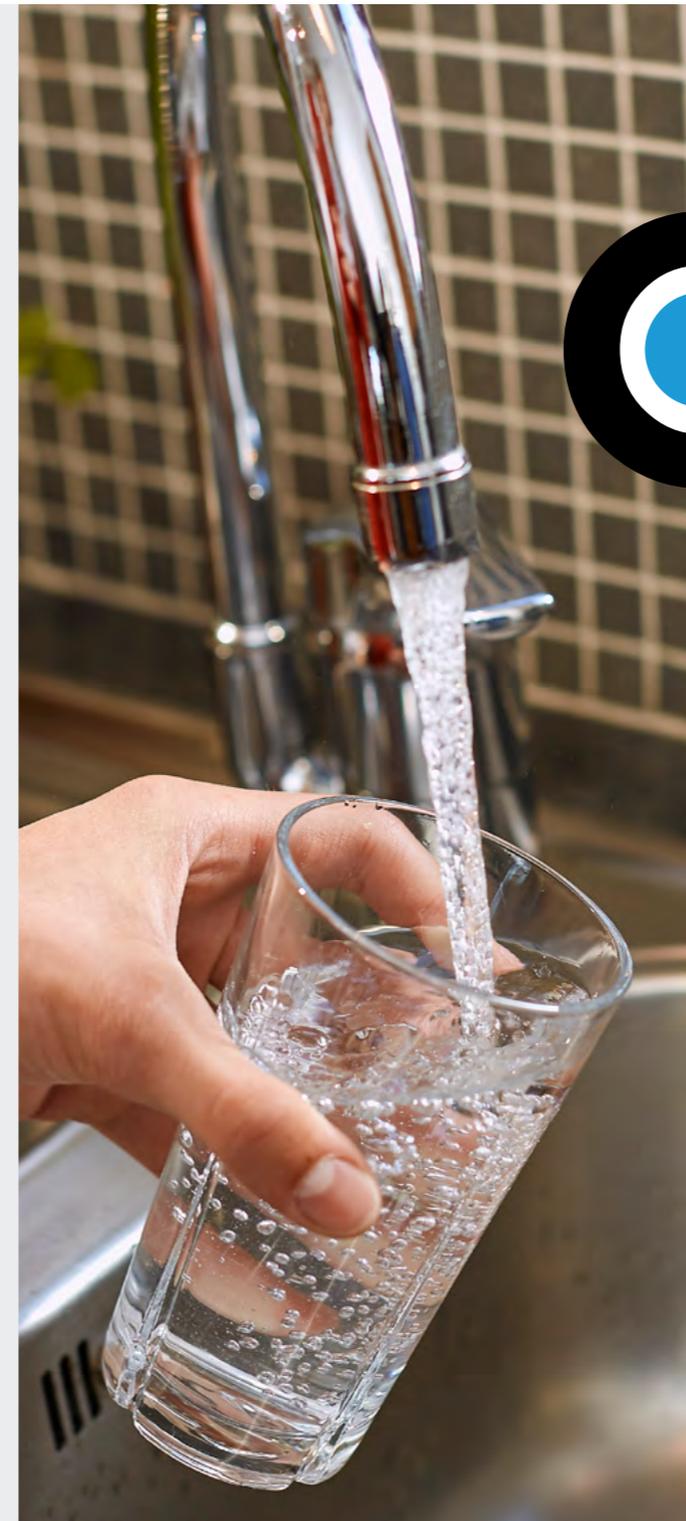
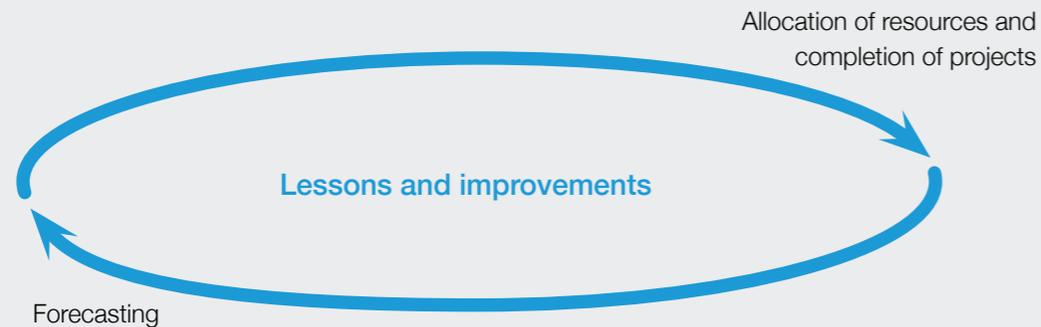
We place an emphasis on trusting employees and teams and authorising actions. We want our staff to constantly endeavour to do better even though that may not always be achieved. It entails that we sometimes make mistakes, but we learn from them. We believe that with clear values and strategy we can attain optimal results.

