

Sustainability Report 2021



Yettel.

Serbia

Towards a balanced future

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1. Introduction



1.1. Chief Executive Officer's Message

Dear Partners and Friends,

Today we are witnessing environmental challenges that are becoming a rising issue. The global society understands the need for joint commitment and action to tackle these problems. This is the responsibility of our generation toward the future ones and our planet. We should take this responsibility seriously.

In Yettel, dealing responsibly with the environment and with society is part of our DNA. We've always used our innovative technology to help the community in which we operate to thrive. In this report, you will read about why sustainability is our priority, what we have achieved so far, and what our goals are for the future.

During my 20-year career in the telecommunications industry, I have witnessed changes in the importance of sustainability for business, as well as the transformation of approaches to this topic - from education and theory to concrete actions and results. A switch from dreaming to doing. And this is what our planet needs - concrete solutions for the protection and preservation of its unique beauty.

In April 2021, we started a mobile phone recycling program, with the aim of contributing to the reduction of electronic waste generation. With the launch of the Yettel brand in March 2022, we decided to go one step further and change the game once more. Our goal is to recycle one million mobile devices by 2025, and we invite everyone to join us. And this is just the beginning.

I am proud to present to you the Sustainability Report 2021 in which, for the first time, we are extending the scope of publicly disclosed information on our environmental, social and governance (ESG) practices and impact.

Following the ESG agenda of the PPF Telecom Group, within which Yettel operates, we will use the next 12-24 months to set clear ESG goals for the future. I strongly believe that we already have a solid basis, and that ESG goals will build on this in the future.

I am looking forward to the opportunity of putting our leading technology into service to achieve a sustainable future in balance.

Sincerely,

Mike Michel
Chief Executive Officer



1.2. About PPF Telecom Group

PPF Telecom Group is a leading telecommunications service provider in Central and South-East Europe, with companies working in Ispraviti u 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.

CETIN branches operating in the Czechia, Hungary, Bulgaria, and Serbia provide telecommunications infrastructure services on a wholesale basis by applying the arm's length standard. CETIN is driving digital transformation in all four countries through investments in the latest technology and services. In the Czechia, CETIN owns, and operates the largest fixed network in the country with nationwide coverage. CETIN branches in the Czechia and Hungary operate radio access networks for mobile services under network sharing agreements, which improve their mobile network coverage and capacity.

The Group's commercial branch provides services to end-users in the consumer, corporate, and public sectors under O2 and Yettel brands. The services include mobile voice, data and text messaging, fixed broadband, multi-platform internet television, fixed voice lines and corporate data networks.

At 2021 year-end, 18.3 million customers relied on PPF Telecom Group's mobile services, and almost a million customers used the Group's fixed broadband. In the Czechia, O2 is also a leading provider of Pay TV and traditional landline phone services.

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. The Group's companies generate predictable cash flows, which are resilient to changes throughout the business cycle and to adverse global impacts such as the COVID-19 pandemic outbreak in 2021 and its impact on global economy.

At the end of 2021, PPF Telecom Group operated state-of-the-art 5G mobile networks in most of its markets. 5G services will be driving the next wave of innovation and growth for years to come. The rapid rollout of 5G networks will be accelerated by sharing the expertise and resources of CETIN Group's Infrastructure Division.

The customer base is expanding and improving in all the countries where the Group operates.

*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.



