

# Yettel Sustainability report 2023.



**Yettel.**

**Serbia**

# Contents

<b>Contents</b>	<b>2</b>	<b>4. TECHNOLOGY: Accelerating Technology for a Sustainable Future</b>	<b>50</b>
1. Sustainability at Yettel	3	4.1. Social inclusion	52
1.1. Chief Executive Officer’s Message	4	4.2. Personal safety	55
1.1.1. Yettel key figures for the year	5	4.3. Technology for a sustainable future	57
1.1.2. Proud moments in the year	6	<b>5. TRANSPARENCY: Acting with transparency and integrity</b>	<b>60</b>
1.2. About PFF Telecom Group	7	5.1. Corporate governance	61
1.2.1. Yettel Serbia	8	5.1.1. Ownership	61
1.3. Yettel Foundation	9	5.1.2. Local Approach to Governance in ESG	61
1.3.1. Economic performance and value creation	10	5.1.3. Ethics & Integrity	62
1.4. Our Sustainability approach	12	5.2. Our value chain	64
1.4.1. Our Sustainability strategy	13	5.3. About this report	65
1.5. 2023 Highlights: How we create value with impact	15	<b>6. ESRS Content Index</b>	<b>66</b>
1.6. Materiality assessment	18	Figure 1 - Yettel Serbia Organizational Chart	8
1.7. Stakeholder engagement	20	Figure 2 - Impact of Environment Targets on SDGs	13
1.7.1. Membership in business associations	22	Figure 3 - Impact of People Targets on SDGs	13
1.8. Contributing to the UN’s SDGs	23	Figure 4 - Impact of Technology Targets on SDGs	14
<b>2. ENVIRONMENT: Reducing our environmental footprint</b>	<b>24</b>	Table 1 - Economic performance indicators	11
2.1. Climate Change, Energy and Emissions	26	Table 2 - How we create value	15
2.1.1. Energy Data	27	Table 3 - Stakeholder engagement	20
2.1.2. GHG emissions data	28	Table 4 - Contributing to UN’s SDGs	3
2.2. Waste and the circular economy	31	Table 5 - Energy consumption by fuel source (in kWh) by year	27
2.3 How we help our customers support sustainable causes	33	Table 6 - Energy consumption by type (in kWh) by year	27
2.3.1. How we help our employees support circular economy	34	Table 7 - Renewable electricity consumption (as a percentage of total grid electricity) by year	27
2.4. Managing water resources	35	Table 8 - GHG Emissions in tonnes of CO2e	29
2.5. Yettel ESG Research 2023	36	Table 9 - Waste generation (in tonnes) per year	32
<b>3. PEOPLE: Putting People at the centre of everything we do</b>	<b>37</b>	Table 10 Key Health and Safety metrics	39
3.1. Employment And Employee Development	38	Table 11 Employee diversity structure	40
3.2. Health and safety	39	Table 12 Key training and skills development metrics table	42
3.3. Diversity and gender equality	40	Table 13 - Partnerships and collaborations	43
3.4. Training and skills development	41	Table 14 Key Metrics- Employee distribution	45
3.5. Key own figures	45	Table 15 Work-life Balance Metrics	45
3.6. Communities and social action	46	Table 16 - ESRS Content Index	66
3.7. Community engagement projects supported by „Yettel foundation“	49		

# 1. Sustainability at Yettel



## 1.1. Chief Executive Officer's Message

Dear partners,

I'm excited to present the Yettel Serbia 2023 Sustainability Report, which demonstrates our commitment to sustainable business, highlights our achievements, and outlines our future ambitions in this area.

As a telecommunications company and infrastructure provider, we have a huge responsibility to deliver reliable, secure, and affordable connectivity, helping the environment and the community in which we operate to thrive. This has an immense economic impact on modern societies, driving faster development, better connectivity, and improved information flow, while helping to overcome the digital gap.

Our commitment goes even further, as we aim to push boundaries and involve as many people as possible in our environmental efforts.

Our recycling program, which started in 2021, has proven to be very successful. In June 2023, we reached the halfway mark of our goal: to recycle one million devices by 2025. We rewarded the person who recycled the 500,000th device and those who recycled the most so far. The response from our customers and communities inspired us to expand the program, so now they can recycle any type of device or equipment purchased at Yettel shops. By the end of 2023, through the Eco Bonus digital service, we helped recycle over 40 tonnes of plastic and 195 tonnes of paper on behalf of our customers. We have the first 100% green network, powered entirely by renewable energy. And this is just the beginning.

We aim to use our technology and innovations to reduce our environmental footprint, improve the customer experience, and become our customers' partner in their tech lives. That is why we became the first telecommunications operator in Serbia to introduce paperless contract signing. Now, customers only need to sign the digital contract up to three times instead of 16, and all documents signed in this way are available in digital form in the Yettel App. We want to save our customers time and improve their quality of life through modern technology.

Sustainability is not just about reducing our environmental impact. It is about leveraging our technology and resources to promote digital inclusion, foster a diverse and inclusive workplace, and uphold the highest standards of corporate governance. In 2023, in line with the PPF Telecom Group, we introduced a Diversity, Equity, and Inclusion (DEI) Policy to set guidelines for our ongoing efforts to create a workplace where everyone can thrive and be at their best regardless of their differences.

Our biggest achievement in 2023 was being recognized by the Serbian market as the most environmentally responsible company across all industries.

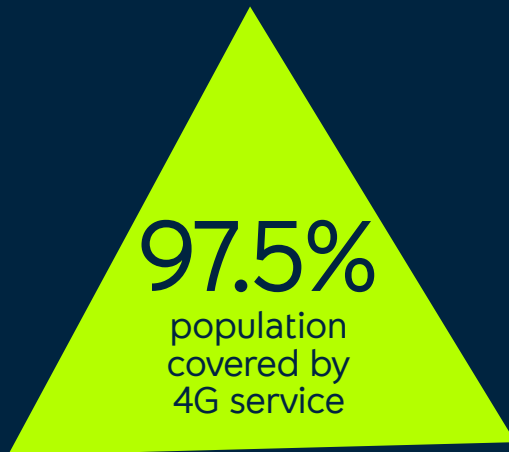
We will not stop, and that is a promise. We are grateful to have you with us on this journey and hope you will stay with us moving forward.

Thank you,

**Mike Michel**  
CEO



## 1.1.1. Yettel key figures for the year



<sup>1</sup> Including M2M subscribers; pre-paid subscribers reported using 3 months active criterion

<sup>2</sup> Market shares for 2022, published by Analysys Mason, May 2023

<sup>3</sup> Comprising DSL, FTTH, and FWA

## Proud moments in the year

For the fifth consecutive year, Yettel has obtained the Best in test award for network quality from UMLAUT, a global firm assessing mobile networks in over 120 countries. We have a 100% green network powered entirely by renewables and are known for the fast, safe, and high-quality service, offering innovative solutions both online and offline. Additionally, Yettel has the country's best internet coverage, vital for emergency services like the Mountain Rescue Service.

A research project was undertaken in collaboration with Kantar, a specialist market research company with the goal to gain insights into the habits and perceptions of consumers regarding the usage of electronic devices and perceived environmental responsibility of Serbian companies. The study successfully gave valuable insights into the habits such as the frequency of replacing devices, tendency to repair compared to buying new, recycling practices, and more. Notably, Yettel was found to be perceived as the most environmentally responsible company in Serbia.

After developing the brand for two years, new services launched, and positive market and customer reactions, Yettel applied at the international competition, which has customer experience in its focus - **International Customer Experience Awards – iCEXA23**. In 2023, 250 applications were received for the competition, and in the category Best Digital Customer Experience, Yettel won the bronze! Yettel showcased its digital ecosystem, including the Yettel application, products and services Yettel Friday, Yettel Shopping, Eco Bonus, and Yettel Green Trails, as well as personalized offers for customers.

Yettel proudly received the Social Responsibility Leader award in the ICT sector at the 10th Regional Conference on Trends in Telecommunications and Media - Digital 2023. The Digital Awards were introduced for the first time, honouring excellence in media, telecommunications, marketing, PR, ICT, and digital innovations.

Yettel first introduced paperless contract signing in Serbia's telecom sector, drastically reducing paperwork in collaboration with Mobi Bank (now Yettel Bank), thus streamlining the process for customers in Yettel shops.





## 1.2. PPF Telecom Group

PPF Telecom Group<sup>4</sup> is a leading telecommunications service provider in Central and South-East Europe, with companies working in Czechia, Slovakia, Hungary, Bulgaria and Serbia. The companies are split in two segments: End-User Services and Infrastructure Services. PPF pioneered this approach in 2015 when it first separated infrastructure ownership and operation from commercial services in the Czechia. This innovative operating model provides significant benefits to both Group branches. The Group's services include mobile telecommunications, fixed-line telecommunications, infrastructure-related services, data services and internet television.

At the end of 2023, 18.1 million customers relied on PPF Telecom Group's mobile services, and over 1.4 million customers used the Group's fixed broadband. Pay TV subscribers increased by 15% y-o-y to 770 thousand. At the end of 2023, PPF Telecom Group operated state-of-the-art 5G mobile networks in four of the Group's five markets.

**The customer base is expanding and improving in all the countries where the Group operates. This is largely attributable to the Group's long-term strategy, which is structured around top-grade leading telecommunications networks and superior customer experience.**

PPF Telecom Group aims to deliver the best possible customer experience built on sustainable connectivity, including regions that might otherwise be excluded from digital transformation, while also enhancing network security and protecting personal data. The Group also aims to deploy the best available technology to minimize its impact on the environment.

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<sup>4</sup> PPF Telecom Group ("PPF Telecom Group" or "the Group") comprises PPF Telecom Group B.V. and its subsidiaries. CETIN Group ("CETIN Group") comprises CETIN Group N.V. and its subsidiaries. The customer base is expanding and improving in all the countries where the Group operates.



## 1.2.1. Yettel Serbia

Our core business is providing full-fledged telecommunication services to more than 3 million customers in Serbia, being the revenue market share leader with 37.1% share at the end of 2023. Two years ago, Yettel entered fixed market, by providing full portfolio of fixed services for households in Serbia, which include fiber optic broadband internet, next generation TV platform and landline. We connect almost three million subscribers.

We own mobile spectrum licenses for our services, and most of the physical infrastructure required to provide our services is leased from CETIN Serbia.

We offer services through digital channels, a retail network which consist of 131 shops, while business and governmental clients are supported by our own business sales representatives.

Putting customers first, our mission in delivering connectivity and digital services is simple: To be a partner to our customers in the digital world. Committed to innovation, Yettel has been the first telco operator to launch the 5G test environment in Serbia. With the aim to remain the driving force in the field of technology, we continue to offer innovative but simple and customized solutions in both mobile and fixed telecommunication services.

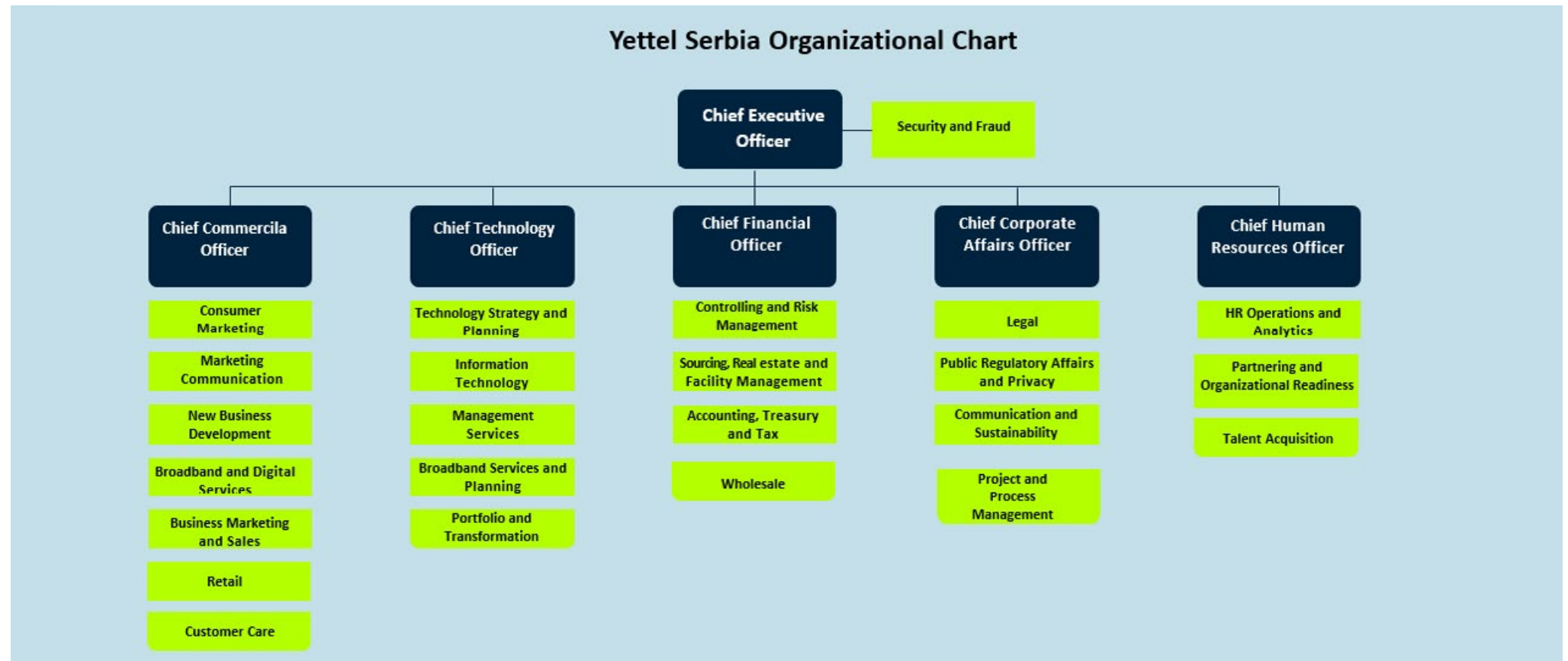


Figure 1 - Yettel Serbia Organizational Chart



### 1.3. Yettel Foundation

In Serbia, Yettel is among the most active companies when it comes to corporate philanthropy, with many Corporate Social Responsibility (CSR) awards received. The CSR concept is mainly driven by Yettel Foundation but is also embedded in Yettel regular business concept, as Yettel is fully committed to improving and supporting community development.

Yettel is committed to reducing its environmental impact by implementing tangible actions and is devoted to helping its customers do the same. With the use of own technology, Yettel is actively working towards raising awareness about the importance of digital literacy and environmental protection and, providing sustainable solutions, inspiring and developing partnerships that will contribute to a better and more sustainable future.

Yettel Foundation supports projects and initiatives that aim to help community and environment thrive. Since 2022, through various activities, Yettel Foundation supported:

18	Students, professors and researchers in the field of telecommunications
4	Organizations and institutions that provide aid to the socially marginalized and sensitive groups;
2	Humanitarian tournaments;
1	Environmental awareness project;
1	Project that promotes music and arts



### 1.3.1. Economic performance and value creation

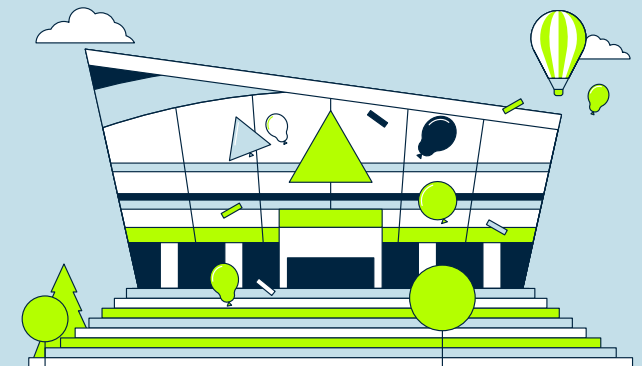
Yettel Serbia is aligned with PPF Telecom Group's long-term business strategy, which centers on creating lasting value by prioritizing superior customer service and ensuring exceptional connectivity. The company's primary source of revenue comes from its core business operations.

While Yettel is committed to building a sustainable, resilient, healthy, and profitable business, it also recognizes the broader impact of corporate social

responsibility (CSR) on company performance, society, customers, and employees. During 2023, Yettel Serbia remained actively involved in local community engagements through philanthropic initiatives.

Sustainability is an integral part of the company's strategy, and we want to help customers to improve sustainability in our lives by using digital technology (for example by saving energy through our smart apps, protecting data with security solutions, or recycling electronic devices).

We are constantly looking for ways to improve our range of services and solutions and striving to better communicate Yettel efforts in protecting the environment, using renewable sources of energy to power its shops, recycling e-waste, and being an integral partner to local communities through volunteering channels and charities for recirculating digital devices, providing information and delivering educational courses on digital technology.





## 2023 in retrospect

Message from our CFO **Vanja Stanković**

Year 2023 marked strong performance, with sustained growth in both value and volume across all segments.

We maintained our position as a mobile revenue market share leader for the third year in a row, having achieved a record double-digit revenue growth from outgoing traffic in the postpaid segment. Additionally, a net increase of our customer base by 60 thousand (net adds) represents the best result on the market and the highest in the last six years, according to RATEL's report.

In the prepaid segment, we achieved the best revenue growth figures in the past seven years, recording over 1 million sold prepaid SIM cards for the second year in a row.

Similarly, the business segment has seen exceptional results, with Yettel being the only operator in the local market with customer base growth in 2023, adding 6.5 thousand net customers.

We remain committed to transferring the quality and recognizability of our mobile services to our fixed services. By the end of 2023, Yettel achieved a significant milestone of 100,000 fixed broadband customers, doubling our customer base from 2022. Additionally, we launched the Hipernet mobile app, introduced Smart TV sales, and continued to enhance the quality and content on our TV platform.

Beyond our financial achievements, we are recognized as the most environmentally responsible company across all industries. In addition to maintaining a 100% green network, we have surpassed 600 thousand recycled devices, advancing towards our goal of one million recycled devices by 2025, as well as introduced paperless contract signing for our customers. We were also honoured as the "best-in-test" network and the network with the best home internet by the international technology company UMLAUT.



Table 1 - Economic performance indicators

	Economic performance indicators for 2023	In RSD (in thousands)
1	Total assets	20,349,902
2	Net sales	10,822,274
3	Total capitalization	4,252,913
4	EBITDA	14,971,702
5	Direct economic value generated	9,031,010

## 1.4. Our Sustainability approach

Yettel is aligned with PPF Group's sustainability approach which is driving impact by integrating sustainability into our business.



## 1.4.1. Our Sustainability strategy

Yettel is driving its strategy objectives in Serbia in line with the Group. Our objectives for business success are mirrored by our sustainability strategy, which stands on four pillars:

- ENVIRONMENT
- PEOPLE
- TECHNOLOGY
- TRANSPARENCY

## ENVIRONMENT

**Objective:**  
Reducing our Impact on the ENVIRONMENT

It is the responsibility of Yettel to address climate change, facilitate environmental protection and respond to environmental challenges, all which are of the most serious importance to the people of today and tomorrow. We are committed to reducing the environmental footprint of our operations throughout our entire value chain by lowering energy consumption, achieving fuel savings, sourcing renewable energy, and effectively managing input materials and waste.

**OUR Targets:**

- Ⓞ Achieve carbon neutrality by 2050:<sup>5</sup>
  - In the interim, reduce emissions by 40% in Scopes 1 and 2 by 2030 and set SBTi target by 2024
- Ⓞ 1,600,000 users of e-bill by 2025
- Ⓞ 1,000,000 devices recycled by 2025
- Ⓞ Prevent 200 tonnes of e-waste from going to landfill by 2027

Figure 2 - Impact of Environment Targets on SDGs



<sup>5</sup> PPF Telecom Group and thus Yettel have committed to this goal, and Yettel will accordingly be aligned with PPF strategy.

## PEOPLE

**Objective:**  
Putting the PEOPLE in the Center of Our Business

Investing in people and creating an equitable, diverse, and inclusive working environment is our long-term commitment. We are dedicated to supporting inclusion and diversity through recruitment and career advancement opportunities, protecting the health, safety and wellbeing of employees, and providing learning and development opportunities to ensure that employees feel inspired and secure. Listening to customer's needs and engaging with the communities where we do business are critical in our commitment to benefit society.

**OUR targets:**

- Ⓞ Achieve greater than 60% participation in company surveys and to improve that % annually<sup>6</sup>
- Ⓞ Maintaining a record of no fatal or life-changing injuries to employees
- Ⓞ Develop talent development programme<sup>7</sup>
- Ⓞ Support local communities with donations and active engagement
- Ⓞ Regular customer satisfaction surveys to collect feedback

Figure 3 - Impact of People Targets on SDGs



<sup>6</sup> Yettel is aligned with PPF Telecom Gorup's goals and targets.  
<sup>7</sup> PPF Telecom Group has committed to establish a talent development programme to oversee the various initiatives of business units to improve diversity in the Group's talent pool and eliminate unconscious bias cultures. Yettel will be aligned with the Group's talent development programme.



## 1.4.1. Our Sustainability strategy

Yettel is driving its strategy objectives in Serbia in line with the Group. Our objectives for business success are mirrored by our sustainability strategy, which stands on four pillars:

**ENVIRONMENT**  
**PEOPLE**  
**TECHNOLOGY**  
**TRANSPARENCY**

## TECHNOLOGY

**Objective:**  
**Accelerating TECHNOLOGY for a Sustainable Future**

We are committed to digital inclusion for all our customers and communities and providing safe access to digital technologies. Our core purpose is to build a connected future that benefits businesses, people and the environment through innovative solutions, investment into network infrastructure and security solutions, and a consistent focus on raising the digital capabilities of our employees, customers and the wider public.

**OUR targets:**

- ⊙ 5G connectivity available to at least 50% and 80% of the population by mid of 2026 and end of 2028, respectively<sup>8</sup>
- ⊙ By 2025, to train 90,000 people (including teachers, children and adults) in digital skills
- ⊙ By 2025, ensure protection of 28% of our tariff customers in the consumer segment with our cybersecurity solution

Figure 4 - Impact of Technology Targets on SDGs



<sup>8</sup> Achieving the goal related to 5G connectivity will be highly dependent on the external factors. In Serbia, the 5G spectrum auction has not yet happened.