Once the strategy is clear it's drawn up. The strategic plan is an action plan accompanying the strategy or policy. It is an implementation plan where strategic projects are laid out in order to meet the objectives of the strategy and policy.

We draw a distinction between **tasks** and **projects** in the Group. We perform tasks on a daily basis, we attend to our jobs and therefore do not have to allocate special times or resources. Projects, on the other hand, are temporal and scheduled. A decision has to be made to take on projects, resources have to be allocated to them, they have to be

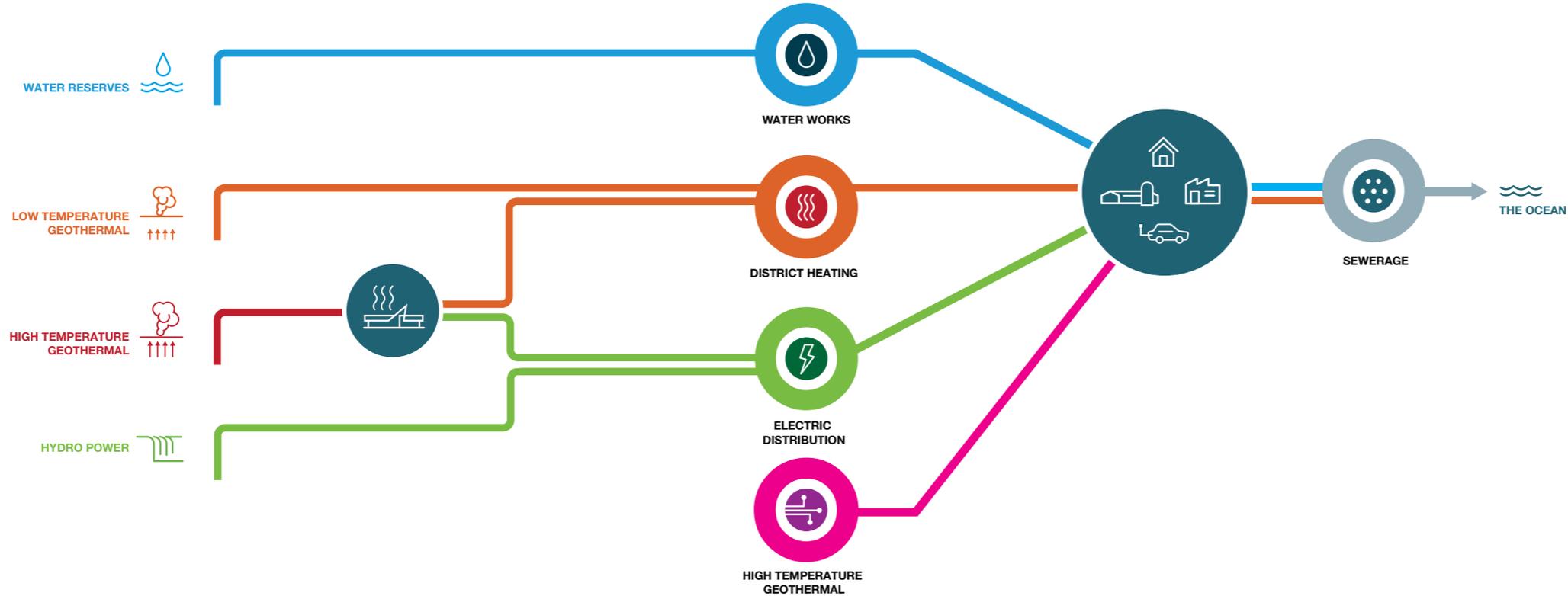
managed and accounted for in order to evaluate whether they have fulfilled the plan and yielded the desired results. There are three kinds of projects in the Group: investment projects, management projects and strategic projects.

Strategic projects are projects or measures, which we feel are necessary to **implement a strategy** and are not part of our daily operations. Daily operations are not involved and are set aside with these strategic projects, but we take them on because we aim to reach our objectives and targets and make our good company even better. Strategic projects have a defined beginning and end. They are SMART in that their goals are Specific, Measurable, Attainable, Realistic and Timely. They support a specific pillar and key performance indicator of the strategy. The process can be summarised as follows:



Activities

This section provides an overview of the flow of natural resources from their source to the population and the value chain which shows what we do to guarantee delivery.



Value chain

The activities of OR and its subsidiaries consist of the operation of water utilities, hot water utilities, electricity utilities, the fibre optics network and wastewater systems, in addition to the sale and production of electricity and hot and cold water. The graph shows what we do to fulfil our role and create value for our customers.