1.3. Yettel Serbia at a Glance

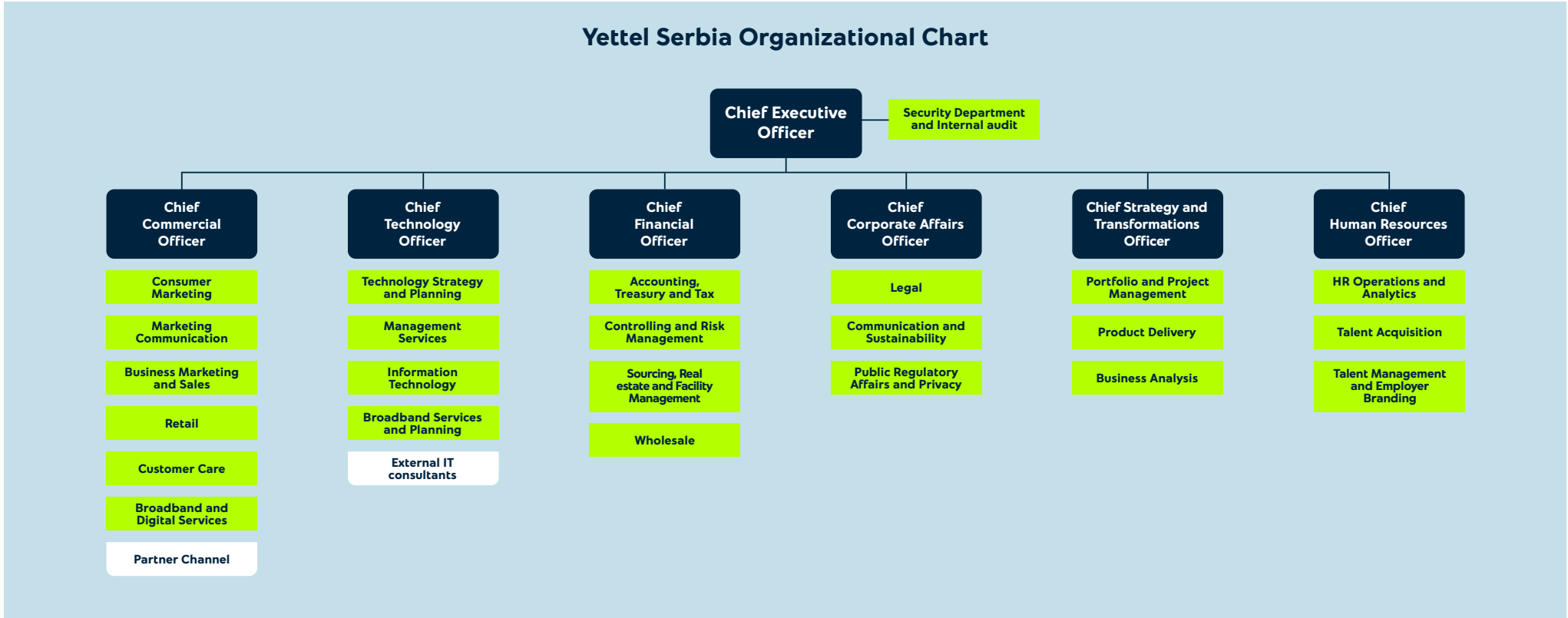
Yettel, Telenor Serbia's legal successor, has been operating in Serbia since 2006 as the leading telecommunications service provider. Launched in 2022 for customers in Bulgaria, Hungary, and Serbia, Yettel is PPF Telecom Group's new telecommunications brand. Putting customers first, Yettel mission in delivering connectivity and digital services is simple: to help people achieve balance in life.

Committed to innovation, Yettel has been the first telco operator to launch the 5G test environment in Serbia. With a view to remaining the driving force in the field of technology, Yettel continues to offer innovative and simple customized solutions in both mobile and fixed telecommunication services. In 2021, Yettel entered the fixed market by launching Hipernet, the best internet and digital television for the entire household.

The data presented in this report apply to Telenor Serbia, Yettel legal predecessor, as the reporting year is 2021. Considering that the report is being published in 2022,

Yettel in Serbia, part of PPF Telecom Group, connects almost three million customers.

the year in which Yettel brand has already been introduced to the Serbian market, henceforward we will use the name Yettel Serbia and Yettel Foundation for projects and initiatives conducted by Telenor Foundation.



Yettel Foundation

In the Republic of 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.

The strategy of Yettel Foundation is based on the principles of sustainability and responsibility to community and nature. 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, sustainable, and balanced future.



Market information & positioning

Yettel is the largest mobile telecommunications provider in the Republic of Serbia by service revenue. Yettel provides fast and reliable mobile services and superior customer experience to the entire population of Serbia. It has a rich portfolio of digital and fixed services, handsets and accessories offered at points of sale all over the country. Since its launch in 2006, Yettel has been committed to keeping up with changing customer needs, and to providing a seamless customer experience across all touchpoints, from its shops to digital channels.

Yettel has its head office in Belgrade, registered at 90 Omladinskih brigada Street, and retail shops located in more than 90 cities and towns across Serbia. Yettel is wholly owned by PPF TMT BIDCO 1 B.V. Amsterdam, the Netherlands, with its registered office at Strawinskylaan 933. The main services offered by the company are mobile and internet services offered to personal and business customers. In addition to its regular offerings, Yettel offers solutions such as Fixed Solutions, Digital Services, Fleet Management and Wholesale Services. Additionally, in its retail stores and e-shop, Yettel has various tech products and gadgets conforming to a modern lifestyle available for purchase.



3.0 M
Mobile
subscribers

37%
Mobile revenue
market share

1
Mobile market
position
(by service revenue)

Yettel Serbia in Figures

97%
4G mobile network
population coverage

1,551
Employees

132
Stores

Proud Moments in 2021

Winning of the "Best in Test" award for network quality.

It is the fourth consecutive year that Yettel has been selected by UMLAUT, an independent international technology company, to receive this award.