## TRANSPARENCY

**Objective:**  
**Acting with TRANSPARENCY and Integrity**

Our business stands behind transparent governance, integrity and ethical foundations. Responsible corporate governance is a fundamental component of our sustainability activities. We strive to add value for stakeholders by operating as a trusted company that sources responsibly, fully complies with anti-corruption and anti-bribery policies, and has zero-tolerance towards violation of the law.

Yettel will be aligned accordingly and in timely manner with PPF Groups' targets which are:

- ⊙ Operate our business ethically, lawfully, transparently and with integrity
- ⊙ Alignment with PPF Group's Sustainability strategy
- ⊙ Sustainability suppliers' programme established, including environmental, legal, human rights, and implementation for key suppliers by 2024
- ⊙ Sustainability-related training introduced across the entire Group with the aim of achieving 100% participation by senior management and at least 50% employees participation by 2023

## 1.5. 2023 Highlights: How we create value with impact

Table 2 - How we create value

Segment	Our inputs	Our objectives	Our impacts <sup>9</sup>
ENVIRONMENT	<ul style="list-style-type: none"> <li>• <b>Energy used:</b> 7,967 MWh</li> <li>• <b>Waste produced:</b> 99,63 tonnes</li> <li>• <b>Waste produced and recycled:</b> 37.32 tonnes</li> </ul>	<ul style="list-style-type: none"> <li>• Achieve carbon neutrality by 2050<sup>10</sup></li> <li>• In the interim, reduce emissions by 40% in Scopes 1 and 2 by 2030</li> <li>• Prepare decarbonization plan in line with SBTi requirements by 2024</li> </ul>	<ul style="list-style-type: none"> <li>• Our network uses 100% renewable electricity</li> <li>• Our headquarters and 31 out of 131 shops use electrical power from renewable energy sources</li> </ul>
		Reach 1,600,000 e-bill users by 2025	<b>1,151,205 active users</b>
		1,000,000 devices recycled by 2025	<b>Total: 612,439 recycled devices</b>
		Prevent 200 tonnes of e-waste from going to landfill by the end of 2027	<b>2023: 34.28 tonnes</b> <b>2022: 41.27 tonnes</b>

<sup>9</sup> Figures are represented as of the end of the year 2023.

<sup>10</sup> PPF Telecom Group and thus Yettel have publicly committed to applying a consistent methodology to accurately measure progress and impact across all strategy pillars and respective goals. The group will until the end of 2024. prepare a comprehensive programme to enable us to reduce GHG emissions. Baseline year for all goals is 2022.



PEOPLE	<ul style="list-style-type: none"> <li>• <b>Employees: 1,679</b></li> <li>• <b>Dedicated resources and investments for numerous employee engagement and skill-building initiatives</b></li> </ul>	Achieve at least 60% participation in annual employee engagement surveys to improve interaction with employees and understand their influences and motivations.	<ul style="list-style-type: none"> <li>• <b>52% of employees (FTE) participated in employee engagement surveys</b></li> <li>• <b>83 Employee NPS score</b></li> </ul>
		Maintaining a record of no fatal or life-changing injuries to employees	<b>Zero work-related employee fatalities</b>
		Develop Talent Development Program with initiatives that aim to improve diversity in talent pool and eliminate unconscious bias cultures <sup>11</sup>	<ul style="list-style-type: none"> <li>• <b>Increase in number of employees</b></li> <li>• <b>33% leadership positions held by women</b></li> <li>• <b>45% of all technology division positions are held by women</b></li> <li>• <b>4,530 hours of female employee training</b></li> <li>• <b>3,935 hours of male employee training</b></li> </ul>
		Support local communities with donations and active engagement	<b>12 CSR activities realized in 2023<sup>12</sup></b>
TECHNOLOGY	<ul style="list-style-type: none"> <li>• <b>Dedicated resources and investments</b></li> </ul>	5G connectivity available to at least 50% and 80% of the population by mid of 2026 and end of 2028, respectively <sup>13</sup>	<ul style="list-style-type: none"> <li>• <b>Received Umlaut Best in Test Award in Serbia</b></li> <li>• <b>97.5% population covered by 4G service</b></li> <li>• <b>3,03 million subscribers</b></li> <li>• <b>Yettel is part of PPF Telecom Group's Innovation Hub which is set up to bring together the best experience, talent and resources to help accelerate the deployment of innovative technologies (e.g., 5G and the IoT).</b></li> </ul>
		By 2025, train 90,000 people (including teachers, children and adults) in digital skills	<ul style="list-style-type: none"> <li>• <b>16,483 people trained in digital skills</b></li> <li>• <b>Successful campaigns:</b> <ul style="list-style-type: none"> <li>• <b>Safe Net digital service,</b></li> <li>• <b>A start-up camp "Kampino",</b></li> <li>• <b>"MapApp" - an interactive poster designed to teach elementary and secondary school students about safe internet usage</b></li> <li>• <b>Bridging the Digital Divide in Serbia for the Most Vulnerable Children in Serbia</b></li> </ul> </li> </ul>
		By 2025, we will ensure protection of 28% of our tariff customers in the consumer segment with our cybersecurity solution	<ul style="list-style-type: none"> <li>• <b>Security solutions for data protection delivered end of 2022</b></li> <li>• <b>18% of customer base use our cybersecurity solution</b></li> </ul>
		Regular customer satisfaction surveys to collect feedback	<ul style="list-style-type: none"> <li>• <b>Customer satisfaction score: TRI*M index 91<sup>14</sup></b></li> </ul>

11 PPF Telecom Group has committed to establish a talent development programme to oversee the various initiatives of business units to improve diversity in the Group's talent pool and eliminate unconscious bias cultures. Yettel will be aligned with the Group's talent development programme. See more about Talent Development Program in Chapter 3.1.3

12 See more in Chapter 5.3.

13 Achieving the goal related to 5G connectivity will be highly dependent on the external factors. In Serbia, the 5G spectrum auction has not yet happened.

14 See more in chapter 3.3.

TRANSPARENCY	<ul style="list-style-type: none"> <li>• <b>Dedicated resources and investments</b></li> </ul>	Operate our business ethically, lawfully, transparently and with integrity	<ul style="list-style-type: none"> <li>• <b>Annual financial report</b></li> <li>• <b>Annual Sustainability report</b></li> <li>• <b>Sustainability partnerships: Forum for Responsible Business and NALED</b></li> </ul>
		Alignment with PPF Group's Sustainability strategy <sup>15</sup>	<b>For the third year in a row, Yettel is aligned with PPF Group's strategy and is on track with designated objectives.</b>
		Sustainability training - 100% senior management participation	<b>67% of senior managers who completed sustainability training</b>
		Sustainability training - 50% employee participation	<b>55% of employees <sup>16</sup>(excluding senior management) who completed sustainability training</b>

<sup>15</sup> PPF Telecom Group has committed to fully integrate sustainability strategy into the organization, introduce training in sustainability across the entire Group and achieve 100% participation by senior management and at least 50% employee participation in that training by 2023. The Group also plan to establish a sustainable supply chain programme to enhance environmental stewardship and social responsibility.

<sup>16</sup> Senior management defined as CEO + CEO minus 1 roles, with non-managerial positions (e.g. personal assistants etc.) excluded



## 1.6. Materiality assessment

Conducting a materiality analysis is a key step in reporting on non-financial aspects, as it enables better identification and prioritization of sustainability challenges that are most important to Yettel and its stakeholders. As in previous years, the materiality analysis was conducted at Yettel level, and includes topics crucial for assessing Yettel and relevant stakeholders.

Guided by the the European sustainability reporting standards (ESRS), Yettel considered key issues and conducted a materiality analysis. The result is a list of identified significant topics that have a high impact on the environment, communities, value, and Yettel operations. Yettel believes that sustainability should be an integral part of strategic business planning, and the

materiality analysis enables Yettel to focus efforts on the most important issues, set clear goals, and develop programs and policies that will enable the achievement of these goals.

### The steps of the assessment process:





**Results of the double materiality assessment consolidated into ESRS topics:**

ESG Category	ESRS Topics	Material subtopics
Environmental	E1 Climate Change	Climate change adaptation
	E5 Resource use and circular economy	Climate change mitigation Waste
Social	S1 Own workforce	Working conditions
	S2 Workers in the value chain	Equal treatment and opportunities for all Other work related rights
	S4 Consumers and End Users	Information-related impacts for consumers and/or end-users
		Personal safety of consumers and/or end-users
		Social inclusion of consumers and/or end-users
Governance	G1 Business Conduct	Corporate culture
		Protection of whistleblowers
		Political engagement
		Management of relationships with suppliers including payment practices
		Corruption and bribery / Anti-money laundering
Company Specific	CS Company Specific	Cyber security
		Critical infrastructure

Yettel believes that sustainability must be an integral part of its strategic business planning. Materiality assessment enables Yettel to prioritize and focus on the most material topics, set meaningful targets, and establish programmes and policies that will ensure the achievement of the set goals.

## 1.7. Stakeholder engagement

We continue to value the strong relationships we have built with our business partners, recognizing them as the cornerstone that enables us to make a meaningful difference. To understand our stakeholders, we employ various methods and tools to maintain open and transparent communication, allowing us to effectively engage and exchange crucial information with them.

Table 3 - Stakeholder engagement

Stakeholder	Stakeholders Expectations	Engagement Approach	Our Initiatives and Responses	2023 highlights
<b>CUSTOMERS</b>	Product quality (e.g., design, function, convenience). Service quality (e.g., responsiveness, reliability, consistency). Value for money. Data protection and privacy.	Engagement surveys. Face to-face contact, social media, telephone interactions, mobile applications, emails to customer contact points.	Customer service training. Develop new products, services and delivery channels. Perform feedback surveys. Improve cyber security and data privacy protection policies, procedures and customer offers.	Celebrated World Environment Day with a week-long environmental awareness campaign in our shops, featuring sales events and educational quizzes to emphasize our commitment to the environment.
<b>EMPLOYEES</b>	Career security and development. Competitive compensation and benefits. Work-life balance. Respect and fair treatment. Health, safety and wellbeing in the workplace.	Engagement surveys, performance appraisals and individual development plans. Internal channels for employee complaints and whistleblowing. Employee focus groups to promote topics and activities such as health and wellbeing, work-life balance, protection of the environment or creating a team atmosphere.	Maintain a robust code of conduct and ensure compliance with legal standards through continuous training. Foster a culture of diversity, equality, and inclusion, and support career development with competitive compensation and structured talent management. Engage employees through regular surveys and assessments, provide safe channels for feedback, and enhance team cohesion through CSR initiatives.	Organised mental health workshops with psychologists, conducted 'Let's Talk' team-building event aimed at creating solutions for a specific business challenges. Implemented activities like Earth Hour and PET Recycling Week to promote sustainability. Launched leadership and expertise academy.

Stakeholder	Stakeholders Expectations	Engagement Approach	Our Initiatives and Responses	2023 highlights
<b>PPF TELECOM GROUP</b>	Transparency of business information, prompt and accurate disclosures, good risk and crisis management, disclosure of ESG in business strategy, operations and financial instruments (e.g., response to climate change, sustainable supply chain, and proper monitoring of human rights and OHS).	Regular events, meetings and dialogues, regular publications and press releases on the Yettel website.	Publishing annual reports and sustainability reports, providing transparent and prompt company updates.	
<b>SUPPLIERS</b>	Equal and fair treatment to every supplier, transparent procurement process, long-term relationships and productive cooperation, shared sustainability values.	Regular meetings and other engagement activities.	Establishing sustainable supply chain approach, reviewing and improving the procurement process and communications to satisfy mutual needs.	Sourcing of a software tool for vendors evaluation on various ESG topics initiated on the Group's level.
<b>COMMUNITIES</b>	Job creation, partnerships in community development for economic, social and environmental progress, reduction of negative social and environmental impacts, listening to and communicating with the local community regularly.	Regular site visits and meetings with community leaders, engaging with community members through employment, sourcing and other community development activities.	Acting as a responsible member of the community, providing local employment and local business support, encouraging and supporting local community-related projects, partnerships, CSR programs and campaigns, including donations and advocacy.	Organised 12 CSR events, amongst which are: a two-year initiative with UNICEF to bridge the digital divide for vulnerable children, charity events, support to the Belgrade Deaf Association, participation in a UNICEF charity basketball game, the "Professor PhD Ilija Stojanović" awards, and donations to the Mother and Child Institute.
<b>GOVERNMENT AND REGULATORS</b>	Continuity of services, regulatory compliance, involvement in new public policies, government initiatives, and best practice sharing, participation in local or national government initiatives.	Meetings with the appropriate regulatory bodies and representatives, participation in industry-wide initiatives. Submission of regulatory proposals within public consultation process organized by the Regulator and relevant Ministry.	Sharing best practices and research, participating in government initiatives as applicable.	Exchange of letters, meetings and roundtables within public consultations of laws/by-laws, strategies/action plans and other public policies. Engagement was done in direct communication, as well as via business associations.

## Membership in business associations

### Responsible Business Forum

Yettel is a member of the Forum for Responsible Business - a network of leading companies that contribute to the development of the community by encouraging the development of socially responsible business and the establishment of permanent and stable socially responsible practices in the business sector. The forum represents a platform that connects leaders from the business world with representatives of other parts of society and thus encourages intersectoral dialogue, cooperation, and the exchange of good experiences. It develops practical and sustainable solutions in all four fields that make up the pillars of socially responsible business: the local community, the environment, the working environment, and the market.

### Foreign Investors Council (FIC)

Yettel is a member of FIC, a business association founded in 2002 with the idea to drive improvement of business climate by making reform proposals and influence more predictable policy framework. Yettel is currently presiding over FIC, as our CEO holds the position of President of BoD. FIC has more than 120 members, gathering expertise from various sectors and industries and actively supporting economic integration of Serbia to EU as over 74% of members come from the EU. FIC publishes the White Book, an annual overview of the business climate in Serbia that tracks developments from overall legal framework to specific sectorial issues. Yettel also holds presidential position at FIC Telecommunications and Digital Economy Committee.

### American Chamber of Commerce in Serbia (AmCham)

Yettel is a member of AmCham, a business association guided by American business values of competitiveness, transparency, and free market, which is the voice of U.S. business in Serbia. Through a proactive dialogue and open partnership with Government, businesses, and other key stakeholders, AmCham activities are aimed at improving the regulatory and business environment, facilitating business connections, networking, and promoting best business practices and values. Through briefing sessions and other formats, AmCham organizes consultations between relevant authorities and business professionals on common challenges and problems relating to the implementation of newly adopted laws and regulation. Yettel CCAO is currently a BoD member of AmCham.

### NALED

Yettel is a member of NALED (National Alliance for Local Economic Development), a platform for public-private dialogue, gathering and connecting all segments of society: businesses, municipalities, and NGOs. NALED is engaged in public administration capacity strengthening and in improving the institutional framework for doing business in Serbia. With a strong Policy Team and a highly capable Executive Office, NALED is engaged in various activities by way of a Task Force called Alliances. Yettel is a member of eGov Alliance, Environmental Protection Alliance, Fair Competition Alliance, and Property and Investment Alliance.

## 1.8. Contributing to the UN's SDGs

The UN's Sustainable Development Goals (SDGs) are a universal call to action to end poverty, protect the planet and improve the lives and prospects of everyone, everywhere. The 17 Goals were adopted by all UN Member States in 2015 under the 2030 Agenda for Sustainable Development, which specifies a 15-year plan to achieve its goals. These goals are a combination of actions that lay the groundwork for sustainable development and responsible consumption and production to ensure that all human beings benefit from economic, social and technological progress while tackling climate change and working to preserve the world's oceans and forests.

The telecommunications industry has an especially important role in **SDG 9: Industry, innovation and infrastructure** driven by mobile and fixed network accessibility and adoption of mobile internet services. Telecoms also have significant contributions to make in **SDG 1: No Poverty**, **SDG 2: Zero Hunger**, and **SDG 4: Quality education**, reflecting the increasing proportion of people using mobile phones to access services, education or finance. The industry's contribution to **SDG 13** could also be significant, either by reducing emissions directly linked to the industry, or by enabling other industries to lower their carbon footprint through the deployment of mobile and digital technology.

Table 4 - Contributing to UN's SDGs

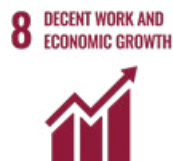
### THROUGH ITS ACTIONS, YETTEL CONTRIBUTES TO THE FOLLOWING GOALS:



#### 4 QUALITY EDUCATION ENSURE INCLUSIVE AND EQUITABLE QUALITY EDUCATION AND PROMOTE LIFELONG OPPORTUNITIES FOR ALL

##### OUR CONTRIBUTION:

Through telecommunications, information technology and our corporate sustainability initiatives, we support digital literacy improvement and more equitable access to better and inclusive education. In addition, we help our employees learn about sustainability challenges through different initiatives, campaigns and educational opportunities.



#### 8 DECENT WORK AND ECONOMIC GROWTH PROMOTE SUSTAINED, INCLUSIVE, AND SUSTAINABLE ECONOMIC GROWTH, FULL AND PRODUCTIVE EMPLOYMENT, AND DECENT WORK FOR ALL

##### OUR CONTRIBUTION:

Our technologies, products, and solutions support the goal of achieving higher levels of economic productivity, while protecting labor rights and promoting safe and secure working environments.



#### 12 RESPONSIBLE CONSUMPTION AND PRODUCTION ENSURE SUSTAINABLE CONSUMPTION AND PRODUCTION PATTERNS

##### OUR CONTRIBUTION:

We encourage sustainable management and efficient use of natural resources through the improvement of waste management systems, responsible recycling and product repair. Where possible, eco-design products are supported and introduced, and non-hazardous chemicals are used in our infrastructure and services to lower the overall impact on human health and the environment.



#### 5 GENDER EQUALITY ACHIEVE GENDER EQUALITY AND EMPOWER ALL WOMEN AND GIRLS

##### OUR CONTRIBUTION:

In our day-to-day activities, we advocate for fairness and the absence of bias related to gender, while also fostering equal chances for leadership roles. We leverage our fundamental business practices along with our information and communication technology to actively support the empowerment of women.



#### 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE INNOVATION AND TECHNOLOGICAL PROGRESS AS KEY TO FINDING LASTING SOLUTIONS TO BOTH ECONOMIC AND ENVIRONMENTAL CHALLENGES

##### OUR CONTRIBUTION:

We build and develop quality, reliable and sustainable telecommunications infrastructure to support economic development and human well-being. We are focused on upgrading the technological capabilities of our infrastructure to help improve access to information and affordable internet.



#### 13 CLIMATE ACTION TAKE URGENT ACTIONS TO COMBAT CLIMATE CHANGE AND ITS IMPACTS

##### OUR CONTRIBUTION:

We support sustainable management of natural resources across our business units through the introduction of environmental management, recycling and waste reduction strategies, thereby helping to improve human health and environmental sustainability. Our Environmental Management System is certified according to ISO 14001 Standard.



#### 7 AFFORDABLE AND CLEAN ENERGY ENSURE ACCESS TO AFFORDABLE, RELIABLE, SUSTAINABLE AND MODERN ENERGY FOR ALL

##### OUR CONTRIBUTION:

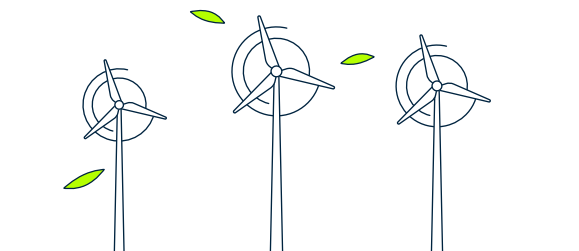
We are constantly increasing use of renewable energy in our operations which enables our transition to sustainable and affordable energy, as well as meeting our decarbonization goals.



#### 11 SUSTAINABLE CITIES AND COMMUNITIES SUSTAINABLE CITIES AND COMMUNITIES – MAKE CITIES AND HUMAN SETTLEMENTS INCLUSIVE, SAFE, RESILIENT AND SUSTAINABLE

##### OUR CONTRIBUTION:

Our solutions support positive economic and social links between urban, peri-urban and rural areas, helping to bridge the digital divide that might exist.





# 2. ENVIRONMENT:

Reducing our  
environmental  
footprint

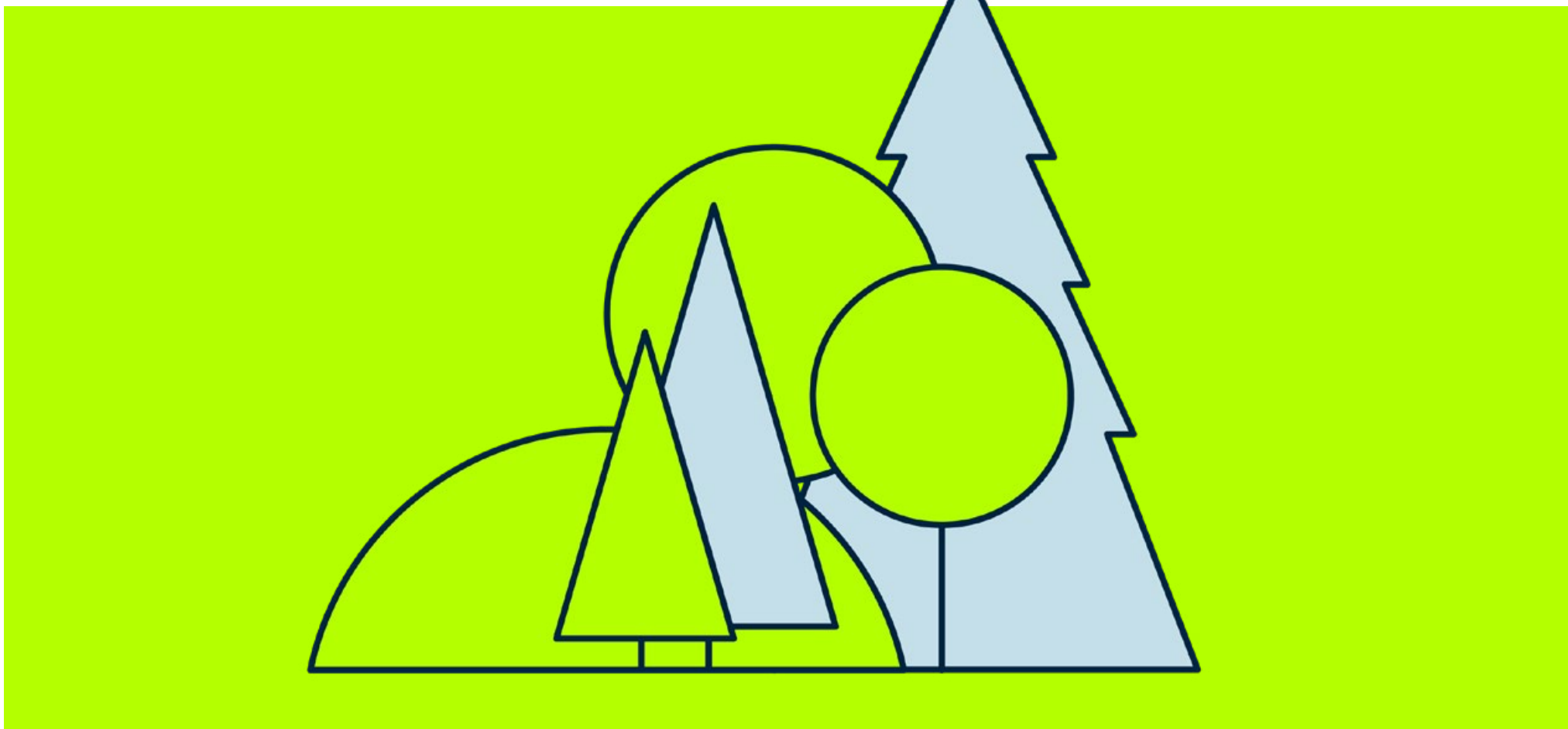


## OUR AMBITION

Preserving a healthy environment and minimizing our carbon footprint are crucial for the well-being of present and future generations. Yettel, in line with PPF Group's commitment, has adopted a strong environmental policy. We leverage new technologies to aid in environmental conservation. Our main goals include reducing energy use, saving on fuel, and switching to renewable energy sources to cut down on greenhouse gas emissions and the release of other pollutants into the air. We also place a high priority on managing raw materials and waste, striving to refine our processes to further decrease environmental damage.

