

**CITYSERVICE**  
In service of your property

**2013**



SOCIAL  
RESPONSIBILITY  
REPORT

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**SOCIAL  
RESPONSIBILITY  
REPORT 2013**

Social responsibility is a very important part of activities, plans and the mission of the City Service Group. The spread of social responsibility ideas within the company is integral to its consciousness, will to improve and develop and the personnel's respect of the company's values.

The company's mission is creation of balanced living and working environment by providing integrated and innovative services. By its activities City Service strives for creating a better environment both inside and outside the company.

In 2013 the company continued strengthening the traditions of events, aimed at the community, thus encouraging the local residents' feelings of good neighbourhood and sociality within the community. Public events were organized in Lithuania, Russia, Poland and Spain, which joined the group last year. The company also implements social initiative in the area of public activities by initiating aid campaigns for socially vulnerable groups and by encouraging sparing the common property and healthy way of life.

Last year we continued our active search for the ways to help the apartment buildings and commercial sector customers to save energy resources, i. e. heating, power, etc., and thus reduce their expenses.

The company develops relations with its personnel by involving them into different processes, executed within the company, by encouraging an open dialogue with the management and by providing a possibility to participate in different initiatives, such as medical examinations and various training courses.

The company performs its activities in observance of strict environment protection requirements and popularises environmentally friendly habits among its customers and employees.



# LITHUANIA

## SOCIAL ACTIVITIES

In order to improve living environment in residential buildings in Lithuania, promote community feeling among the population, their initiative and responsible attitude towards communal property, the Group companies implemented the “Our Yard” initiative and organized the following events:

- 4 Shrovetide celebrations in the yards and surroundings of Vilnius and Kaunas residential buildings;
- 3 community day celebrations for the residents of Vilnius and Radviliškis, during which basketball tournaments, huge soap-bubbles blowing attractions, dance lessons, singing contests, Lithuanian cold soup and ice cream treats and other different games were arranged;
- The campaign on putting environment in order in Kaunas;
- 17 Christmas tree lighting events in different districts of Vilnius, Kaunas, Klaipėda and Panevėžys;
- 7 competitions on various themes concerning life in the yards of residential buildings, the most popular one – “The most beautiful flower garden by a residential building”.

It should be noted that the aforementioned communal events attracted over 10 000 participants. Residents from all over Lithuania took part in the competitions.

In 2013 all of the customers in Lithuania were provided access to the new self-servicing portals. The portals are visited by approximately 25 thousand unique users per month.

In addition, Mano Būstas, in cooperation with Public Institution National Blood Centre, organized the Christmas Kindness Day, during which the company’s employees donated blood.



# LITHUANIA

## MARKET

In 2013 the Group continued its long-term heat saving initiative, the purpose of which is to help residents to save expenses by following the 5 steps heat saving programme, developed by experts.

In the residential buildings maintained, thermal energy saving measures were actively implemented. Apart from the planned preparatory works (i. e. hydraulic tests, renovation of the heating system isolation and replacement of closing fittings of hot water system racks), new doors and windows were installed, thermal points were upgraded and thermal system balancing equipment was mounted.

During 2013 new doors and windows were installed in shared premises of 300 apartment buildings, 70 buildings completely upgraded their thermal points and thermal system balancing equipment was installed in 40 buildings.

During the 2012–2013 heating season, the buildings, which joined the 5 steps heat saving programme, saved about LTL 6.5 million.

In the beginning of heating season 2013 the company launched a virtual consulting centre, providing free-of-charge consultations on the heat saving issues. The consulting centre can be reached at [www.taupykimesiluma.lt](http://www.taupykimesiluma.lt). During the previous heating season the experts of the company's innovation and energy efficiency group provided replies to residents' inquiries: analyzed over 1000 specific cases and presented the solutions.

The residents were mostly interested in the most efficient heat saving solutions, their benefits and the pay-off time. In addition the IEE experts received an especially large number of questions on why the inside heating pipes are not evenly heated.