Entering the fixed line communications market by launching Hipernet, a broadband internet, digital TV, and fixed telephony service for households.

Achieving the highest Net Promoter Score (NPS) ever, and differentiating itself from its closest competitor by 15 points.

Launching a mobile device recycling campaign in April, and finishing the year with **over 200,000 mobile phones recycled.**

Launching Bridging the Digital Divide in Serbia for the Most Vulnerable Children Project in cooperation with UNICEF to ensure greater access to education at 30 schools. Yettel donation of 2,200 internet cards and 310 modems will enable distance learning, regardless of where the students are living.

Allocating over RSD 3 million to Yettel Foundation projects.



1.4. Economic Performance and Value Creation

Yettel Serbia follows PPF Telecom Group's business strategy commitment to long-term value creation by providing superior customer service and ensuring exceptional connectivity. The Company generates revenue from its primary business.

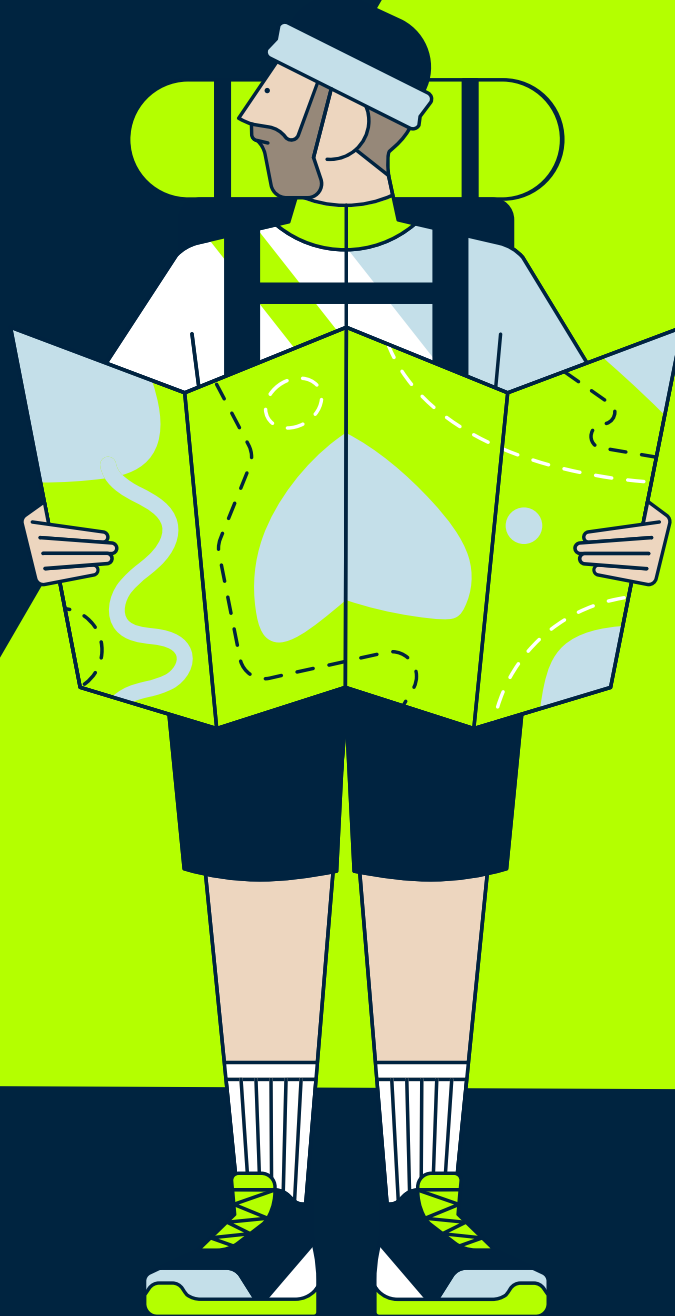
Apart from being committed to building a sustainable, resilient, healthy, and profitable business, Yettel recognises that CSR has a wider impact on company performance, society, customers, and employees. To that end, in 2021, Yettel Serbia continued with local community investments for post COVID-19 recovery. Our philanthropic activities have continued by contributing over RSD 3M to Yettel Foundation projects.

Yettel revenue has been growing at a rate of 7.7% year-on-year, driven by the monetisation of the growing demand for mobile data usage and roaming, with revenues returning to pre-COVID levels. Yettel Earnings before interest tax depreciation and amortisation (EBITDA) has been decreasing at a rate of 5% year-on-year mainly due to mobile and fixed infrastructure services provided by CETIN doo Beograd, its related party. Yettel continues focus on increasing operational efficiency and making cost savings has also contributed to solid EBITDA.

