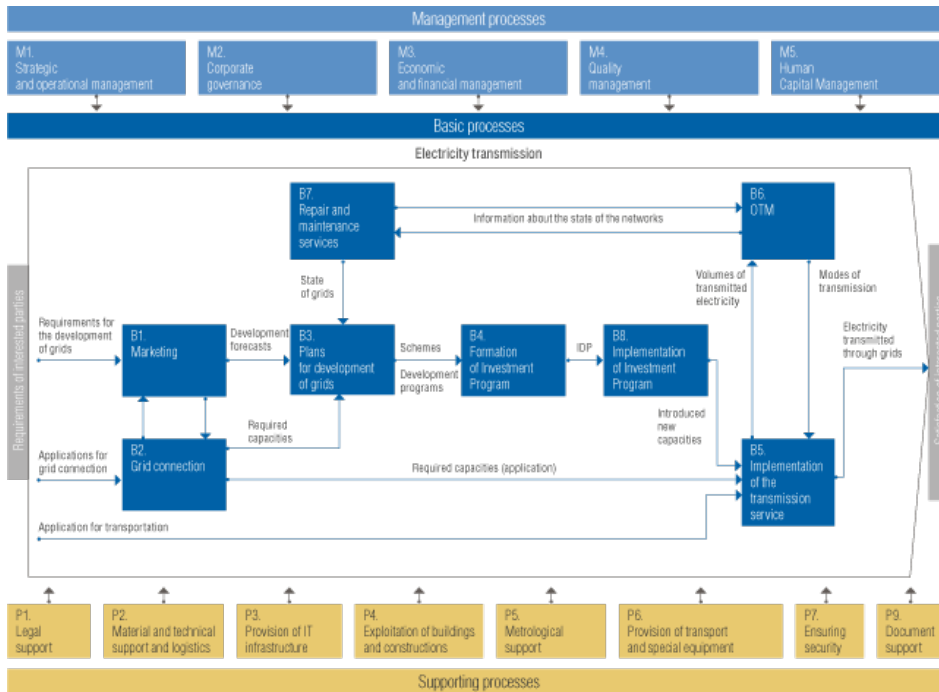


Management Structure of JSC IDGC of the North-West

Model of top level business processes



The model of top level business processes was developed taking into account the requirements of the international standard ISO 9001:2008 in order to implement one of the key principles of quality management (process approach). The process approach is used at IDGC of the North-West with the aim to ensure the implementation of the client-oriented policy and meet consumer needs.

Currently, IDGC of the North-West has a quality management system which is designed, operates and certified for compliance with ISO 9001: 2008 (GOST ISO 9001-2011), proving the correctness and operability of the model for provision of services on electricity transmission and grid connection of the unified energy system of Russia in the North-West Region.

The Company focuses on formation of efficient electricity distribution grids and continuously improving quality and accessibility of services, where quality means compliance with technical requirements, while ensuring electricity transmission and maintaining a high level of customer service.

The model of top level business processes reflects a sequence of business processes aimed at defining the requirements of stakeholders (consumers of the Company's services) and their satisfaction.

Business processes of IDGC of the North-West are divided into 3 levels:

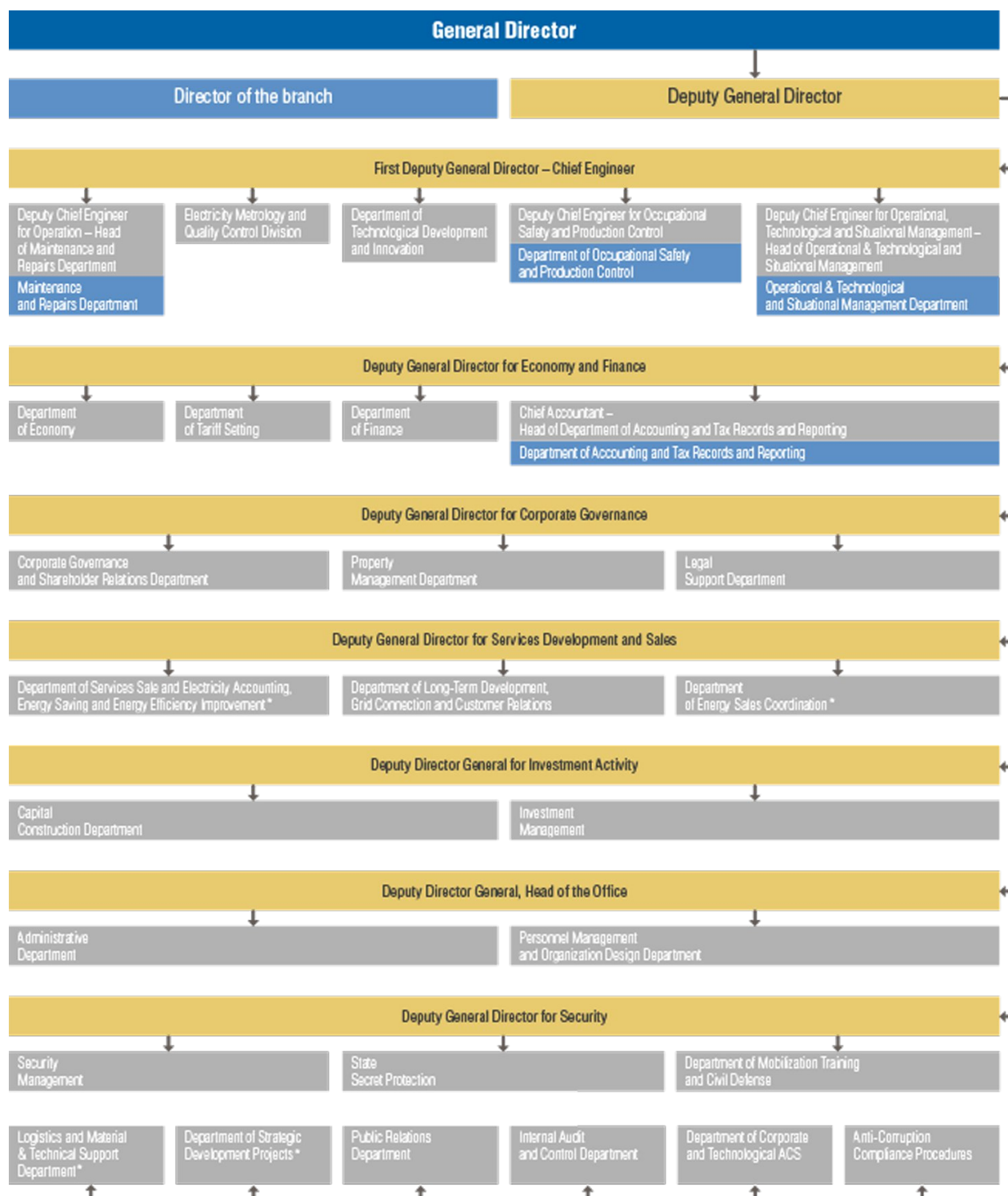
- management processes — processes affecting all the processes and operations of the Company as a whole;
- basic processes — processes of the life cycle; the Company's key business processes designed to meet consumer needs;
- supporting processes — processes supporting/having an indirect effect on all processes of the Company; processes which are not directly involved in the creation of consumer value, but without which the implementation of management and basic processes is impossible.

The current organizational structure of IDGC of the North-West was developed taking into account the presented model of top level business processes.

Company's management scheme



Organizational structure of IDGC of the North-West executive apparatus (as at December 31, 2014)



* Managed by the Director, head of the subdivision

