

# Annual Report of the Company



Východoslovenská energetika, a.s.  
for the year 2024

# Contents

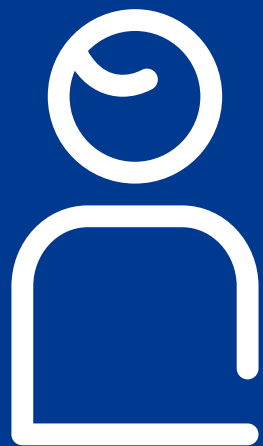


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# 1

## Foreword

by the Chairman  
of the Board  
of Directors



### **Dear customers, dear partners and friends.**

When I look back at 2024, I see an improvement in consumers' position, increased security of supply, and further successful steps towards a carbon-free and more sustainable energy sector. This applies to the entire EU, Slovakia, and our society.

### **Consumer**

The EU continued to support its member states in strengthening measures to protect vulnerable and energy-poor customers. For example, in Slovakia, the protection of compliance with energy laws was strengthened. On 1 August 2024, this agenda was transferred from the Slovak Trade Inspection to the Regulatory Office for Network Industries.

In addition, Slovak consumers have been allowed to switch suppliers more quickly and have improved their knowledge of the contract and tariffs. I am pleased that we have successfully implemented all the related obligations of suppliers into our processes.

### **Security of supply**

There was enough electricity in 2024 and at a stable price. Electricity prices for regulated entities (for end-users from households and selected vulnerable customers) were again addressed by a memorandum between the Government and Slovenské elektrárne.

Natural gas prices, in turn, were determined by a decision of general economic interest. However, the ongoing war conflict in Ukraine and later Ukraine's announced suspension of transit forced us to act. LNG supplies were growing in the EU, and new LNG terminals and infrastructure were being built. We, in the ZSE Group, were not left behind.

One of our most significant activities was the conclusion of a transaction for the supply of LNG with a partner from the ORLEN Group in July 2024. We thereby diversified our sources and increased the security of supply for our customers. The first contract in Slovakia used the northern interconnection, thus diversifying the risk associated with the source of natural gas and the capacity of transit interconnections. Given the agreed commercial terms, customers will have LNG at their disposal in 2025, covering almost 30% of our customers' consumption.

### More sustainable energy sector

Supporting sustainable development, especially in the energy sector, was also a global topic in 2024. The focus was on large companies. ZSE Group's responsible business, which considers financial performance and sustainability, covers the concept of ESG, i.e., environmental, social, and governance factors.

At VSE, we continued to focus on helping our customers on their journey to sustainable living and business. Our solutions helped customers use energy more efficiently, generate renewable or low-carbon energy, and become self-sufficient.

In 2024, a significant space was devoted to expanding the digitalisation of customer services. We launched the Moje VSE mobile application, redesigned the website and improved navigation and user experience, launched a payment gateway for more convenient digital transactions, and launched e-shops for photovoltaics and gas boilers.

### VSE as part of the ZSE Group

VSE has gained a new, strong partner in the ZSE Group, especially in ZSE Energia. Although we continued to operate as competing companies on the market during 2024, we were able to learn from each other and bring even better services to our customers.

A good example is the significant investment in expanding the services offered by our company, VSE Call Centrum. In 2024, we built a new operation in Nitra and hired and trained 50 new consultants to serve customers on the VSE line and customers of the ZSE brand. All this was done to increase the quality of services and create a better customer experience.

In 2024, we also decided on a new commodity and non-commodity services organisation within the ZSE Group. VSE Solutions s.r.o, a former subsidiary of VSE, became a subsidiary of ZSE Energetické služby, s.r.o last year. We will gradually take further measures, including new products or technologies, to improve the efficient management of individual services and increase customer satisfaction.

### To our customers, partners, friends

I sincerely thank you for the trust and loyalty you show us every year. Your trust and loyalty are essential to us, and we base our commitment on them to continue to provide a stable supply of electricity and natural gas, always provide quality, and constantly enrich the market with innovative products and energy solutions.

I am confident that we will continue to fulfil this commitment in 2025 and remain the first choice for our customers and partners. At the same time, I believe that we will actively respond to market challenges and, as the ZSE Group, make an even more significant contribution to transforming the entire energy sector.