	Economic performance indicators for FY 2021	in RSD
1	Total Assets	31,094,719
2	Net Sales	9,982,590
3	Total Capitalization	2,261,028
4	EBITDA	13,530,097
5	Direct economic value generated	8,676,171



2. Strategic approach to ESG



2.1. Identified Material Topics

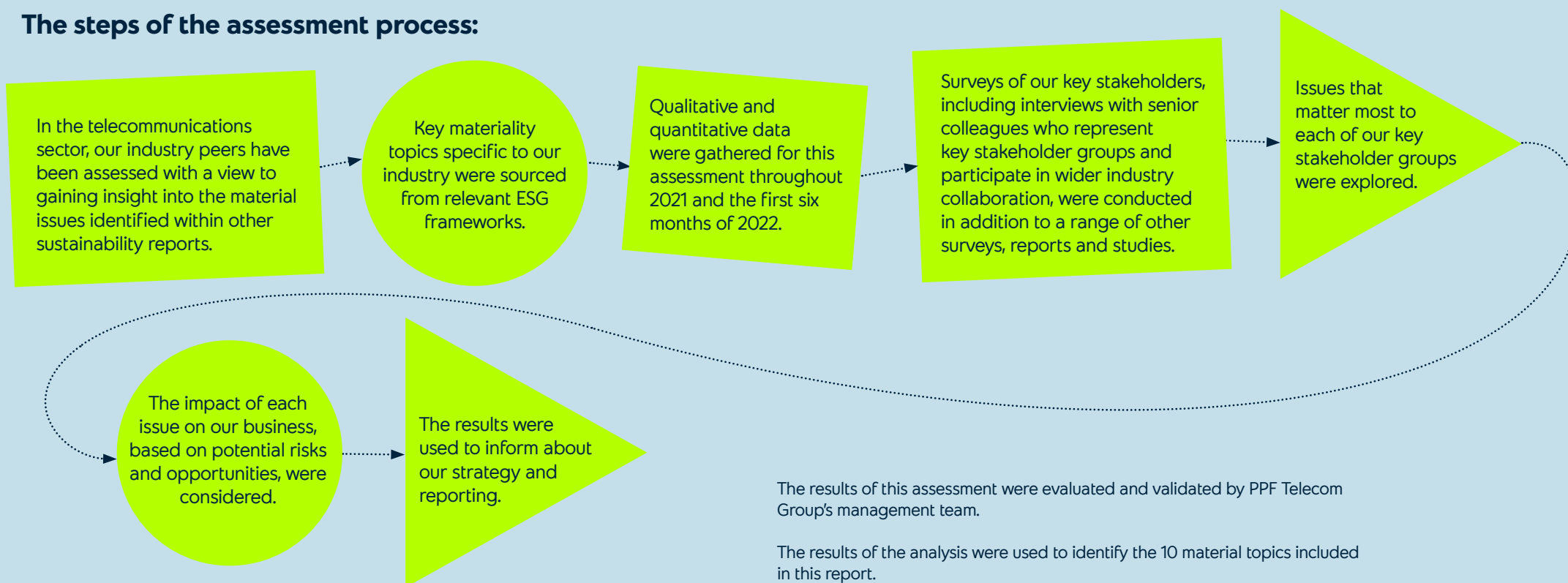
Materiality analysis

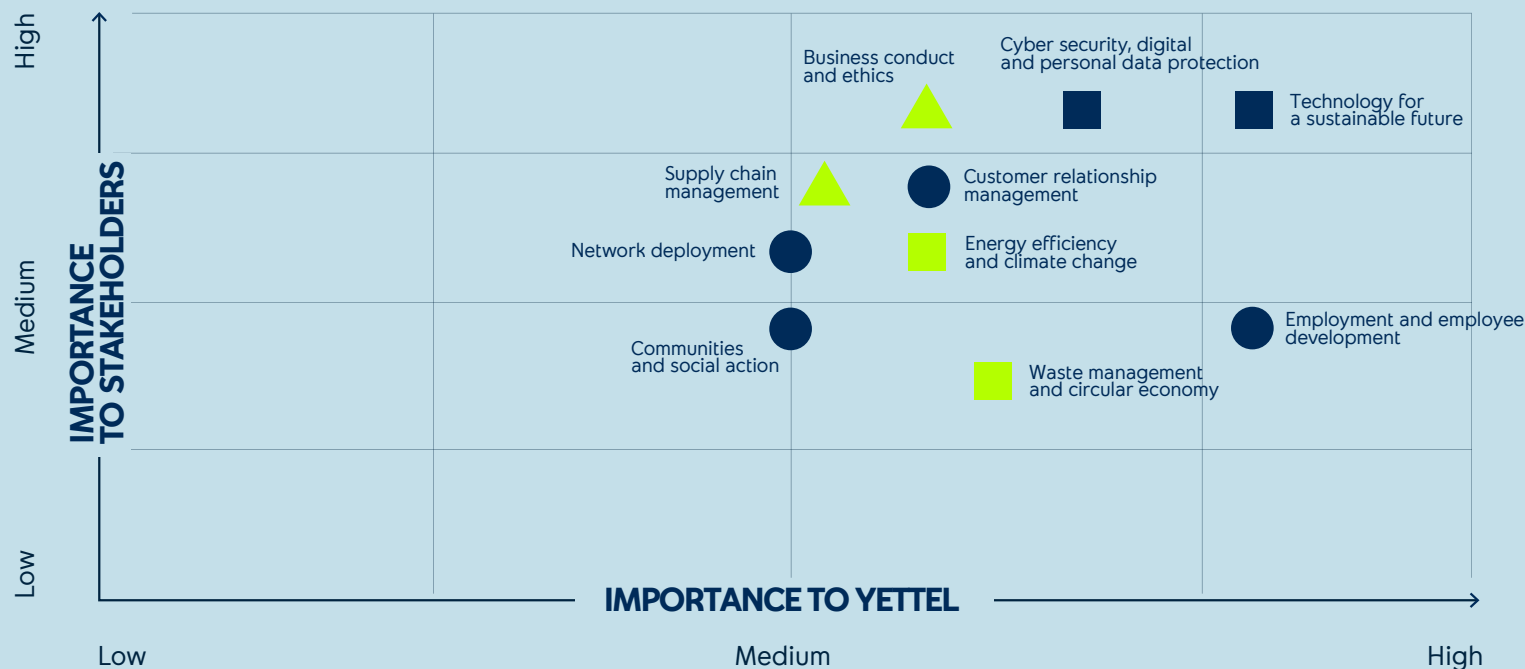
Materiality is a concept which defines important issues that need to be included in our report. Based on the GRI Sustainability Reporting Standards (GRI Standards) and its reporting principles for defining report content (stakeholder inclusiveness, sustainability context, materiality, and completeness), the Group conducted a comprehensive strategic review, and conducted a materiality assessment.

Yettel and its stakeholders were assessed through the Materiality Analysis conducted on a Group level. Accordingly, for the purpose of report writing, Yettel didn't conduct a local materiality analysis as all of the 10 materiality topics are relevant for the local market.

The assessment process started in 2021 and included in-depth research and engagement with key stakeholders, employees, internal leaders, our lenders and professional advisors. A broad range of views and opinions on issues relevant to the business were considered in the context of how they shaped our business planning and development. This allowed us to identify the most material issues in environmental, social and governance areas.

The steps of the assessment process:





Technology for a sustainable future
Services and products addressing social and environmental challenges

Cyber security, digital and personal data protection
Safeguarding the privacy of customer data and resilience of our networks against cyberattack and cyberfraud

Energy efficiency and climate change
Reducing greenhouse gas emissions and the release of other harmful substances into the atmosphere

Waste management and circular economy
