



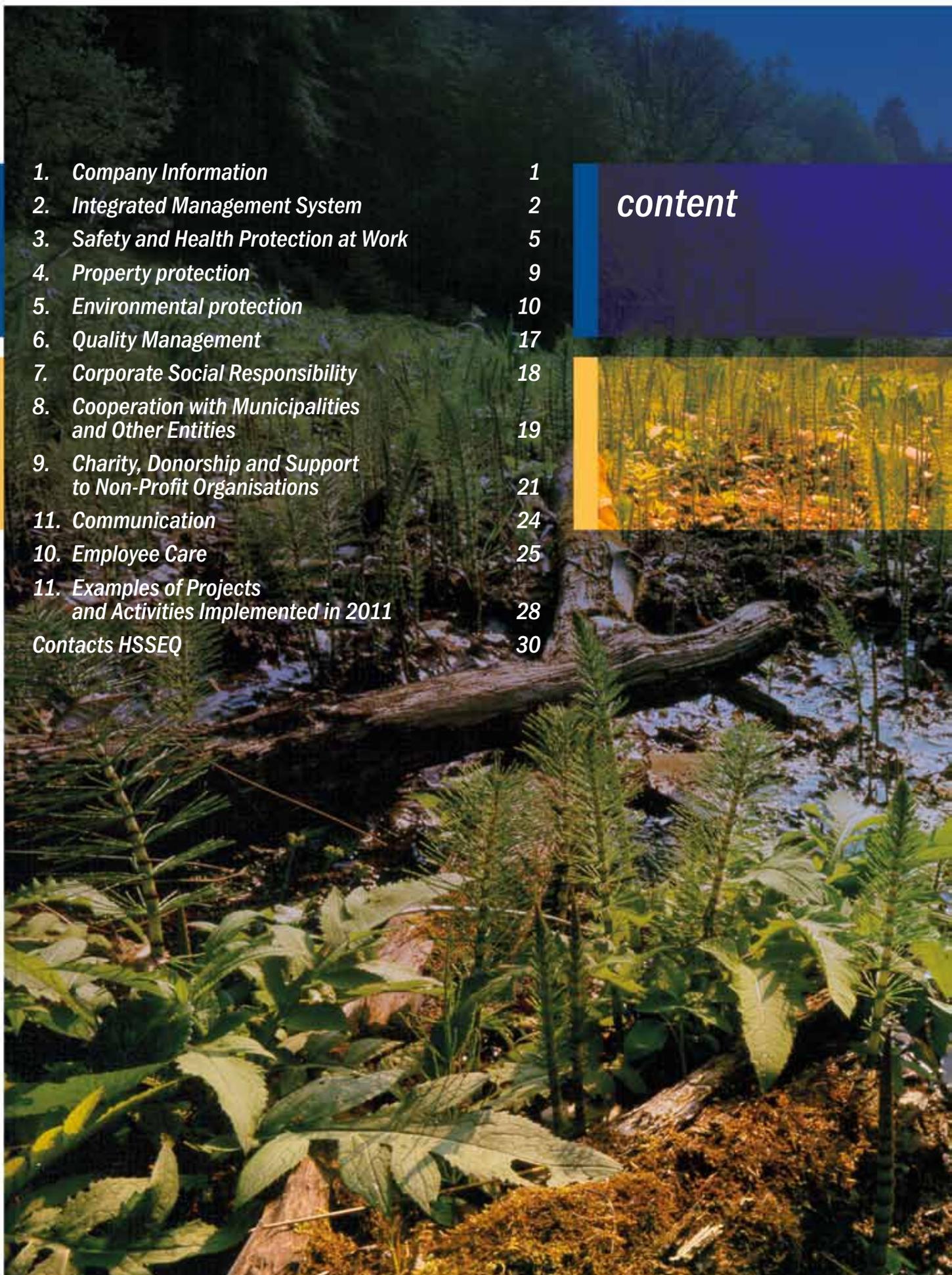
**Česká
rafinářská**

*Sustainable
Development
Report*

2011

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1. Company Information

Business name:	ČESKÁ RAFINÉRSKÁ, a.s.
Registered office:	Záluží 2, Litvínov 7, Post Code 436 70
IČ (Company identification number):	62741772 Incorporated in the Register of Companies maintained by the Regional Court in Ústí nad Labem, Section B, File No. 696
Registered Capital:	CZK 9,348,240,000
Issued securities:	934,824 ordinary registered shares, total issued CZK 9,348,240,000

ČESKÁ RAFINÉRSKÁ, a.s. (hereinafter referred to as „Česká rafinérská“) is a production company engaged in oil processing that operates refineries in Litvínov and Kralupy nad Vltavou. Its main products are motor petrol, motor oil, aviation fuel, heating oil, liquefied petrol gas (LPG), asphalts, raw materials for petrochemical and chemical production, for the production of lubrication oil and substances for other industrial uses.

Since 2003, Česká rafinérská has been a reprocessing refinery, which means that it processes oil supplied by its owners, i.e. by domestic business companies. The companies execute the sale of the products both on the domestic and foreign markets, corresponding to their ownership share.

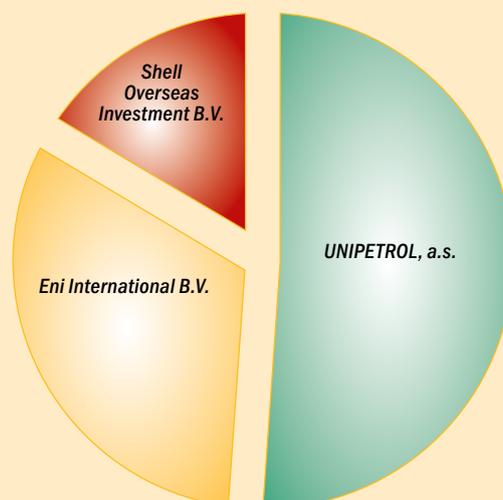
As a consequence of the economic recession, the fixed costs and investment programme were reduced, and other measures were implemented according to the requirements of the owners. The programmes focused on employee health care, occupational safety and protection of the workplace and the environment were further developed in accordance with the plan.

The projects in communication and within the conception of socially responsible company in relation to the neighbouring towns and municipalities in Most – Litvínov region and in Kralupy nad Vltavou and their surroundings continued in 2011.

Volume of processed oil in millions of tons	6,7
The number of employees as of 31 December 2011	630
Partnership in millions CZK	4,6

SHAREHOLDERS

UNIPETROL, a.s.	51.220 %
Eni International B.V.	32.445 %
Shell Overseas Investment B.V.	16.335 %





2. Integrated Management System

2.1. INTEGRATED MANAGEMENT SYSTEM OF ČESKÁ RAFINÉRSKÁ

Česká rafinérská has implemented and maintains an integrated management system. The integrated management system has been established by combining the management system for safety and health protection at work, the quality management system and the environment protection management system into a single functional unit. The sphere of property protection forms an integral part of the system.

The integrated management system of Česká rafinérská stands on five basic pillars – prevention, this means prevention of occurrence of undesirable extraordinary events, fulfilment of legal and other requirements, high-quality products for customers, communication with third interested parties and continuous improvement process.

Česká rafinérská is aware of the fact that the modern approach to corporate management consists in clearly defined processes, procedures, powers and responsibilities. The integrated management system therefore represents an instrument for the company to manage such processes, to control their internal mechanisms, to monitor and evaluate them continuously, to take preventive measures to improve the business performance or to take preventive measures to eliminate the cause of occurrence of undesirable extraordinary situations.

The integrated management system of Česká rafinérská especially deals with responsibility of each of us and with keeping the set out rules so that “zero accident” status will be achieved.

Also in 2011, the emphasis was particularly placed on prevention and all decisions were analysed with regards to personal safety and health, environment, property and satisfaction of customers. Česká rafinérská prefers proactive approach to monitoring and managing

negative impacts of its activities on customers, personal safety and health, environment and property. The process of identification and evaluation of risks helps to the above-mentioned, including specification of measures to eliminate or minimise them and to strengthen the control mechanisms, by which the risks are managed. The set process of reports, records keeping and investigation of causes of extraordinary events is also important, including reporting nearly-accidents and risk situations. In 2011, Česká rafinérská continued implementing the process of procedural safety, which plays an important role in preventing occurrence of undesired extraordinary events, being an important part of the prevention pillar.

The supervisory audit performed by the certification company LRQA was an important event from the viewpoint of integrated management system in 2011. The supervisory audit’s aim was to evaluate the suitability and effectiveness of the selected management and supporting processes and their added value for effectiveness of the integrated management system as well as evaluation of accordance of Česká rafinérská processes with the quality management standards, environment protection and safety and health protection management system. The Central team for safety, environment, quality and property protection worked also in 2011 as a managing and consulting body for the General Director. The team meets once per month to check and review the matters relating to safety and protection of health of employees of Česká rafinérská and employees of contractor companies, environment, quality and property protection.

Česká rafinérská committed to continue its activities to meet the goal of the integrated management system, i.e. to ensure that all requirements of customers will be met in the highest possible quality and within the specified terms with optimum utilisation of all sources,

while respecting all requirements concerning safety and health, environment and property of the company. Prevention will always have the highest priority.

2.2 INTERNAL AUDIT AND RISK MANAGEMENT

The process "Internal Audit and Risk Management" is included in the Map of Processes of Česká rafinérská in so-called managing processes, aim of which is to support the company's business.

In 2011, a close relationship was maintained both with the company's management (through the Internal Audit Commission) as a part of this process and with the company's Board of Directors, Supervisory Board, processors and shareholders, to which the information about meeting the performance criteria within the internal audit and risk management in the company is regularly provided. In 2011, a shareholder commission for audit was established, members of which represent all shareholders of Česká rafinérská.

2.3 INTERNAL AND EXTERNAL AUDITS

As well as in the previous years, also in 2011 the planned internal audits were performed. They were performed by the Business Support Department in cooperation with the trained internal auditors (as usual since 2008).

The program of internal audits includes audits of all primary and supporting processes, and sets out the priorities each year on the basis of regular risk evaluation. The internal audits are focused on inspecting the operations (whether such operations are performed in accordance with the company's internal standards), review of fulfillment of remedial measures taken after the previous audits, review of the registry of risks of the respective process including review of effectiveness of the defined inspections and effectiveness of remedial measures taken in the past.

In 2011, six external audits were performed. The processor audit (audit conducted by processors, i.e. by representatives of business companies being shareholders of Česká rafinérská) focused on



keeping the set out rules and policies in the field of safety and health protection at work and environment protection was significant in this group of audits. The audit took two weeks. The first week of audit was performed during the shutdown in Litvínov refinery and the second week during normal operation.