**Mgr. Ing. Juraj Bayer, PhD.**  
Chairman of the Board of Directors

**I sincerely thank you  
for the trust and loyalty**

# 2

## Basic Company Information



### Formation and establishment of the Company

Východoslovenská energetika a.s. as we know it today, was established on 1 April 2014 by converting the legal form of a limited liability company – VSE Development, s.r.o into a joint-stock company – VSE Development, a.s.

In the subsequent period, to gradually fulfil the regulatory requirements for separating distribution and commercial activities, Východoslovenská energetika a.s. (today Východoslovenská energetika Holding a.s.) commercial activities were separated on 1 July 2014 into its (previously) wholly owned subsidiary, VSE Development, a.s.

On the same date, the trade name of the Company Východoslovenská energetika a.s. was changed to Východoslovenská energetika Holding a.s. („VSE Holding a.s.“), as well as the trade name of the company VSE Development a.s. to Východoslovenská energetika a.s. („VSE a.s.“), as we know them today.

Currently, VSE a.s. is registered in the Commercial Register of the City Court of Košice, Section Sa, File No. 1628/V, as follows:

**Business name:** Východoslovenská energetika a.s.

**Registered office:** Mlynská 31, 042 91 Košice

**Company ID:** 44 483 767

Východoslovenská energetika a.s. operates throughout the country, but mainly in the Košice, Prešov and part of the Banská Bystrica regions, where it provides electricity, natural gas and other services to approximately 600,000 customers.

### Company history

As of 1 July 2014, the Sales Division was spun off from VSE Holding a.s. to VSE a.s., thus concentrating business activities of the then VSE Group related to the supply of electricity in VSE a.s.

Likewise, on 1 July 2014, the General Meeting elected members of the Statutory Body and the Supervisory Board, supplemented by three members from among the employee representatives in the elections on 16 September 2014.

The Company built on the experience and portfolio of customers who transferred to VSE a.s. from

VSE Holding a.s., which currently no longer carries out business activities related to electricity supply.

VSE Holding a.s., as the sole shareholder of VSE a.s., by its decision dated 27 May 2022, approved the merger of VSE a.s., as the successor company, with its sister company innogy Slovensko s.r.o., as the dissolving company, and set the decisive date of the companies' merger as 1 July 2022. The merger of the companies took place based on the registration of their merger in the Commercial Register on 1 July 2022. The activities of innogy Slovensko s.r.o. continued to be carried out by VSE a.s.

VSE Holding a.s., as the original sole shareholder of VSE a.s., by a decision of 19 September 2023, exercising the powers of the Company's General Meeting, approved the transfer and contribution of shares of VSE a.s. to Západoslovenská energetika, a.s. This transfer and contribution of shares entered into force on 24 November 2023. On this date, Západoslovenská energetika, a.s. became the sole shareholder of VSE a.s.

### Subject of activity

VSE a.s. primary activities include supplying electricity and natural gas to households and corporate customers, providing energy audit services, and selling non-commodity products.

### Shareholder structure

As of 31 December 2024, the registered capital of VSE a.s., amounting to EUR 58,751,000, consisted of two ordinary registered shares, divided into:

- one share with a nominal value of: EUR 35,000,
- one share with a nominal value of: EUR 58,716,000

The sole shareholder of VSE a.s. with a 100% share in the registered capital and voting rights as of 31 December 2024 is:

Business name: Západoslovenská energetika, a.s.

Company ID: 35 823 551

Registered office: Čulenova 6, 816 47 Bratislava - Staré Mesto

Registered in the Commercial Register of the City Court Bratislava III, Section: Sa, File No. 2852/B

## Composition of the Company's bodies 2024

### Board of Directors

**Mgr. Ing. Juraj Bayer, PhD.**, Chairman of the Board of Directors (office started on 1 February 2022)

**Ing. Lukáš Štefaník, FCCA**, Vice Chairman of the Board of Directors (office started on 2 September 2024)

**Mgr. Ľuboš Michel**, Vice Chairman of the Board of Directors (office started on 3 September 2024)

**Ing. Ľudovít Šipoš**, Member of the Board of Directors (office started on 1 January 2024),

**PhDr. Michal Dubeň**, Member of the Board of Directors (office started on 1 January 2024)

**Ing. Juraj Schmiedl, PhD.**, Member of the Board of Directors (office started on 2 September 2024)

**Mgr. Emil Polák**, Member of the Board of Directors (office started on 3 September 2024)

### Supervisory Board

**Ing., Bc. Juraj Lenhardt, MBA, MA**, Chairman of the Supervisory Board (office terminated on 2 September 2024)

**Ing. Ján Jakubov**, Chairman of the Supervisory Board (office of the Supervisory Board Member started on 3 September 2024, elected Chairman of the Supervisory Board on 18 September 2024)