Managing input materials and reducing waste generated by our operations, supporting the circular economy

Employment and employee development
Creating an equitable, diverse, and inclusive working environment, safeguarding the health, safety, and wellbeing of our employees

Customer relationship management
Understanding our customers, their needs and desires to deliver the experiences they expect

Network deployment
Assessing the impact of our operations on affected communities, keeping these communities informed, and maintaining open dialogue, specifically about the effects of electromagnetic fields

Communities and social action
Supporting local communities with donations and active participation

Supply chain management
Responsible and sustainable sourcing

Business conduct and ethics
Acting with integrity and transparency

2.2. 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.

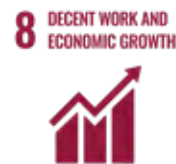
Yettel is committed to following these 8 SDGs:



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

OUR CONTRIBUTION:

Through telecommunications and information technology, we support universal and digital literacy and numeracy. We hope to contribute to increasing the number of youth and adults with relevant skills, including information and communication (ICT) skills. We also help employees learn about sustainability issues through targeted campaigns and education.



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 labour 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 introduction of waste management systems, responsible recycling and refurbishing in its businesses. 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 everyday operations we promote equality and non-discrimination on the basis of sex and encourage equal opportunities for leadership. We use our core business and our information and communication technology to promote women empowerment.