In addition to the planned internal and external audits, several extraordinary investigations were held in the year 2011 on the basis of requirements of the company's management and the Audit Commission.

As a part of management of contractors, audits of contractors were also made focused on environment protection, quality management and safety and health protection at work and pre-qualification audits.

2.4 RISK MANAGEMENT IN ČESKÁ RAFINÉRSKÁ

The company's business risks are periodically updated and evaluated as well as the risks of safety and health protection (risk registries according to OHSAS) and environment risks/impacts (a registry of environmental aspects). All such risks are documented in the respective risk registers.

External audits completed in the period of 1 January 2011 to 31 December 2011

Term	External auditor	Type of audit	Scope of audit
January 2011	Český institut pro akreditaci, o.p.s.	Accreditation	Accreditation of inspection authority of Type B – inspection and accreditation of a new inspection procedure according to ČSN EN ISO IEC 17020:2005
January-February 2011	Český institut pro akreditaci, o.p.s.	Accreditation	Laboratory accreditation – inspection according to ČSN EN ISO IEC 17025:2005
15/03/2011	Shell Czech Republic	Customer	Product manufacturing and quality JET A1
April - May 2011	Ernst&Young	Shareholder	Process of managing the purchase of spare parts
06-08/06/2011	Lloyd's Register Quality Assurance	Certification audit	Inspection visit fulfilling the requirements of ISO 9001:2008, ISO 14001:2004, ČSN OHSAS 18001:2007
September and December 2011	Shell Global Solution International	Processor	Safety and health protection at work, environment protection



In addition to ongoing updates, the map of the company's business risks is in general reviewed in two-year cycles. Emphasis is put on uniform and regular work with risks, continuous update thereof and timely and consistent application of the defined measures by responsible persons.

As a part of the systematic risk management, the review of the HEMP process setup continued so that it will provide structured support to the systematic HSSE risk management. In 2011, the planned revision of the existing risk registry according to OHSAS-HEMP process (5-year cycle) continued, during which the list of dangers, consequences, risk analysis and measures was updated. During the year, the risks of other operating sets of Kralupy refinery were identified/ revised.

The important company's projects, implementation of which continued also in 2011, definitely included the project of the Business Continuity Management (BCM) of Česká rafinérská. The business continuity management is a relatively new management discipline in the refinery environment, establishing a framework for ensuring higher extent of the organisation's resistance and its ability to respond more quickly to unexpected extraordinary events. Another stage of the project was implemented and such procedures and environment were set up that will allow ensuring continuity and restoring critical operations of the organisation at the pre-defined level in the case of their interruption or loss. We succeeded in completing a set of the company's crisis plans specifying the rules and procedures for effective handling of a situation when it is necessary to deal with endangering of the company's business.

Following up the transport of dangerous items by road and railway, Česká rafinérská takes share in performing the statutory obligations in transporting such substances. The company acts under

international agreements on the transport of dangerous goods by road and rail as an active element of their logistics chain. In accordance with the ADR/RID requirements, the company issues regularly the annual reports concerning transport of dangerous items and the related activities.

2.5 SATISFACTION OF ČESKÁ RAFINÉRSKÁ'S CUSTOMERS

The company has been monitoring the customer satisfaction for more than 10 years. During the said period, many various techniques and procedures have been tested. Those which proved well are also used at present, even when sometimes in a modified form.

Monitoring the satisfaction of internal customers inside the company is performed in the interval of 1 to 2 years and thanks to a relatively long tradition, it became a stabile part of the company's life. We gradually overcame rather formal approach of the participants and the traditional questionnaires used at the beginning have been fully replaced by a conducted discussion and a workshop. On the basis of partial evaluations from the individual meetings, a general plan of improvement for the following period is being processed, fulfilment of which in the form of binding and term events is monitored.

Also the survey and monitoring of satisfaction of external customers in Česká rafinérská have been performed since the moment the company directly addressed its business partners. The company gradually re-orientated to its new customers, i.e. the processors. The method of monitoring of their satisfaction in the form of workshops as practiced in the previous years in two-year cycles has proved itself well. The change in the form from questionnaires to a conducted interview has been positively evaluated and brought a higher effectiveness.



3. Safety and Health Protection at Work

3.1. WORK SAFETY

In 2011, attention of Česká rafinérská, in the field of safety and health protection at work was focused on several directions. One of the objectives was to keep the standards at the minimally the same level as in the previous years. Therefore, as a part of improving the professional standard of the company's employees, training of all employees in safety regulations and learning in the area of so-called „good practice“ was held in several cycles.

Along with the aforementioned, regular training of the contractor's employees was held as well, which was moreover focused on the planned largest event of the year shutdown of Litvínov refinery, period of which was determined to be 5 weeks including switching off and starting up the units.

With regard to the planned scope of works, 3,600 contractor's employees in total have been trained for this event. Performing the shutdown works reconfirmed the rule that for keeping the safety standards, professional preparation/training of contractors is in the first place, followed by selection of a high-quality contractor and the continuous control of the set out rules. In the period of the said repair, no incompliance concerning non-use of protective working aids by contractors taking part in the shutdown works was identified. The Litvínov shutdown, when compared with previous repairs of such type, showed a high level of keeping such standards.

In the period of shutdown we also closely cooperated with other companies located on the site of Chempark Litvínov, in particular with the



Unipetrol RPA company, when we shared the experience and knowledge on a daily basis.

At the moment the shutdown was on, we and the contractors achieved the milestone of 2 million of worked out hours without an accident causing incapacity to work. In the period of shutdown and during the entire year, no work-related injury causing incapacity to work occurred in our company. Medical treatment cases (MTC) were two in total and first aid cases (FAC) in the workplace totalled to eight.

There were nine traffic accidents involving our employees and unfortunately, in almost all cases the accidents were caused by employees of our company.

3.2. PROCESS SAFETY

Process safety management means application of management principles and systems for identification, understanding and management of risks so that accidents and emergency situations in the sphere of process safety will be prevented. The process safety management system setup is a continuous process performed since the company's incorporation. In relation to the recorded serious industrial breakdowns, the global attention is ever more focused on the process safety. Česká rafinářská is not standing aside and therefore the fundamental elements of the process safety management are still systematically implemented and revised. The implementation steps allow accordance of safety management with audit findings, internal and external requirements and goals of the company. In Česká rafinářská, the process safety along with the labour (or personal) safety is a part of the corporate integrated management system (TMS), being one of the key elements of the company's managing and decision-making steps.

Since 2008, the selected reactive and proactive key indicators of process safety have been monitored and consulted as requested by our shareholders. Within measuring the performance in the field of process safety, a uniform industrial metrics of the US national commercial association for petroleum and gas processing industry (American Petroleum Institute) were implemented as early as in 2010 for extraordinary events, meeting the criteria of a so-called process safety event (internally called „API accident“). In 2010, the methodology was updated by issuing the document ANSI/API RP 754 „Process Safety Performance Indicators for the Refining and Petrochemical Industries“, which expanded the original one indicator to 4 levels of a so-called Process Safety Event (PSE). From 1 January 2011, in accordance with the said recommended practice, the process safety events of the first and second level were identified, registered and reported, representing the Loss of Primary Containment (LOPC) according to the given definitions and criteria. In 2011, the company registered two major Level 1 events (both occurred in the Kralupy refinery). The first case was an LPG leak from a damaged railroad tank connected to the filling equipment. The second major event was an oil leak during a failure of the automatic (autonomous) draining of the storage tank. The number of Level 2 events was 8 in total (1 in Kralupy refinery and 7 in Litvínov refinery). After conversion to the total number of worked out hours of employees and contractors for 2011, the



value 0.2 of event frequency (PSE Rate) was achieved for the Level 1 and 0.8 for the Level 2.

Also in 2011, under the HSSE sub-team regular agenda, employees were informed via so-called learning from incidents and investigation reports on serious events that include the identified causes and approved measures. Within the implemented system of learning from incidents, 6 learnings from incidents and 1 information about industrial breakdowns were elaborated in 2011. Since 2007, there are 27 available case of learning in the sphere of process and personal safety, which are available in the company's website.

The dangers and risks connected with the process safety may result into serious breakdowns with leakage of substances and/or energies in a harmful quantity. Such events may have a wide scope of possible negative impacts depending on the level of failure of control (preventive) mechanisms and mitigating mechanisms (so-called barriers). Prevention of occurrence of such events and limitation of their consequences are a key prerequisite for safe and effective operation or activities of the organisation. Within the approved company's activities, the knowledge and skills in the field of process safety (elements of safety management systems and equipment integrity) were improved. They are indispensable for correct use of the available systems and tools necessary to minimise the number of the undesirable Losses of Primary Containment (LOPC) of the equipment, respectively the number of Process Safety Events (PSE), including their negative impacts on persons, property, environment and the company's goodwill. In 2011 we continued identifying our weak spots and capacities for improvement and we compared our systems according to various requirements in accordance with the implementation steps of the process safety management system. To keep the high level of

the process safety, such steps are and will be necessary also in the upcoming period.

3.3 PERSONAL SAFETY AND WORKING ENVIRONMENT

Care for health of employees and their working environment was always one of the priorities of Česká rafinérská and a sufficient attention is continuously paid to it.

On the basis of categorisation of works and the related decision by the Regional Hygienic Station (KHS) on monitoring the working environment factors in a two-year cycle, measuring of burden with chemical substances and noise was performed last year in the positions of an operator and a laboratory technician. During the measurement, no higher concentration of chemical substances or noise than the level required by the applicable legal regulation was identified in either worksite. Such results fully correspond to evaluation of the burden made in the previous years and document that the employees are not endangered by over-exposure to dangerous chemical substances or noise during their work.

Last year, more intensive attention was paid to laboratories. A specially established team has performed an analysis and evaluation of health risks there. As a part of this project, an analysis of air in the individual worksites has been performed by a third-party laboratory, the risks of the applied practice in handling of dangerous substances have been assessed, an anonymous questionnaire poll concerning the health protection at work was performed and all employees underwent special blood examination. During the project, no serious shortcomings have been revealed and therefore the team that performed the evaluation of health risks could confirm the high safety standard of working environment in the company's laboratories.

The end of the year brought processor's HSE audit, from which several recommendations resulted in the field of personal safety. This year the company will concentrate on the system of preventive medical examinations, evaluation of health risks of ground works and increase in awareness in the field of works in narrow/closed spaces, lifting works, works in heights and risks of electrical devices.

At the end we should not forget to mention the shutdown on Litvínov refinery, which was successful from the viewpoint of personal safety without an injury followed by absence from work, which contributed to a large extent to reaching the recent milestone of 3,000,000 safely worked out hours in March 2012.