Focus areas have been identified where Yettel has the most significant impact; they are material concerns for us, and we are committed to taking further actions to address them effectively.

- Climate Change
- Energy and Emissions
- Waste and the Circular Economy



## 2.1. Climate Change, Energy and Emissions

### OUR FOCUS

Our key areas of focus include:

#### Climate change mitigation and energy

Minimise our environmental footprint across the entire value chain by increasing energy efficiency, energy savings, sourcing renewable energy, and managing products and waste effectively.

#### Climate change adaptation

Develop comprehensive climate risk analysis and resilience plans to reduce the risks associated with climate change.

Our environmental objectives of reducing environmental impacts and managing climate risks are therefore fully aligned with our corporate strategy and stakeholder expectations, with a focus on transparent disclosure of our actions.

### OUR TARGETS<sup>17</sup>

- Achieve carbon neutrality by 2050
- In the interim, reduce emissions by 40% in Scopes 1 and 2 by 2030
- Prepare decarbonization plan in line with SBTi requirements by 2024



### HOW WE MANAGE

We continue with our Carbon Footprint Reduction Efforts, which are:

- For the second year in a row, for the operation of our mobile network, we use electricity that comes from renewable energy sources.
- Improvements in our HQs and shops: energy-saving LEDs, laser projectors, and printer access control cards are in use. In the administrative building, a thermostat with a temperature range of +/- 2°C has been installed.
- We use electricity from renewable energy sources, 31 of 131 of our retail shops, and HQ use electricity obtained from the hydroelectric power plant "Đerdap 1".
- Annual "Earth Hour" participation, the 15th year in a row: lights off for 1 hour in all locations on last Saturday of March.
- All our new employees undergo environmental training, ESG training, and are introduced to our values through an onboarding workshop.
- During the spring and summer months, employees were able to use electric scooters and bicycles as means of transportation.

Telecommunications rely on various hardware components such as computers, cooling systems, transceivers, terminals, phones and modems, all which require electrical power. Key activities, including data centre management, infrastructure deployment and network operations, contribute to direct environmental impacts, primarily through energy consumption and associated greenhouse gas (GHG) emissions from electricity generation. Operational aspects such as office management, transportation and building maintenance also contribute to our environmental footprint. Indirect environmental impacts are linked to both the production and end-use of the products and services we provide.

Activity	Assets	Main environmental aspects
Telecommunications infrastructure and networks	Buildings, network nodes, links, terminals, software, antennas, baseband units, microwaves, servers, switches	GHG emissions due to electricity consumption. Fuel consumption due to transportation. Generation of e-waste.
Data centres	Buildings, ICT equipment, software, HVAC (heating, ventilation, and air conditioning)	GHG emissions due to electricity consumption. Generation of e-waste.
Retail stores	Buildings, software	GHG emissions due to electricity consumption. Fuel consumption due to transportation. Generation of e-waste.
End-user devices	Electronic devices, software	GHG emissions due to electricity consumption. Generation of e-waste.

<sup>17</sup> PPF Telecom Group and thus Yettel have publicly committed to applying a consistent methodology to accurately measure progress and impact across all strategy pillars and respective goals. The group will use the next 12 months to prepare a comprehensive programme to enable us to reduce GHG emissions. Baseline year for all goals is 2022.

## 2.1.1. Energy Data

Table 5 - Energy consumption by fuel source (in kWh) by year

Fuel Source / year	2022	2023
Petrol	3,009,216	3,395,745
Diesel	176,205	224,790
Natural Gas	1,803,343	1,505,332
Central heating	226,183	256,586
Electricity from non-renewable sources	1,848,741	1,033,311
Electricity from renewable sources	850,432	1,551,389

Table 6 - Energy consumption by type (in kWh) by year

Energy type / year	2022	2023
Total	7,914,120	7,967,153
Electricity consumption	2,699,173	2,584,700
Heating consumption	226,183	256,586
Fuel consumption	4,988,764	5,125,867

Table 7 - Renewable energy consumption (as a percentage of total energy consumed) by year

% Of total energy / year	2022	2023
Renewable energy	12%	24%



In order to establish a strong network with reliable connectivity, overall data transmission and storage, our operations demand significant amounts of energy, mainly electricity. Yettel is proudly the first mobile network in Serbia that uses only energy from renewable sources, which is testified to by a certificate issued by the competent institutions of the Republic of Serbia.

## 2.1.2. GHG emissions data

To calculate GHG emissions, we use the globally recognized Greenhouse Gas (GHG) Protocol standard and guidance, including the Corporate Standard, Scope 2 and Scope 3 Calculation Guidance, GeSI ICT Sector Guidance, and the relevant guidance of the Science-Based Targets Initiative.

We report energy consumption data and greenhouse gas (GHG) emissions data on the following indicators:

- energy consumption by fuel source (in kWh);
- energy consumption by type (in kWh);
- renewable electricity consumption (as a percentage of total grid electricity);
- Scope 1 GHG emissions (in carbon dioxide equivalent (CO<sub>2</sub> e));
- Scope 2 GHG emissions (in CO<sub>2</sub> e) using both the location and market-based methods of calculation;
- Scope 3 GHG emissions (in CO<sub>2</sub> e);
- total GHG emissions Scope 1, 2 and 3 (in CO<sub>2</sub> e).

### Sources of our emissions

#### Scope 1 – Direct



fuel used for vehicles, either owned or leased by our company



fuels used for space heating and for water heating in our premises



Emissions from electricity and heat bought to power the offices and retail shops. We have calculated Scope 2 emission using market-based methodologies. We have used a kWh to CO<sub>2</sub> e conversion factor for 2022 from the IEA for the location-based approach, and AIB European Residual Mix factors for the calendar year 2022 for the market-based approach.



## Scope 3 – Indirect

Besides direct and purchased emissions, the table below presents also the indirect emissions, which are not under our direct control, but over which influence can be exercised, deriving from:



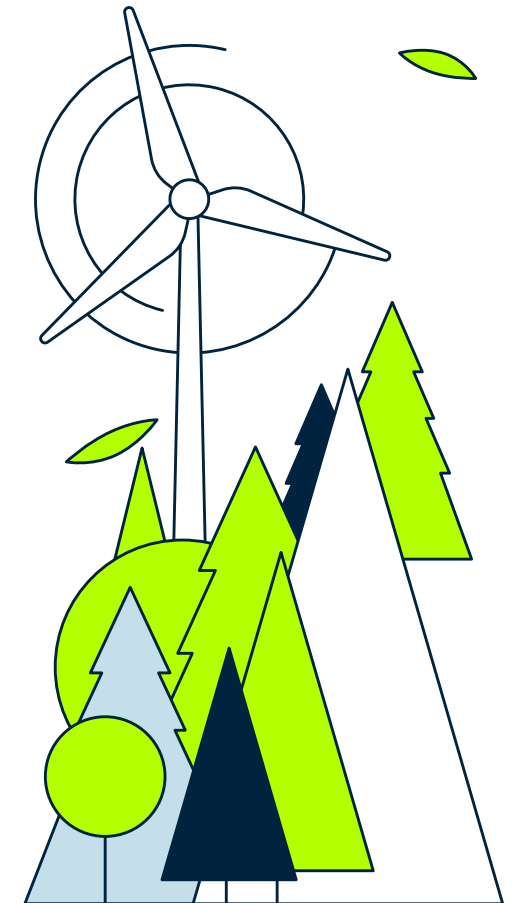
emissions from our suppliers (emissions in the supply chain resulting from purchased goods and services)



emissions from our network infrastructure vendor (CETIN)

Table 8 - GHG Emissions in tonnes of CO2e

GHG Protocol Categories	Sum of 2022	Sum of 2023
Scope 1	782	867
Scope 2 (market-based)	1,398	620
Scope 3	208,094	187,024
<b>Purchased Goods and Services</b> GHG Protocol categories: 3.1 Purchased Goods and Services 3.2 Capital Goods 3.4 Upstream transport	206,062	185,219
Fuel and energy-related activities	788	497
Use of sold products	70,652	61,609
Franchises	718	727
Other <sup>18</sup>	1,267	1,406
<b>Grand Total (market-based)</b>	<b>210,274</b>	<b>188,511</b>



<sup>18</sup> Categories that fall under Scope 3 and that were calculated but do not take significant part in Scope 3: Business Travel, Employee commute, End-of-life treatment of sold products, Waste generated.

## PPF Telecom Group's decarbonization strategy

PPF TG is currently developing the Climate Transition Plan (CTP), which will be based on an analysis of our material climate-related risks and opportunities. This includes both transition risks (e.g., policy, technological, market and reputational risks) and physical risks (e.g., acute and chronic), as well as opportunities related to climate change, such as improving energy efficiency, adapting to market shifts, and meeting evolving user expectations.

The CTP will detail the objectives, strategy (with specific actions to be taken in the short, medium and long terms) and governance framework for:

1. Reducing Scope 1, 2 and 3 emissions in alignment with SBTi goals, which are designed to meet the target of limiting global warming to 1.5 °C above pre-industrial levels.
2. Managing climate-related risks and opportunities to enhance the resilience of our business in the face of climate challenges.

As part of the CTP preparation, PPF TG has identified several key levers to achieve the interim target of reducing Scope 1 and 2 emissions by at least 42% by 2030 (compared to 2022) and reaching carbon neutrality by 2050:

### Decarbonising PPF TG's own operations (Scope 1 and 2 emissions)

- **Improving energy efficiency:** PPF TG will focus on optimising energy consumption across our networks and other operational assets. This will help mitigate the impact of rising energy costs and future price volatility. PPF TG is also exploring opportunities under network-sharing agreements to improve efficiency.
- **Sourcing clean energy:** PPF TG plans to purchase electricity from renewable sources through certificates, and, where feasible, prioritise direct procurement from renewable generators through Power Purchase Agreements (PPAs).
- **On-site renewable generation:** PPF TG is investing in on-site renewable electricity generation and power storage, for example installing photovoltaic systems at data centres, to reduce reliance on fossil fuels.

While the ultimate objective is to contribute to an economy-wide transition from fossil fuels to renewable energy, PPF TG recognises the need to balance these actions with the expectations of key stakeholders, such as users. It is essential that our efforts do not compromise the safety, reliability and quality of services.

### Decarbonising our value chain (Scope 3 emissions)

- **Supply chain decarbonisation:** This area presents a significant challenge, as procurement activities account for 84% of the Scope 3 emissions and 65% of PPF TG's total emissions. The goal is to develop a robust approach to supplier engagement and procurement of electronic devices—including network equipment and the products PPF TG offers to users—that incorporates product carbon footprint criteria for both upstream and downstream activities.
- **Supplier data collection:** PPF TG is gathering carbon footprint data from suppliers to better differentiate the products in our portfolio based on their environmental impact.

### Renewable energy

Gradually increasing the share of renewable energy in our overall energy mix is one of the key pillars of our decarbonization strategy. Our approach focuses on both the procurement of energy from renewable sources and the on-site generation of renewable electricity, aiming at significantly reducing our carbon footprint while enhancing our energy independence and resilience.

### Setting science-based targets

PPF TG is in the process of setting interim science-based targets aligned with limiting global warming to 1.5 °C, as specified by the SBTi. These targets aim to reduce combined GHG Scope 1 (tCO<sub>2</sub>) and GHG Scope 2 market-based emissions (tCO<sub>2</sub>) by at least 42%, and Scope 3 (tCO<sub>2</sub>) emissions by 25% by 2030, compared to 2022 as the baseline year. The submission for target validation is scheduled for August 2024. In 2023, we set an electricity consumption reduction target for CETIN, aiming to achieve at least 30 GWh in annual savings by 2025 compared to 2021 levels.

Our long-term goal is to reach carbon neutrality by 2050, in alignment with the Paris Agreement.



## 2.2. Waste and the circular economy

### OUR FOCUS

In the course of our operations, we generate waste, which includes decommissioned telecommunication equipment, mobile devices and other electronic devices used by our users, packaging materials, and other byproducts. This waste arises from all aspects of our operations, from telecommunication engineering to offices, warehouses, and retail locations. Rapid technological advancements and changing user behaviours have shortened the lifecycles of devices and telecommunication equipment, leading to increased production and consequent waste. Electronic waste (e-waste) in particular is one of the fastest growing waste streams globally.

Our key areas of focus include:

- Increasing the recycling rate of generated waste through the improvement of waste collection and recycling methods.
- Supporting the circular economy through eco-design, repair, reuse, and recycling of electronic equipment used by our customers, as well as by our employees.
- Involving our customers, key suppliers, and employees to reduce the negative environmental impact.

We have implemented a comprehensive waste management plan designed to minimise waste generation, reduce environmental impacts, promote recycling, and address the waste produced by our users.

### OUR TARGETS

- 1,600,000 users of e-bill by 2025
- 1,000,000 devices recycled by 2025
- Prevent 200 tonnes of e-waste from going to landfill by 2027



### HOW WE MANAGE

Considering the nature of our business, our waste mainly consists of decommissioned IT equipment, packaging material, mobile phones and other electronic devices. We are aware of the environmental impact of waste, which is why we have made a strong commitment to maximizing item reuse and complying with local laws and regulations when recycling. We pay special attention to the proper disposal of hazardous materials such as batteries, which are an integral part of electrical and electronic equipment.

Specific waste management techniques can be applied at each stage of the waste hierarchy to minimise emissions into air, water and

soil during disposal. Given the specific materials used in electronic devices, proper end-of-life treatment is essential to preventing harm to human health and the environment. The Waste Framework Directive (2008/98/EC), as well as domestic regulations define a waste management hierarchy that prioritises prevention, preparation for reuse, recycling, other forms of recovery, and lastly, disposal. The impacts related to resource use and waste generation occur throughout our value chain, with implications in the short, medium and long terms. If not managed effectively, these impacts can have serious consequences for both the environment and community, making this area a material concern for Yettel.



**Environmental policy**

Our Environmental policy (the Policy) is comprehensive and applies to all our processes and business units. The Policy has been created in accordance with regulatory requirements regarding waste management, packaging planning, and product disposal at the end of their life cycle. For matters not regulated by law, the Policy provides for the definition and implementation of rules in accordance with the international standard ISO 14001, under which our Environmental Management System (EMS) is certified. It reflects management’s focus on environmental protection, including reducing waste, promoting its reuse, and recycling. Accordingly, a Waste Management Plan has been established, defining internal rules and responsibilities in waste management, employee obligations, and procedures for sorting, collecting, eliminating, and transporting waste. In this regard, all employees are

required to actively participate in efforts to reduce waste by ensuring proper sorting and collection of waste, whether it is hazardous or non-hazardous.

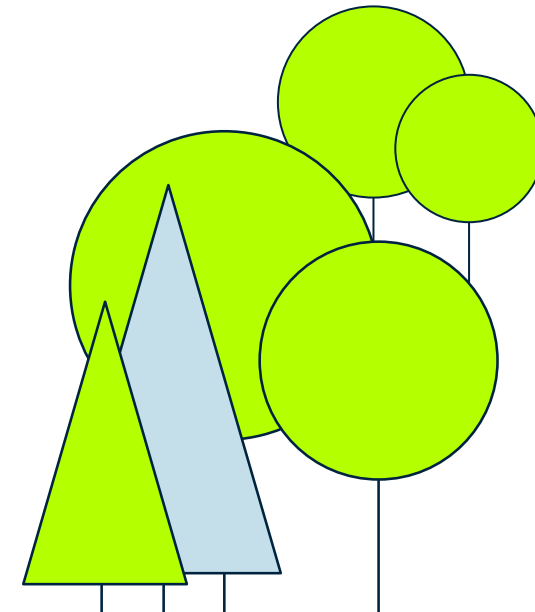
**Engagement**

Most of the waste generated by our operations and offices comprises e-waste, municipal waste, as well as paper, cardboard, and plastic packaging. Our waste management plan is designed to minimise the amount of waste generated across our operations, with a particular focus on reducing e-waste. We employ a range of methods and actions, all in strict compliance with applicable laws and regulations, especially at the disposal stage. To achieve this, we collaborate with specialised, reputable contractors to ensure the reuse or recycling of e-waste.



Table 9 - Waste generation (in tonnes) per year

Waste	2022	2023
<b>Total generated waste (1 + 2)</b>	<b>107.25</b>	<b>99.63</b>
<b>1. Recycled waste</b>	<b>42.99</b>	<b>37.32</b>
1.1. Hazardous	36.41	26.62
1.1.1. Batteries and accumulators	0.01	0.01
1.1.2. Electric and electrical	36.41	26.61
1.2. Non - Hazardous	6.58	10.70
1.2.1. Plastic	0.46	0.33
1.2.2. Paper	5.76	9.44
1.2.3. Wood	0.00	0.20
1.2.4. Other bulky waste	0.37	0.72
<b>2. Non-recycled waste (commercial waste)</b>	<b>64.26</b>	<b>62.31</b>



## 2.3. How we help our customers support sustainable causes

### Engaging Retail Events for ESG Awareness

Throughout 2023, the Sales Training & Development team organized seven educational and entertaining events in selected shops, during which trainers and sales representatives provided customers with an exceptional experience through engaging communication on ESG-relevant topics. These events were crucial for advancing the knowledge of front liners, adopting the customer perspective, and gaining insights from customers on our green initiatives. Through reward quizzes and educational messages, as well as excellent implementation of the sales process, we marked important dates that resonate with both customers and frontline employees. These included Earth Day, World Environment Day, International Youth Day, and World Population Day. In an atmosphere of dynamic exchange of impressions, we raised awareness about our campaigns and the overall importance of the green agenda. This approach makes retail a more vivid brand touchpoint, more representative of and aware of environmental and social issues.

### Eco Bonus

Last year, we introduced a new digital service - Eco Bonus. Customers can minimize their waste footprint by using Yettel Eco Bonus in the app to arrange for waste collection and recycling by an authorized partner. The average citizen of Serbia generates approximately 4.6 kg of plastic and 2.2 kg of paper/cardboard waste per month (a total of 6.8 kg). By the end of 2023, 409,451 kg of plastic and 195,826 kg of paper/cardboard have been recycled on behalf of customers.

Partnering with a certified waste management operator, Yettel offers customers the opportunity to delegate their recycling needs, thereby lessening their environmental impact. By enabling the Eco Bonus option in the Yettel app, included with their plan or as an added service, customers can make an indirect contribution, or "bonus," to environmental protection, even if they are not physically involved in the entire recycling process.

### E-bill and paper savings

### Our goal: 1.6M users of electronic bill by 2027.

We offer users the option of electronic bill instead of paper bill. Yettel Serbia has made progress in reducing waste by growing the e-billing service, adding 169,732 users in 2023. This saved about 1.77 million sheets of paper, 1.53 million envelopes, and around 870 trees. We aim to have 1.6 million e-bill users by 2027 to reduce paper use and advance digital transformation, helping the environment and improving customer service.

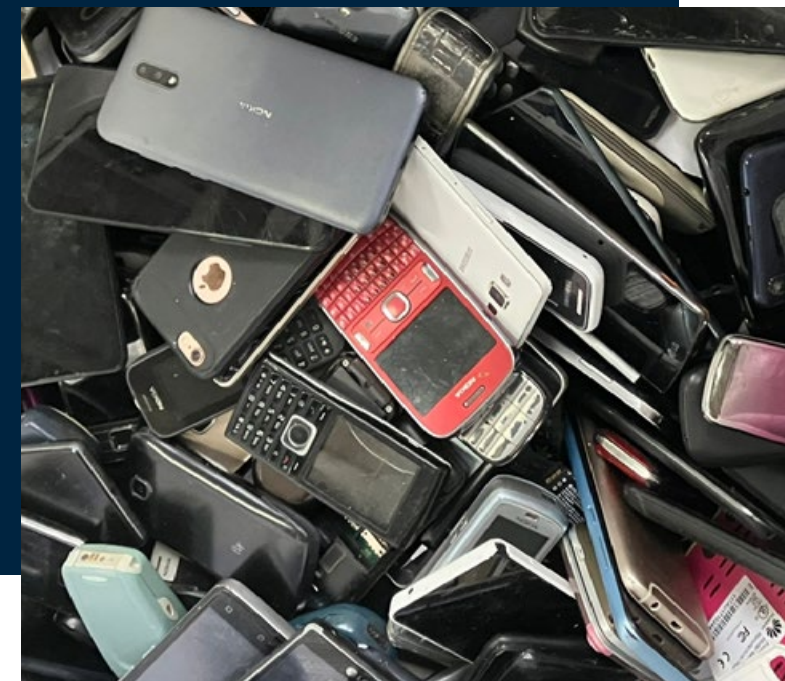
### Waste reduction in Retail

In line with our continuous commitment to enhancing sustainability at every step and in helping our customers be sustainable with minimum impact to their everyday lives, we have introduced the use of environmentally friendly bags starting from September 2023. The bags in which our customers can carry products from our shops are made with 50% recycled material and are suitable for recycling. By doing so, together we promote the principles of circular economy and take care of our environment.