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:

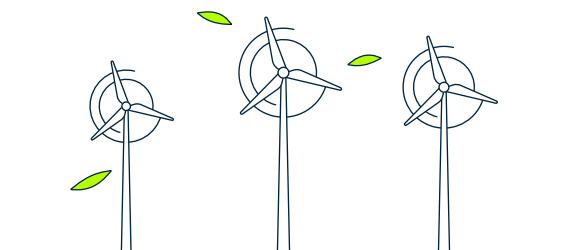
Deployment and expansion of more energy efficient telecommunications technologies and increased use of renewable energy in our operations enables the transition to sustainable and affordable energy.



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.



2.3. New Sustainability Strategy

During 2021, an extensive stakeholder dialogue and relevant analyses were conducted on the PPF Telecom Group level to define key materiality areas with an objective to start implementing initiatives and projects within the new sustainability strategy roadmap. Yettel is driving the strategy objectives in Serbia in line with the Group, and already has some concrete parameters in place that will guide our future actions.

The new sustainability strategy is completely aligned with overall business ambition - to be the leading telecommunications services provider in Serbia. Our performance is driven by three strategic success principles:



**The Best
Network**



**The Best
Customer
Experience**



**The Best
Performance**



Sustainability strategy considers all identified material topics, divided in **four main pillars**:

Accelerating TECHNOLOGY for a Sustainable Future

Providing inclusive and safe connectivity, supported by the deployment of innovative technological solutions that benefit businesses, people and the environment. Delivering reliable, safe, and quality connectivity to as many people as possible in our countries of operation by investing into networks, security solutions and new technologies and raising the digital literacy of its employees and the wider public.

Putting the PEOPLE in the Center of Our Business

Empowering our colleagues by creating an equitable, diverse, and inclusive working environment is our commitment. We will go further in tackling problems with inclusion and diversity, whether through recruitment or career advancement. Our commitment includes safeguarding the health, safety and wellbeing of our employees, customers, partners, suppliers, and community in which we operate. Listening and responding to stakeholders is also crucial for us to achieve the goals successfully and responsibly.

Reducing Impact on the ENVIRONMENT

Maintaining a healthy environment and minimising damage to nature is important to current and future generations. We will adopt a robust policy to reduce the environmental impact of our operations throughout the value chain while leveraging new technologies to facilitate environmental protection. We will mainly target lower energy consumption, fuel savings and sourcing renewable energy to reduce our footprint of greenhouse gas emissions and other harmful substances in the atmosphere. Managing input materials and waste is another important area where we will contribute to improve the environment.

Acting with TRANSPARENCY and Integrity

To meet our stakeholders' and our own expectations, we are introducing additional initiatives to support our sustainability strategy.

The **main objectives and commitments**¹:



Technology

Tackling the digital divide by providing as many people as possible with a reliable connection

- ▶ 5G connectivity available to at least 50% and 80% of the population by 2025 and 2028, respectively

Promoting digital education and awareness

- ▶ Support development of digital skills and digital literacy through trainings, advices and information

Developing smart solutions that benefit people and reduce harm to the environment

- ▶ Invest in digital technologies to tackle environmental and social needs

Safeguarding information security and personal data

- ▶ By 2025, we will ensure protection of 13% of our tariff customers in the consumer segment with our cybersecurity solution



Environment

Reducing emissions intensity

- ▶ Reduce Scope 1, 2 and 3² GHG emissions

Supporting a circular economy

- ▶ Reach 1,000,000 e-bills by 2025;
- ▶ Reduce the use of paper and plastic by at least 20% until 2028;
- ▶ 1,000,000 devices recycled by 2025;
- ▶ Collect and recycle 50% more e-waste by 2028³;
- ▶ Introduce packaging, waste management and circularity criteria into contracts with key suppliers.



People

Creating future leaders and encouraging women in their careers

- ▶ Develop Talent Development Program

Understanding the employees

- ▶ Improve interaction with employees through growing the participation in employee surveys

Understanding the customers

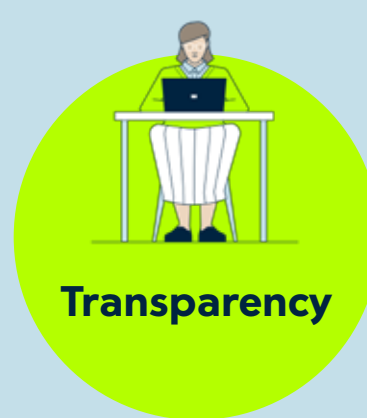
- ▶ Regular customer satisfaction surveys to collect feedback

Being an integral part of communities

- ▶ Support local communities with donations and active engagement

Preventing injury in the workplace

- ▶ Keep injuries classified as severe or fatal at 0%



Transparency

Promoting ESG and sustainability as an integral part of our strategy

- ▶ 100% senior management and at least 50% employee participation in ESG training by 2023.