3.4 EMERGENCY PREPAREDNESS

Prevention of serious breakdowns is an integral part of the integrated management system in Česká rafinérská. There was no breakdown last year subject to reporting within the meaning of the Serious Breakdown Prevention Act (Act No. 59/2006 Coll.).

Level 2 emergency team was only convened once, when a small leakage of oil products from the waste water treatment plant occurred in Kralupy refinery into Vltava river. The leakage occurred due to a defect of a float switch (water surface probe) in the system that pumps water from drainage pit of a well in the system of underground water hydrological protection barrier.

The emergency team has been convened successfully according to the emergency plan, also thanks to the fact that various emergency situations including convening emergency teams are drilled every year. 41 emergency drills were held during the previous year. Beside less serious accidents (of Level 1), a breakdown of Level 2 was simulated in one case including emergency shutdown of the Hydrocracker unit in Litvínov.



The procedure in the case of leakage of hydrogen sulphide gas from a cracked pipe welding was drilled. The outputs from such drills were used for improving knowledge of all participants and for revealing any backlogs and their elimination in the case of a real accident.

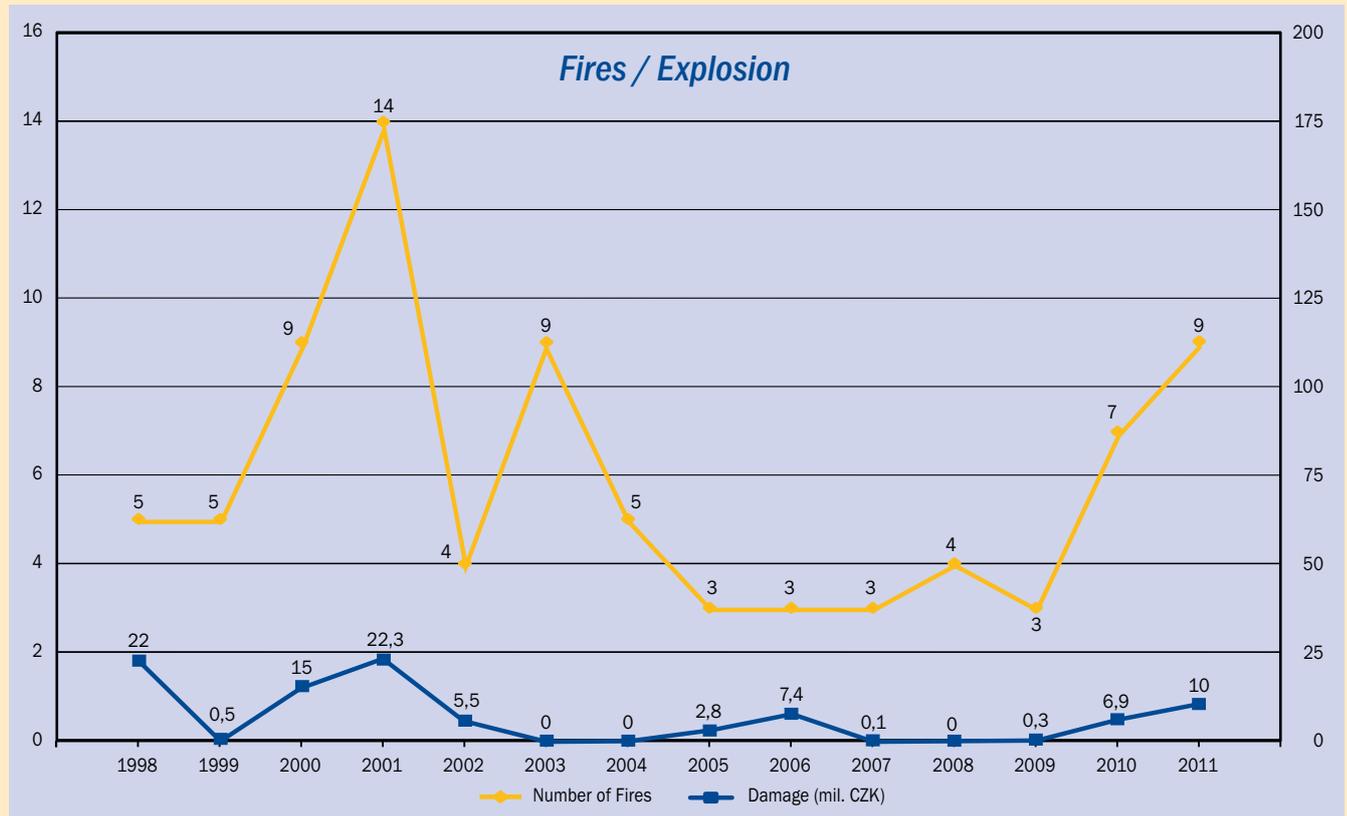
No serious conflicts with the established serious breakdown/accident prevention system according to the safety program (a part of the Safety Report) have been revealed in either refinery within the integrated inspection by state authorities. Small problems have been removed before the specified deadlines.

3.5. FIRE PROTECTION

The aim of the fire protection in the company is to permanently create conditions for safe operation, protection of employees, property and environment. Therefore a big emphasis is placed on preventive inspections and keeping the set out company's standards. The inspection results are evaluated and remedial measures are taken on the basis of them.

The system of statutory and legislative training of employees is applied in the company. In 2011, the fire protection trainings were organised in classrooms and new audio-visual aids were applied to make the fire protection issues easy to understand.

Modernisation of fire protection equipment continues, considerable funds have been spent to ensure their reliability and operability. Obsolete parts of fire protection equipment that do not comply with the present statutory requirements or that do not provide 100% fire protection have been replaced. Fire protection documentation was kept updated in accordance with the requirements of the applicable legal regulations.





4. Property protection

Ensure, along with its employees and contractual partners, protection of the company, of the company's property, data, information and equipment against the risk of theft is one of the company's liabilities formulated in the Integrated Management System Policy of Česká rafinérská.

With regard to concentration of tangible and intangible assets, in the case of eventual endangerment of the premises by external or internal trespasser a damage may occur to production equipment of the individual technological units, operating breakdowns may be caused, ecological damage may incur or subsequent damage in the market may appear caused by stoppage of production and oil products distribution. Therefore we apply a systematic inspection of the set up process and technical elements of protection, we take measures with the aim to reduce the risk of alienation of property and the manufactured products.

4.1 PROTECTION OF THE PREMISES, BUILDINGS AND TECHNICAL EQUIPMENT

Physical protection of operation of Litvínov and Kralupy refineries was ensured contractually by the area managers (UNIPETROL RPA, s.r.o. in Litvínov and SYNTHOS, a.s. in Kralupy) through a security agency.

On the side of the refinery, it included in particular the inspection activities focused on performing the guarding services, as well as inspection in the sphere of keeping the regimes of gate pass rules and passage of materials through the area gates.

For technical protection of constructions and technological equipment, a camera surveillance system including 25 cameras was in permanent use in Kralupy and Litvínov refineries.

4.2 PROTECTION OF PRODUCTS

Protection of products is secured in both refineries by combination of elements of physical and technical control.

In Kralupy refinery, a camera surveillance system was used – 24 cameras are monitoring the spots which are risky in regards to possible thefts of oil products, and in the road terminal, the cameras are monitoring the process of road tanker filling.

A modern detection perimeter system supported with 8 cameras is used to ensure a high level of security of liquid gas storages in Kralupy. The perimeter protection from any attempts to intrude the warehousing premises has considerably been improved thereby.

In Litvínov refinery, in the area of tankfarm and terminal at Jiřetín, 25 stationary cameras were in permanent operation to guard the stored fuels and crude oil and to control fuel loading into road tankers. The said security systems were under permanent supervision by a security agency in posts of the guarding staff or at the centralised protection desks.

The regular preventive and inspections activities in the field of the company's property protection will also continue in the following period. Other investment projects are ready for implementation, aim of which is to improve the area protection, to restrict uncontrolled trespassing of unauthorised persons, to prevent thefts, any damage to equipment and occurrence of extraordinary events and breakdowns.



5. Environmental protection

During the year 2011, the company continued in accordance with the undertakings specified in the Policy of Integrated Management of Česká rafinérská. Its efforts are to minimise negative impacts on environment by its business operations. The undertaking focuses on satisfaction of standards and voluntary commitments in the field of environmental protection, but also on the method of refinery technology operations, equipment, quality of manufactured products, training, motivation and increasing awareness of employees and contractors as regards environmental protection.

5.1. AIR PROTECTION

Air protection from pollutants is provided by proper operation of air pollution sources and of devices limiting emissions of pollutants such as incinerators in sulphur production facilities, recuperation units to trap and recuperate hydrocarbon gases and vapours, floating roofs with double tank insulation, vapour suction systems for filling devices, etc. All facilities are operated in accordance with the conditions specified in their operating rules. The increase of sulphur dioxide and nitrogen oxide emissions in the Litvínov refinery is clear from the table summary. A breakdown of furnace in the sulphur production

Total emissions to air by Litvínov refinery:

	SO ₂	NO _x	CO	SS	VOC	H ₂ S	CO ₂
Year	(t/year)						
2007	5,291.9	476.0	146.9	4.6	59.6	0.541	385,126
2008	3,781.7	410.4	263.7	5.0	61.1	0.503	426,318
2009	5,975.1	1,102.9	165.2	4.2	51.6	0.574	401,383
2010	2,920.8	447.7	146.1	3.6	56.2	0.512	409,891
2011	5,766.6	769.4	164.2	3.5	54.2	0.585	374,148

Total air emissions from the Kralupy refinery:

	SO ₂	NO _x	CO	SS	VOC	H ₂ S	CO ₂
Year	(t/year)						
2007	1,177.0	127.8	112.8	19.0	52.9	0.000	519,201
2008	1,384.4	156.6	170.8	13.7	64.6	0.000	483,991
2009	1,145.4	155.7	103.3	14.0	59.4	0.012	404,882
2010	1,313.2	164.7	83.7	10.2	61.1	0.039	473,414
2011	1,453.6	136.5	74.2	8.9	63.9	0.023	466,156

SS = solid substances VOC = hydrocarbons

plant was responsible for higher emissions; hydrogen sulphide gas containing ammoniac had to be incinerated in a field burner during the repair; emissions released by incinerated ammoniac are recalculated to sulphur dioxide and nitrogen oxides. Lower CO₂ emissions in the Litvínov refinery are the result of a scheduled shutdown when fuel, which is the main source of greenhouse gasses, was not incinerated. The amount of air-polluting emissions in the Kralupy refinery did not change significantly. The slight difference between carbon dioxide emissions shown in the table below and in the summary of the HSE indicators according to CEFIC is caused by different calculation methodology. The carbon dioxide emissions in the table below are calculated using methodology of the European trade with EU ETS greenhouse gas emission allowances. In the summary of HSE indicators according to the CEFIC, the carbon dioxide emissions are calculated by application of a procedure for reporting the Responsible Care results, i.e. including indirect emissions from production of the purchased electric power.