**Mgr. Lucia Macaláková**, Vice Chairwoman of the Supervisory Board (office of the Supervisory Board Member started on 1 January 2024, elected Vice Chairwoman of the Supervisory Board on 11 January 2024)

**Mgr. Ľudmila Smreková**, Member of the Supervisory Board (office terminated on 2 September 2024)

**Jozef Kanuščák**, Member of the Supervisory Board (office terminated on 2 September 2024)

**Ján Vengrín, MBA**, Member of the Supervisory Board (office terminated on 2 September 2024)

**Ing. Konštantín Hudák**, Member of the Supervisory Board (office terminated on 2 September 2024)

**Dr.h.c. prof. Ing. Michal Cehlár, PhD.**, Member of the Supervisory Board (office terminated on 3 September 2024)

**Ing. Jaroslav Breznen**, Member of the Supervisory Board (office terminated on 3 September 2024)

**Ing. Bystrík Lukáč**, Member of the Supervisory Board (office terminated on 3 September 2024)

**Matej Hrabčák**, Member of the Supervisory Board (office terminated on 3 September 2024, termination of the office of the Supervisory Board Member on 21 November 2024)

**Mgr. Nadežda Sirková**, Member of the Supervisory Board (office terminated on 22 November 2024)

**Ing. Peter Revický\***, Member of the Supervisory Board (office terminated on 16 September 2022)

**Ing. Jakub Bujňák\***, Member of the Supervisory Board (office terminated on 16 September 2022)

**Ing. Daniel Bito\***, Member of the Supervisory Board (office terminated on 16 September 2022, termination of the position of Member of the Supervisory Board on September 30, 2024)

**Ing. Stanislava Bak Lorenčíková\***, Member of the Supervisory Board (office terminated on 13 December 2024)

*\*Employee representative*

# 3

## Sales



During 2024, Východoslovenská energetika a.s. („Company“ or „VSE“) continued to digitalise contact with customers and improve the quality of solutions for energy supply requirements. Business activities were focused on strengthening VSE’s position in the HVAC solutions market (heating, ventilation, and air conditioning) and the photovoltaic solutions market. The Company supported several projects positively impacting the environment and implemented several unique energy solutions for customers from the corporate and organisational segments.

### Customer solutions

#### Digitalisation

During 2024, VSE focused on increasing the usability of digital service forms by adding new options and encouraging customers to try them. The previous year, a self-service online customer zone called Moje VSE was launched. It allowed customers to handle their requests without going any-where, making phone calls, and using paper, contributing to achieving digitalising services and sustainability goals. The most significant benefit, of course, is felt by VSE customers themselves. In 2024, the number of active users of the online customer zone exceeded 170,000 and during the mentioned period they made over 470,000 transactions.

We brought our customers the Moje VSE mobile application at the beginning of March, with almost 45,000 downloads by the year’s end. We launched the application with an online campaign on social networks and in app stores. We also notified customers of its launch by targeted e-mail communication. At the same time, we created the opportunity for them to handle requests online without logging into Moje VSE, via a new service page. During 2024, we activated electronic invoices for more than 80,000 customers, which fully replace paper invoices and thus contribute to reducing paper consumption.

#### Households’ solutions

During 2024, VSE intensified its activities to support the sale of air conditioning and photovoltaic solutions for households. During the year, we addressed customers in several waves of communication with attractive seasonal offers to make these products accessible and enable them to in-crease their comfort in their homes. At the same time, we monitor and process the latest trends and practical information that helps make decisions about purchasing photovoltaics and air condi-tioning, as well as maintaining these devices.

Since 2020, we have been providing customers with reliable protection for the value of their property through our household contents and household liability insurance.