### Tackling e-waste Half a Million Recycled Devices at Yettel

Two years ago, we initiated a device recycling program. While at first the program included only mobile devices, we expanded it so customers can recycle every type of device and equipment that they buy in Yettel shops. In June of 2023 we reached the halfway mark of our goal - one million recycled devices by 2025. Our goal is also to prevent 200 tonnes of e-waste from going to landfill by 2027.

To motivate customers to participate in this initiative, we promised to reward the person who brings in the 500,000th device for recycling and those who have recycled the most so far. Some customers have brought in dozens, even hundreds of devices, showing a strong willingness to participate. Winners were awarded electric scooters by Azfar Shah, Yettel Consumer Marketing Director.





## 2.3.1. How we help our employees support circular economy

At Yettel, we recognize the power of collective action in fostering a sustainable future. By engaging our employees, we leverage the strength of our existing teams and systems to drive progress towards our sustainability goals. Involving our employees not only amplifies our efforts but also instills a sense of shared responsibility and commitment to the circular economy. It's a win-win approach that benefits both our company and the environment, as we work together to reduce waste and promote recycling.

Initiatives to support the circular economy:

- A well established and efficient waste sorting system at our headquarters, encouraging daily participation from employees in recycling efforts. This allows for the convenient separation of materials such as PET, aluminum, paper, plastic caps, cigarette waste, and batteries, facilitating employee engagement in our sustainability initiatives.
- Organised a PET Recycling Week where employees actively participated in recycling PET packaging and caps, resulting in the delivery of 26.6 kg of plastic caps and several sacks of PET waste by the week's end.
- We continue to contribute to the 'Cap for Handicap' program, and this year we have collected 931 kilograms of plastic lids.
- By eliminating plastic cups in all offices and shops and switching to ceramic and glass cups and paper cups for retail, we prevented over 48,000 cups from becoming waste.
- Organized a volunteer cleanup at Ovčar Banja with SEFA students, where our team members collected 90 bags of trash, demonstrating our commitment to environmental stewardship.

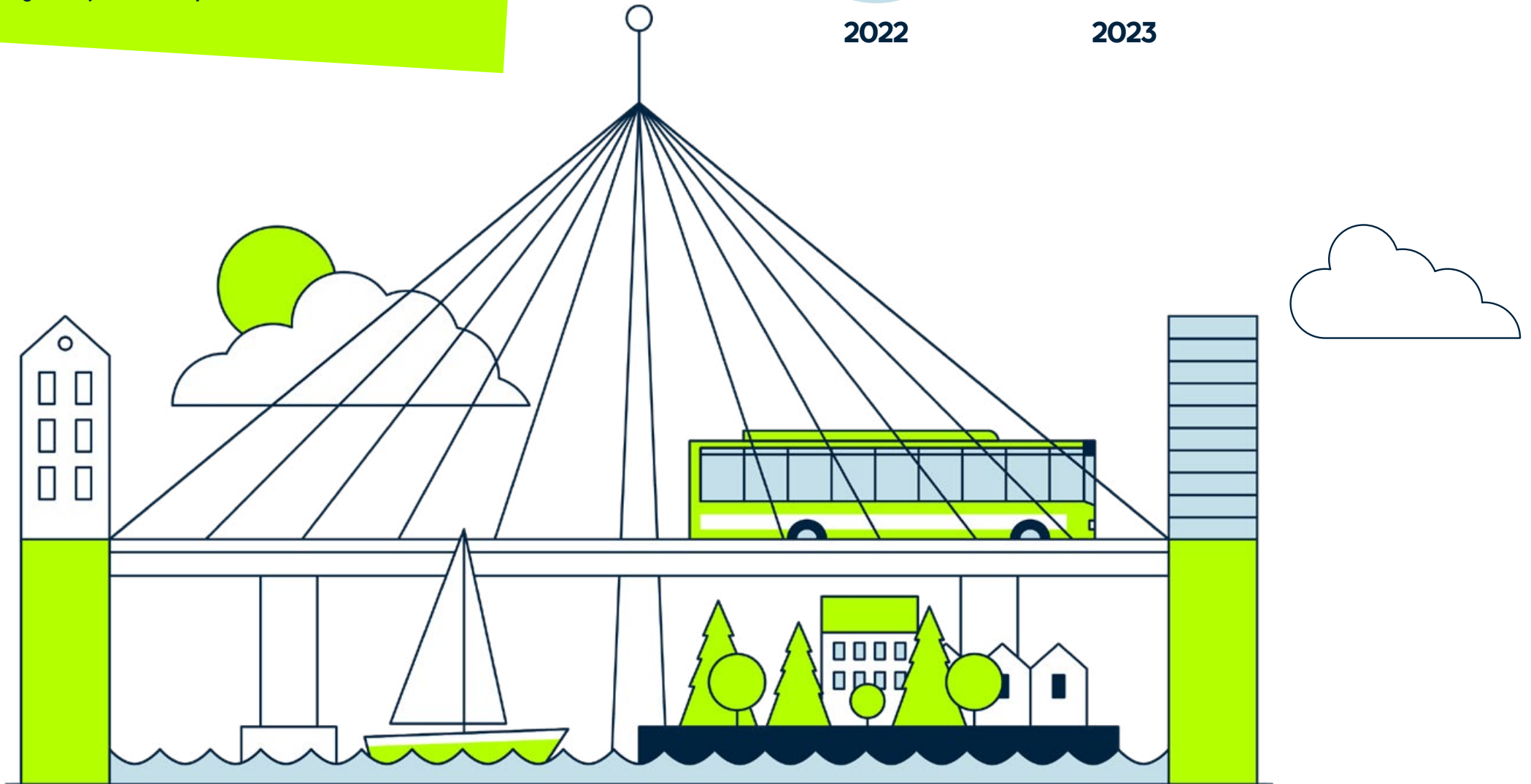
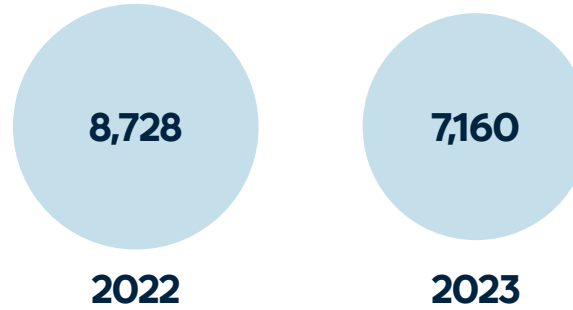




## 2.4. Managing water resources

In contrast to being heavily reliant on electricity consumption, we are not a major water consumer. Nevertheless, we are committed to water conservation and actively seek opportunities to save water. The water utilized in our facilities is generally standard tap water.

### Water Consumption (in m3) per year



## 2.5. ESG Research 2023

With a goal to gain insight into the habits and perceptions regarding the usage of electronic devices and perceived environmental responsibility of Serbian companies amongst our consumers, we have conducted market research in collaboration with Kantar, a specialist market

research company. A sample size of 805 participants was used, aged 15-65 years old.

The research gave valuable insights into customer habits as well as their perception of which companies are environmentally responsible and to which extent :

### Customer habits:

Electronic devices typically cycle out of use within 2 to 4 years. Amidst this turnover, Yettel stands out in Serbia as a key partner in recycling, earning recognition for helping consumers choose sustainable disposal over pollution. **Yettel is recognized as the most environmentally responsible company in Serbia**, with 27% of participants identifying it as such. Particularly in the last six months, 22% have become aware of Yettel proactive recycling initiatives, notably for mobile phones, reinforcing its role as a trusted ally in sustainable practices.

The commitment to recycling extends to household waste as well, with approximately 80% of participants claim to recycle, particularly plastics and papers. The government, traditionally viewed as the primary steward of ESG practices, presents significant opportunities for enhancement in its approach to these critical responsibilities. In urban Serbia, the adoption of Circular Economy principles offers considerable room for improvement, as they are currently only marginally embedded in the everyday practices of the community.

### Our Network Operators

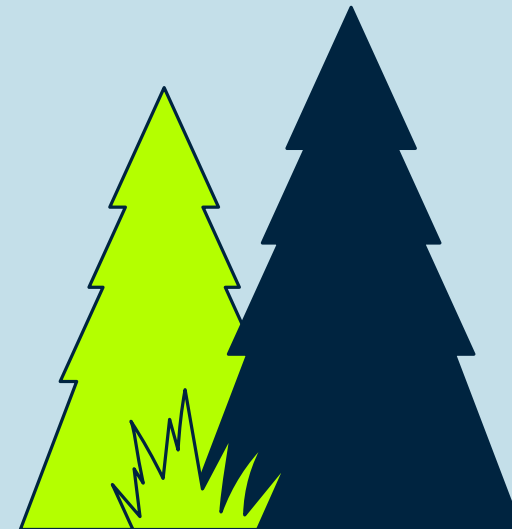
Most of the waste generated by our infrastructure operator CETIN consists of decommissioned network equipment and packaging materials. Hazardous waste, primarily lead-acid batteries and electronic devices used for emergency backup power at radio base stations, is carefully managed. We work with accredited waste treatment professionals for the proper collection, sorting and disposal of these materials, ensuring full traceability.

Our network operator prioritises extension of the life of equipment wherever possible, while maintaining high-quality services for customers. Once equipment reaches the end of its useful life, components are repurposed as spare parts, and the remaining equipment is either resold or recycled by trusted partners, in alignment with our goal to minimise e-waste sent to landfill.

### Perception of environmentally responsible companies

Yettel is perceived as a forerunner in promoting waste recycling, with 31% of the participants acknowledging its efforts and 20% associating it with sustainable development. The company leads in awareness, with 86% of people aware of telecom recycling programs and 29% actively participating, through Yettel services. The brand is also synonymous with in-store recycling opportunities and there's a strong inclination towards recycling for discounts, with the majority of participants open to such offers.

Participants are well informed about the ESG topics, and there's a notable trend towards purchasing refurbished phones, minimal packaging, and a preference for companies with established green policies. **Yettel environmental commitment resonates with the majority of participants who are eager to learn about green practices and show a preference for companies like Yettel that have a clear eco-friendly stance.** This reflects a broader consciousness about individual and corporate environmental impact, with 57% interested in understanding their personal carbon footprint.



# 3. PEOPLE:

Putting People  
at the centre  
of everything  
we do



## OUR AMBITION

Creating the best possible experience for employees, customers and communities. Specifically, empowering colleagues by creating an equitable, diverse and inclusive working environment and safeguarding the health, safety and wellbeing of our employees, customers, partners, suppliers and communities where we operate. At Yettel, we recognize that our employees are the cornerstone of our success. Their skills and dedication are essential for understanding our customers effectively and expanding our business. We are committed to fostering a secure and supportive work environment, as we believe that a harmonious and mutually beneficial atmosphere is crucial for maintaining high levels of engagement, motivation, and job satisfaction.

## 3.1. Employment And Employee Development

### OUR FOCUS

We recognize that our company's achievements are deeply rooted in the accomplishments of our employees. We are committed to attracting the right talent and ensuring they remain highly engaged, motivated, and satisfied in their roles. Establishing a safe and supportive working environment is essential to fostering a cooperative and motivational atmosphere for everyone involved.

### OUR TARGETS

- Achieve at least 60% participation in annual employee engagement surveys to improve interaction with employees and understand their influences and motivations.
- Maintaining a record of no fatal or life-changing injuries to employees.
- Develop Talent Development Program with initiatives that aim to improve diversity in talent pool and eliminate unconscious bias cultures.<sup>19</sup>
- Support local communities with donations and active engagement.

<sup>19</sup> PPF Telecom Group has committed to establish a talent development programme to oversee the various initiatives of business units to improve diversity in the Group's talent pool and eliminate unconscious bias cultures. Yettel will be aligned with the Group's talent development programme. See more about Talent Development Program in Chapter 3.1.3

## HOW WE MANAGE

We strive to support and look after our employees and people, right through the value chain by prioritizing:

### Health and safety

- Provide employees with safe and healthy working conditions.
- Pursue an active company-wide target of zero work related fatalities.

### Diversity and gender equality

- Strive to create an equitable environment that aligns with our fundamental goals of respecting human rights.
- Prevent discrimination and ensure fair and equitable remuneration.

### Training and skills development

- Implement practices to ensure promotional opportunities and base hiring, training and compensation solely on individual skills.
- Invest in employee growth, provide opportunities for upskilling and reskilling, and offer clear paths of advancement.

### Collective bargaining and social dialogue

- Respect workers' rights and foster collaborative relationships.
- Support freedom of association and the right to engage in collective bargaining.

Managing our social impact is integral to our objectives and long-term success, competitiveness in the telecommunications sector, and creation of value for all our stakeholders.





## 3.2. Health and safety

### Why it matters

At Yettel, we prioritize the wellbeing of our team members from the moment they join us. Our comprehensive orientation includes essential training in health, safety, and fire prevention, with ongoing refreshments to ensure continuous awareness and adherence to best practices. We understand that our employees' psychological, social, and physical health are key to their overall performance and satisfaction. To support this, we've developed initiatives that promote healthy living and a harmonious work-life balance.

Recognizing the unique challenges faced by our call center and retail employees, we've taken steps to address the specific risks associated with their roles. We're aware that prolonged sitting and repetitive tasks can lead to health issues, including obesity and musculoskeletal disorders. Additionally, the nature of customer service can sometimes expose our staff to stressful interactions. To counter these risks, we've implemented ergonomic solutions and provide support for mental health concerns.

### Engagement

We're proactive in mitigating work-related stress by providing clear guidance and support to both staff and management. Our benefits package is thoughtfully designed to align with the type and scope of work we do, and is actively promoted through engaging communication campaigns, encouraging our team to take full advantage of the available resources. We offer workshops on managing stress and emotional wellbeing, alongside sports activities that foster both physical health and a sense of camaraderie.

We monitor workloads, which can fluctuate from routine tasks to complex projects, ensuring that long hours do not compromise health, morale, or the quality of our work. By managing these aspects effectively, we aim to prevent adverse effects on physical and mental health, maintain high morale, reduce staff turnover, and uphold the excellence of our work output.

Our commitment also extends beyond immediate staff to include our entire value chain, recognizing that the wellbeing of contractors and third-party partners is also vital.

### Our approach Policies

Yettel Serbia has procedures in place to identify hazards, assess risks, and prevent accidents and occupational diseases. Defined in the multiple health and safety policies, these procedures reflect the local legal and business-specific requirements.

### Health and safety metrics

In 2023, two work related injuries occurred. The records show that 0% of our employees have been injured fatally or suffered life-changing injuries, and our goal is to maintain this safety benchmark.

Percentage of employees covered by the health and safety management system based on legal requirements or recognized standards or guidelines - 100%

### Actions

At Yettel, safeguarding our team's health and safety is our main focus, with special attention on accident prevention. We invest in top-tier safety equipment and provide continuous training to ensure our employees are well-equipped to maintain a secure work environment. Yettel Serbia stays attentive by keeping a current record of potential hazards, conducting thorough risk assessments, and implementing necessary precautions. Regular audits and on-site inspections are integral to our strategy, ensuring steadfast adherence to safety protocols.

We also recognize the importance of mental wellbeing as part of our thorough health approach. By reducing work-related stress and offering clear guidance, we support our employees and management in navigating these challenges. Our benefits are customized to resonate with the type and scope of work we do, and we actively encourage our team to engage with these offerings through dynamic communication campaigns. Stress management courses, emotional health support, and sports activities are just a few of the initiatives we provide to foster both mental agility and a strong sense of community. To further enhance workplace safety and health, Yettel collaborates with an external consulting firm specialised in this area of work. With over two decades of expertise in consulting, education, and training, as well as the planning and execution of work, this partnership ensures professional oversight, maintenance, and rigorous testing of our working conditions. This collaboration underscores our commitment to creating a safe and healthy work environment for all.

Table 10 Key Health and Safety metrics<sup>20</sup>

	2023 Employees	2023 Non-employees
Percentage of own workers who are covered by health and safety management system based on legal requirements and (or) recognised standards or guidelines	100%	12%
Number of fatalities in own workforce as result of work-related injuries	0	0
Number of fatalities in own workforce as result of work-related ill health	0	0
Number of recordable work-related accidents for own workforce	2	0
Rate of recordable work-related accidents for own workforce	1	0
Number of cases of recordable work-related ill health of own workforce	0	N/A
Number of days lost to work-related injuries and fatalities from work-related accidents, work-related ill health and fatalities from ill health	50	N/A

<sup>20</sup> Note: 2023 data are collected as per ESRS guidelines. Similar metrics disclosed in our previous ESG reports are not fully comparable as they were collected using different methodology

### 3.3. Diversity and gender equality

#### Why it matters

At Yettel Serbia and within The PPF Group, we are committed to fostering an inclusive atmosphere where everyone is welcome. Our focus is on eliminating discrimination and ensuring that career development, along with recruitment, training, and remuneration practices, are grounded in recognizing individual talent and merit. We acknowledge the richness that diverse backgrounds contribute to our company, enhancing our perspectives, work ethics, and methodologies. Embracing diversity mirrors the multifaceted nature of our society and the needs of our customers, which is instrumental in driving superior business outcomes. The strength and diversity of our leadership are cornerstones for our success. The well-being of our employees is paramount, as it has significant implications not only for their quality of life but also for society at large. These effects can be felt across various timeframes, and without careful management, they have the potential to pose serious challenges. Therefore, we are dedicated to ensuring that our workplace practices promote the long-term prosperity of our team and, by extension, the community we serve.

#### Our approach Policies

The purpose of our DEI Policy is to establish the guidelines for our ongoing efforts to create a workplace where everyone can thrive and be at their best regardless of their differences. The DEI policy is executed through recruitment and equal career advancement opportunities, fair remuneration practices, protection of employee health, safety and wellbeing, and training and development opportunities.

#### Our Diversity, Equity and Inclusion (DEI) Policy

The purpose of our DEI Policy is to establish the guidelines for our ongoing efforts to create a workplace where everyone can thrive and be at their best regardless of their differences. The DEI policy is executed through recruitment and equal career advancement opportunities, fair remuneration practices, protection of employee health, safety and wellbeing, and training and development opportunities.

#### Our DEI policy includes:

##### Combating bias

Ensure equal opportunity and fair treatment with a continuous focus on eliminating bias. Start with unconscious bias training in our leadership team and then continue with other teams. At the end of 2023, commenced training sessions with top leaders on unconscious bias.

##### Talent Development Program

Focus on developing key talent for business unit management roles. Centralized people review process for management roles, along with individual development approach to each talent are a key baseline for talent growth. We use our synergy to have the right people in the right places.

##### Minority Groups

Identify and address specific areas and needs through training modules open to everyone. We strive to build a pipeline of high potential individuals who have diverse backgrounds and skills.

#### Engagement

Various initiatives are in place throughout the organization to raise awareness of unconscious bias, promote health, wellbeing and inclusion, and develop underrepresented talent.

We have a grievance mechanism set in place to provide employees with a formal complaint procedure to deal with discrimination. If an employee encounters harassment or discrimination, the employee is required to report the violation to a manager or Human Resources, or via the ethics hotline on our on our internal channel. Our approach is to act promptly and address a reported issue so that the employee feels protected. We do not tolerate any form of retaliation against an employee for reporting a suspected misconduct in good faith.

#### Key diversity metrics

Diversity is a key aspect of our corporate culture at Yettel, and we're proud of the significant female representation we've achieved in management roles. We remain committed to supporting women in their career growth within our company. Here's a snapshot of our diversity metrics for 2023:

Table 11 Employee diversity structure

Distribution of employees by age group (headcount)		2023
Under 29 years old		436
Percentage of employees under 29 years old		26%
Between 30 and 49 years old		1,112
Percentage of employees 30 and 49 years old		66.3%
Over 50 years old		128
Percentage of employees over 50 years old		7.6%
Gender distribution at top management level (headcount)		2023
Female		2
Percentage of total at top management level		33.3%
Male		4
Percentage of total at top management level		67.6%
Other gender		N/A
Percentage of total at top management level		N/A
No data		N/A
Gender distribution in technology roles (FTE)		2023
Female		69
Percentage of total in technology roles		45%
Male		84
Percentage of total in technology roles		55%
Other gender		N/A
Percentage of total in technology roles		N/A
No data		N/A

Note: 2023 data are collected as per ESRS guidelines. Similar metrics disclosed in our previous ESG reports are not fully comparable as they were collected using different methodology.

### 3.4. Training and skills development

#### Why it matters

At Yettel, we believe in the power of continuous improvement and a deep understanding of our team's capabilities. Through regular performance assessments and evaluations, we not only understand our employees' strengths but also pave the way for their ongoing development and career progression. Our training initiatives are carefully crafted to meet Yettel unique needs while adhering to regulatory standards and supporting our employees' personal growth plans. This approach ensures that our team is well-prepared to navigate the dynamic and ever-evolving landscape of the telecommunications industry.

To further enrich our talent pool and nurture future leaders, we've launched the Yettel Talent Development Program. Moreover, we're dedicated to improving our team's skills and expertise through a variety of development activities, including the Leadership and Expert Academy at Yettel Serbia. These initiatives are integral to our strategy of empowering our employees and fostering a culture of excellence.

#### Our approach Policies

Building upon the foundational principles of compliance and best practices, Yettel Human Resources Policy covers specific operational areas, ensuring each is governed by a blend of local legal requirements and the most effective industry standards. The policy covers the following aspects:

- **Training and Development:** To enhance employee skills, performance, and job satisfaction.
- **Employee Relations:** To maintain a positive, ethical, and productive workplace environment.
- **Compensation and Benefits:** To provide fair and competitive remuneration and benefits.
- **Compliance:** To ensure adherence to employment laws and regulations.
- **Performance Management:** To align individual performance with organizational goals and objectives.
- **Succession Planning:** To prepare for future leadership and critical role requirements.

#### Engagement

To obtain insight into employees' views of their workplace, daily work experiences, relationships with managers, and other factors of their working life, we conduct regular monthly surveys. Human resources department and managers monitor the survey results together. If any changes in parameters signal a potential problem, we create an action plan for improvement.