Hydrocarbon emissions (VOC):

The table includes emissions of hydrocarbon gasses and vapours in the atmosphere separated into emissions caused by incineration (furnaces and emergency gas flares), tanks and other sources over the past five years. Unlike the previous year, no significant changes in the volume of emitted hydrocarbon gases or vapours occurred in either of the refineries operated by the company. The volume of emissions from individual types of sources virtually does not change; it depends on the transport method of individual products or, if you like, the share of their transport by pipelines, the quantity of processed materials, logistic conditions and utilization of storage capacities.

Fugitive emissions from dispersed sources – LDAR method

For a long time, the LDAR program has been used as a tool for detecting leaking devices and reducing losses of volatile hydrocarbons. A systematic search for leaks of operational media from the so-called dispersed sources (a summoning term for leaking components of production, storage and manipulation equipment in refineries) and their immediate repair during operation has an almost twenty-year-long tradition in the company. It had been applied in the Litvínov refinery even before establishment of Česká rafinérská and in the Kralupy refinery several years later. Detection of fugitive emissions by direct measurement in both company's refineries from the dispersed resources continued in 2011.

All aggregates in the refinery block of the Kralupy refinery were measured together with most of the aggregates in the fluid catalytic cracking



block. Special attention was paid to refinery sections containing MTBE streams, i.e. MTBE production, an intermediate store and routes of petrol containing MTBE. Almost thirty-nine thousand various components were measured and more than four hundred leaks were located, out of which almost a quarter were removed, thus reducing emissions by 129 tons per year. A measurement of almost twenty-four thousand components in the Litvínov refinery located 130 leaks, out of which twenty-nine were removed, thus reducing emissions by 171 tons per year. Leaks that could not be removed for technical reasons are scheduled for the earliest possible convenience. The trend of leak quantity is monitored by comparing the number of leaking components per one thousand measured components; the results of both refineries over the past five years are given in the following tables, including emissions from dispersed sources in the current year.

Litvínov refinery

per 1.000 components	2007	2008	2009	2010	2011
proportional representation of leaks [%]	0.429	0.577	0.518	0.43	0.35
reduction of emissions from dispersed sources [t/year]	287	173	16	153	218

Kralupy refinery

per 1.000 components	2007	2008	2009	2010	2011
proportional representation of leaks [%]	0.8	0.83	0.57	0.61	0.76
reduction of emissions from dispersed sources [t/year]	196	42	217	121	129

HYDROCARBON EMISSIONS (VOC):

	Kralupy (t/year)				Litvínov (t/year)			
	Tanks	Incineration	Other	Total	Tanks	Incineration	Other	Total
2007	45.7	1.3	5.9	52.9	48.1	4.3	7.2	59.6
2008	48.9	1.6	14.1	64.6	47.4	4.6	9.1	61.1
2009	45.0	2.5	11.9	59.4	43.5	4.5	3.6	51.6
2010	44.8	2.7	13.6	61.1	46.3	4.6	5.3	56.2
2011	47.5	2.5	13.9	63.9	44.6	4.6	5.0	54.2

5. 2. SURFACE AND UNDERGROUND WATERS

In the Kralupy refinery, improvement of underground water quality, i.e. hazard of quality worsening, focused on equipment containing MTBE. A section of the sewerage system that treats products containing MTBE was reconstructed and reconstruction of the remaining section of the system was started. Inspections of MTBE storage tanks were performed and additional bores monitoring water quality were performed on the tank farm.

Implementation of measures leading to elimination of underground water quality deterioration continued in the Litvínov refinery. Within these measures, the waste water sewerages are repaired and replaced; the original earthenware pipes are replaced with fibreglass piping. The 2nd stage of repairing the sewerage system in the atmospheric-vacuum crude oil distillation block started in 2011. Thereby the areas with previously performed sewer system replacement in the road terminal, car petrol storage tank and tank delivery site were expanded.

The protection of underground water on the Kralupy premises is ensured in particular thanks to the hydraulic barrier of the hydrological protection of underground water system. Operation of the northern, so-called refinery branch of the system is contractually provided by a specialised company guaranteeing optimum adjustment and keeping the technical and technological parameters in the system. Activities focused on increased reliability of the remediation and monitoring system continued last year with a project focused on increased reliability of the hydraulic barrier. The volume and extent of pollution monitoring in underground waters was increased. The laboratories started preparation for certification of determining selected parameters of underground waters.

The project of expanding and supplementing the hydrologic protection of underground water system with additional active elements including horizontal drill holes and drains was included in the investment projects significant from the viewpoint of reducing the risk of underground water quality deterioration and achieving the parameters of the best available techniques in waste water treatment. The water treatment plant reconstruction project continued with preparation of project documentation. A project for building an underground water treatment plant focused on removing MTBE was started.

Waste water production in both refineries and the volume thereof recalculated to one thousand tons of processed oil for the last 5 years:

Year	Kralupy		Litvínov	
	Waste waters (10 ³ m ³ /year)	Specifically to oil (m ³ /1 kt of oil)	Waste waters (10 ³ m ³ /year)	Specifically to oil (m ³ /1 kt of oil)
2007	779.0	278.2	1,938.0	485.6
2008	697.3	252.7	1,937.5	396.1
2009	746.5	329.0	1,657.3	363.3
2010	769.9	285.8	1,750.6	374.2
2011	599.0	226.1	1,729.4	421.3

The increased nominal production of waste waters in the Litvínov refinery is directly connected with the fact the evaluated year was a shutdown



period for this refinery. During the shutdown, cleaning and other operations resulted in consumption of clear water and production of waste water even at a time when the technological equipment of the refinery was out of operation. The total amount of waste water is also affected by the precipitation amount especially in the Kralupy refinery, where all the water, including rainwater is conducted into the water treatment plant. The table with underground water volumes specifies development of pumping underground water from wells of hydrologic protection system in the Kralupy industrial complex. Pumping of underground waters is optimized by the hydraulic barrier operator in agreement with development of the basic parameters of the system, e.g. the volume and direction of the underground water current, level heights, etc.

Volume of underground waters from hydrologic protection of underground water system Kralupy:

Year	10 ³ m ³ /year
2005	1,136.1
2006	1,473.9
2007	1,517.5
2008	1,406.9
2009	1,309.7
2010	1,296.1
2011	1,373.8

In both refineries, tightness tests are in progress, particularly in sumps and waste water lines, as well as other equipment, where dangerous substances are handled. Inspections of the storage tanks and repairs of the waste water sewerage system are performed according to an approved timetable.

5.3. WASTES

The year 2011 was a shutdown period for the Litvínov refinery, which was reflected by the amount of produced wastes. The amount of dangerous wastes was affected by a used catalyser, which, however, was recycled for extraction of a metal component and decontamination of one of the filling tracks, where the rail understructure was contaminated after a technical problem with a loaded tank and had to be replaced.

The waste management system is based on basic requirements of prevention and reduction of waste and its separation as well as material and energy utilization. The share of waste resulting from investments is proportional to the scope of investment activities in the respective period, in particular earthmoving works. The total volume of wastes and shares of wastes structured to other wastes, dangerous wastes and recyclable wastes is considerably influenced by both activities and activities performed according to long-term plans, for example shutdown and cleaning of storage tanks, etc.

Total investment and production wastes for the company:

Year	Total wastes	Investment wastes		Production wastes	
		Total	Dangerous	Total	Dangerous
2007	6,600	3,525	0	3,075	1,932
2008	3,911	1,215	474	2,696	1,512
2009	3,323	433	0	2,890	1,663
2010	3,103	688	425	2,415	653
2011	4,113	306	0	3,807	1,936

Recycled and dangerous wastes from production:

Year	Litvínov		Kralupy	
	Recycled [%]	dangerous [%]	Recycled [%]	dangerous [%]
2007	44.3	44.8	87.6	87.2
2008	42.0	49.6	83.8	60.6
2009	60.7	59.4	89.5	56.2
2010	76.2	30.5	96.1	25.8
2011	46.6	71.5	97.0	29.9

Total wastes in Litvínov refinery:

Year	Production			Investment			Refinery		
	Total	D	O	Total	D	O	Total	D	O
2007	1,765	790	975	1,019	0	1,019	2,784	790	1,994
2008	1,113	552	561	1,215	474	741.0	2,328	1,026	1,302
2009	1,210	719	491	255	0	255	1,465	719	746
2010	612	187	425	11	0	11	623	187	436
2011	1,917	1,371	546	306	0	306	2,223	1,371	852

D = dangerous, O = others

Total wastes in Kralupy refinery:

Year	Production			Investment			Refinery		
	Total	D	O	Total	D	O	Total	D	O
2007	1,310	1,142	168	2,506	0	2,506	3,816	1,142	2,674
2008	1,583	960	623	1	0	1	1,584	960	624
2009	1,680	944	736	178	0	178	1,858	944	914
2010	1,803	466	1,337	677	425	252	2,480	891	1,589
2011	1,890	565	1,325	0	0	0	1,890	565	1,325

D = dangerous, O = others

5.4. OPERATING COSTS FOR ENVIRONMENTAL PROTECTION

The environment protection operating costs are specified in items used in reports on influence of the company on environment. The largest cost represents treatment and discharge waste waters in the Litvínov refinery with more than 60% of the total operating costs for environmental protection in the entire company. Costs of processing the acid hydrogen sulphide gases by the Claus process and the costs of waste disposal are also important items. As a consequence of activities to increase the hydrologic protection of underground water system reliability, the costs of operation of the hydrological protection of underground waters also increased. Costs connected with monitoring of air, water and rock pollution incorporate costs connected with locating leaks of gas and hydrocarbon vapours from dispersed sources, authorised measurements of pollutant emissions in the atmosphere and surface waters, sampling and analysing waste waters, operation of an air-pollutant monitoring station, etc. No fine was imposed to the company in 2011 for violation of legislative obligations in environmental protection, no payment for damages caused by pollutants was made.