The buildings, which joined the 5 steps heat saving programme, used thermal energy 10 per cent more efficiently.



# LITHUANIA

## MARKET

In 2013 the company participated in the project “What an apartment building needs: safe and cost-efficient home”, arranged by power distribution network operator LESTO AB. The initiative was aimed at drawing the residents’ attention to the energy saving possibilities in shared spaces, encouraging responsible use of energy at home and taking care of home safety.

Results of the project:

- Renovation of shared premises lighting system in four apartment buildings in Vilnius, Kaunas, Klaipėda and Šiauliai, maintained by the company;
- Reaching a 26-32 per cent smaller energy consumption in the said buildings;
- The energy, used for staircase lighting per month, on the average costs LTL 61.33 less.

Referring to the National Energy Independence Strategy of the Republic of Lithuania, the company reached for increasing the energy efficiency of both apartment buildings and commercial sector facilities. In line with the strategy, till 2020 Lithuania foresees to increase the energy consumption efficiency by 1.5 per cent each year.

- In 2013 the monitoring of heat and energy, consumed by commercial facilities was performed. In case too high temperature inside the premises and increase of heat and energy consumption was observed, the responsible specialists were immediately notified on the issue.
- The company informs its customers on the liberalized energy market and the possibility to choose independent energy providers, offering the most favourable conditions.
- The specialists of innovations and energy efficiency division help the customers to choose the most attractive energy plans, corresponding to specific needs and, in case of price changes –reduce the energy forwarding costs.
- The energy saving solutions are implemented at commercial facilities, such as the systems of saving (“removing”) of heat from shower sewage, by using which one can spare thermal energy, heating pumps, allowing for producing 5 times more thermal energy, cost-efficient LED lamps and other solutions.



# LITHUANIA

## RELATIONS WITH THE PERSONNEL

In 2013 the personnel's motivation and commitment to the organization was further improved and developed.

- The personnel contributed to creation of the company's values communication measures and participated in 6 working sessions.
- For the purpose of strengthening the activity efficiency culture initiative (LEAN) within the company, the employees actively provided activity improvement suggestions, the so-called "kaizen". During 2013 1200 such ideas were suggested, the best of which were put into practice.
- In order to ensure feedback, the employees are encouraged to share their insights, observations and suggestions during yearly discussions with the unit managers.
- Each month the employees are invited to read a new issue of the company's publication "Būstinė", which provides the information on what is new in the company and has the aim of uniting the specialists, working in different units and different cities and towns.
- In order to improve the operational personnel's working conditions, the specialists' survey was performed with the aim of identifying their needs. Referring to the results of the survey, new working equipment was procured and premises were renovated, which helps the specialists to better prepare for their activities.
- The company continuously organizes the personnel's medical examinations.
- Qualification development training courses are arranged.
- In order to improve the management of risks, relating with everyday activities and unconventional situations and thus ensure the personnel's safety and observance of the requirements, provided in the health management system BS OHSAS 18001:2007 standard, in 2013 the working safety control was tightened.
- Last year more than 170 employees were trained to manage potentially dangerous equipment and work in dangerous conditions – at heights, in closed spaces and in manholes.



# LITHUANIA

## ENVIRONMENTAL PROTECTION

The company performs its activities in observance of the sustainable environment protection principles and aims at popularizing the environmentally friendly habits among its customers and employees. The company implements, maintains and continually improves and develops the environment management system ISO 14001:2004.