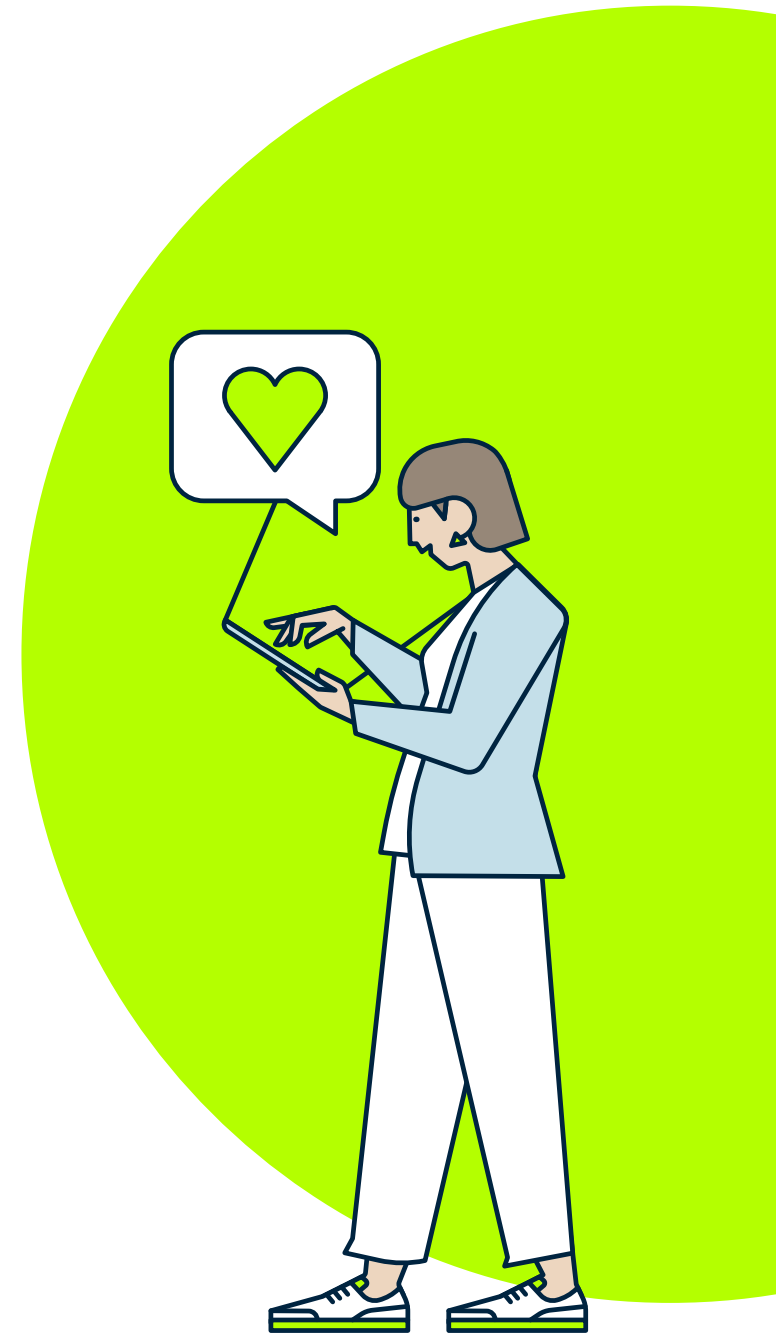
To enhance employee engagement and satisfaction, we use the LutherOne<sup>21</sup> engagement and productivity platform, measuring the "Participation rate" indicator. In Yettel, we aim to achieve greater than 60% participation in our employee surveys. In 2023, participation rate reached 52%.

#### LutherOne

At Yettel, managers have used LutherOne for years to actively engage with their teams. By receiving feedback on their leadership and maintaining close alignment with the sentiments and attitudes of employees, managers are able to cultivate an environment that is conducive to high ratings in areas directly linked to day-to-day operations and team dynamics. LutherOne gives us the advantage of promptly addressing team-specific issues and fostering constructive resolutions at an early stage.

#### Actions

Yettel Serbia strives to create and maintain an attractive work environment where all employees can develop their skills and work in suitable roles. People reviews, personnel development programs, and succession planning processes are aligned with our strategic business development objectives. Learning and development needs are identified through annual talent reviews during the performance management cycle alongside interviews with leaders, covering areas such as performance improvement, talent retention, existing capabilities, upskilling, and building future employee knowledge and skills.



<sup>21</sup> LutherOne is a platform that measures employee engagement and satisfaction through continuous surveys. It equips management with comprehensive data analytics tools for sustaining consistently high levels of long-term employee engagement, where the Group scores an impressive 85 out of 100.

### Leadership and Expert Academy at Yettel Serbia

The Leadership and Expert Academy is designed as a catalogue from which leaders and their team members, guided by HR partners, can select the courses required at both the company and individual level to create a personal development journey for everyone. The Academy is based on three development pillars:

1. Soft skills and Expertise - Learning and training modules for employees, for example Leadership Development, Organizational and Business Design, Finance for Non-finance Training, Project Management, Presentation Skills, and Excel Training.
2. New Ideas and Solutions - Attendance at events such as the Armada JS conference (for IT students), Data Science Conference, hackathons (developing solutions to improve the functionality of internal platforms), Let's Talk (developing ideas that positively impact employees and customers).
3. Talent - Mentoring for high potential individuals to develop their skills. Shadowing to create opportunities for employees to explore work in other functions and departments, obtain fresh views of the organization, and pursue required skills and competencies.

### Key training and skills development metrics

- In 2023, we invested a total of 8,465 hours in training, demonstrating our commitment to employee development.
- The response rate to our 2023 Employee Survey was 52%, offering valuable insights that help shape our strategies.
- In 2023, we welcomed 58 interns through Kickstart, with 57% securing permanent positions at the company following their internships.

### Recruiting talents

Our internship program provides a platform for young talent to learn and grow their skills under the guidance of experienced mentors. Interns will engage in a variety of challenging and original projects, fostering a diverse skill set that includes project management, business communication, financial controlling, data science, and a spectrum of IT skills.

We take pride in our "Kickstart" youth program, designed to provide enthusiastic young graduates with their initial professional experience and insights into the company's operations.

We continue to nurture a pool of young talent with the Kickstart internship program. Through this initiative, we not only expand our talent pool but also position Yettel as an ideal starting point for careers. Yettel has developed **strong partnerships with relevant educational institutions and students' organizations**. Also, we participated in more than 10 student Job Fairs and 2 big international conferences (JavaScript Armada and Data Science Conference).

Table 12 Key training and skills development metrics table

	Female	Male	Other	Not disclosed	Total
<b>Performance reviews and career development, 2023</b>					
Number of employees in headcount	926	750	N/A	N/A	1,676
Number of employees that participated in regular performance and career development reviews	868	660	N/A	N/A	1,528
Percentage of employees that participated in regular performance and career development reviews	94%	88%	N/A	N/A	91.2%
Number of regular performance and career development reviews provided to employees within the undertakings in the reporting year.	868	660	N/A	N/A	1,528
Average number of performance reviews per employee.	0.94	0.88	N/A	N/A	0.91
<b>Training, 2023</b>					
Number of training hours on mandatory and statutory training offered to and completed by own employees.	1,333	1,095	N/A	N/A	2,428
Number of training hours on career and skills development training offered to and completed by own employees.	4,530	3,935	N/A	N/A	8,465
Total number of training hours offered to and completed by own employees.	5,863	5,030	N/A	N/A	10,893
Average number of training hours per employee	6.33	6.7	N/A	N/A	6.5

Table 13 - Partnerships and collaborations

Institution/organization	Our collaboration
<b>Faculty of Organizational Science</b>	Three weeks <b>summer internship program</b> with more than 20 students who completed educational programs in the IT and Retail departments.
	Taking part in the <b>Symposium</b> conference "Sustainability and digital transformation", an international event with more than 200 students and academics.
	Guest <b>lecture</b> at the university to promote the Kickstart internship program by our Business Department.
	<b>Menadžerijada</b> - international sports and academic competition that gathers over 1,000 students from various universities. We focused on event branding and student engagement.
	<b>FONBoarding</b> is the largest corporate event at the Faculty of Organizational Sciences, aimed at networking, insights into business trends, experience exchange, and access to cutting-edge knowledge. We participated in the Job Fair and the HR Panel Discussion for young talents, engaging over 300 students.
<b>Faculty of Mathematics</b>	<b>Job Fair</b> participation, engaging with over 200 students, providing them with career opportunities and insights into our industry.
	Guest <b>lecture</b> to promote the Kickstart Program, highlighting internship opportunities and career development paths.
	MatF Conference / WiFi donation.
<b>Faculty of Economics</b>	<b>Company visits</b> - Students learn by doing through meeting, engaging and interacting with economists working in Yettel.
<b>Student Association of Faculty of Organizational Science</b>	<b>Fongress</b> - Promotion of the Kickstart Internship Program by Information Technology and Project Management departments, attended by 200 students.
	<b>Startuj</b> - An engaging project tailored for freshmen, involving 150 students.
	<b>StartFON</b> - project at the Faculty of Organizational Sciences. We operated a booth and engaged with over 100 young talents.
	<b>FON TV</b> featured an advertisement for the Kickstart internship program, showcasing 10 colleagues from our company. The ad was distributed across our partners' social media platforms and on our LinkedIn page.
<b>SUMA students organization - Faculty of Mathematics</b>	<b>Students Project Sponsorship</b> - Kickstart promotion, 150 students attended the event.
<b>Center for Career Development</b>	<b>Zoom Coffe</b> - Kickstart internship promotion. We conducted an online meeting with students, providing them with tips for our company's selection process and encouraging them to apply for our internships.
	<b>Career Days</b> - An event allowing us to engage live with 50 students, discussing opportunities within our company and addressing their inquiries.



Institution/organization	Our collaboration
<b>Student Union of Faculty of Organizational Science</b>	<b>Humanitarian Sports tournament</b> - sport spirit and socializing with students at Ada; approx. 350 students and 50 Yettel competitors attended the competition.
<b>Faculty of Computer Science</b>	<b>Humanitarian student chess competition</b> - Promotional activity involving symbolic awards aimed at enhancing visibility at that faculty.
<b>Faculty of Electrical Engineering</b>	<b>Elektrijada</b> - international sports and academic competition that gathers over 1,000 students from various universities. We focused on event branding and student engagement.
<b>EESTEC (Electrical Engineering Students' European Association)</b>	<b>Soft skills academy</b> on writing CVs and Employer branding - 50 students attended the event.
	<b>EESTEC Job Fair</b> - Regional activity that gathers youngsters primarily from Serbia, but also from Bulgaria and Hungary.
<b>SEFA (students of the Faculty of Economics)</b>	In cooperation with the students of the Faculty of Economics and public enterprise "Serbia Forests", we had the cleaning action at Ovčar Banja. Colleagues gladly responded to our invitation and with great enthusiasm participated in the action of cleaning the nature, together with the students of the Faculty of Economics.
<b>Connecting (providing help in professional orientation):</b>	<b>Kad porastem biću</b> - We attended live to encourage students to apply for job shadowing opportunities at our company.
	More than 20 young attendants have participated in <b>Job Shadowing</b> - they have visited the Yettel headquarters, met with our professionals where they talked about the industry.
<b>HR world (community of HR professionals)</b>	HR oriented "Meet People Analytics", international project.

### 3.5. Key own figures



**In 2023, we experienced a 22% in the overall turnover year-on-year**

Table 14 Key Metrics- Employee distribution

Employee distribution by contract type, 2023	Male	Female	Other	Not disclosed	Total
Number of employees	750	926	N/A	N/A	1,676
Number of permanent employees	584	696	N/A	N/A	1,334
Number of temporary employees	166	230	N/A	N/A	396
Number of non-guaranteed hours employees	0	0	N/A	N/A	0

Non-guaranteed hours employees can have permanent or temporary employment contract.

Types of non-employees in own workforce	2023
Number of non-employees in own workforce, during period	109
Number of non-employee workers in own workforce - self-employed workers, during period	0
Number of non-employee workers in own workforce - workers provided by undertakings primarily engaged in employment activities, during period	N/A
Number of non-employee workers in own workforce - non-guaranteed hours workers, during period	N/A

#### Employee distribution by gender (headcount) 2023

Male	750
Female	926
Other	N/A
Not reported	N/A
Total number of employees	1.676

We are proud of strong and dedicated organization, with good balance of employees working over 10 years in the company, and newcomers.

In 2023, the overall turnover year-on-year was 22% , mostly driven by customer facing roles in retail segment, which is an industry trend. This is why we are implementing list of specific initiatives dedicated to this target group aimed to improve career opportunities, wellbeing and constantly decrease turnover rate in retail segment. Some of those initiatives include advanced training program, sales coaching, leadership upskilling of frontline people managers and others), and benchmarking against market and sector trends.

#### Work-life balance metrics

Table 15 Work-life Balance Metrics

Work-life balance metrics, 2023	Female	Male	Other	Not disclosed	Total
Number of employees in headcount in reporting year	926	750	N/A	N/A	1,676
Number of employees in headcount entitled to take family-related leave in reporting year	926	750	N/A	N/A	1,676
The percentage of employees entitled to take family-related leave	100%	100%	N/A	N/A	100%
Number of employees in headcount that took family-related leave in reporting year	129	0	N/A	N/A	129
The percentage of employees that took family-related leave in reporting year	7,7%	0%	N/A	N/A	7.7%
The percentage of entitled employees that took family-related leave in reporting year	14%	0%	N/A	N/A	14%

Note: 2023 data are collected as per ESRS guidelines. Similar metrics disclosed in our previous ESG reports are not fully comparable as they were collected using different methodology.

## 3.6. Communities and social action

### OUR FOCUS

Improving the lives of those who are less fortunate or in need of aid, supporting the communities that we impact through employee volunteerism, charitable contributions, sponsorships.

### OUR TARGETS:

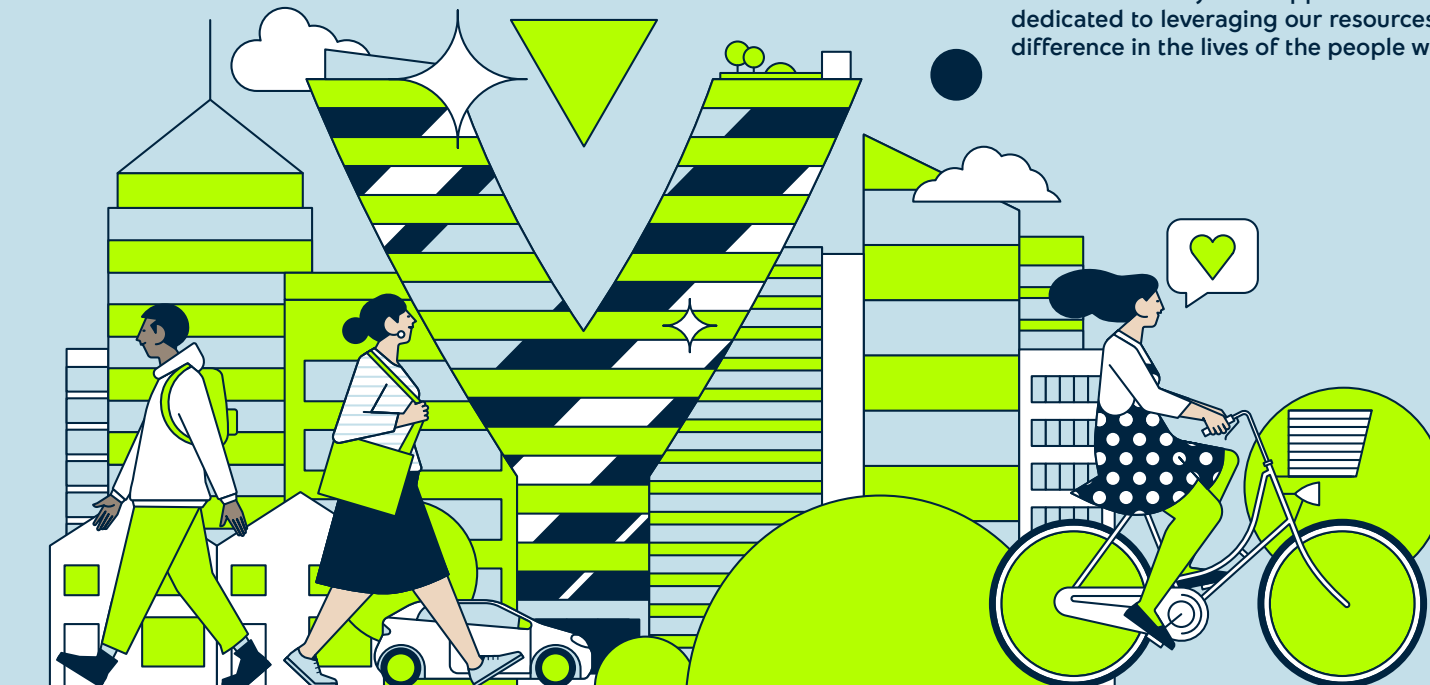
Support local communities with donations and active engagement.

### HOW WE MANAGE

Aligned with our core business, our CSR activities focus on promoting digital literacy and enhancing the skills required for safe and responsible use of modern technology among both children and adults. We believe that empowering individuals with digital literacy is essential in today's digitalized world.

The second focus is environmental protection and improvement, which is in line with our overall business strategy. By partnering with relevant organizations, we concentrate our efforts in those two areas where we believe we can make a significant and positive impact on society.

Through our CSR initiatives and Yettel Foundation, we aim to contribute to the betterment of our community and support causes that align with our values and principles. We are dedicated to leveraging our resources and expertise to create a lasting and meaningful difference in the lives of the people we serve.



## Showcase of Yettel community engagement projects

### Humanitarian walk on Mt Fruška Gora

Last year, Yettel carried out initiatives to help employees support those in need. In one such effort, we assisted the City Organization of the Deaf in Belgrade. Moreover, Yettel employees organized a charity walk along the Green Health Trail on Fruška Gora. This trail is among the 57 walking paths that Yettel, in collaboration with GSS, mapped and included in the Yettel Green Trails section. Forty employees participated, covering 5,216 steps and walking 3 km in 2 hours. For every kilometer walked, the Yettel Foundation donated 50,000 RSD to the City Organization of the Deaf in Belgrade, totalling 150,000 RSD.



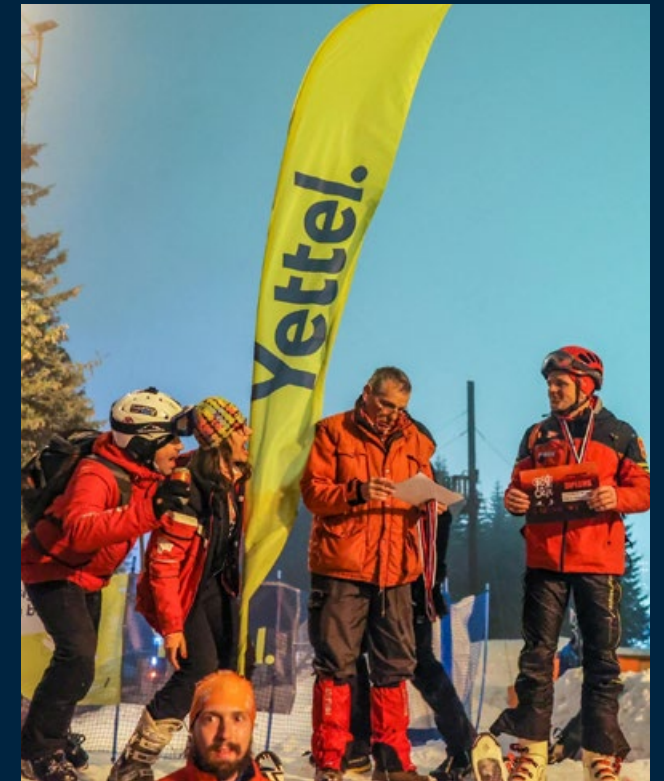
### Yettel participated in the traditional UNICEF basketball tournament

The UNICEF Fair-play basketball tournament, a longstanding sports event, brought together the business community in Serbia. By participating, companies lent their support to UNICEF programs benefiting children and youth. The event brought together 20 teams from the corporate sector and raised a total of 2,431,000 RSD. The funds raised from participation fees provided furniture, equipment, and educational materials for kindergartens across the country.



### Strategic Partnership between Yettel and the Mountain Rescue Service of Serbia: "Fast and Safe" on Kopaonik

We are a strategic partner of the Mountain Rescue Service of Serbia and were also a general sponsor of the "Fast and Safe" 2023 ski race. The race took place on the "Malo Jezero" ski track on Kopaonik mountain, with guests coming from Croatia, Bosnia and Herzegovina, Montenegro, Macedonia, and Romania. 20 competitors participated in the tour race, while around 60 skiers took part in the rescue race and the launching of the rescue boat on the 'Malo Jezero' course. The event was filled with positive energy and attracted a large number of visitors who enthusiastically followed the exceptional performances of top skiers.





### Cooperation with ski school "Beosport"

In addition to our strategic partnership with the Mountain Rescue Service of Serbia, we partnered with the ski schools "Kop sport" on Kopaonik and "Čigota" on Zlatibor, to ensure a safe experience in nature for our customers. These schools, founded by "Beosport," a company specializing in outdoor activity equipment, are among the largest in Serbia. Each season, over 40 licensed ski instructors train more than 5,000 students.



### Humanitarian numbers in Yettel

**By activating humanitarian numbers, we are finding innovative ways to contribute to connecting humanitarian organizations, foundations, associations and citizens who want to donate funds for humanitarian purposes in a simple manner. Most of the actions were intended to collect additional funds to support the treatment of citizens, most often children and young people. In 2023, we had 25 active humanitarian numbers, and in total RSD 407,673,400 was donated to this cause.**





### 3.7. Community engagement projects supported by Yettel foundation

#### “Professor PhD Ilija Stojanović” Awards Presented at the Faculty of Electrical Engineering in Belgrade

Marking the fifteenth milestone, the Yettel Foundation presented the prestigious “Professor PhD Ilija Stojanović” awards to outstanding students and authors of scientific papers in the field of telecommunications.

In 2007, the Yettel Foundation (former Telenor Foundation), established the “Professor PhD Ilija Stojanović” prize to remember Professor PhD Ilija Stojanović. He was a leading figure in the development of new telecommunications in former Yugoslavia. Professor Stojanović set up the Telecommunications Department at Belgrade’s Faculty of Electrical Engineering and was a teacher and mentor to many students in the field. These students have gone on to be important figures in the telecommunications industry.