Operating costs for environmental protection

	thousand CZK
Operation of the Claus units	68,656.4
Waste water treatment plant operation and maintenance	8,636.4
Waste water treatment and discharge	156,291.3
HGPUW operation and open channel decontamination in Litvínov	3,706.3
Air, water and rock monitoring	1,065.9
Air fee	5,601.1
Waste disposal	1,788.0
Most and Kralupy ecological centres	8,481.3
Maintenance and repair of equipment	600.0
Other	7,411.4
Total	1,982.3
	264,220.4



5. 4. OPERATING COSTS FOR ENVIRONMENTAL PROTECTION

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Total amount of investment costs for environmental protection

investment project	thousand CZK
Flare system modification	113,272.7
Railway filling platform modernisation	70,795.4
Reconstruction of oil-contaminated sewer blocks 41. 26. 17	24,920.7
Reconstruction of oiled up sewerage system in Kralupy	3,021.3
Increase of sulphur production reliability in Litvínov	15,373.7
MTBE decontamination in underground waters	6,240.7
Waste treatment plant revamp	1,847.8
Increase of hydraulic barrier reliability in Kralupy	723.9
Continuous emission monitoring in Claus Kralupy	276.4
Increase of power efficiency	2,723.2
Other environment protection projects	1,595.5
total	240,791.3

5. 6. QUALITY OF PRODUCTS

Česká rafinérská, a.s. is a company, which processes crude oil and produces oil products in two refineries located in Kralupy and Litvínov. The quality of products supplied to the market last year fully satisfied all legislative and other requirements. The attained quality of products, which is one of the priorities of the company, is permanently kept on a high level comparable with renowned foreign producers and suppliers.

The legal obligation to replace part of the fossil motor fuels with biofuels was accomplished within the biofuel implementation project. The share of bioethanol in car petrol reached 4.15 % V/V and the diesel reached 6.07 % V/V FAME.

The content of sulphur in all produced motor fuels satisfied requirements for sulphur-free fuels, i.e. fuels containing less than 10 mg/kg of sulphur. All the other products of the company fully satisfied the quality requirements.

The company was granted a European conformity certificate in road asphalt production, which documents conformity of the produced road asphalts with the European standard and conditions for its permanent satisfaction within the implemented integrated TMS system. This fact enabled usage of the CE label in agreement with the standard for all of the three produced types of road asphalt.



BASIC INDICATORS OF HEALTH PROTECTION, WORK SAFETY AND ENVIRONMENT

WORK SAFETY AND HEALTH PROTECTION		value	
1.	Number of fatal accidents of employees	number/year	0
2.	Frequency of accidents with the subsequent inability to work – employees	number of accidents/ mio of worked out hours	0
	2.1. Accidents followed by inability to work of at least 3 days		0
	2.2. Accidents followed by inability to work of at least 1 day (recalculated)		0
3.	Number of fatal accidents of contractors	number/year	0
4.	Frequency of accidents with the subsequent inability to work – contractors	number of accidents/ mio of worked out hours	0
	2.1. Accidents followed by inability to work of at least 3 days		0
	2.2. Accidents followed by inability to work of at least 1 day (recalculated)		0
4a.	Industrial diseases	number/year	0
	4.1.a) Number of newly registered industrial diseases/year		0
	4.2.a) Total number of newly registered industrial diseases/year		0
WASTES			
5.	Dangerous wastes to be disposed	t/year	968
6.	Other wastes to be disposed	t/year	112
AIR			
7.	Sulphur dioxide emissions	t/year (SO ₂)	7,220
8.	Nitrogen oxides emissions	t/year (NO _x)	906
9.	Emissions of volatile organic substances	t/year	118
CLIMATE			
10.	Carbon dioxide emissions		
	10.1. Direct carbon dioxide emissions	t/year (CO ₂)	826,681
	10.2. Indirect carbon dioxide emissions (electric power consumption)	t/year (CO ₂)	232,008
	10.3. Carbon dioxide emissions classified in NAP	t/year (CO ₂)	840,304
11.	Dinitrogen dioxide emissions	t/year (CO ₂ eqv.)	5,196
12.	Emissions of partly fluorinated hydrocarbons HFC	t/year (CO ₂ eqv.)	0
WATER			
13.	Chemical consumption of oxygen	t/year (O ₂)	36.6
14.	Phosphor compounds	t/year (phosphorus)	0.4
15.	Nitrogen compounds	t/year (N)	13.8
15a.	Heavy metals (EQS factor)	t/year (eqv.Cu)	N
	15.1. Arsenic	t/year (As)	< 0.02
	15.2. Cadmium	t/year (Cd)	< 0.006
	15.3. Chromium	t/year (Cr)	< 0.01
	15.4. Copper	t/year (Cu)	< 0.02
	15.5. Lead	t/year (Pb)	< 0.02
	15.6. Mercury	t/year (Hg)	< 0.0006
	15.7. Nickel	t/year (Ni)	< 0.01
	15.8. Zinc	t/year (Zn)	< 0.02
16.	Total water consumption	m ³ /year	2 728,946
	16.1. Surface water	m ³ /year	2 728,946
	16.2. Underground water	m ³ /year	0
	16.3. Public waterworks	m ³ /year	0
ENERGY			
17.	Total energy consumption	t/year (toe)	422,032
	17.1. Own production from fossil fuels	toe	301,578
	17.2. Own production from renewable resources	toe	0
	17.3. Net purchase of energy	toe	120,454
	17.4. Specific energy consumption	toe/tis.t	53,4

TRANSPORT OF CHEMICAL PRODUCTS

18.	Accidents during transport of chemical products – in total	number of accidents	0
	18.1. Accidents resulting to death or hospitalisation	number of accidents	0
	18.2. Accidents resulting to chemical substance leakage	number of accidents	0
	18.3. Accidents resulting to material or environmental damage	number of accidents	0
	18.4. Accidents requiring intervention by competent authorities	number of accidents	0
	18.4.1. Intervention by integrated rescue system	number of accidents	0
	18.4.2. Intervention connected with evacuation of population	number of accidents	0
	18.4.3. Intervention connected with closures to traffic	number of accidents	0
	18.5. Air transport	number of accidents	0
	18.6. Railway transport	number of accidents	0
	18.7. Road transport	number of accidents	0
	18.8. Sea transport	number of accidents	0
	18.9. River transport	number of accidents	0
	18.10. Transport by product pipelines	number of accidents	0

REFERENCE DATA

I.	Number of worked out hours	mio hours/year	
	own employees	mio hours/year	1.149643
	contractors	mio hours/year	0.995635
II.	Number of employees		637
III.	Volume of own production of chemical substances *)	thou t/year	
IV.	Company's turnover	mio CZK/year	9,043.6
		mio EUR/year	367.8
V.	Total volume of transported chemical substances **)	thou t/year	488.493
	of which:		
	Air transport	thou t/year	0
	Railway transport	thou t/year	312.942
	Road transport	thou t/year	4.113
	Sea transport	thou t/year	0
	River transport	thou t/year	0
	Transport by product pipelines	thou t/year	171.438
VI.	Total investments:	mio CZK/year	534.5
	of which:		
	VI.a) Investments into environment	mio CZK/year	240.8
	VI.b) Investments into safety and health protection at work and fire safety	mio CZK/year	87.2
VII.	Operating costs		
	VII.a) Operating costs – environment	mio CZK/year	264.2
	VII.b) Operating costs – safety and health protection at work	mio CZK/year	94.6

Facultative system tools		First certification/Verification/Participation	Valied to
A	ISO 9000	2001/2004, 2007, 2010/yes	2013
B	ISO 14000	2001/2004, 2005, 2007, 2010/yes	2013
C	EMAS	no	-
D	OHSAS 18000	2007/2008, 2010/yes	2013
E	Safety Company	2003/2006/no	-
F	SQAS	no	-
G	TRINS	no	-

Note:

*) does not occur

**) Česká rafinérská do not provide transport of its own product except the transfetrts of semiproducts between refienries via railway or product pipeline. In 2011 no excident was registered during such transferes.

N – not monitored



6. Quality Management

In relation to the requirement of our customers, Česká rafinérská decided in 2007 to implement the system and accreditation of laboratories according to ČSN EN ISO 17025 standard.

In 2008, an accreditation audit by ČIA was performed, during which the methods for analysis of heating gases composition and heating value of heavy heating oil have been accredited. Such accreditation is required by the Decree No. 696/2004 Coll. to set out the procedure of identifying, reporting and verifying the volume of greenhouse gases. We obtained the ČIA accreditation certificate in 2008.

In 2009 and 2010 during inspection visits, we expanded the scope of accreditation with additional methods in the field of analysis of oil, waste water and fuels that might be subject to complaint.

In 2011, the laboratories expanded the scope of accreditation for additional methods:

Determination of distillation curve by the atmospheric distillation method and simulated distillation method

Determination of oxygenic substances, hydrocarbon and benzene groups by the method of multidimensional gas chromatography

Determination of viscosity

Determination of FAME in diesel oil

Determination of DVPE vapour pressure

During 2011, the laboratories were preparing for accreditation a new method of MTBE, ETBE and BTEX determination in waters, which was required as a result of safety audit by shareholders, and this method expanded the number of the methods of determination of parameters for environment. The method is used for determination of contamination with ethers and hydrocarbons of underground waters.

New methods

During 2011, we implemented two new methods that serve for adjustment of suitable dosing of a depressant for low-temperature features of motor diesel, namely the Aral test and Determination of paraffines in motor diesel and gas oil.

Circular tests in laboratories

During 2011, we took part in several types of circular tests. We are traditionally included in circular tests of fuels organised by the Dutch company of IIS (International Interlaboratory Study), in circular tests of waste water by ASLAB, CSLAB and Aquacheck, in circular tests of asphalts, in circular tests for octane and cetane numbers by IP company and also in circular tests for bio-fuels organised by FAME producers in the Czech Republic.

In the year 2011, we performed the circular tests in both localities of the company with the success rate of 98%.

INVESTMENTS IN LABORATORY APPARATUSES

In the year 2011, we invested CZK 8 million in the laboratory equipment, in particular in new laboratory apparatuses.

We have purchased modern machines for analysis of fuel parameters, such as determination of filtration capacity in diesel, analysers of inflammation point, a device for simulated distillation, modern titrators for determination of content of hydrogen sulphides and mercaptans, device to determine total sediments, etc.



7. Corporate Social Responsibility

Corporate Social Responsibility („CSR“) is the voluntary integration of social and ecological aspects into everyday corporate operations and interactions with the surroundings (European Commission, Green Book 2001).

ČESKÁ RAFINÉRSKÁ, a.s., as a joint venture with foreign capital participation, has been applying the principles of Corporate Social Responsibility since its establishment. Using the know-how of its foreign shareholders, the company has introduced modern employment standards and above-average care to its employees, and puts a great emphasis on health protection, safety and environmental protection, with regard to both the money invested and the interconnection of individual system measures. In its external activity, the company has set up a system of cooperation with neighbouring municipalities, a system of granting financial donations pursuant to approved priorities, applies open communication principles with the public and the media and is always receptive to the needs of its surroundings.