We continue to educate the public about the relevance of environmental activities. Thanks to the Green Energy Service, we enable customers to participate in protecting and cultivating the environment in the region. We support the implementation of projects, while customers can vote on the selection of activities we support within the Green Energy Service. In May 2024, thanks to a contribution from the VSE Foundation, a bee house - Apidomček - was put into operation in the Botanical Garden of PJŠU in Košice.

Contributions from Green Energy customers also helped purchase land in Halov Wetland near the village of Ižkovce in Michalovce district, home to several protected and rare bird species. Another example is the research support focused on soil decontamination in eastern Slovakia. The Humenné – Michalovce – Vranov area has one of the most serious ecological burdens in Slovakia and, according to Greenpeace, the riskiest location in the world contaminated with PCBs, threatening the health of more than 220 thousand people. In addition to providing financial support for research to solve the problem, we drew attention to the situation through a media campaign. As part of the Green Energy Service, we also provide primary and secondary schools in the region with contributions to plant climate gardens at their campuses. In 2024, another 10 schools were added to the 30 that enjoy such gardens.

#### [Solutions for companies and organisations](#)

The Company has implemented several unique and innovative customer projects from the corporate and organisational segment. Through our subsidiary VSE Solutions, we brought the largest Slovak heat source from renewable energy sources to the Upper Nitra Region, Prievidza and Nováky. This solution replaced outdated coal technologies, which is key to decarbonisation. As a supplier, we provided the entire project from design to implementation, including innovative measurement and control systems.

At the same time, we designed and implemented a revolutionary machine room for heat and cold generation in the luxury Liget Residential Complex in Bratislava. The Liget project is co-creating a new history of housing in the capital. It brings high comfort, an excellent location and the most modern technologies.

#### **We listen to our customers**

One of the Company's key values remains customer satisfaction and loyalty. Therefore, throughout 2024, VSE actively took an interest in customer feedback, analysed it and initiated solutions to suggestions through the specialised Customer Experience and Quality Department.

To measure customer satisfaction and loyalty, our company uses the globally applied NPS (Net Promoter Score) indicator, based on determining how likely a customer would recommend a given company to their relatives, friends or acquaintances.

Customers of the VSE brand have long appreciated a good overall experience with the Company. Their evaluation is mainly influenced by the Company's overall image, reliability and stability of supplies, energy prices, and the clarity, correctness, and accuracy of energy invoices.

#### **Communication with customers**

During 2024, the VSE brand continued to be built as a reliable expert in the supply of air conditioning and photovoltaic solutions in eastern Slovakia. The dominant activity was the media campaign „Easterners for Easterners“, supplemented by sub-line communication such as targeted emailing for our customers, promotion in Customer Centres, or blog posts on the Company's website.

One of the dominant communication topics with customers was the ongoing digitalisation of request handling. Communication was mainly focused on expanding the customers who prefer and use online solutions for their requests. We continuously reminded customers of the possibilities of fast, convenient online service, informed them on new options such as the Moje VSE application, and continued activities aimed at increasing the number of customers with electronic invoices.

The company organised the 18th annual Energy Seminar for Corporate Customers to share the latest energy trends. We also supported several important public events in Eastern Slovakia, such as the 100th anniversary of the International Peace Marathon in Košice, the sports and charity event VSE CITY RUN, or the International Film Festival Art Film in Košice.

VSE mainly communicates with customers and the public through e-mail newsletters, SMS messages, websites, and social networks. It focuses on minimising physical mailings and continues to reduce paper consumption. VSE actively cooperates with national and local media to enable customers to obtain helpful information through this channel.



# 4

## Buying and Selling Commodities



### Electricity market

A sharp drop in commodity prices marked the beginning of 2024. The downward trend in electricity prices lasted until the second half of February, when the annual price in Germany fell below EUR 70/MWh. At the same time, this was the minimum this year, which prices did not reach during the year. Electricity prices were strongly affected by the lack of electricity generation from hydropower, the development of gas prices, and the market reacted equally sensitively to variable production from renewable sources, which also supported the price of emission allowances, or temperature extremes that paralysed the production of French nuclear power plants operated by EDF. The closely monitored macroeconomic and geopolitical situation caused volatility during the year, and electricity prices, supported by the price of gas, again reached the level of EUR 100/MWh.