#### Traditional Easter and New Year charity exhibitions

One of the ways we support and promote inclusivity of marginalized groups is through exhibitions and donation events.

In collaboration with the Centre for Accommodation and Day Care for Children and Youth with Developmental Disabilities, Yettel Foundation organized traditional Easter and New Year’s charity exhibitions. Employees from Yettel, along with those from other PPF Group companies, CETIN and Mobi Banka, had the chance to purchase handicrafts such as decorative bowls, cups, trays, and Easter and festive Christmas decorations made by members of the Centre. These items were created during the Centre’s creative workshops, which are part of their work-occupational therapy program. This therapy helps members socialize and develop skills by making decorative items from textiles, clay, wood, and recycled materials. The Easter exhibition raised 129,100 RSD, and the New Year event, raised RSD 146,800. Funds from both exhibitions were entirely used to buy materials for the workshops.

#### A Car and PCs for Mother and Child Institute

As the largest children’s health institution in Serbia, with 400 hospital beds and a dedicated staff of around 1,000 professionals, the Institute plays a crucial role in providing healthcare services to children across the country. Over the course of a year, the Institute conducts 220,000 medical examinations, with around 22,000 children requiring hospitalization, out of which 18,000 undergo extended treatments. Additionally, doctors perform approximately 8,000 surgeries and interventions.

Yettel and the Yettel Foundation contributed to the Institute’s efforts by donating a car and nine computers. These computers were allocated to various departments within the Institute, including the Orthopaedic and Emergency Wards, Intra-hospital Infections Unit, EMG Cabinet, IMD Amphitheatre, and IT department. The new

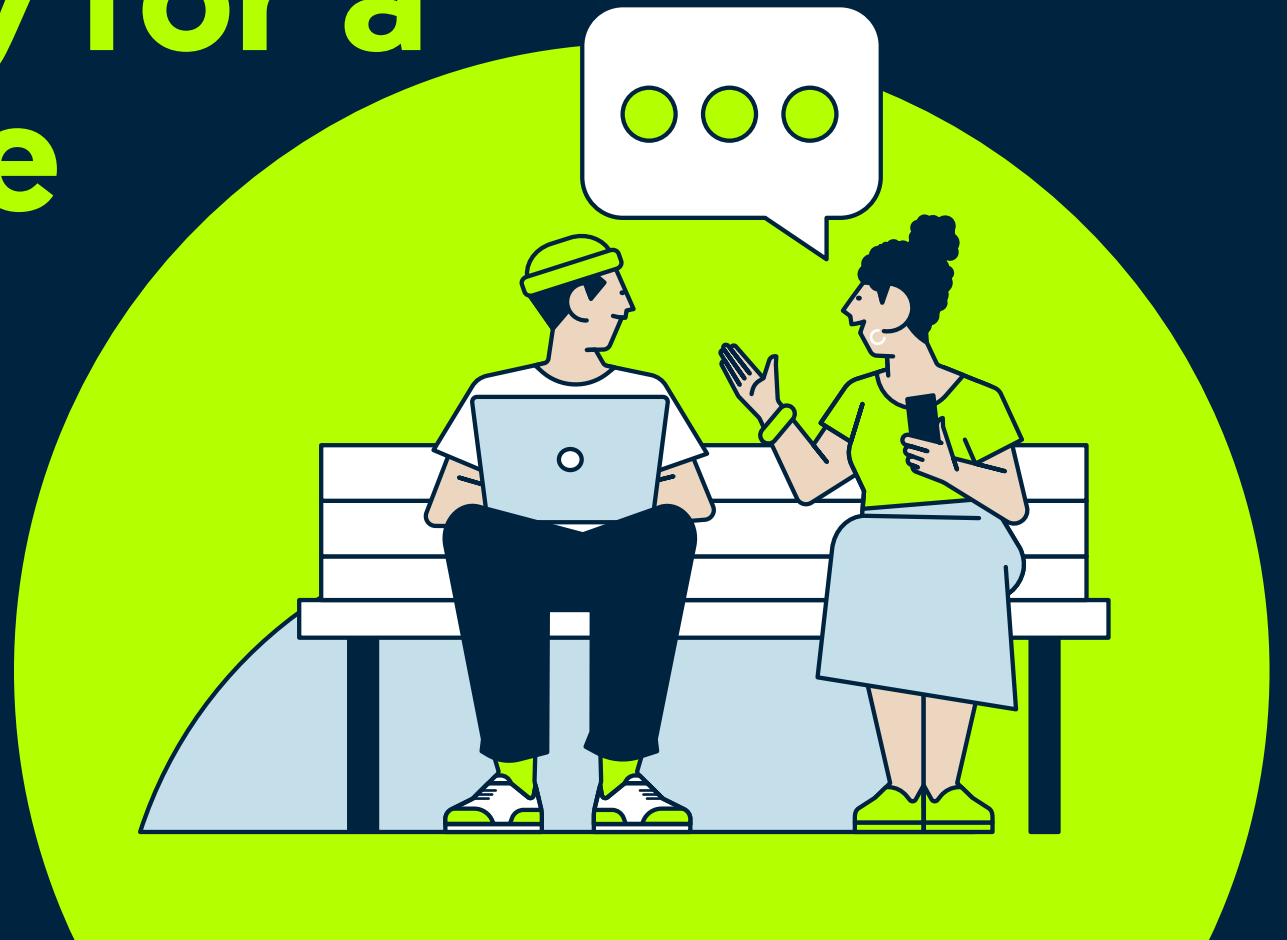
technology improves the capabilities of the Institute, allowing medical professionals to provide more efficient and effective care to their patients. The donation extended to improving patient comfort, as seventeen hospital rooms in the Haematology Department were equipped with TV access through the Hipernet TV Box package.

“Children who stay longer in the Institute sometimes feel lonely and isolated from their peers. Thanks to Internet access and computers, they will be in touch with their families and friends and can now watch their favourite TV cartoons. I believe that this will make their stay in the hospital easier and pleasant as much as possible”, said the Director of the Mother and Child Institute, Prof. Dr Radoje Simić.



# 4. TECHNOLOGY:

## Accelerating Technology for a Sustainable Future





## OUR AMBITION

We want to accelerate the roll-out of innovative technologies which address societal and environmental challenges. Specifically, we aim to provide inclusive and safe connectivity supported by innovative technological solutions that benefit businesses, people and the environment. We aim to deliver reliable, safe, and quality connectivity to as many people as possible in the regions where we operate by investing into networks, security solutions and new technologies and raising the digital literacy of our employees and the general public.

## OUR GOALS

- 5G connectivity available to at least 50% and 80% of the population by mid of 2026 and end of 2028, respectively <sup>22</sup>
- By 2025, train 90,000 people (including teachers, children, and adults) in digital skills
- By 2025, we will ensure protection of 28% of our tariff customers in the consumer segment with our cybersecurity solution
- Regular customer satisfaction surveys to collect feedback

## HOW WE MANAGE

Access to and the use of the Yettel services and products should be a simple and transparent process. We strive for customer-centric excellence by prioritizing:

### Social inclusion & Information-related impacts

- Deploy modern and reliable networks to enable people and businesses to connect and use digital services.
- Assist vulnerable users such as children and their parents in acquiring the necessary digital literacy and skills to fully benefit from digital technology while raising awareness of the potential dangers related to the use of such technologies.
- Support access to products and services, including affordability.

### Personal safety and cybersecurity

- Process and store valuable customer information securely.
- Protect the health and safety of end-users and communities by ensuring compliance with legal exposure limits for the effects of electromagnetic radiation.

### Technology for a sustainable future

- Implement new technologies and services to enhance the customer experience.
- Build digital service ecosystems.
- Develop new services and technology that address pressing social and environmental needs and can assist other sectors in achieving their sustainability objectives.

Managing impacts on our customers and users of our products and services is integral to the our ambition of achieving the best network and customer experience, while creating value for all stakeholders. Building robust and effective defences against rising hacking threats is paramount, as security incidents can have significant reputational and financial impacts on operators.

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<sup>22</sup> Achieving the goal related to 5G connectivity will be highly dependent on the external factors. In Serbia, the 5G spectrum auction has not yet happened.



## 4.1. Social inclusion

### Why it matters

In the modern digital era, ensuring digital inclusion is an essential component of broader social integration efforts. It seeks to close the digital gap by ensuring equitable access to information and communication technologies (ICTs) for all individuals. This encompasses the provision of cost-effective mobile and internet services as well as the promotion of digital literacy.

Providing connectivity is the foundation of a telecom operator's business model, strategy and revenue stream, requiring continuous investment to meet the growing demand for services from businesses and consumers.

We prioritize enhancing connectivity quality within densely populated areas. In Serbia, the majority of urban and surrounding suburban areas currently enjoy comprehensive mobile network coverage. Establishing robust connectivity in rural locations is imperative for drawing the working-age demographic to smaller municipalities, towns and villages. This facilitates the possibility of remote employment, diminishes the necessity for daily commuting, and simplifies the accessibility to public services.

Digital inclusion extends beyond access, it involves having the capacity to use digital technologies effectively. Our digital literacy trainings help people develop the skills needed to navigate online platforms, use software, and understand digital content.

We are also committed to making technology accessible by providing affordable options and tariff packages.

### Engagement

Yettel consistently enhances its customer engagement procedures to gather and integrate feedback, thereby improving its services and product portfolio.

We work hard to understand our customer's needs and provide the best service experience. **Customer satisfaction is one of the pillars on which our business success stands.**

In order to do that, we evaluate our yearly performance by using the TRI\*M<sup>23</sup> methodology, which is calculated based on two areas: performance and preference. In 2023, result for Yettel was TRI\*M index 91, based on 2,699 respondents.

We are convinced that exceptional customer service involves fulfilling customer needs and exceeding their expectations. Yettel commits to understanding its customers, their experiences, wants and needs, to provide the service they expect and deserve. We routinely conduct customer satisfaction surveys to collect feedback and refine our services and product offerings, all this to create a better more satisfying experience for our customers.

Prioritizing exceptional service, we ensure that our customers have access to clear and user-friendly communication channels. We proactively engage with both current and potential customers through targeted media communications, including social media platforms.

### Our approach Policies

Yettel policies governing customer engagement and procedures are based on our Code of Ethics which considers our specific industry. Our dedication to excellence is reflected in our provision of innovative, dependable products and services at fair prices. In promoting our offerings, we ensure that all information is truthful, clear, useful, and precise. Our products and services meet legal requirements and match the description in our promotional content. We maintain open channels to address customer queries or complaints and disclose how we store and handle customer personal data. We also inform customers on how to access and correct their data.



<sup>23</sup> TRI\*M method, see [www.kantartns-see.com/what-we-do/key-research-tools/relationshiptrim/](http://www.kantartns-see.com/what-we-do/key-research-tools/relationshiptrim/)



## MapApp - education on digital literacy in a fun way

Recognizing the need for engaging educational tools, Yettel and Appworks collaborated to create "MapApp" - an interactive poster designed to teach elementary and secondary school students about safe internet usage.

Most students spend over three hours online each day, with the oldest spending up to four and a half hours. A study by EU Kids Online found that even two-thirds of children spend between four and seven hours online during weekends. They mostly use the internet for fun and chatting with friends. As they spend a lot of time on the Internet, in today's digital age, educating students on digital literacy is crucial.

The "MapApp" poster incorporated QR codes, allowing students to access digital content via their mobile phones or tablets. By scanning these codes, students could explore educational materials within the MapApp application. Through texts, videos, and quizzes, students

learned about internet safety, protecting personal data, identifying online threats, and seeking help when needed. The "MapApp" poster was distributed to 300 elementary and 150 secondary schools across Serbia. Its innovative approach aimed to capture students' attention and promote learning in short, focused bursts. Studies have shown that students' attention spans typically range from 10 to 20 minutes, making micro-learning an effective strategy.

Micro-learning involves breaking down lessons into small, manageable units with brief timeframes, typically lasting from two to 20 minutes. This method not only enhances retention but also fosters curiosity and encourages further exploration of topics. Research from Dresden University indicates that micro-learning can improve information retention by 22% compared to traditional learning methods.

Yettel and Appworks are committed to creating safer digital environments for children and young people. By combining innovative technology with educational content, they aim to empower students with the knowledge and skills needed to navigate the digital world responsibly.

"We wish to encourage children to use technology for learning, not just for fun. According to the European Framework of Key Competencies in

Education, digital knowledge and skills are one of eight key competencies in education. As the provider of internet services, we consider it our responsibility to educate people, especially children, how to use this resource safely. We have set a goal to train 90,000 people in digital skills by the end of 2025," says Milica Begenišić, ESG and Events Manager at Yettel.

## SOS app designed for individuals with hearing challenges

In December 2022, following initiative from the Prime Minister's Office, the Office for IT and eGovernment, introduced a special SOS app designed for individuals with hearing challenges. This app enables users with hearing impairments to initiate a video call with an interpreter from the National Interpreting Centre for Serbian Sign Language. The interpreter helps by calling the required number and interpreting the conversation live. Yettel supports this initiative by offering free internet access for the app to all its customers. In 2023, almost 600 people used the app.





## Supporting inclusive access to education



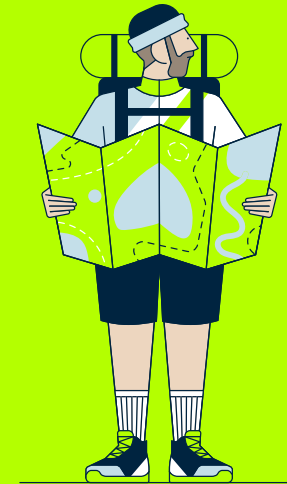
The project “Bridging Digital Divide in Serbia for the Most Vulnerable Children”, aiming to strengthen digital resilience, especially among vulnerable groups like Roma children, through inclusive e-learning and school library initiatives, concluded successfully in 2023.

Yettel contribution included 2,200 internet cards and 310 modems for 30 schools across Serbia. EdTech libraries were established in these schools, equipped with IT resources and internet connectivity. Learning Clubs provided additional support, benefiting 1,897 identified students and significantly improving attendance, success, and motivation.

Throughout the project, a total of 3,151 activities were conducted through learning clubs, including supplementary teaching hours, educational workshops, and intensive preparations for eighth-grade final exams. Over 5,000 students received learning support through these activities.

To address digital disparities, tablets with internet connectivity were provided, with 757 tablets loaned to students, including 434 Roma students. Students were trained on using these devices effectively and maximizing digital learning opportunities. Additionally, 238 pedagogical assistants received laptops and training to enhance their digital skills. A comprehensive online training program was developed for over 900 teachers, focusing on pedagogical and digital competencies.

## “Kampino” start-up camp



At Yettel, we’re committed to building a sustainable society, and we believe in supporting the bright minds that will lead us there. Our recent involvement in the “Kampino” start-up camp is a perfect example of this commitment. Held in Čačak in September 2023, the camp brought together 51 students from all over Serbia. They formed twelve teams and, with guidance from their mentors, spent three days brainstorming innovative ideas in areas like green technology, healthcare, and more.



## 4.2. Personal safety

### Why it matters

Cybersecurity and data protection is critical to the business continuity of our organization. Building and maintaining customer trust is of top priority for Yettel. Fighting cybercrime and protecting our customers' data is both complex and variable, and we are therefore continuously working to enhance our data protection methods and increase network resilience to cybercrime. It is essential for customers to trust that their data is handled securely. Therefore, we are committed to ensuring that customers are always informed about why we process their personal data and their rights in that process.

Within our regular activities, in 2023 we additionally emphasized the importance of personal data protection to all employees, especially to our colleagues in retail, as well as to new employees that have joined Yettel. This activity was conducted through Onboarding workshops, organized by HR division every month.

Complying with regulatory standards and addressing customer data privacy concerns require sophisticated risk and compliance solutions. Non-compliance can result in financial penalties and a loss of customer trust. Additionally, security breaches can have severe reputational and financial consequences for operators, highlighting the importance of establishing strong and effective defences against increasing cybersecurity threats.

Technologies like base stations and mobile phones use a radiofrequency electromagnetic field (RF-EMF) for communication. Ensuring the health and safety of our customers and the public is a top priority for Yettel. Adhering to relevant EU and national health and safety regulations is essential for our operations to be both safe and effective.



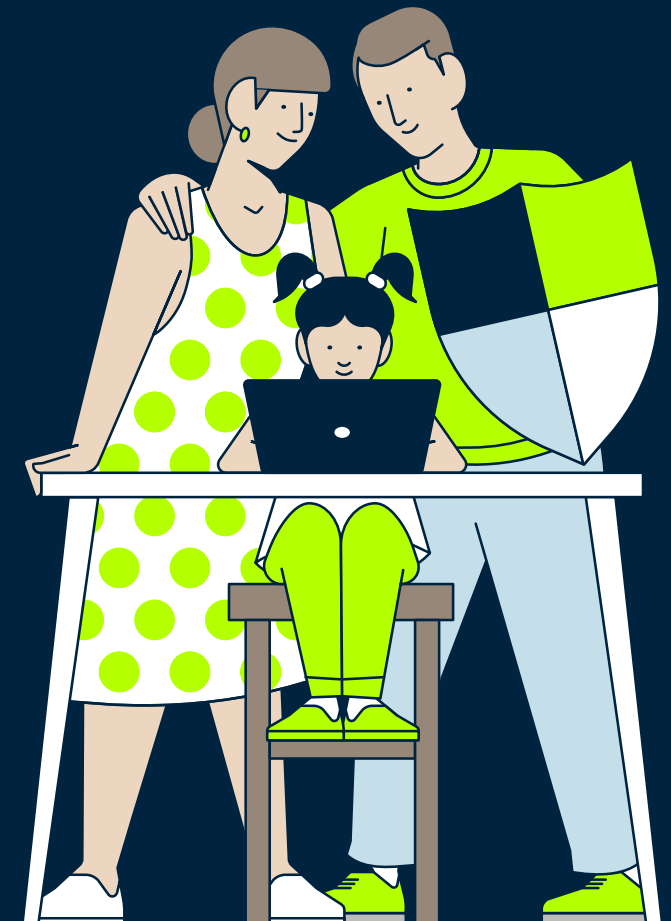
### Our approach Policies

Yettel Serbia's data security framework is based on industry-accepted standards, aimed to ensure maximum data protection (ISO27001: 2013, ISO 27791, COBIT, etc.). We have adopted a number of policies governing data processing and we apply encryption, anonymization, pseudonymization and other mechanisms to both "data in transit" and "data at rest". Yettel has an appointed Data Protection Officer and specialized departments to oversee information security and fraud protection, support personal data protection and other security processes and perform compliance monitoring. Our information security management system is ISO 27001 certified, and in 2022, our privacy information management system became ISO 27701 certified. We have also invested in state-of-the-art data privacy software used for data discovery and maintaining processing records, as required under Serbian Law on Data Protection.

### Engagement

We actively promote a culture that prioritizes cybersecurity and data protection, we ensure that our employees understand the significance of information security and data privacy. We also continuously implement initiatives aimed at raising cybersecurity awareness among our customers.

Our approach to handling and storing customer personal data is conducted with full transparency. We provide clear information to customers on how their data is handled and how they can access and manage it. Despite some public concerns about the potential health impacts of mobile devices, we are committed to engaging in collaborative industry efforts to foster an open conversation on this topic. In preparation for the construction of new base stations (BTS), we communicate with property owners and local residents, discussing any possible risks and explaining how we plan to mitigate them.





## Actions



By fostering a culture of security through educational programs, informing on phishing campaigns and other social engineering techniques, as well as regular testing, we are increasing the resilience of our employees and infrastructure against diverse cyber threats. It is compulsory for all employees to undergo frequent training on cybersecurity, as well as security and privacy protocols. Through these measures, we inherently promote action in proactive and preventative security practices.

We have established mechanisms for reporting complaints, allowing anyone to reach out through standard communication channels, such as customer helplines and forms. Regarding our employees, a dedicated internal safety line and special procedures are accessible. We ensure that all issues, complaints, findings, and recommendations concerning cybersecurity and data protection are dealt with promptly and properly. We record all action related to data processing and we report any incidents that compromise privacy. Our data security guidelines include a data processing policy and regular privacy audits.

We ensure community health and safety by adhering to legal limits for electromagnetic radiation. Base stations and mobile devices use radiofrequency fields (RF-EMF)

for communication, and research confirms that the levels generated by mobile technologies specified by the International Commission on Non-Ionizing Radiation Protection (ICNIRP) pose no threat to human health. These guidelines include substantial safety margins to protect workers and the public. Our operations are in strict accordance with the guidelines set by the ICNIRP, an independent advisory body that collaborates with the World Health Organization (WHO). Mobile devices sold through our retail portfolio must comply to strict health and safety standards meeting both national and local regulations. Manufacturers and importers must test and prove that mobile phones meet all EU directive requirements before market release.

During the reporting period, incidents affecting network services did not occur within Yettel network. H&S requirements for placing base stations and provisioning the mobile signal are defined by environmental regulations and zoning plans. In the zones of increased sensitivity (all urban zones: residential areas, office space, public institutions, etc.) EMF levels ought to be less than 10% of the allowed levels, as set by regulation. In most cases (i.e., in all cases with increased sensitivity areas), an operator is required to submit an Environmental Impact Assessment Report prepared by a licensed third party to the Local Self Government Secretariat for the Environment. Based on the results of the assessment, Environmental Clearance is granted, and the operator may apply for an individual license for radio frequency usage, which is in the jurisdiction of the National Telecommunications Regulator. Both types of permits (environmental and spectrum) are issued in accordance with the restrictions (re: position, power, levels of EMF, etc.) set forth in the Environmental Impact Assessment Report.

- As the legal framework is stricter than the rules issued by the International Commission on Non-Ionizing Radiation Protection (ICNIRP) and other applicable international guidelines, additional voluntary code or guideline need no introduction.
- Electromagnetic safety is managed by CETIN Serbia, which operates in line with the Law on the Protection Against Non-Ionizing Radiation, the Environmental Impact Assessment Law, and the Electronic Communications Law (inclusive of relevant by-laws)."

## Safe Net

Since 2022 when we introduced a solution for safe Internet surfing – Safe Net, 18% of our customers have been using this service. While customers surf the Internet in the Yettel network, Safe Net identifies and blocks malicious web locations and protects them from Internet frauds that aim to steal personal or financial data. Besides protecting against common cyber threats, "Safe Net" offers content access control for specific categories like social networks, inappropriate content, games, and potentially dangerous sites. This is especially beneficial for parents who want to protect their children from unwanted content.