With the adoption of the concept of Corporate Social Responsibility in the European business environment, Česká rafinérská focused on all its three pillars – safety and environmental protection, employee care and corporate donations. Thus CSR was linked organically to the company's existing policies and activities. Since 2005 Česká rafinérská has been publishing a Corporate Social Responsibility Report. In the same year the company was given a Special Award in the TOP Corporate Philanthropist competition. The company ranks among the best on the TOP Corporate Philanthropist list every year. Since 2011, the corporate social responsibility (CSR) is included in the Sustainable Development Report.

The year 2011 was an important year in implementation of the concept of social responsibility, which was significantly influenced by the financial standing of owners closely interconnected with financial difficulties of the European countries and the common currency unit. Important support was given to surrounding towns and municipalities despite of that; financial donations

and material assistance was provided to many non-profit organisations even though, due to the economic recession, the financial volume was smaller than in previous years. After positive experiences in previous years, the Voluntary Day and various charity collections were organised for the fifth time, and our employees showed a high level of social conscience.

Česká rafinérská is prepared to continue developing the concept of Corporate Social Responsibility, to add other projects and initiatives in safety, employee care and in environmental protection, as well as in the perception and fulfillment of the needs of the surrounding area, in donorship and in open communication. The company has a significant pillar in the initiative of employees and in support from the company's management, which demonstrated in many cases also in 2011.

The correct selection of further steps in the area of CSR is a challenge for the Company to motivate its employees to take part in charity activities. Simultaneously, it is a challenge for our partners from neighbouring communities and the non-profit sector so that they are prepared to implement joint projects in the future with regard to the then current availability of financial funds of Česká rafinérská.





8. Cooperation with Municipalities and Other Entities

A balanced relationship with municipalities in the surrounding area, cooperation and help in fulfilling the goals of local administrative authorities and perception of the needs of other entities in the region form the basis of Česká rafinérská's external activity in the long term. Also in 2011 we based our activities on the priorities of external operation with regard to relatively large reduction of costs, which the company might invest in such activities.

In 2011 the priority of Česká rafinérská's external activity remained the two regions in which the company operates its industrial plants, i.e. the region of Litvínov and Most and the region of Kralupy nad Vltavou and its surroundings. The material priorities included supporting health and social care, environment, education, culture, communal infrastructure, purposeful use of leisure time by residents, in particular young people, particularly within the cooperation with local administrative authorities.



The documents on which the cooperation with the municipalities is based are long-term cooperation contracts which the company concluded with six municipalities in the region. The long-term cooperation contracts rely on the principle of mutual respect, taking into account the needs and possibilities of both parties. Annual implementation supplements are specified for every calendar year. In 2011 amendments to the long-term contracts were signed with all partner municipalities,

Partner municipalities and main joint events in 2011

Most	Contribution to Ore Mountains Technical Museum and support of non-profit organisations operating in Most
Litvínov	Contribution to HC Litvínov, civic society, to support youth ice-hockey
	Financial contribution for series of social event for citizens and support of projects focused to youth and environment
Meziboří	Support of sports and culture activities
Kralupy nad Vltavou	Support of social care and preventive program. Contribution to Spetsmen of Kralupy and other events for citizens
Veltrusy	Contribution to development project of municipality, support of sports and culture events for citizens, support of nursery and grammar school
Chvatěruby	Financial contribution for co-financing of municipality sewage system and water treatment plant project



and their contents, taking into account a lower volume of available financial means, defined not only direct cooperation with particular municipal offices but also the financial support and collaboration with various non-profit organisation working in the respective towns or villages. The information on the conclusion and contents of the annual amendments was given to both the company's employees and the public.

Furthermore, Česká rafinérská implemented several one-off activities with other entities in the region. On a national scale, the company supported the activities of universities, professional conferences and presented topics related to the company's line of business. There was an extraordinary help by collecting financial funds from employees and sending them through the Embassy of Japan in Prague to settle tsunami damages in March 2011.

The cooperation of Česká rafinérská with the surrounding area focuses not only on the provision of financial donations, materials and services but also on the communication with the public and the media, organisation of corporate donorship events and other forms of cooperation as necessary in a particular location. Examples are given in the following chapters.



Volume of financial means allocated within external activity in 2011 (CZK)

Region	On the basis of the annual amendments	Direct contractual relations	Total 2011	Total 2010	Total 2009
North-West Bohemia	1 050,000	899,000	1 949,000	2 971,000	3 990,000
Central Bohemia	1 865,000	393,000	2 258,000	4 015,000	3 779,300
Nationwide campaigns, projects and donations	-	365,000	365,000	701,000	986,000
In total	2 915,000	1 657,000	4 572,000	7 687,000	8 755,300



9. Charity, Donorship and Support to Non-Profit Organisations

Donorship – expressed by the provision of financial donations, materials and services – is part of the external activity of Česká rafinérská and results from its priorities. Donorship focuses on helping people in need and non-profit organisations, associations and societies, above all in the two regions in which Česká rafinérská operates.

FINANCIAL DONATIONS

The substantial part of financial donations was given in 2011 on the basis of annual amendments to long-term contracts for cooperation with partner towns in both regions. The financial donations focused on supporting the events and activities organised by the respective city and municipal authorities or entities operating in the respective city or municipality.

In addition to providing financial donations to partner municipalities, in 2011 Česká rafinérská also performed various donorship activities for entities that had asked the company for their provision. On the basis of discussing the said requests in the Financial Donations Committee and after approval by the company's Board of Directors, an assistance was provided inter alia to o.p.s Alergie Kralupy providing allergy children care, to the "Half-Way House" and the "Shelter for Mothers with Children in Straits" in Kralupy to provide social services, to the society of female oncology patients AMA in Most for their activities and activities of the association, which associates and supports a specific group of female oncology patients in the Most region. Financial funds outside the region have been donated to the foundation BONUM COMMUNE in Teplice to buy devices and equipment for a laboratory DNA identification in most-serious violent crimes. Financial donations were given to 21 different entities.

The report on financial donations provided in 2011 was presented to the company's Supervisory Board.

MATERIAL ASSISTANCE

In 2011, similarly as in the previous years, assistance in the form of materials or services consisted in the provision of retired but still operational computer technology to organisations whose demands for the performance of such equipment are lower. In 2011 we continued the trend of providing big sets of technology to single recipients, mostly to primary schools. In Kralupy nad Vltavou, it was the Elementary School in Kralupy nad Vltavou–Mikovice and Elementary School in Otovice. In the Litvínov locality, it was the Elementary School and kindergarten in Lom and Elementary School and kindergarten in Braňany. Individual pieces of retired technology were also provided to sports club and other leisure organisations. We provided in total 51 sets of retired computers and accessories in such a manner.

To support events organised by various leisure organisations based in the region, we also gave them promotional items.

SUPPORT FOR SCHOOLS

Česká rafinérská also provides specialised lectures for pupils and students. We regularly organise a discussion focused on oil refining at Veltrusy Primary School. Specialists from Česká rafinérská also gave lectures at the Institute of Chemical Technology in Prague. We continued the cooperation with the EDUCHEM Secondary School in Meziboří and Masaryk Chemical Secondary School in Prague.

CHARITY

Philanthropy, i.e. voluntary help and charity, has had a certain tradition at Česká rafinérská and is supported by both the management and employees. Charity projects at the company enhance



Charity Day in Veltrusy Chateaux Park

employees' awareness of the necessity to help, increase our social responsibility, and mainly help those in need. Last year together with our employees we organised more than ten charity activities; the participation in some of the events reached really record levels. The following list comprises some specific examples illustrating our help to non-profit organisations in areas that are important for them.

EMPLOYEE DONORSHIP

Within "Paleta", the employees could again donate a part of their benefits to charity organisations and contribute a certain financial amount to them. The amount of CZK 33,002 has been contributed into the account of Social Services Centre in Kralupy nad Vltavou, to Hospice in Most and into the "Barriers" account.

In March 2011, employees participated in the collection for the benefit of Japan after the strong earthquake and tsunami wave. The employees could donate a financial amount in the form of deduction from their wages. 76 employees have made use of this possibility and the amount of CZK 55,600 has been sent into the account of the Czech Red Cross.

CHARITY DAY

The Charity Days mean a voluntary help of our employees they provide to cooperating non-profit organisations in the localities, where our company operates, in activities they need and with financial support to buy materials to perform the demanded works. The fifth year of the Charity Day of Česká rafinérská was a different and new one. We focused on nature around us, on help to environment and we addressed the representatives for the Ore Mountains Restoration Foundation and Veltrusy Chateaux Park Foundation.

The motto of the fifth year of help by employees of Česká rafinérská to non-profit organisations within the Charity Day was: "Let's go to do something good for the landscape, community or people in need of our help. Choose an organisation, make arrangements with your colleagues and have your Charity Day!"

The Charity Days were held in the 21st and 22nd week of 2011 and our employees had an opportunity to create their own workgroups and to choose a date and organisation to help. The first Charity Day 2011 was held in Lesná in the Ore Mountains under the patronage of the Foundation Fund. The employees joined the spring cleaning of terrain of the Ore Mountains ridge. They removed fallen trees and branches in the area, collected wastes,

List of organisations supported and activities done on Charity Day in 2011

Location of help	Nature of help	Number of volunteers
Lesná, the Ore Mountains	The outdoor spring cleaning in the Ore Mountains by liquidation of fallen forest trees and branches, collecting wastes, raking leaves, dry grass and removing windfallen trees from hiking paths.	34
Chateaux park, Veltrusy	Collecting wastes in the park, cutting and tearing out the self-sowing bushes and nettles and other park maintenance activities.	17

raked leaves and dry grass, painted benches and information boards. In Veltrusy chateaux park, which still showed consequences of 2002 floods, our employees helped with cutting and tearing out the self-sowing bushes, liquidated nettles, thinned out avenues of linden trees, burnt the remnants of timber mass from cut trees designated for liquidation and engaged in other activities relating to the park maintenance.

In 2011, 51 employees in total participated in the Charity Day. In addition to the feeling of having done a good work in a beautiful natural environment, they gained a lot of experience and the impression of well-done and useful work.

COLLECTIONS WITH "DOBRUŠKA"

„Dobruška” is our company’s mascot who supports the organisation of collections for shelter houses, halfway houses, low-threshold facilities and other organisations helping the needy. We have been organising collections for five years. In 2011, several dozens employees contributed with required materials, having brought games, toys, books, school things, graphic art materials, working tools and sports goods or children wear for Low-Thresh Facility “Sovička” for children and youngsters administered by the Regional Charity Organisation in Most.