Sourcing responsibly and sustainably

- ▶ Develop a supplier alignment plan on sustainability

¹ PPF Telecom Group and thus Yettel have publicly committed to applying a consistent methodology over the next 12 months to accurately measure its progress and impact across all strategy pillars and respective goals.

² PPF Telecom Group has publicly committed to setting GHG emission reduction targets aligned with the Science Based Targets initiative's target-setting criteria. The group will use the next 12-24 months to prepare a comprehensive programme to enable us to reduce GHG emissions.

³ Baseline year for all goals is 2021

3. Accelerating Technology for a Sustainable Future



3.1. Sustainable Connectivity

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 secure services for all.

Yettel is proud that 4G network coverage reached 97% of the total population in Serbia in 2021.

Ultimately, the whole PPF Telecom Group will aim for basing connection services on 5G technology, and with the support of CETIN Serbia, Yettel will strive for the same goal. Currently there is no 5G network coverage in Serbia; however, Yettel has been the first telco operator to launch the 5G test environment in the country, back in 2019.

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

% of population covered with 4G	96.96	2020
	97.17	2021
% of geographical coverage with 4G	81.09	2020
	82.14	2021

Smart technology application

Investments in innovation and technology are our route to a successful rollout of new products and services. In 2021, we introduced two modern and innovative products on the Serbian market - Hipernet and Drivey.

Hipernet

In November 2021, we launched Hipernet, a household service that brings together fibre-optic broadband internet, digital television service in a test version, and fixed telephony. By launching this comprehensive portfolio of fixed services for households, Yettel delivered a new, long-awaited, integrated range of services, and made it available to existing and new customers in Serbia. With Hipernet, households in Serbia have the strongest possible WI-FI signal in every corner of their home, a home entertainment hub built on next-generation digital television, and the superior customer experience.

Drivey – Everything about your car. Now on your smartphone

Drivey, available through Yettel in Serbia and two other countries where our brand is present, is a smart device used to track information on vehicle location and driving pattern for statistical purposes. The device allows users to set a maximum speed, and thereby to help protect life and assets.



3.2. Sustainable Society

Improving digital skills and computer literacy, and raising awareness of internet-based threats, is very important for our business. We see it as our responsibility to provide tools and resources to organizations and individuals so that they can achieve their full potential in the digital era. Our goal is to address as many people as possible with educational campaigns, advice, information, and with security awareness training should they feel vulnerable or need assistance with minimising online threats.

Overcoming threats and risks that new technologies may pose is one of the major challenges that businesses face today, and that needs to be addressed. Being tech literate in a modern society means being aware of the proper use of technology tools, being able to practice safe and conscientious behaviour on the internet, but also reinforcing media literacy and encouraging critical thinking.

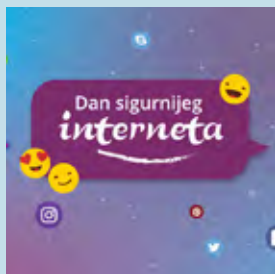
We have reached out to 5,820 individuals with our digital skills training, directly supporting digital literacy.



Yettel foundation
supports

Project on child safety "Security and Responsibility" - delivered in cooperation with "Tijana Jurić" Foundation

Internet safety became increasingly important over the past years, as most of our daily activities have been partly or entirely moved online and the time children spend on the Internet continues to rise. In a little more than a year, despite all the challenges posed by the COVID-19 pandemic, we have trained 500 experts and over 3,000 children by delivering 30 workshops in 17 schools across Serbia.



Additionally, to mark the Safe Internet Day, we have launched a video game designing initiative. Two hundred and seventy elementary school pupils from all over Serbia took part in the initiative. In their own style, interesting and instructive, they conveyed a message to their peers on how to be safer on the Internet. Yettel Foundation provided valuable prizes for best deliverables.



Digital guide "Children and the Internet - Smart from the Beginning" - one of the TOP 50 online achievements

Most children run across digital devices at the age of four. Children of younger primary school age start using computers and mobile phones at approximately the age of five, while two-thirds of parents and educators do not have enough knowledge and skills to protect them from possible misuse. These are the results of a research conducted within the "Family Safety Net" project launched by UNICEF and Yettel, and implemented by the Serbian Ministry of Education, Science and Technological Development and the Užice Child Rights Centre. With an aim to promote safety on the Internet and raising awareness of potential threats, Yettel, together with its partners on the project, developed the first digital guide to children's online safety in Serbia "Children and the Internet - Smart from the Beginning."