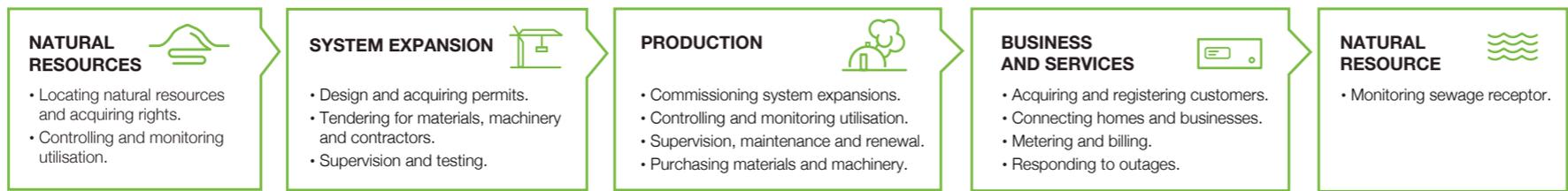
This diagram of the Group's value chain (how we create value for customers) shows how the production and utility system of Orkuveita Reykjavíkur and its subsidiaries are connected to resources and the communities they serve. We place an emphasis on conceiving processes based on customers' needs which are therefore flexible and change according to their requirements.

In order to be able to fulfil our service function in guaranteeing the quality and delivery security of products and services, we need to monitor the utilisation of resources and find new ways, in addition to monitoring wastewater recipients (recipients can be rivers, streams, lakes or the sea). New constructions have to be regularly conducted, e.g. when pipelines have to be laid down in a new neighbourhood or a new well has to be drilled. Operating units take on new constructions and ensure the production and dissemination of the resources. Competitive activities are constantly focused on generating new business. We read our customers' meters and collect charges for services. Last but not least, malfunction monitoring is active 24/7.

We want to guarantee quality in all tasks and a steady flow in operations to create value for customers. In the operational handbook you will find an overview of principal processes that ensure quality and reliability.

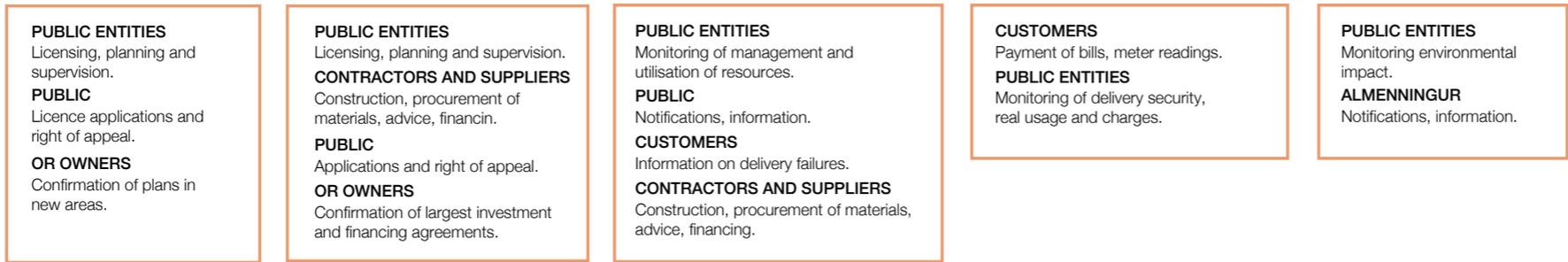
VALUE CHAIN

What we do to meet our purpose.



STAKEHOLDERS

The OR Group distinguishes the stakeholders in its activities in terms of their importance and impact.





Performance evaluation

It is not enough to set objectives or targets. We monitor activities, measure their success and evaluate the quality of tasks.

The most important element in monitoring performance is the vigilance of the staff. Part of our job entails monitoring how it performs, evaluating what can be done better and reporting on any deviations that may occur. When we identify a deviation we are given an opportunity to improve procedures and achieve even better results. We log reform ideas, accidents and incidents in the Environment, Health and Safety (EHS) (ÖHV) database, which is on the front page of the Intranet.

Managers evaluate and supervise activities in their own work units. They monitor the results of operations, but it is equally important to monitor performance in other areas, e.g. the results of workplace analyses. In addition to this, internal auditors make reports for the Board of Directors of the Group and external auditors audit the companies' accounts.

The heads of the various areas of competence monitor their results. These concern, for example, quality, the environment, safety, health, employees' working environment and information security management. In order to evaluate whether work is conducted in accordance with the procedure that has been determined, employees conduct assessments, so-called internal assessments, in addition to which certification agencies assess the functionality of the management systems. The assessments cover the entire Group and discussions are held with employees.



Certifications

Continuous improvements

We identify opportunities for improvements in a variety of ways and apply different measures to enhance performance. The main issue is not which methods are applied to make improvements – what matters the most is that all employees should constantly strive to improve their work and enhance their performance.