CHRISTMAS TREE OF FULFILLED WISHES

The project “Christmas Tree of Fulfilled Wishes” represents voluntary help by employees consisting in purchasing Christmas presents for abandoned children, children without parents or children from underprivileged families in the regions where Česká rafinérská operates. In 2011 Christmas, for the second time we helped the children in shelters in the regions where our company operates to make their Christmas nicer. The Christmas list included wishes of eighteen children from Shelter for Mothers and Children in Straits administered by Deacony of the Bohemian Brethren Evangelic Church and nine children from the Shelter for Mothers and Children in Straits in Kralupy. Overall 39 employees participated in supporting the project Christmas Tree of Fulfilled Wishes, either by buying a Christmas gift or by a financial contribution. The children opened the presents under the Christmas Tree at parties organised in the Shelters.

CHARITY WHIST

Whist is a sporting tournament at which employees gather together to have a good time and to support a good thing. The proceeds from the tournament are always donated to an endowment fund. The proceeds from the December 2011 tournament in the total amount of CZK 1,490 have been donated to SOS Association of Children’s Villages, which mission is to give a mother and future to every child.

SUPPORT FOR PROTECTED WORKSHOPS

We have been collaborating closely with the “Energie” protected workshop in Meziboří for many years; the workshop provides long-term beneficial services to mentally ill and disabled citizens, supports their integration into everyday life and strengthens their independence. The protected workshop focuses on cardboard products, sewing, ceramics



- ▲▲▲ Lecture “Interesting chemistry” for grammar school pupils provided by university students
- ▲▲ Christmas tree of fulfilled wishes
- ▲ Protected “Energie” workshops in Meziboří product

and flower arrangements. Their products are used as presents, which are given to our employees for winning the photo competition, quiz and for participation in charity projects and other activities, or they are included in Christmas boxes. Employees can also buy original decorations in the intranet e-shop which we run for them before holidays.

Student visit at central control room in Litvinov refinery. The precise information on oil processing given by Česká rafinérská expert



11. Communication

Česká rafinérská regards communication and providing information to the public as one of the parts of the concept of a corporate social responsibility, which refers not only to issues of economic performance and environmental impacts, but must also include information on employment, working conditions and cooperation with the surrounding areas. An important part is so-called emergency communication, i.e. communication of various non-standard or emergency circumstances.

For that purpose, the company uses the available communication tools and channels in order to provide information and implement the principles of an open information company. Simultaneously, the company monitors development in this area, as well as standards that are expected from industrial companies of its importance. Furthermore, the procedures and experiences of shareholders' companies are used as well. The company communication in 2011 was dominated by information about preparation and realisation of Litvínov refinery shutdown in the period September – October 2011, as well as information from general meetings, information about the production results, technological measures, etc. The published press release included information about cooperation with neighbouring towns and municipalities, about charity activities by employees and about important events organised by the company. Česká rafinérská issued totally 15 press releases during 2011. The cooperation with Ecological Centres in Most and Kralupy nad Vltavou continued. The centres cover a significant area of information about the environment condition, help residents behave ecologically, help ecological legislation, and with their continuous activity, they are an important part

of providing information to the public on non-standard situations in both industrial complexes operated by Česká rafinérská. In 2010 the managers of both the centres changed and Česká rafinérská supported uninterrupted continuation of the existing cooperation. The Ecology center provides the communication on environmental items with Saxony authorities and cross-boarder information to inhabitants in German language.

Events related to the Year of Chemistry declared by UNESCO for 2011 can be included among the company's significant events. The first one was naming the conference room in the administrative building in Kralupy nad Vltavou after the significant Czech scientist Otto Wichterle, who cooperated with the Kralupy plant employees after it was established in the sixties. A ceremonial event of a similar meaning was organised in Litvínov part when the book by Zbyněk Smrčka „From Coal to Oil“ has been launched, published by Česká rafinérská as its representative publication with the intention to commemorate the history and the present of Záluží plant. Internet is a modern communication tool that ranks among the most important of Česká rafinérská's communication tools. Special attention was paid to its updating and technical improvement.

The modern internet environment was also used for the information and educational portal Petroleum.cz, which offers a compendium about oil, oil exploitation, transport and storage, refinery processing and production of products in a modern format. This project was developed in 2011 and attracted well-deserved attention of other users. In 2011, Česká rafinérská contributed to further expansion of the portal operated with support from its partners from the industry and from The Institute of Chemical Technology.

Number of visitors of Petroleum.cz portal in 2008 – 2011

Year	2008	2009	2010	2011
Number of visits in Petroleum.cz	Launch to operation	207 287	260 676	298 547



The Central Team for Health, Safety, Security, Environmental Protection and Quality regular meeting

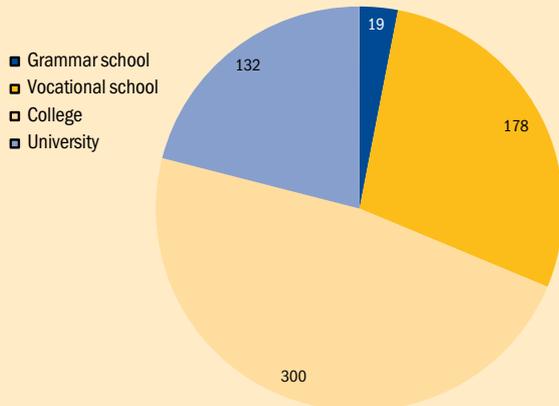
10. Employee Care

In 2011 Česká rafinérská continued to be an important employer with a stable work force structure. The fluctuation remained very low in the long term which, together with targeted recruitment and selection of employees, enabled the company to focus on effective use of resources. The company reviewed its processes and applied modern methods of human resources management. The charity activities, which are another element of a mosaic of the corporate social responsibility, have found its stable position in the company. Care for employees is an inseparable part of the company's strategy and culture.

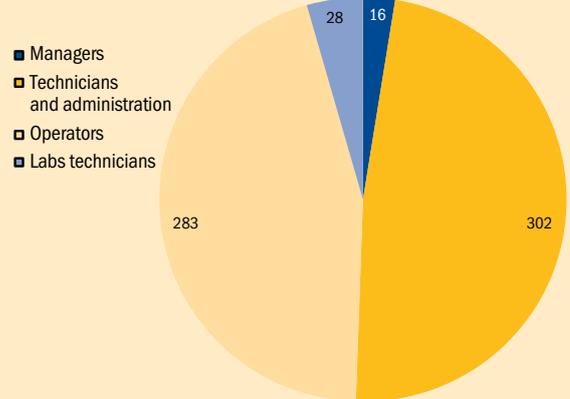
TRAINING

The company realises that educated employees are its key power, which enhances its success and competitiveness. Therefore the company concentrates consistently on developing work skills and training employees.

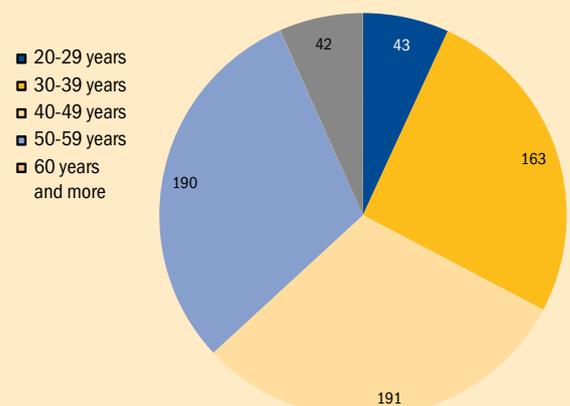
STRUCTURAL BREAKDOWN OF EMPLOYEES ACCORDING TO EDUCATION



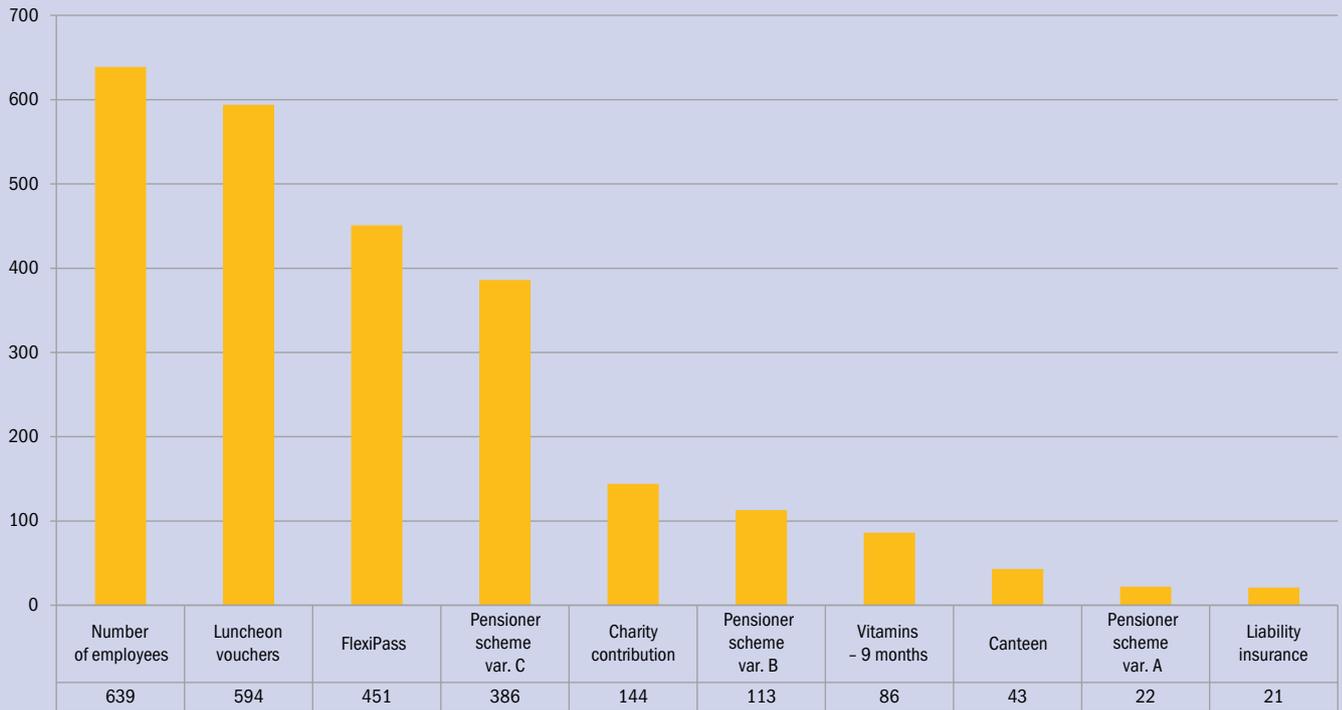
NUMBER OF EMPLOYEES IN INDIVIDUAL CATEGORIES AS OF 31/12/2011



STRUCTURAL BREAKDOWN OF EMPLOYEES ACCORDING TO AGE



UTILISATION OF INDIVIDUAL BENEFITS FROM THE „PALETA“ SYSTEM



Training employees is realised pursuant to the company's training plans and cross-sectional development projects. In 2011 the company focused on spending costs on training effectively. As regards training operators, emphasis is put on learning from various situations occurring during the production process, both in our company and in the companies of our shareholders, as well as on personal exchange of experience and best practices.