## Yettel goal is for customers to be safe both in real and digital world

We have mapped and marked hiking and cycling trails across Serbia in collaboration with the Mountain Rescue Service, digitalizing these resources for easy access. These trails are now part of the Yettel app under "Yettel Green Trails," categorized into easy, medium, and hard. Each trail includes details on length, duration, altitude, photos, local facts, terrain type, and attractions. Google Maps integration allows navigation to and along the trails.

In case of an accident or deviation from the trail, users can quickly contact the Mountain Rescue Service through the app.

### 4.3. Technology for a sustainable future

#### Why it matters

The telecom sector is vital for advancing tech solutions that benefit businesses, individuals, and the environment. Using AI and IoT, we improve customer service for efficiency and satisfaction. Moving customer services to digital platforms brings convenience, faster response times, greater accessibility, improved accuracy, and instant feedback. For businesses, this digital shift leads to integrated services, cost savings, and environmental gains. It reduces the emissions linked to operating brick-and-mortar stores, travel, and paper-based communication, thereby significantly contributing to sustainability.

The Internet of Things (IoT), a network of interconnected smart devices, is reshaping the telecom industry by changing company operations and customer interactions, leading to a smarter, more connected world.

Telecoms are crucial in building smart cities, offering infrastructure for IoT devices to connect and communicate, enabling smart utilities, traffic management, and public safety features. As the IoT continues to evolve, it will likely bring even more changes and opportunities to the telecom sector.

#### Our approach Policies

Yettel, in line with the Group, views innovation and digital technology as pivotal to its success. We are coordinated on a group level for a number of activities such as developing consistent digital KPI reporting. In accomplishing optimal outcomes and minimizing disruptions, new products or service lines are first tested in one country, and if successful, are quickly rolled out across the Group.

#### Engagement

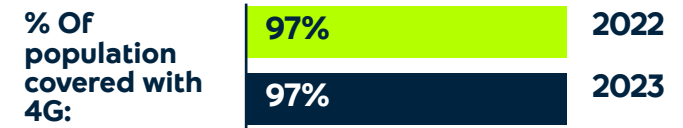
In times when societies, businesses and individuals highly rely on technology in daily activities, the most important thing for a company providing connectivity and technology services is to ensure access to affordable, reliable and safe services for all. **Yettel is proud that 4G network coverage reached 97% of the total population in Serbia in 2022.**

Ultimately, the entire PPF Telecom Group aims to establish connection services based on 5G technology. With the collaboration of CETIN Serbia, Yettel shares the same aspiration.

- Currently, there is no 5G network coverage in Serbia; however, Yettel is the first telco operator to launch the 5G test environment in the country, back in 2019 and continues to support the development of technology:
- Yettel has launched second 5G test environment for all entrepreneurs, faculties, students, start-ups, and all those who want to develop their solutions on the 5G network. After Science-Technology Park at Zvezdara, Yettel opened yet another test environment, in the Science-Technology Park Čačak. The new test environment was made for the purpose of testing and learning about 5G technology before it becomes commercially available.
- At the Telfor 2023 conference, Yettel presented the development of artificial intelligence and language models, as well as the importance of data science in improving customer experience in telecommunications. Yettel is developing advanced language models to enhance customer service and automate processes. The Yettel app, with over 1.3 million active users, enables easy bill payment, package changes, and access to various services, including paying for parking and urban transportation in Serbia.

In 2022, we have improved access to mobile connectivity in rural areas, installing 55 transmitter sites in rural locations and upgrading 29 other areas to the LTE 800 MHz band. For a fifth year in a row, Yettel is carrying an acknowledgment for the best network quality "Best in test", awarded by the international technology company UMLAUT. The last UMLAUT benchmarking has shown that Yettel network has the highest total score and right of public use of Umlaut certificate "Best in test network". In its measurement Umlaut is using the 'crowdsourcing' methodology, which shows real customer experience: in this past benchmarking, during six months, Umlaut collected a total of 73.8 million samples from 31 thousand users and covered 97 percent of the population.

### Total network coverage, 4G and above, by population & geographical coverage in % per year



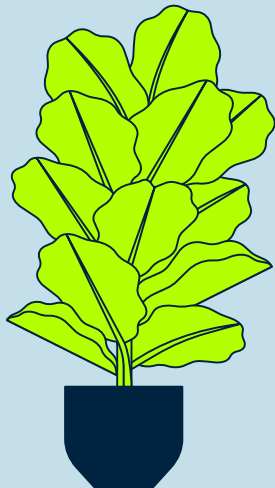
## Actions

### Leveraging technology for better Environment - Blooming of Tisza Streamed over Yettel Network

In June of 2023, we supported the event "When the Tisza Blooms". The Tisza mayfly, an insect older than dinosaurs, emerges from the river's mud after spending three years as a larva. In June, it surfaces for a mating ritual crucial for its species' survival. This insect thrives only in clean waters and disappears permanently from polluted rivers. Nature enthusiasts were treated to this attraction firsthand at the riverbank of Novi Bečej, or via live stream on the Yettel YouTube channel.

"We understand the importance of preserving such a unique natural phenomenon and learning more about it. That's why we supported the event, "When the Tisza Blooms", and included the blooming spectacle in our advertisement. Environmental protection is an important topic for us, as well as our customers, which is why we have enabled them to participate in the initiative to preserve nature. Simply and easily, by activating the Eco Bonus digital service, plastic and paper waste is recycled on their behalf, which directly contributes to the future survival of phenomena like the blooming of the Tisza," says Saša Filipović, Chief Commercial Officer at Yettel.

The event featured the Tisza Night Bazaar, an artist colony, a themed photo competition, environmental workshops, children's programs, concerts, and a regatta. Thousands of visitors from Serbia and neighboring regions attended over nine days.



### Yettel and Mobi Bank made paperless contract signing possible

Yettel became the first telecommunications company in Serbia to enable paperless contract signing, while Mobi Bank (now Yettel Bank) allowed customers to sign documentation digitally for interest-free credit on mobile device purchases. In Yettel shops, Yettel and Mobi Bank customers needed to sign only up to three times for specific transactions, down from 16 times. They left without paper documents, as all signed documents were available digitally in the Yettel and Mobi Bank apps. Yettel aimed to reduce paper usage by over 90% and simplify the contract signing process.





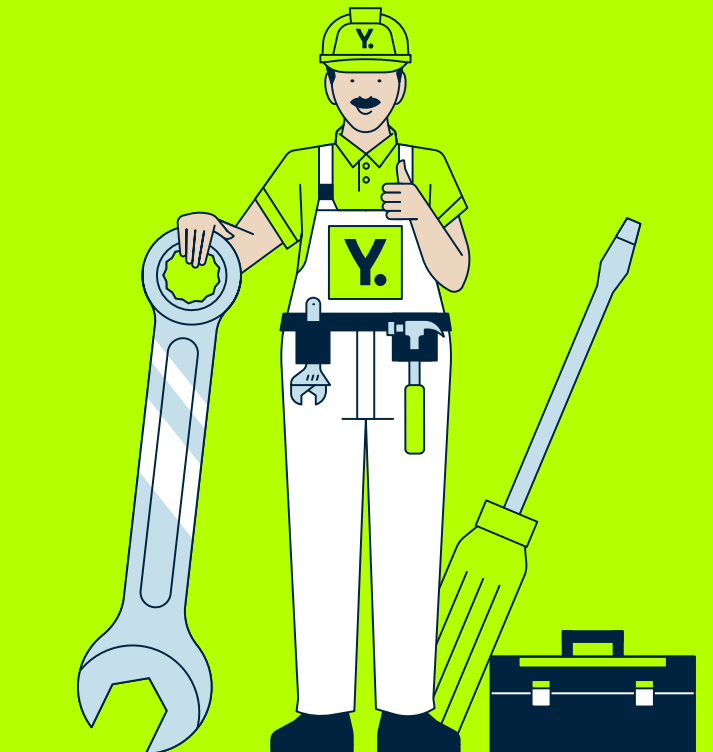
## Sustainable mobility - Parking and city transportation payment enabled via Yettel application



At Yettel, we understand the importance of sustainable mobility for the health of our planet and the well-being of our communities. By integrating parking and city transportation payment options into our Yettel application, we are making steps towards a more sustainable future. We provide our customers with the convenience of real-time information about parking availability, bus zones, and pricing, directly at their fingertips. This not only simplifies the process of finding and paying for parking in 45 towns and municipalities but also encourages the use of public transportation by making ticket purchases seamless in Belgrade. As we look ahead, we are committed to expanding our parking payment services through the Yettel app to encompass all territories and zones nationwide where parking fees are in place. By doing so, we aim to reduce the carbon footprint associated with transportation, alleviate traffic congestion, and promote a cleaner, greener urban environment. In 2023, approximately 1.3 million people used the Yettel application every month, and this number continues to grow. Also part of the app is the Yettel Shopping discount platform, and Green Trails, an app designed for navigating cycling and walking tracks. The Yettel application has been recognised as the best national application in the telecommunications sector on the Google App Store.

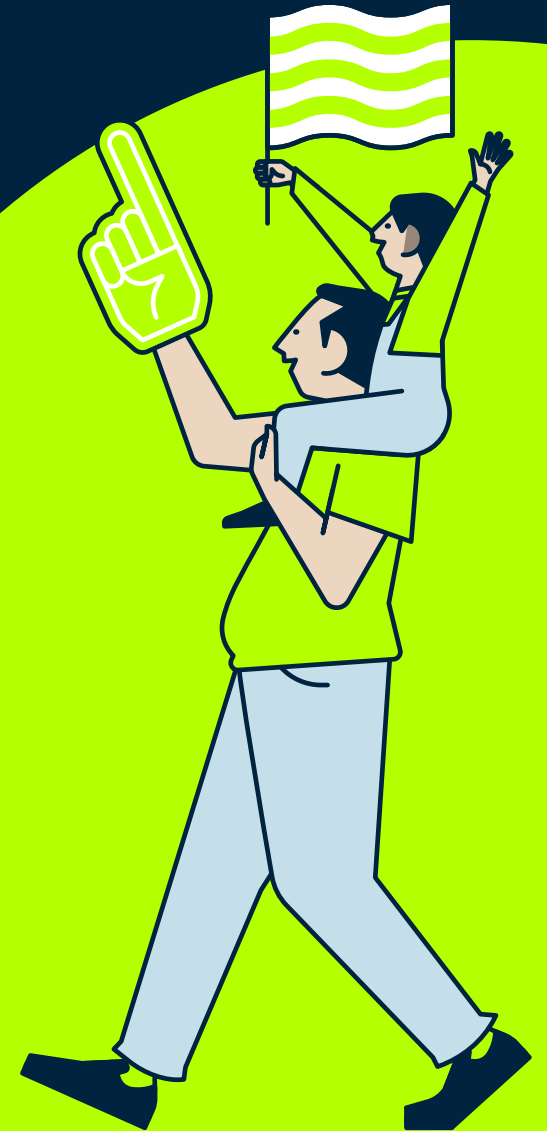
## Investments in innovation and technology

Our Hipernet TV platform became available as a mobile app with the same functionalities as the TV version. This allows customers to access Hipernet TV anytime, whether at home or elsewhere. Content is categorized by type (film, sports, series, etc.), and the best TV content selected by Hipernet TV is available up to thirty days back. The app also allows browsing and recording content, which can be accessed for more than seven days. Hipernet, Yettel household service offer, also provides the best sports, series, and film content and a unique experience for customers in Serbia.



# 5. TRANSPARENCY:

Acting with  
transparency  
and integrity



## OUR AMBITION

- Yettel business stands on strong ethical foundations. Critical to our long-term success, we are committed to conducting business ethically, lawfully and with integrity. As a trustworthy and reliable business partner, we are also improving the sustainability of our business through transparent operations and undertakings. We are establishing robust policies and improving on procedures to ensure that its operating practices not only meet our own expectations but also especially those of our stakeholders.

## OUR TARGETS:

Yettel will be aligned accordingly and in timely manner with PPF Groups' targets which are:

- Operate our business ethically, lawfully, transparently and with integrity
- Alignment with PPF Group's Sustainability strategy<sup>24</sup>
- Sustainability training - 100% senior management participation
- Sustainability training - 50% employee participation

## 5.1. Corporate governance

Over 20 years of operations in Serbia, our management team has been changing, but with maintained commitment to a good corporate governance.



### 5.1.1. Ownership

Yettel is a Limited Liability Company with an office registered at 90 Omladinskih brigada street, Belgrade, the Republic of Serbia. The sole owner of the Company is PPF TMT BIDCO 1 B.V. Amsterdam, the Netherlands with its registered office at 933 Strawinskyalaan street. On 1 March 2022, the Company changed its name from Telenor to Yettel as part of the rebranding strategy. As of 3 August 2018, PPF

TMT BIDCO 1 B.V. has been the owner of the company in Serbia. PPF TMT BIDCO 1 B.V. is wholly owned by PPF Telecom Group B.V. a Limited Liability Company established on 16 October 2013 under the laws of the Netherlands. The CEO of Yettel in Serbia is a member of Senior Management. The Senior Management provides executive support to PPF Telecom Group B.V. Management Board.

## 5.1.2. Local Approach to Governance in ESG

Yettel is engaged in governing Environmental, Social and Governance topics from the highest decision-making level, meaning that the CEO is the owner of ESG agenda and whole top management is involved in it. Sustainability strategy is agreed on the Group level and integrated locally into regular business processes; in order to secure accountability and proper responsibility management, we have a strong ESG governance in place. All strategic sustainability decisions are subject to internal discussions and adopted by the chiefs of each department,

the Sustainability Core Team and ultimately the CEO. Within Sustainability Core Team, there are ESG Lead and ESG Expert who are responsible for cross-company coordination of ESG projects and initiatives. Beside them, dedicated ESG data owners are present in each department with the responsibility to implement sustainability strategy in line with their respective competences. ESG data owners report to the ESG Lead. In addition, Legal department and Communications and Sustainability department are supporting the overall process.

To integrate the sustainability strategy into the core of the organization, we introduced sustainability training for all employees, aiming for 100% participation at the senior management level and at least 50% participation among employees in 2023. By the end of 2023, we achieved 67% participation at the senior management level and 55% participation among employees, with the imperative to meet the remaining part of the goal by the first quarter of 2024.



<sup>24</sup> PPF Telecom Group has committed to fully integrate sustainability strategy into the organization, introduce training in sustainability across the entire Group and achieve 100% participation by senior management and at least 50% employee participation in that training by 2023. The Group also plan to establish a sustainable supply chain programme to enhance environmental stewardship and social responsibility.

### 5.1.3. Ethics & Integrity

Acting with integrity requires us to be vigilant and to carry out regular risk assessments. To ensure compliance, we abide by **Yettel Code of Ethics**. Our **Employee Code of Conduct** and our **Procedures** for investigating suspicions of wrongdoing are in place to prevent unwanted or compromising behavior.

#### Risk Management

We have a robust set of risk management procedures throughout all material segments to ensure business continuity and emergency preparedness. The uncertainties and risks are continually identified by all segments and evaluated for their potential financial impacts and likelihood. Operating risks primarily concern issues of network capacity and quality, business-critical systems and cybersecurity. A dedicated executive team plays an important role in further improving the resilience of the segment against operating risks. Yettel Serbia complies with the national Law on Personal Data Protection. With a risk management infrastructure in place, comprising an ERM function, appropriate tools and employee manual, as well as middle-management and senior-management level risk committees, Yettel is dedicated to conducting and improving risk management practices across all segments of work and decision-making. In a complex and ever-changing environment and industry, we urge to identify and evaluate risks at an early stage and take necessary measures to mitigate any harmful effects.

#### Combating bribery and corruption

Yettel is committed to highest ethical and professional standards. Anti-bribery is regulated internally by the Code of Ethics and in more detail by the Local Ethics & Compliance Policy, which are made available to all employees. At least once per calendar year, awareness rising activities are performed in a way that employees are reminded about anti-bribery rules and the importance of compliance. Channels are opened for employees to raise concerns or report any ethical issues, breaches of the Code of Ethics or the anti-bribery rules. The approach to "Zero tolerance to corruption" is prescribed by the Local Ethics and Compliance Policy. Internal and external reports of suspected violation of the Code of Ethics (either by an employee, a natural person or a legal entity acting on behalf of Yettel) can be filed directly via the phone or e-mail to the Ethics & Compliance Officer or through the Ethics Hotline while either remaining anonymous

or not. Such reports are processed with due care and treated confidentially. Compliance incidents, depending on their materiality and complexity, are investigated by the Ethics and Compliance Officer and/or other competent units or officers. When circumstances require, an Ethics and Compliance Training, inclusive of the section on anti-bribery code of conduct, is organized. Furthermore, a procedure that establishes the employees' responsibility to report any potential conflict of interests has been put in place. The reported case is processed by a dedicated Committee responsible for providing recommendations on further action. In regard to external relations, the Code of Ethics prescribes a standard contractual clause to be produced to contractual parties and incorporated into their contractual agreements with other parties. The standard contractual clause establishes a liability towards contractual partners and their sub-contractors.

#### Human rights and fair labor

We respect, uphold, and protect the fundamental human rights of everyone we work and engage with. We have zero tolerance for any violation of those rights, including the use of child labor, forced labor or human trafficking. We stand for the rights of women and minorities and believe in providing fair wages to all employees while respecting their fundamental rights - the freedoms to associate and to bargain collectively.



## Anti-harassment

We strive to create a professional environment where respect and tolerance between team members is requested, promoted and fostered. Irrespective of the circumstances of the incident, we do not tolerate any form of harassment. This includes any form of discrimination on the grounds of gender, race, religion, ethnic origin, disability, or sexual orientation. All concerns of harassment must be reported to a Manager, the Human Resources Department or through the Ethics Hotline. Our policy prescribes a prompt response to a harassment incident so that our employees feel protected at all times.



## Combating Discrimination

The Company occasionally organizes Discrimination Training Courses for Managers. The Company has also put in place procedures that are followed when dealing with

discrimination: methods to handle complaints, methods to monitor compliance, methods to prevent mobbing.

**In 2023, the number of discrimination cases, either reported or identified, was zero.**

## Whistleblowing process

During onboarding, all employees receive a copy of the Code of Ethics. By having the Code of Ethics incorporated in the form of a clause in all Employment Contracts, Yettel ensures that the Code of Ethics is read by all employees. Ethics and compliance page is created on internal portal, with basic information and rules and procedures which are in place in that respect and information about relevant person and its contact details, e-mail address where any dilemma, or report on suspicion of breach of Code of Ethics can be submitted, with the option to stay anonymous. We have a web page dedicate to the Code of Ethics with an email inserted available to all natural or legal persons to raise concerns or report on any suspicion of a breach of the Code of Ethics while remaining either anonymous or not. Such reports (submitted either internally and externally) are processed with due care and treated confidentially, as prescribed by the Code of Ethics and the Local Policy on Ethics and Compliance. All reports on a suspicion of a breach of Code of Ethics are initially processed for compliance incidents. Where a compliance incident is established, depending on its materiality and complexity, it is investigated by the Ethics and Compliance officer and other competent units or officers. Where suspicion is substantiated, the case is closed by indicating remedial action / reactive, sometimes monitoring measures, including

but not limited to disciplinary measures, improvement in determining the root cause, training or other similar awareness raising actions and other related activities.





## 5.2. Our value chain

Value chain mapping is a process through which Yettel identifies key activities linked to its services or product lines. This mapping aims to uncover performance opportunities and assess the company's impact in areas such as sourcing, transport, development, consumption, and disposal of used products. Given the extensive and complex nature of the telecommunications value chain, which involves hundreds of businesses, it is important to understand these factors thoroughly.

The telecommunications sector's environmental impact stems from various stages of the value chain, including raw material extraction, processing, production and assembly of electronic devices and equipment, packaging, and transportation. The energy consumed by operating networks and using devices is also a factor. Beyond environmental considerations, the value chain also encompasses social issues, such as human rights protection and access to connectivity and digital services. Responsible, transparent operations in compliance with applicable laws and regulations are crucial, chiefly falling under the area of governance but impacting both environmental and social outcomes.

Yettel activities and its relationships with other companies or individuals contribute to its overall footprint. Our simplified value chain consists of three key stages:

1. Sourcing (upstream)
2. Operations (own operations)
3. Use and disposal (downstream)

Through every stage of its value chain, Yettel adheres to applicable laws and regulations and operates in accordance with its Code of Conduct.

CETIN Serbia is one of our main partners. They're a leader in Serbia's telecom infrastructure, managing a large network with 1,700 radio base stations, 8,000 kilometers of fiber optic cables, and five data centers. CETIN Serbia manages an optical infrastructure that provides significant redundancy at all points of high concentration through ring topologies in the national backbone. They're an essential service for moving data internationally, working with PPF Telecom Group's companies and many other partners all over the world.

Network infrastructure is the foundation of CETIN's operations, services and customer experience. By investing in the latest technologies and upgrading its services and network infrastructure, CETIN ensures the installation and maintenance of essential equipment such as base stations, nodes, exchanges and network cables. This guarantees uninterrupted network functionality, reliability and connectivity, facilitating the path for digital transformation.

The rapid evolution of technology necessitates continuous upgrades to CETIN's network and systems, which in turn generates e-waste. However, advancements in technology, particularly the rollout of 5G, enable improvements in energy efficiency, despite increasing data transfer volumes and energy consumption.



### 5.3. About this report

The 2023 Sustainability Report has been prepared alongside our financial report. This report showcases Yettel commitment to sustainability and its efforts towards creating a better future. We prioritize environmental, social, and governance issues, recognizing their significance in fulfilling our responsibility to society and ensuring long-term success.

Yettel, as a brand that prioritizes people, brings together technology and connectivity with a simple mission - to be their partner in the tech world. As the leading telecommunications company in Serbia, we aim to continue growing and developing the Serbian market by leveraging next-generation technologies that have a positive impact.

The report includes essential social and environmental data about Yettel, as well as our sustainability strategy, guiding our efforts and resources towards areas where we can make the most significant difference. The materiality assessment, forming the basis of this sustainability report, was prepared in accordance with the Global Reporting Initiative's guidelines and evaluates Yettel activities and their impact across its value chain. In 2023, the assessment was updated to reference the European Sustainability Reporting Standards (ESRS) issued by the European Financial Reporting Advisory Group (EFRAG), marking an initial step towards compliance with the new EU Corporate Sustainability Reporting Directive (CSRD).