- The company encourages its customers to refuse printed paper bills and thus spare nature. Almost 30 000 of the company's customers receive their bills by electronic mail.
- Special waste sorting containers are installed in all of the Group companies' offices.
- The specialists of the company's operation unit collect and sort different construction and other waste, left after performing repair works.
- In order to reduce air pollution and use as less fuel as possible, the company performs fuel accounting, in addition, the most accurate and optimum travelling routes are developed for the employees, visiting objects and taking care of the cleanliness of the environment, by using the GPS system.
- The Group company, providing cleaning services, purchased gas driven vehicles, which bring less harm to the environment.
- The sweepings, collected when cleaning the streets, are sorted and conveyed to special dumping grounds.
- The chemical substances, used for cleaning inside premises, are always accompanied by their safety sheets, by which the producer guarantees that the product is fully compliant with environment protection requirements.
- Dosage of the means, used for cleaning inside premises, is strictly controlled taking into consideration both the human health safety and environment protection requirements.
- In order to prevent chemical substances containing water, used for cleaning inside premises, from leaking into the environment, the employees use special tools and floor wipers.
- The responsible specialists are trained on how to act in case of spilling hazardous chemical substances, in order to reduce the harm to the environment to the minimum level.



# RUSSIA

The social initiative of the Group companies, operating in Russia, was implemented in the area of social activities by organizing different campaigns to local communities. The main target of such initiatives is to assist socially vulnerable groups, organize local communities and encourage sparing of common property and healthy lifestyle.

## SOCIAL ACTIVITIES

- In 2013 the Group companies continued the WWII veteran assistance programme. During the initiative hot and cold water meters were installed and heating pipes were replaced in the apartments of WWII veterans and persons, who suffered during WWII in St. Petersburg.
- Special ramps for physically handicapped persons were installed in five apartment buildings staircases in St. Petersburg.
- A yard celebration was arranged for residents of Stavropol with the aim of organizing the local community and encouraging the care of shared yards of apartment buildings. During the celebration there were songs and dances, the guests were treated.
- When continuing the initiative “A healthy house has a healthy soul”, the residents of Stavropol were encouraged to join a healthy lifestyle group and take up yoga. The classes, which previously were held in the open, were moved indoor.
- The election of most beautiful decoration in an apartment building yard was organized in Stavropol. The residents, who participated in the contest, made stone sculptures, brick flowerbeds and other compositions.
- The traditional campaign “The house where I live” was continued in Stavropol. Each quarter of the year the company awarded the most initiative residents, who started improving their dwelling environment.





# POLAND

The company implemented social responsibility in Poland in the area of social activities, dedicating more attention to encouraging the local residents' community feeling.

## SOCIAL ACTIVITIES

- On the occasion of the Children's Day the company organized an event for children, which attracted about 600 residents. The programme was full of different attractions for children: inflatable trampoline, the rodeo game, drawing on faces, sweets and ice-cream treats, etc.



# SPAIN

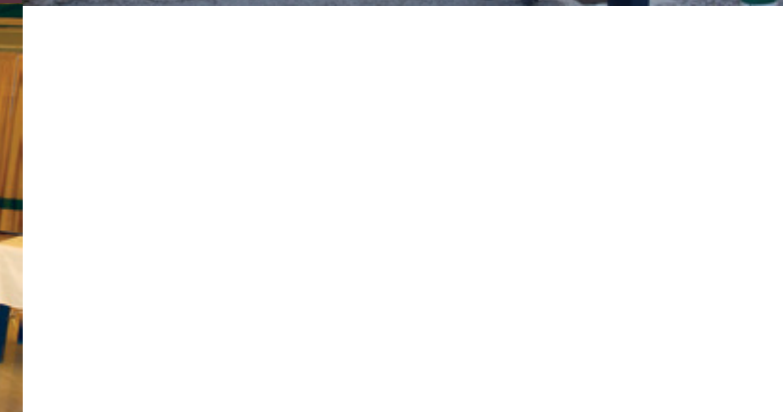
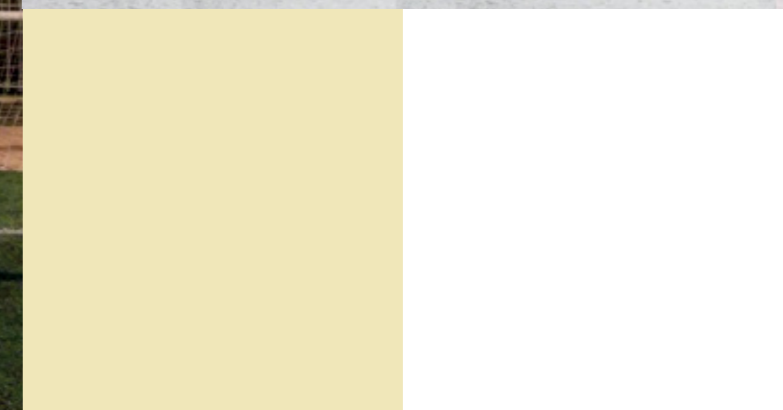
In 2013 the Group company, operating in Spain actively implemented the social responsibility directions and strived for creating a better environment for working and social life, popularizing the environment protection ideas and assisting the customers to spare energy resources.

