

60

**Seconds of outage**

The actual outage time related to the transmission grid in a normal year is less than 60 seconds per consumer.

TSO ACTIVITIES



High level of stakeholder satisfaction with Energinet's performance towards 2020. Objectives and baseline are laid down in the first measurement.

TSO ACTIVITIES

ZERO

**Gas supply failures**

The number of supply failures which can be attributed to Energinet, where the consumer is not supplied with gas, is still zero.

TSO ACTIVITIES

**CORPORATE OBJECTIVES 2018-2020** FOR EACH BUSINESS AREA, OBJECTIVES HAVE BEEN SET FOR THE COMPANY'S VALUE CREATION WHICH ARE BALANCED WITH REGARD TO QUALITY AND EFFICIENCY.

1.5%

**Efficiency**

Energinet's operating expenses are reduced by 1.5% annually up until 2020.

TSO ACTIVITIES



**Index 84**

Unit costs per component type are reduced to index 84 in 2020 (baseline 2013).

TSO ACTIVITIES

4.0

**Information security**

The maturity of Energinet's information security for its business-critical systems is increased to level 4.0 in 2020 (scale 1-5).

CORPORATE OBJECTIVES

2.0

**Occupational injuries**

The lost-time injury frequency rate for Energinet and external employees is max. 2.0 injuries per million working hours in 2020.

CORPORATE OBJECTIVES



**5% in 2020**

Gas Storage Denmark

**3.5% in 2020**

Dansk Gas Distribution

RETURN ON NET ASSETS

76

**Employee satisfaction**

Job satisfaction measured as part of the employee satisfaction survey is maintained at min. index 76 until 2020.

CORPORATE OBJECTIVES

**CORPORATE OBJECTIVES 2018-2020** TOWARDS 2020, WE ARE COMMITTED TO ACHIEVING THE FOLLOWING OBJECTIVES AND THE FOUR STRATEGIC TARGETS PRESENTED IN THIS STRATEGY.

2%

**Sickness absence**

Sickness absence among Energinet employees must stay below 2% until 2020.

CORPORATE OBJECTIVES



**30-40%**

Gas Storage Denmark

**30-40%**

Dansk Gas Distribution

SOLVENCY RATIO

90%

**Re-establishment following excavation damage**

The proportion of damaged pipelines/cables which are re-established within max. 3 hours must be maintained at 90% towards 2020.

DANSK GAS DISTRIBUTION