On the basis of personal training plans adjusted to the needs of every job, employees can join various forms of training, such as professional conferences, seminars, workshops and other training programmes, mostly selected in cooperation with them. The company ever more uses e-learning in employees' training. In 2011 the company organised 304 individual training sessions, covering 10,506 hours of training.

NON-MONETARY EMPLOYEE BENEFITS

The „Paleta“ system of benefits has been used by the employees of Česká rafinérská for 12 years. Employee benefits help balance the work and personal lives of employees and enhance their satisfaction and motivation. Therefore they are perceived as an effective tool of personnel management. The system enables employees to choose from a wide selection of benefits according to their individual needs and preferences, extends the offer of leisure activities and health support elements, and is updated regularly pursuant to the comments and requirements of employees.

In 2011, the most popular benefits included meal subsidies, FlexiPass vouchers and contributions to the pension scheme. Compared with the previous year, the frequency with which individual benefits were used did not change much.

HEALTH SUPPORT PROGRAMME

Care for health and health support are the priority aims of Česká rafinérská since it was established. As a part of care for human resources, it includes

preventive medical examinations of employees, inspections of worksites in regards of protection, sickness rate monitoring, theoretical and practical first aid training and other activities relating to health protection in production and non-production departments of Česká rafinérská.

In previous years, the programmes Safely in Office, Probeta, Neva, Aktivitalita, Drugs? No! Alcohol in Worksite and others were implemented in the company as a part of health supporting project. In 2011, we continued engaging in the topics relating to health and we prepared (in cooperation with experts) a series of articles concerning health, proper regimen, body exercising, first aid etc. published in our company monthly magazine, on notice boards and the company's intranet pages.

We should not forget to mention other forms of healthcare guaranteed by our collective agreement. Provision of IQan „vitamin preparation“ during three winter months is worth mentioning.

Works during 2011 Litvinov refinery shut down



INTERNAL COMMUNICATION TOOLS MEETINGS, NEGOTIATIONS

Communication is a key tool of the good functioning of every company, and therefore great attention is paid to it by the management as well as by individual departments, sections and operations. In addition to regular meetings organised by sections, departments and operations, cross-company meetings are also organised at which employees of various departments and divisions meet. One of the meetings with the biggest attendance rate is the meeting of the Central team for health, safety at work, environmental protection, quality and protection of property, which is held regularly every third Wednesday of the month. Besides that a management meeting is held regularly, in which managers of the company's divisions exchange information, as well as other working meetings.

CORPORATE MONTHLY PERIODICALS

The company newsletter, which is published approximately in the mid of every month reflects the events in the company, brings the view of our General Manager to the previous period and the next period, it brings news from our worksites and human resources department, as well as information about cooperation of our company with other entities, news about projects in preparation or already implemented, various tips, invitations to sports or cultural events, competitions for employees and many others. The newsletter prepared by the business assurance section "Impluls" is attached to company newsletter, focusing on safety and health protection at work, fire protection, quality, protection of assets and protection of environment.

INTRANET, NOTICE BOARDS

The use of the intranet for information sharing is common in our company, and the intranet portal informs employees about the pending company events; it is a source for improving knowledge and the entry point for starting up numerous applications for all users or for only authorised ones. All company departments present themselves there, and every employee can retrieve useful information about their goals, tasks, holidays, attendance rate and much more data in the employee self-service section. Another frequently visited site is RaCeK (Rafinérské Centrum Komunikace = Refinery Communication Centre), providing important news and wide scale of data about the whole company to employees. Important information and motivation materials of motivation campaigns (vacant jobs, invitations to sports and cultural events, new projects, etc.) are displayed on the company's notice boards.

PHOTO COMPETITIONS AND CALENDARS

Participation of the company's employees in competitions and projects, including creating the company image, is an integral part of internal communication. Therefore also in 2011 a very successful and popular amateur photo competition on selected topics continued. In total 2 rounds with 6 various themes were organised: Pets, Nature – A Powerful Wizard, Beauty of Flowers, Landscape of My Heart, Architecture and Street Photo. The best photos were published in the company's 2012 desk calendar distributed to each employee.



- ▲▲ Bowling tournament of the company's employees
- ▲ Theatre performances

EVENTS FOR EMPLOYEES

The organisation of informal social events for employees, at which employees from all corners of the company can meet, including management representatives, middle management, as well as other employees, is a highly appreciated communication tool. They come to have a good time, relax or do something good for their health, but even on such occasions they talk a lot, strengthen their working relationships and establish new contacts. In 2011, a series of events were organised for our employees, where they could meet, for example Voluntary Day, meeting of former company employees, theatre performances, Christmas bowling tournament or St. Nicholas Party for employee kids.

An integral part of internal communication is also the involvement of employees in competitions and various projects. We appreciate the aid employees provide within our charity projects, for example in collections of necessary materials for shelters, halfway houses, other non-profit organisations and other projects, as well as employees' activities in the amateur photo competition and topics which affect them. Again, the photos were used in the company's materials and the desk calendar, which only contained photos by employees.



Conference room in Kraupy administrative premises was dedicated to Otto Wichterle

11. Examples of Projects and Activities Implemented in 2011

Important events and activities focused on communication, donorship and cooperation with municipalities and non-profit organisations in 2011

VOLUNTARY DAY 2011

Organisation of the Voluntary Day is an event based on social attitudes of employees and their willingness to help others. In 2011, the event theme was „We Help Nature“. The citizen association „Ore Mountains Restoration“ and the Veltrusy chateaux park administration authority have become our partners. Both events were held in weekly periods, with alternating groups of employees in both localities. In Ore Mountains, they spent their time by cleaning mountain hiking paths and the adjacent forest areas so that the winter season wastes will be removed until the high season beginning. In the chateaux park, the works concentrated on liquidation of pruning wastes and branches from the cut over-mature trees and thinned out avenue trees. In both localities, the voluntary work contributed where no technology can do what human hands can.

AMATEUR PHOTO COMPETITION

The amateur photo competitions enjoy several years of tradition in Česká rafinérská. At first, independent competitions were organised according to declared topics, and later the competition and its organisation was combined with publishing the employee journal Echo. In 2011, two rounds were announced, with three themes per round. The winners ceremony was held during common meeting in November, where a seminar with art photographer Miloš Žihla was organised. All medallists won a prize manufactured by the protected workshop Energie Meziboří. A set of photos selected from those sent to the competition was used in creating a company desk calendar for 2012.

THEATRE PERFORMANCE FOR EMPLOYEES

In cooperation with Docela velké divadlo (Quite a Big Theatre) in Litvínov, a theatre performance named GENTLE LADIES was organised for Česká rafinérská employees. Good attendance by employees showed their interest in such events; the financial yields have been donated to support cultural life in Litvínov.

EMPLOYEE TOURNAMENT IN BOWLING AND WHIST

In the pre-Christmas atmosphere, two sports events for employees were organised. A bowling tournament in Most enjoyed large attendance and brought tough fights in the women's and men's categories. The yields from the whist tournament were sent into the account of SOS Association of Children Villages.

CRC employees helped to nature in the Ore Mountains



YOUTH HOCKEY IN LITVÍNŮV

The most popular sport in Most and Litvínov is ice hockey played in Litvínov. Numerous winners of the Olympic Games or World Championships are players who trained in Litvínov since childhood, who are the basis for the tradition and success of the sport here. To maintain the tradition, it is necessary to ensure adequate resources for the growth of young players. Therefore Česká rafinérská has been supporting HC Chemopetrol Litvínov, an unincorporated association focused on training child and junior teams, for several years. Therefore several teams bear the logo of Česká rafinérská on their sport dresses.

2011 BEST ATHLETE OF KRALUPY

Kralupy nad Vltavou is a town with a rich sporting past and no less rich present. Athletes from Kralupy achieve very good results in many sports both in the Czech Republic and abroad, in teams or as individuals. The care for young people is also very important, as well as the related achievements of young athletes. Therefore it was natural that the Municipal Office in Kralupy nad Vltavou decided to award best athletes of the town in individual categories, and inspired by others, it founded a so-called Hall of Fame. In the gala meeting, winners of individual categories and the Personality of the Year were announced. The winners were awarded the mascot of the competition, made in a sheltered workshop. Česká rafinérská supported the organisation of the gala meeting, trying to promote the results of people who spend their free time productively and who represent their town.

INFORMATION TECHNOLOGY CLASSROOM AT THE PRIMARY SCHOOL IN MIKOVICE, KRALUPY NAD VLTAVOU.

As part of the cooperation with the surrounding area, the company sells retired but functional computers at a symbolic price. A special procedure for schools has been developed according to which a class can be equipped with retired computers and their accessories. Equipping an information technology classroom at the primary school in Mikovice, Kralupy nad Vltavou was one of such actions realised in 2011.

PETROLEUM.CZ

The internet is a phenomenon of the present time and is used increasingly as an information source. Predominantly students, motorists and journalists wish to get new information about oil and products made of oil. Therefore Česká rafinérská, together with the Institute of Chemical Technology, MERO, PARAMO and ČAPPO, established a portal named Petroleum.cz, located at www.petroleum.cz. The portal was launched in 2008 and since then has been modified and improved to keep up with the virtual environment, and has gained its regular users. The goal of the joint project is to collect an integral set of information and data in Czech regarding oil, its exploitation, transport and storage, to describe the refinery and production of oil products in detail, and to provide an overview of everything that can be made of oil. Simultaneously, the portal offers information from the professional world (articles and conference lectures), contains vocabulary and an FAQ with responses from the best Czech specialists. In 2011, 298 thousand entries were registered on the portal and show the significant interest of public



- ▲ ▲ Česká rafinérská supported ice hockey youth teams in Litvínov
- ▲ Zbyněk Smrčka signed his book "From Coal to Oil" ("Od uhlí k ropě") after its launch

FROM COAL TO OIL

The book by Zbyněk Smrčka „From Coal to Oil“ has been published by Česká rafinérská as its representative publication with the intention to commemorate the history and the present of Záluží refining plant. Sensibly described history of the plant presents moments of sadness and destruction, but also the technical knowledge and cooperation of several generations of workers and technicians, scientists and other professions that contributed to building a modern refinery complex. The historical part is amended by correct production unit description and professional articles of Česká rafinérská experts. The book publishing was contribution of Česká rafinérská to 2011 Year of Chemistry declared by UNESCO.



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