When we get ideas for improvements they are registered in the Environment, health and safety (EHS) database or passed on to them in some other manner. Management leads reform work.

Processes, i.e. the manner in which tasks are carried out are regularly revised with a view to finding opportunities to reduce pressure, even the load and reduce waste. We start by defining the opportunity or problem that needs to be solved. We then map the current status and define the project goals. The future process, i.e. how we want to see the task developed, is drawn up and improvements are made so that it can be implemented. As with other improvement tasks, it is important to measure the results of the reforms.

In some cases there will be a need to correct aspects that have gone wrong e.g. if there is a malfunction in the system in addition to the need to respond to remarks in assessments. It is important to identify the cause of the problem so that we can avoid repetitions.

An assessment of risks often leads to opportunities for reform in the form of prevention when we want to prevent or mitigate the consequences. Thus we have a response plan for a volcanic eruption, for example, and hold drills to minimise damage although we cannot prevent an eruption. Prevention can also entail preventing certain actions such as making it impossible to log information in a wrong menu. Sometimes a choice is made to only respond to a risk by treading carefully, i.e. by reflecting before embarking on a task.

The core of continuous improvements is the participation of the employees:

Every employee – every day



Dissemination of information

In order to perform our jobs we need to receive information on what is expected and what changes are envisaged or have taken place.

Similarly, it is important that we employees log the necessary information. Information is disseminated at meetings or over the Intranet and can also be found in the Operational Handbook (Rekstrarhandbók) and in various databases and registries.



Meetings in the Group and the provision of information

In the Group there are a series of meeting arrangements which are aimed at promoting good dissemination of information and everyone's participation. The objective of these meeting arrangements is to ensure the flow of information throughout the Group and to make sure that all employees' voices are heard, regardless of where or what they work in.

- Samstæðufundir: Group meetings are held weekly in which the CEO, head of the legal division and managing directors of the Group make decisions on issues related to the Group as a whole.
- Stefnuráð: The Strategy Council reviews and re-evaluates the key supporting policies that are in force, their objectives and the measurements that are used to monitor their performance. In the Strategy Council they are the same as in the Group meetings. The Strategy Officer and head of the relevant field or area of competence are employees of the Council.
- Hringborðsfundir: "Round table" meetings are held weekly. Their purpose is to disseminate information across the Group. This is a meeting of all managing directors in the Group, the heads of the various fields or areas of competence, in addition to the CEO of the Group.
- The spring and autumn meetings of the Group management are whole-day events, which focus on specific issues connected to management.
- Skipuritsfundir: Organisation meetings are meetings that gather all the managers in the organisation chart and concern key performance.
- Stjórnendafundir: Management meetings are informative meetings for all for all those who command human resources in which personnel-related issues are discussed.
- The managing directors of the Group meet their managers at regular meetings.
- The managers then meet their teams at meetings that are given different names. In addition to these, there are meetings with the entire staff of each division or subsidiary.
- One should not forget the general staff meetings (starfsmannafundir), which are regularly held in the hall to disseminate information.
- There are also the meetings of the various committees in the Group to conduct their work.
- Finally, there is information provided by the group's intranet/Workplace.

You will find more information about the organisation of meetings in the Operational handbook.

Operational handbook/Rekstrarhandbók

Information on how we work – such as work procedures, policies, processes and guidelines is available in the Operational Handbook (Rekstrarhandbók) on the Group's intranet. We present the changes that concern us. In this manner, we ensure standardisation and the implementation of best practices in the Group.



Logging of information and storage of files

A great deal of information accumulates in operations every day. We need to be able to find data on a specific issue in the future, regardless of who stored it. For example, requests from customers must be accessible centrally, the maintenance history has to be logged, contracts have to be preserved and we need to know where the pipes lie in the land. This information often has to remain accessible for decades. It is therefore important to store files in a defined storage place.

- Enquiries, notifications and complaints from customers: CRM / Operational problems: Communications with customers are logged in the CRM, along with files relating to their matters, such as notifications, readings, changes of address, complaints, changes of meters, bills etc.

- Enquiries, notifications and complaints from stakeholders other than customers: **Lindin:** Lindin contains issues which are answered by various experts in the Orkuveita Reykjavíkur Group, such as legal opinions, various queries regarding the companies, environmental issues, etc.
- Notifications from employees: **ÖHV:** Notifications of incidents which employees witness or identify. **DMM:** Maintenance tasks for the system
- Other logged data: Data is logged in many other systems and are described in the appropriate procedure files and guidelines.

Further information

- Operational Handbook of Orkuveita Reykjavíkur / Rekstrarhandbók OR
- Glossary concerning strategy and related terms
- Companies' homepages
- Human resources page
- Orkuveita Reykjavíkur Safety handbook

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