### Gas market

Geopolitical tensions in the Middle East, the conflict between Ukraine and Russia, the shutdown of the Freeport LNG terminal in the US due to hurricane threats and temperature anomalies continued to add uncertainty to the market situation. Each event triggered a brief panic that pushed gas prices higher. The pressure was then temporarily reversed when gas supplies reached 90% before the end of August, a target set for 1 November. Forecasts of cooler and calmer weather raised concerns about increased heating and gas demand for power generation. Reports of a limited global LNG market for 2025, the cessation of Russian gas transit to Europe via Ukraine, and a possible increase in demand in Asia due to stimulus measures, led to high price volatility until the end of the year. Gas prices hit annual highs at the end of the year after OMV expressed concerns about a possible reduction in its Russian supplies at the end of the year, which would disrupt the European balance at that time. At the end of the year, there were reports on some entities' efforts to maintain the transit of Russian gas through Ukraine, which supported a short-term decline in prices and the entire energy complex responded with increased movement.

### Purchasing commodities

The purchase was carried out in the wholesale market following the purchasing strategy in individual segments. Regarding regulated supplies, we procured electricity and gas following the applicable legislation governing price regulation. To supply natural gas to our customers, we used contracts concluded with counterparties on the wholesale market with delivery to the VTP - in the Slovak transmission network, contracts with delivery to the domestic point (DP), sourcing from Austria, but also underground gas storage facilities operated in the Slovak Republic. To ensure flexibility of supply and eliminate price risks, we offered customers a wide range of purchasing products and pricing. In the procurement process and providing the most favourable prices for our customers, we diversified the procurement method of commodities and business partners.

Commodity sales

Table: Structure of electricity sales to VSE a.s. customers by segments in GWh		
Segment	2024	2023
Households	1292	1209
Corporate customers	1151	1412
Total	2443	2621

Table: Structure of natural gas sales to VSE as customers by segments in GWh		
Segment	2024	2023
Households	2143	2137
Corporate customers	955	1471
Total	3098	3608

# 5

## Economics



Table: Main financial indicators of VSE a.s. in 2024 and the previous period, per international accounting standards (IFRS), in thousand EUR

Economic data	2024	2023
Total revenues	807,645	1,107,768
Total cost	-785,153	(1,102,485)
Profit before tax	22,492	5,283
<b>Annual profit/loss</b>	<b>15,521</b>	<b>4,029</b>
Fixed assets	95,231	102,737
Current assets	158,501	192,357
<b>Total assets</b>	<b>253,732</b>	<b>295,094</b>
Equity	113,245	101,590
Long-term liabilities	12,733	7,221
Current liabilities	127,754	186,283
<b>Total equity and liabilities</b>	<b>253,732</b>	<b>295,094</b>

A slight decrease in commodity prices in 2024 compared to 2023 reduced total costs and revenues from commodities and impacted the balance of receivables and payables.

The decrease in non-current assets is caused by the gradual depreciation of the customer base, which constitutes a significant part of non-current assets.

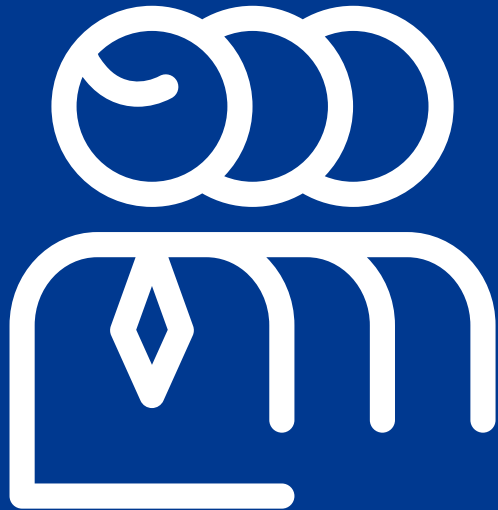
Equity was affected by the payment of dividends for the previous accounting period and this year's economic results.

### Proposal for profit distribution as of 31 December 2024

Submitted to the Board of Directors on 10 April 2025	in EUR thousand
<b>Net Profit</b>	<b>15,521</b>
A/ dividends	15,491
B/ social fund	30
Total distribution of profit	15,521

# 6

## Employees



2024 was marked by significant organisational changes aimed at optimising the structure and streamlining processes throughout the Company. These changes dominated and became a key factor in our Company's efforts to adapt to dynamic and constantly evolving market conditions.

