

## Interaction with Interested Parties

[Dialogues with Interested Parties in the Course of Report Preparation](#)  
[Public Consultations on Report](#)

### Interaction with Interested Parties in 2012

The Integrated Company tends to establish mutually beneficial partnership with interested parties.

Based on express-polling of the Company management, following groups of key interested parties of the Integrated Company were revealed:

- shareholders;
- customers;
- suppliers;
- contractors and sub-contractors;
- staff and management;
- non-governmental organizations;
- educational institutions;
- central and local authorities;
- resident population;
- mass media.

A Permanent Stakeholder Panel was established in order to create efficient system of interaction with the interested parties. Primary groups of the interested parties were determined on the basis of evaluation of importance of their influence to ongoing activity of the Company and effect the Company produces on the interested parties. Procedure of the Stakeholder Panel formation is to be approved by Provision about Stakeholder Panel.

Interaction of the Company with the interested parties is governed by the following principles:

- Respect of interested parties' opinion.
- Timely notification of the interested parties.
- Interaction on a regular basis.
- Fulfillment by the Company of commitments incurred.
- Requirement for the interested parties to fulfill the undertaken obligations.

The interaction is arranged with account of expectations of each interested party. The Integrated Company uses various mechanisms and tools for such interaction (See Table 7.59).

### Table 7.59. Interaction with Interested Parties in 2012



Interested parties	Expectations	Ways of interaction	Activities and results in 2012
<b>SHAREHOLDER</b> JSC Atomenergoprom, State Corporation Rosatom	Carrying out activities in compliance with the Shareholder's Strategy following corporate procedures	Active involvement into fulfillment of strategic tasks of a shareholder, upgrade of corporation management system	48 meetings of the JSC NIAEP Board of Directors took place in 2012 (See Chapter 5.1 Corporate Management). The JSC NIAEP participated in the competition of Public annual reports arranged by State Corporation ROSATOM and took the lead (See Awards).
<b>CUSTOMERS</b> OJSC Rosenergoatom Concern, NPPD Company of Iran, Slovensk elektrarne, a.s., NPCIL, Akkuyu NPP, Jiangsu Nuclear Power Corporation (JNPC), China Nuclear Power Engineering Company (CNPE), China Nuclear Energy Industry Corporation (CNEIC), DSAE GU, NNEGC ENERGOATOM, EVN, FSNPC	Fulfillment of target plans and observance of construction terms, reduction of construction value, and improved work quality	Improvement of management system, participation in activities of emergency centers, adoption of modern engineering technologies	In the course of the reporting year, meetings with the Customer were regularly held at the facilities to be constructed. The Customer's representatives were regularly present at every important activity arranged by NIAEP.

In 2013, it is planned to develop and start an Internet platform for interaction with the interested parties. The project is intended to arrange discussions of projects, documents, and other matters related to activities of the Company<sup>28</sup> which are essential for the interested parties <sup>28</sup>.

## Assessment of Consumers' Satisfaction

### Russian consumers

On the basis of results of work in 2012, questionnaires to assess satisfaction of quality of the performed works were sent to major customers of the Integrated Company: OJSC Rosenergoatom Concern and JSC "Atomenergoproekt". This polling provides for collection of data on determination of quality level for the past period (improvement/worsening) and information on compliance with deadlines (fulfillment later than the deadline/prior to the deadline) as for basic products of the Company (design products; construction of the NPP generating units).

On the basis of data on satisfaction received from the customers, following is specified:

Quality of services rendered by the Company in the field of designing and construction of the NPP generating units is unaffected.

Deadlines of the services rendered by the Company are mostly complied with. In some occasions the time periods are exceeded.

In April 2012, testimonials about the Company as General Designer and Contractor for construction of Kalinin NPP generating unit No. 4 (ref no. 09-01-15/471 of 12.04.2012) were received from Kalinin NPP (branch of OJSC Rosenergoatom Concern).

Quality of the performed works and services rendered was assessed as positive one in this testimonial. It was also mentioned:

Efficient support of the equipment manufacturing process by the Company staff: it enabled to avoid delivery of falsified and pirated products.

Proper organization of works on incoming inspection, storage, and delivery of equipment and materials for installation.

Prompt initiation and performance of works on the construction sites in accordance with the approved schedules.

In order to improve results and efficiency of the quality management system, improvement activities are carried out, and programs on different types of activities are developed.

### **Foreign consumers**

Satisfaction of foreign consumers is assessed by evaluating fulfillment of contractual obligations on projects in the course of audit from the side of the customer and during quarterly coordination meetings with participation of customers, as well as at video-conferences with participation of customers. Results of consumer satisfaction are in the audit reports from the side of the customer and in the protocols of meetings.

During Reporting Period, the customers performed audits for projects of Tyanwan NPP-2 and the Akkuyu NPP. The customers' evaluation of activities to fulfil contractual obligations was positive.

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<sup>28</sup> See <http://niaep.stakeholderpanel.ru/>