## SOCIAL ACTIVITIES

- The company contributed to the programme of involving handicapped persons into the labour market, which has been executed by the government of Spain since 1982. In 2013 35 handicapped persons worked in the Group company.
- The company executed the blood donation campaign. About 20 per cent of the Group company's employees became blood donors.
- Concentra contributed to the events, dedicated to popularizing healthy lifestyle. In 2013 the company became the sponsor of the run race, organized by the local municipality. About 50 employees participated in the event.
- Concentra participated in the conferences "Health and maturity in a priest's life: positive lifestyle, the aging process", organized by the Catholic Church.
- The company is a participant of the orphan aid campaign, arranged each year. The employees donated clothes, toys and foodstuffs with long shelf life.
- The company cooperates with non-governmental organizations ONG and ONGAWA, whose purpose is providing aid to the people, living in the third world. In 2013 Concentra contributed to implementation and spread of information on the projects in Tanzania and Peru, aimed at improving the residential environment infrastructure.

## RELATIONS WITH THE PERSONNEL

- The company arranged a free-of-charge medical examination for its personnel. Concentra executes this initiative one time per year.
- Free-of-charge qualification and general skills development training was arranged for the personnel. During the last year the employees were invited to acquire more comprehensive knowledge in the areas of facilities maintenance and sparing energy resources and improve their customer care, communication and negotiation skills.
- The company develops a working culture, based on an open dialogue between the management and employees.



# SPAIN

## ENVIRONMENT PROTECTION

The company observes the provisions of the environment management standard ISO 14001, adapts strict environment protection requirements in its activities and encourages its personnel to spare and nurture nature.

- In order to reduce the contamination of the environment, the personnel of Concentra is continuously informed on different initiatives, dedicated to environment protection and the best experience.
- The company ensures safe handling of hazardous waste and protection of nature.
- Concentra encourages its personnel to drive vehicles, powered by diesel fuel, which exhaust less hazardous substances into the environment. All the vehicles, leased by the company are of such type.
- Upon cleaning the maintained facilities and the surrounding territories, the collected waste is thoroughly sorted and provided for recycling.
- Waste sorting containers are implemented at the maintained facilities.
- Advanced electronic systems (PDAs), allowing for refusing a part of the paper documents, are implemented in the company's offices. By using the PDAs one can easily handle different reports and other documents in virtual space.

## MARKET

The company strives for optimizing the use of energy resources in the maintained facilities and implements energy sparing measures.

Energy sparing solutions are implemented in 30 per cent of the facilities, maintained by the company.

- Heat light bulbs are replaced by energy saving ones.
- Automatically switching-off lighting systems are implemented, battery fed equipment is used.
- Outside weather conditions are monitored and remotely controlled equipment, allowing for remote adjustment of the amount of heat, provided to the building, is implemented.
- Automatically opening and shutting doors are implemented in order to prevent warm air from leaking outside the building.
- As the result of professional space planning, the number of lighted passage zones is reduced.



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