Throughout the year, we have explored and analysed various topics in human resources management. We have focused on diversity and inclusion, sustainability, and training new talent. 2024 has been full of innovative steps and interesting projects for us.

### **Respect and inclusion**

The sister company, VSE Holding, is a Coalition of Companies for Mental Health member. This allows VSE employees to access professional League for Mental Health materials. Initiatives such as a talk show with experts, hosted by Peter „Šarkan“ Novák, and the possibility of free consultations with Human Dynamic contribute to creating a supportive and healthy working environment.

### **Cooperation with organisations and employee recruitment**

The Company actively participated in the significant job fairs Profesia Days and Kariéra EXPO in Košice. We presented ourselves as a modern Company, interested not only in its current or future employees, but also in the sustainability of the business. We also participated in the traditional job fair at the Technical University of Košice, which is organised annually for university students by the student organisation IAESTE. At this fair, we mainly presented our development programs, Trainee and Practice, intended for high school and university graduates, which have been helping us build succession in key professions in the electrical power industry for years.

As part of the Grow with DofE event, in the autumn, we accepted an invitation to discuss the current situation on the labour market and our approach to selection procedures. The audience was the principals of 50 secondary schools involved in the project. They appreciated the practical information presented and the experience from our practice. Subsequently, we focused on the impact of digitalisation, automation and demographics on recruitment and education. We also emphasised the growing importance of soft skills, which are crucial for the career growth of pupils and students but are often overlooked in the school system. At the same time, we appealed to a need for lifelong learning and the ability to learn as an essential skill for the young people's future.

### **Home office and flexibility**

After assessing the pilot year of remote work, also known as the New Normal, we decided to continue it until the end of 2025, based on positive employee feedback. In addition, we extended

the possibility of working from home to include working from EU countries under specific conditions. We also increased the maximum share of working from home from 60% to 80% of an employee's monthly work fund. This option is beneficial for our employees who request the approval of their superiors to work from home. Hybrid work's benefit is supporting an efficient, motivating work environment.

Partnerships with schools

In 2024, we continued our efforts to ensure a future quality workforce and to support young students through dual education, which prepares students to perform their profession according to specific needs and requirements directly at their assigned workplace. By completing this education, students learn about our working environment and develop work habits essential for successful employment after graduation, without needing further training or retraining.

Employee development

In 2024, we also cared about developing and utilising the potential of current employees, as evidenced by completing the seventh round of the Talent Management Program. The participants themselves organised the final event. The goal was to convince top management that the investment in this development program is worth it. Throughout the year, colleagues completed five trainings - Motivation and Feedback, Challenging Interviews, Building Highly Productive Teams, Adaptive Leadership and an internal workshop on the topic, It's Not Only About You or Culture of Mutual Care and Occupational Safety. The talents helped the community during their extracurricular project, which involved specific assistance in a selected kindergarten. They also participated in development programs for young people through partner non-profit organisations (DofE, Nexteria).

Sustainability and environmental responsibility

In 2024, we continued our commitment to sustainability and environmental protection by strengthening our electric vehicle fleet. This year, we are putting additional electric vehicles into service, further reducing the environmental impact of our operations.

A new benefit for our employees was the launch of the Home Wallbox program by ZSE Drive. The program provides convenient charging for electric vehicles in the comfort of the home. Employees with electric company vehicles can receive a Home Wallbox with fully paid equipment and a basic installation package.

We have also extended the possibility of setting up home charging for employees with private electric vehicles, who can take advantage of a 50% discount on equipment and installation.

Thanks to initiatives like these, we continue our efforts to reduce our carbon footprint and contribute to a sustainable future.

Employment structure

As of 31 December 2024, the Company employed 238 employees. The number of employees gradually decreased compared to 2023 and 2022. The turnover rate during 2024 reached 19.2%. Voluntary turnover was maintained at approximately 5.6%.

Tab.: Basic data				
Employment structure	UoM	2024	2023	2022
Status as of 31 December (including the personnel union)	number	238	254	263
Status as of 31 December (excluding the personnel union)	number	236	252	261
Average headcount	number	251	256	258
Voluntary turnover	%	5.6	3.9	4.3
Total turnover	%	19.2	15.2	15.5
Average employee age	year	43.2	43.0	42.6
Average time worked	year	9.6	9.3	8.6

# 7

## Additional Information



VSE did not acquire any of its shares, temporary certificates, business interests, or the parent entity's shares, temporary certificates, or business interests.