The 2023 sustainability report references the ESRS and has been adjusted marginally in structure and terminology as part of Yettel progress towards meeting CSRD requirements. All data points included in the report have been assessed as material. In accordance with the ESRS transitional provisions, certain value chain information is omitted where satisfactory data integrity was unavailable at the time of reporting.

Being part of the PPF Telecom Group, Yettel collaborates closely with other members of the group to define sustainability targets and ensure coherence. This report draws inspiration from the PPF Group's first sustainability report, which highlights the achievements of five operating telecoms and network providers in Central and Eastern Europe, including Yettel.

Metrics are typically derived from process data systems, measurements, calculations and purchasing data. Controls are implemented to ensure the completeness and accuracy of reported information. However, the

absence of universally accepted reporting standards and practices for certain data and the scope of the sustainability statement may introduce uncertainties in this information.

We regularly reassess our use of estimates and conclusions based on experience, developments in ESG reporting, and various other factors. Changes in estimates are recognized during the revision process and are described in the notes alongside the relevant metric.

All greenhouse gas data points (GHG scope 1-3) are reported in accordance with the Greenhouse Gas Protocol. Assessments and estimates are used for reporting certain data points, such as Scope 3 emissions.

The reporting period covers from January 1st of 2023 to December 31st of 2023, encompassing the entire Yettel value chain. Operations sold or demerged during the year are excluded, unless specified. Data from discontinued or closed operations are included for the part of the reporting period during which they were operational, unless otherwise stated. It communicates management approaches for non-financial topics, major activities undertaken, and the overall progress made in 2023. Additionally, the report outlines our governance, policies, and structures related to these topics. As part of our commitment to transparency, we intend to improve data quality and quantity in future reports. Comparative data presented in this report is taken from the published previous report of the company without any restatements. In addition to statements of fact, this report contains certain forward-looking statements, including, but not limited to, those regarding the financial position, business strategy, management plans, and objectives for future operations of Yettel. These forward-looking statements involve known and unknown risks, uncertainties and other factors that may cause Yettel actual industry results, performance or achievements to differ materially from those expressed or implied. The factors influencing these differences include, among others, global socio-demographic and economic trends, climate-related conditions, legislative and regulatory changes, and unforeseen events. These forward-looking statements are assessed on numerous assumptions about Yettel present and future business strategies and the environment in which Yettel expects to operate.

Certain information in this report related to goals, targets, intentions or expectations is therefore subject to

change, and no assurance can be given that such goals targets, intentions or expectations will be met. We advise against placing undue reliance on any forward-looking statements.

The report is available in both English and Serbian languages and was published on December 5th, 2024. If you have any further inquiries or require additional information, please feel free to contact us at [esg@yettel.rs](mailto:esg@yettel.rs). We would be delighted to answer any questions you may have about our Report.



## 6. Disclosure Requirements in ESRS covered by the sustainability statements

The tables below outline the ESRS disclosure requirements in ESRS 2 and the standards deemed material to Yettel and which informed the preparation of our sustainability statements. Disclosure requirements from the topical standards E2, E3, E4, S2 and S3 have been excluded since they fall below our materiality thresholds. The tables serve as a navigational tool to locate specific information for a disclosure requirement in our sustainability statements. If certain disclosure requirements lack relevant information or the associated datapoints are deemed not material, they are indicated by "NA".

Table 16 - ESRS Content Index

Disclosure requirement	Description	Page
<b>ESRS 2</b>	<b>General disclosures</b>	
BP-1	General basis for preparation of the sustainability statement	65
[BP-2]	Disclosures in relation to specific circumstances	65
[GOV-1]	Role of the administrative, management and supervisory bodies	61 - 65
[GOV-2]	Information provided to and sustainability matters addressed by administrative, management and supervisory bodies	61 - 65
[GOV-3]	Integration of sustainability-related performance in incentive schemes	NA
[GOV-4]	Statement on due diligence	65
[GOV-5]	Risk management and internal controls over sustainability reporting	
[SBM-1]	Strategy, business model and value chain	61 - 65
[SBM-2]	Interests and views of stakeholders - general	20 - 21
[SBM-3]	Material impacts, risks and opportunities and their interaction with strategy and business model	18 - 19; 10
[IRO-1]	Description of process to identify and assess material impacts, risks and opportunities	18 - 19
[IRO-2]	Disclosure requirements in ESRS covered by the undertaking's sustainability statement	65

Disclosure requirement	Description	Page
<b>ESRS E1</b>	<b>Climate change</b>	
[GOV-3]	Integration of sustainability-related performance in incentive schemes	26
[SBM-3]	Material impacts, risks and opportunities and their interaction with strategy and business model	18 - 19, 26 - 28
[IRO-1]	Description of processes to identify and assess material climate-related impacts, risks and opportunities	18 - 19, 26 - 28
[E1-1]	Transition plan for climate change mitigation	26 - 28; 30
[E1-2]	Policies related to climate change mitigation and adaptation	30
[E1-3]	Actions and resources in relation to climate change policies	26 - 28
[E1-4]	Targets related to climate change mitigation and adaptation	26 - 28
[E1-5]	Energy consumption and mix	27
[E1-6]	Gross Scopes 1, 2, 3 and Total GHG emissions	28 - 29
[E1-7]	GHG removals and GHG mitigation projects financed through carbon credits	28 - 29
[E1-8]	Internal carbon pricing	NA
[E1-9]	Anticipated financial effects from material physical and transition risks and potential climate-related opportunities	28 - 29
<b>ESRS E5</b>	<b>Circular economy</b>	
[IRO-1]	Description of processes to identify and assess material resource use and circular economy-related impacts, risks and opportunities	31 - 34
[E5-1]	Policies related to resource use and circular economy	31 - 34



Disclosure requirement	Description	Page
[E5-2]	Actions and resources related to resource use and circular economy	31 - 34
[E5-3]	Targets related to resource use and circular economy	31 - 34
[E5-4]	Resource inflows	31 - 34
[E5-5]	Resource outflows	31 - 34
[E5-6]	Potential financial effects from resource use and circular economy-related impacts, risks and opportunities	NA
<b>ESRS S1</b>	<b>Own workforce</b>	
[S1-SBM3]	Material impacts, risks and opportunities and their interaction with strategy and business model	18 - 19
[S1-1]	Policies related to own workforce	38 - 44
[S1-2]	Processes for engaging with own workers and workers' representatives about impacts	38 - 44
[S1-3]	Processes to remediate negative impacts and channels for own workforce to raise concerns	38 - 44
[S1-4]	Taking action on material impacts on own workforce, and approaches to managing material risks and pursuing material opportunities related to own workforce, and effectiveness of those actions	38 - 44
[S1-5]	Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities	38 - 44
[S1-6]	Characteristics of undertaking's employees	38 - 44
[S1-7]	Characteristics of non-employees in undertaking's own workforce	NA
[S1-8]	Collective bargaining coverage and social dialogue	46 - 49
[S1-9]	Diversity metrics	40; 45

Disclosure requirement	Description	Page
[S1-10]	Adequate Wages	NA
[S1-11]	Social protection	39
[S1-12]	Persons with disabilities	63
[S1-13]	Training and skills development metrics	39
[S1-14]	Health and safety metrics	35 - 36
[S1-15]	Work-life balance metrics	NA
[S1-16]	Remuneration metrics (pay gap and total remuneration) - general	NA
[S1-17]	Incidents, complaints and severe human rights impacts -general	62
<b>ESRS S4</b>	<b>Consumers and end- users</b>	
[S4-SBM3]	Material impacts, risks and opportunities and their interaction with strategy and business model	20; 18 - 19
[S4-1]	Policies related to consumers and end-users	20
[S4-2]	Processes for engaging with consumers and end-users about impacts	20
[S4-3]	Processes to remediate negative impacts and channels for consumers and end-users to raise concerns	NA
[S4-4]	Taking action on material impacts on consumers and end-users, and approaches to managing material risks and pursuing material opportunities related to consumers and end-users, and effectiveness of those actions	NA
[S4-5]	Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities (consumers and end-users)	NA

Disclosure requirement	Description	Page
ESRS G1	<b>Business conduct</b>	
[GOV-1]	Role of administrative, supervisory and management bodies	61
[IRO-1]	Description of processes to identify and assess material impacts, risks and opportunities	61; 18 - 19
[G1-1]	Business conduct policies and corporate culture	61 - 63
[G1-2]	Management of relationships with suppliers	64
[G1-3]	Prevention and detection of corruption or bribery	61 - 63
[G1-4]	Incidents of corruption or bribery	NA
[G1-5]	Political influence and lobbying activities	61 - 63
[G1-6]	Payment practices	NA

The table below includes all of the datapoints that derive from other EU legislation as listed in ESRs 2 appendix B, indicating where the data points can be found in our report and which data points are assessed as 'Not material'.

Disclosure requirement	Data point	Sustainability statements / Appendix	SFDR reference	Pillar 3 reference	Benchmark regulation reference	EU Climate Law reference	Location
ESRS 2							
ESRS 2 GOV-1	21 (d)	Board's gender diversity	Indicator number 13 of Table #1 of Annex 1		Commission Delegated Regulation (EU) 2020/1816 (5), Annex II		40
ESRS 2 GOV-1	21 (e)	Percentage of board members who are independent			Delegated Regulation (EU) 2020/1816, Annex II		NR
ESRS 2 GOV-4	30	Statement on due diligence	Indicator number 10 Table #3 of Annex 1				65
ESRS 2 SBM-1	40 (d) i	Involvement in activities related to fossil fuel activities	Indicators number 4 Table #1 of Annex 1	Article 449a Regulation (EU) No 575/2013; Commission Implementing Regulation (EU) 2022/2453 (6) Table 1: Qualitative information on Environmental risk and Table 2: Qualitative information on Social risk	Delegated Regulation (EU) 2020/1816, Annex II		NR
ESRS 2 SBM-1	40 (d) ii	Involvement in activities related to chemical production	Indicator number 9 Table #2 of Annex 1		Delegated Regulation (EU) 2020/1816, Annex II		NR
ESRS 2 SBM-1	40 (d) iii	Involvement in activities related to controversial weapons	Indicator number 14 Table #1 of Annex 1		Delegated Regulation (EU) 2020/1818 (7), Article 12(1) Delegated Regulation (EU) 2020/1816, Annex II		NR
ESRS 2 SBM-1	40 (d) iv	Involvement in activities related to cultivation and production of tobacco			Delegated Regulation (EU) 2020/1818, Article 12(1) Delegated Regulation (EU) 2020/1816, Annex II		NR



Disclosure requirement	Data point	Sustainability statements / Appendix	SFDR reference	Pillar 3 reference	Benchmark regulation reference	EU Climate Law reference	Location
ESRS E1							
ESRS E1-1	14	Transition plan to reach climate neutrality by 2050				Regulation (EU) 2021/1119, Article 2(1)	30
ESRS E1-1	16 (g)	Undertakings excluded from Paris-aligned Benchmarks		Article 449a Regulation (EU) No 575/2013; Commission Implementing Regulation (EU) 2022/2453 Template 1: Banking book-Climate Change transition risk: Credit quality of exposures by sector, emissions and residual maturity	Delegated Regulation (EU) 2020/1818, Article 12.1 (d) to (g), and Article 12.2		NR
ESRS E1-4	34	GHG emission reduction targets	Indicator number 4 Table #2 of Annex 1	Article 449a Regulation (EU) No 575/2013; Commission Implementing Regulation (EU) 2022/2453 Template 3: Banking book - Climate change transition risk: alignment metrics	Delegated Regulation (EU) 2020/1818, Article 6		26, 30
ESRS E1-5	38	Energy consumption from fossil sources disaggregated by sources (only high climate impact sectors)	Indicator number 5 Table #1 and Indicator n. 5 Table #2 of Annex 1				NR
ESRS E1-5	37	Energy consumption and mix	Indicator number 5 Table #1 of Annex 1				26 - 27
ESRS E1-5	40-43	Energy intensity associated with activities in high climate impact sectors	Indicator number 6 Table #1 of Annex 1				NR

Disclosure requirement	Data point	Sustainability statements / Appendix	SFDR reference	Pillar 3 reference	Benchmark regulation reference	EU Climate Law reference	Location
ESRS E1-6	44	Gross Scope 1, 2, 3 and Total GHG emissions	Indicators number 1 and 2 Table #1 of Annex 1	Article 449a; Regulation (EU) No 575/2013; Commission Implementing Regulation (EU) 2022/2453 Template 1: Banking book - Climate change transition risk: Credit quality of exposures by sector, emissions and residual maturity	Delegated Regulation (EU) 2020/1818, Article 5(1), 6 and 8(1)		29
ESRS E1-6	53-55	Gross GHG emissions intensity	Indicators number 3 Table #1 of Annex 1	Article 449a Regulation (EU) No 575/2013; Commission Implementing Regulation (EU) 2022/2453 Template 3: Banking book - Climate change transition risk: alignment metrics	Delegated Regulation (EU) 2020/1818, Article 8(1)		27
ESRS E1-7	56	GHG removals and carbon credits				Regulation (EU) 2021/1119, Article 2(1)	NR
ESRS E1-9	66	Exposure of the benchmark portfolio to climate-related physical risks			Delegated Regulation (EU) 2020/1818, Annex II Delegated Regulation (EU) 2020/1816, Annex II		NR
ESRS E1-9	66 (a); 66 (c)	Disaggregation of monetary amounts by acute and chronic physical risk; Location of significant assets at material physical risk		Article 449a Regulation (EU) No 575/2013; Commission Implementing Regulation (EU) 2022/2453 paragraphs 46 and 47; Template 5: Banking book - Climate change physical risk: Exposures subject to physical risk.			NS

Disclosure requirement	Data point	Sustainability statements / Appendix	SFDR reference	Pillar 3 reference	Benchmark regulation reference	EU Climate Law reference	Location
ESRS E1-9	67 (c)	Breakdown of the carrying value of its real estate assets by energy-efficiency classes		Article 449a Regulation (EU) No 575/2013; Commission Implementing Regulation (EU) 2022/2453 paragraph 34; Template 2:Banking book -Climate change transition risk: Loans collateralised by immovable property - Energy efficiency of the collateral			NR
ESRS E1-9	69	Degree of exposure of the portfolio to climate-related opportunities			Delegated Regulation (EU) 2020/1818, Annex II		NR
<b>ESRS E2</b>							
ESRS E2-4	28	Amount of each pollutant listed in Annex II of the E-PRTR Regulation emitted to air, water and soil	Indicator number 8 Table #1 of Annex 1 Indicator number 2 Table #2 of Annex 1 Indicator number 1 Table #2 of Annex 1 Indicator number 3 Table #2 of Annex 1				NM
<b>ESRS E3</b>							
ESRS E3-1	9	Water and marine resources	Indicator number 7 Table #2 of Annex 1				NM
ESRS E3-1	13	Dedicated policy	Indicator number 8 Table 2 of Annex 1				NM
ESRS E3-1	14	Sustainable oceans and seas	Indicator number 12 Table #2 of Annex 1				NM

Disclosure requirement	Data point	Sustainability statements / Appendix	SFDR reference	Pillar 3 reference	Benchmark regulation reference	EU Climate Law reference	Location
ESRS E3-4	28 (c)	Total water recycled and reused	Indicator number 6.2 Table #2 of Annex 1				NM
ESRS E3-4	29	Total water consumption in m3 per net revenue on own operations	Indicator number 6.1 Table #2 of Annex 1				NN
<b>ESRS E4</b>							
ESRS 2 - SBM 3 - E4	16 (a) i		Indicator number 7 Table #1 of Annex 1				NM
ESRS 2 - SBM 3 - E4	16 (b)		Indicator number 10 Table #2 of Annex 1				NM
ESRS 2 - SBM 3 - E4	16 (c)		Indicator number 14 Table #2 of Annex 1				NM
ESRS E4-2	24 (b)	Sustainable land / agriculture practices or policies	Indicator number 11 Table #2 of Annex 1				NM
ESRS E4-2	24 (c)	Sustainable oceans / seas practices or policies	Indicator number 12 Table #2 of Annex 1				NM
ESRS E4-2	24 (d)	Policies to address deforestation	Indicator number 15 Table #2 of Annex 1				NM
<b>ESRS E5</b>							
ESRS E5-5	37 (d)	Non-recycled waste	Indicator number 13 Table #2 of Annex 1				32
ESRS E5-5	39	Hazardous waste and radioactive waste	Indicator number 9 Table #1 of Annex 1				NR
<b>ESRS S1</b>							
ESRS 2 - SBM 3 - S1	14 (f)	Risk of incidents of forced labour	Indicator number 13 Table #3 of Annex 1				NM



Disclosure requirement	Data point	Sustainability statements / Appendix	SFDR reference	Pillar 3 reference	Benchmark regulation reference	EU Climate Law reference	Location
ESRS 2 - SBM 3 - S1	14 (g)	Risk of incidents of child labour	Indicator number 12 Table #3 of Annex I				NM
ESRS S1-1	20	Human rights policy commitments	Indicator number 9 Table #3 and Indicator number 11 Table #1 of Annex I				62 - 64
ESRS S1-1	21	Due diligence policies on issues addressed by the fundamental International Labor Organisation Conventions 1 to 8			Delegated Regulation (EU) 2020/1816, Annex II		62 - 64
ESRS S1-1	22	Processes and measures for preventing trafficking in human beings	Indicator number 11 Table #3 of Annex I				NM
ESRS S1-1	23	Workplace accident prevention policy or management system	Indicator number 1 Table #3 of Annex I				39
ESRS S1-3	32 (c)	Grievance/complaints handling mechanisms	Indicator number 5 Table #3 of Annex I				61 - 63
ESRS S1-14	88 (b) and (c)	Number of fatalities and number and rate of work-related accidents	Indicator number 2 Table #3 of Annex I		Delegated Regulation (EU) 2020/1816, Annex II		39
ESRS S1-14	88 (e)	Number of days lost to injuries, accidents, fatalities or illness	Indicator number 3 Table #3 of Annex I				39
ESRS S1-16	97 (a)	Unadjusted gender pay gap	Indicator number 12 Table #1 of Annex I		Delegated Regulation (EU) 2020/1816, Annex II		NS
ESRS S1-16	97 (b)	Excessive CEO pay ratio	Indicator number 8 Table #3 of Annex I				NS

Disclosure requirement	Data point	Sustainability statements / Appendix	SFDR reference	Pillar 3 reference	Benchmark regulation reference	EU Climate Law reference	Location
ESRS S1-17	103 (a)	Incidents of discrimination	Indicator number 7 Table #3 of Annex I				63
ESRS S1-17	104 (a)	Non-respect of UNGPs on Business and Human Rights and OECD	Indicator number 10 Table #1 and Indicator n. 14 Table #3 of Annex I		Delegated Regulation (EU) 2020/1816, Annex II Delegated Regulation (EU) 2020/1818 Art 12 (1)		NM
<b>ESRS S2</b>							
ESRS 2 - SBM 3 - S2	11 (b)	Significant risk of child labour or forced labour in the value chain	Indicators number 12 and n. 13 Table #3 of Annex I				NM
ESRS S2-1	17	Human rights policy commitments	Indicator number 9 Table #3 and Indicator n. 11 Table #1 of Annex 1				NM
ESRS S2-1	18	Policies related to value chain workers	Indicator number 11 and n. 4 Table #3 of Annex 1				NM
ESRS S2-1	19	Non-respect of UNGPs on Business and Human Rights principles and OECD guidelines	Indicator number 10 Table #1 of Annex 1		Delegated Regulation (EU) 2020/1816, Annex II Delegated Regulation (EU) 2020/1818, Art 12 (1)		NM
ESRS S2-1	19	Due diligence policies on issues addressed by the fundamental International Labor Organisation Conventions 1 to 8			Delegated Regulation EU) 2020/1816 Annex II		NM
ESRS S2-4	36	Human rights issues and incidents connected to its upstream and downstream value chain	Indicator number 14 Table #3 of Annex 1				NM
<b>ESRS S3</b>							
ESRS S3-1	16	Human rights policy commitments	Indicator number 9 Table #3 of Annex 1 and Indicator number 11 Table #1 of Annex 1				NM

Disclosure requirement	Data point	Sustainability statements / Appendix	SFDR reference	Pillar 3 reference	Benchmark regulation reference	EU Climate Law reference	Location
ESRS S3-1	17	Non-respect of UNGPs on Business and Human Rights, ILO principles or and OECD guidelines	Indicator number 10 Table #1 Annex 1		Delegated Regulation (EU) 2020/1816, Annex II Delegated Regulation (EU) 2020/1818, Art 12 (1)		NN
ESRS S3-4	36	Human rights issues and incidents	Indicator number 14 Table #3 of Annex 1				NM
<b>ESRS S4</b>							
ESRS S4-1	16	Policies related to consumers and end-users	Indicator number 9 Table #3 and Indicator number 11 Table #1 of Annex 1				20
ESRS S4-1	17	Non-respect of UNGPs on Business and Human Rights and OECD guidelines	Indicator number 10 Table #1 of Annex 1		Delegated Regulation (EU) 2020/1816, Annex II Delegated Regulation (EU) 2020/1818, Art 12 (1)		NR
ESRS S4-4	35	Human rights issues and incidents	Indicator number 14 Table #3 of Annex 1				62
<b>ESRS G1</b>							
ESRS G1-1	§10 (b)	United Nations Convention against Corruption	Indicator number 15 Table #3 of Annex 1				62
ESRS G1-1	§10 (d)	Protection of whistle-blowers	Indicator number 6 Table #3 of Annex 1				62 - 63
ESRS G1-4	§24 (a)	Fines for violation of anti-corruption and anti-bribery laws	Indicator number 17 Table #3 of Annex 1		Delegated Regulation (EU) 2020/1816, Annex II)		62 - 63
ESRS G1-4	§24 (b)	Standards of anti-corruption and anti-bribery	Indicator number 16 Table #3 of Annex 1				62 - 63

List of not material topics:

Disclosure requirement	Description
ESRS E2	Pollution
ESRS E3	Water and marine resources
ESRS E4	Biodiversity and ecosystems
ESRS S2	Workers in the value chain
ESRS S3	Affected communities

NR - not relevant  
 NS - not stated  
 NM - not material

**Yettel.**