The Company did not incur any research and development costs in 2024.

In connection with securing energy supplies, the situation on the commodity market, or the war in Ukraine, the Company will continue to be exposed to significant risks, primarily credit risk (on the customer side) and commodity risk (in terms of price and purchase/sale volumes).

The Company does not have a foreign organisational unit.

In the area of electricity purchase and sale, the Company has implemented. It uses a Quality Management System (ISO 9001), an Occupational Health and Safety Management System (ISO 45001), an Anti-Bribery Management System (ISO 37001) and an Environmental Management System (ISO 14001) in the process of purchasing and selling electricity and gas to corporate customers.

The proportion of Taxonomy-eligible and Taxonomy non-eligible economic activities and related information in accordance with the EP and Council Regulation (EU) 2020/852 of 18 June 2020 establishing a framework for the facilitation of sustainable investments and related delegated acts („EU Taxonomy“) as well as non-financial information on the development, actions, position and impact of the activity of the accounting unit on the environmental, social and employment areas, information on the observance of human rights and information on the fight against corruption and bribery was published by the company Západoslovenská energetika, a.s. for the entire group „ZSE“ in its Sustainability report for the year 2024. These data also include information regarding Východoslovenská energetika a.s. The 2024 Sustainability Report is available on the following website:

**<https://www.skupinazse.sk/Home/About-us/Annual-reports>**

# 8

## Events that

Occurred after the

## Balance Sheet

## Date



No events occurred after 31 December 2024 that would require disclosure or recognition in the Financial Statements and the Annual Report for 2024.

# 9

## Business Outlook 2025



### **A strong and reliable partner**

We will continue to be a strong, reliable, and stable supplier to our customers in the energy market and in offering energy solutions. We will actively respond to market challenges and, as the ZSE Group, contribute even more significantly to transforming the entire energy sector.

We will continue to focus primarily on introducing new digital tools. Supporting customers on their journey to sustainable business will also be crucial for us.

### **Legislation and quality standards**

In 2025, we will also comply with all legislative regulations and quality standards for supplying electricity and natural gas to end consumers, so that we can continue to be part of the group of companies that conduct business transparently and responsibly.

### **In the ZSE Group**

As part of the integration process in the new ZSE Group, we will continue cooperating and creating synergies between our company, VSE, and our sister company, ZSE Energia. We will also continue building a new commodity and non-commodity service arrangement. All this is done to bring customers more efficient management and an even higher satisfaction with their needs, including new products and technologies.

**Even in 2025, the customer  
will always come first for us.**



# 10

## Annex 1: Contacts



### Contacts

#### Východoslovenská energetika a.s.

Mlynská 31  
042 91 Košice  
Slovak Republic  
E: [info@vse.sk](mailto:info@vse.sk)  
I: [www.vse.sk](http://www.vse.sk)

Use an opportunity of on-line requests pro-cessing

### Households

#### VSE Line

T: 0850 123 333

### Corporate Customers

Contacts for the actual sellers for all regions of Slovakia can be found on the website [www.vse.sk](http://www.vse.sk)

### Fault Lines

#### VSD Fault Line

T: 0800 123 332

#### ZSD Fault Line

T: 0800 111 567

#### SSE-D Fault Line

T: 0800 159 000

#### SPP-Distribution fault line

T: 0850 111 727

### Customer Centres (CCs)

#### CC Bardejov

Radničné námestie 9

#### CC Trebišov

M. R. Štefánika 1515

#### CC Rožňava

Šafárikova 2

#### CC Michalovce

Štefánikova 2

#### CC Humenné

Námestie slobody 61

#### CC Poprad

Nám. sv. Egídia 97/42

#### CC Spišská Nová Ves

Zimná 34

#### CC Prešov

Levočská 3

#### CC Košice

Mlynská 31

Make an appointment at one of our branches online at [www.vse.sk](http://www.vse.sk)

# 11

## Annex 2:

# Financial statements and independent auditor's report



Financial statements and independent auditor's report.