The guide is intended for children, parents, guardians, educators, and teachers of children aged four to eight. It serves as guidance on how they can contribute to safe and constructive use of digital devices and the Internet. It is used in schools and preschool institutions, and in Parent-Teacher Associations across Serbia.

The project won the PC Press Top 50 Award in the Education and Culture category. The award is given as a token of recognition of excellence in the field of online achievements such as best sites, social media pages, and applications in Serbia.



3.2.1. Connectivity for inclusion

Staying connected and achieving balance is how we want to be recognized by society. We are familiar with the fact that there is a significant inequality gap across different society groups, and we volunteer to play our part towards overcoming the gap.

Supporting inclusive access to education

At Yettel, we recognise the extent to which the COVID-19 pandemic has affected all spheres of social life, including education. Although most schools managed to move at least some courses online, it is estimated that around 40% of children from vulnerable groups in Serbia were unable to attend online classes due to the lack of internet access or very poor internet connection (info based on the results of the evaluation survey conducted by the Institute for Education and Upbringing). In cooperation with UNICEF, we ran the project "Bridging the Digital Divide in Serbia for the Most Vulnerable Children" and donated 2,200 internet cards and 310 modems to children and schools in 30 municipalities across Serbia with a view to creating adequate conditions for distance learning, regardless of where the students live. We hope that our efforts will help bridge the digital divide still existing in Serbia and create equal and inclusive access to education.



Yettel foundation
supports

Promoting girls' interest in ICT

In 2021, we supported the **Hack#teen event** - a hackathon for girls organised by the Association for Female Affirmation (AFA) for the International Girls in Information and Communications Technology (ICT) Day, which took place on April 28. The hackathon inspires girls and young women and encourages them to pursue studies and careers in the technology sector through training in coding, development of mobile applications, and IT. Fifty female students at high schools across Serbia took part in the event, supported by mentors from ten successful tech companies. The participants created technological solutions that promote knowledge, encourage greater interest in learning, and make education more exciting.



3.3. Cybersecurity, Digital and Personal Data Protection

In an increasingly digitalised environment, the telecommunication industry is playing a vital role in keeping businesses and people connected 24/7 while concurrently processing and storing valuable customer information. As such, the consequences of cyberattack can be very high and far-reaching. It is therefore of paramount importance to build robust and effective defences, especially as attacks are becoming more sophisticated and frequent.

Cybersecurity and risk management must be regarded with the same importance as any other business fundamentals. We operate within national and international supply chains for telecommunications equipment, software and network construction materials. We pay close attention to selecting our suppliers and require all products to be certified for quality and compliance with the standards and regulations relevant to importing and operating these products. As part of the selection process, we apply a specific set of security requirements, including organisational and technical security measures.



Building and maintaining customer trust is of top priority for Yettel.

3.3.1. Protecting personal information

Building and maintaining customer trust is of top priority for Yettel; therefore, the protection of our systems and personal data is of top importance to both our users and Yettel. In accordance with current legislation and good practice, Yettel takes required technical and organizational measures to keep users' personal data safe. To ensure the protection of users' personal data, Yettel uses modern technologies combined with uncompromising management of security controls. Our framework is based on some of the most popular security standards (ISO27001: 2013, ISO 27791, COBIT, etc.). To ensure maximum data protection, Yettel has adopted a number of policies governing data processing. Various mechanisms are applied (encryption, anonymization, pseudonymization, etc.) both for "data in transit" and for "data at rest". Yettel has an appointed data protection officer and specialized departments that take care of information security and fraud protection. They support the processes of protection and security of personal data, and perform compliance monitoring.

Regulatory requirements and customers' concerns about data privacy is another area that involves complex risk and compliance solutions, as a failure in compliance can lead to fines and loss of customer trust. The provision of telecommunications services inevitably entails the need to process a wide range of personal data belonging to our customers. We strive to ensure that customers always understand why we process their personal data and what their rights are.

In 2021, we didn't receive any substantiated complaints concerning breaches of customer privacy.

3.3.2. Cybersecurity rules and procedures

For regulatory compliance, Yettel adheres to numerous international standards and internal regulations and rulebooks (ISO 2700:2013 and ISO 22301:2019, just to name a few).

3.3.3. Health and Safety Impacts of Network Services

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 permit (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 more strict 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).



4. Reducing the Impact on the Environment



4.1. Energy and climate change

Our dedicated approach to environmental stewardship, when managing extensive telecom infrastructure and delivering services to millions of customers, has a longstanding tradition. We strive to minimise our impact on the environment, follow all environment-related laws and regulations, and aim to support the ambitions of the Paris Agreement. In addition to our company-wide efforts to reduce environmental footprint, we foster a culture of cooperation with our employees, customers, and suppliers so that they can support us with our ambition.

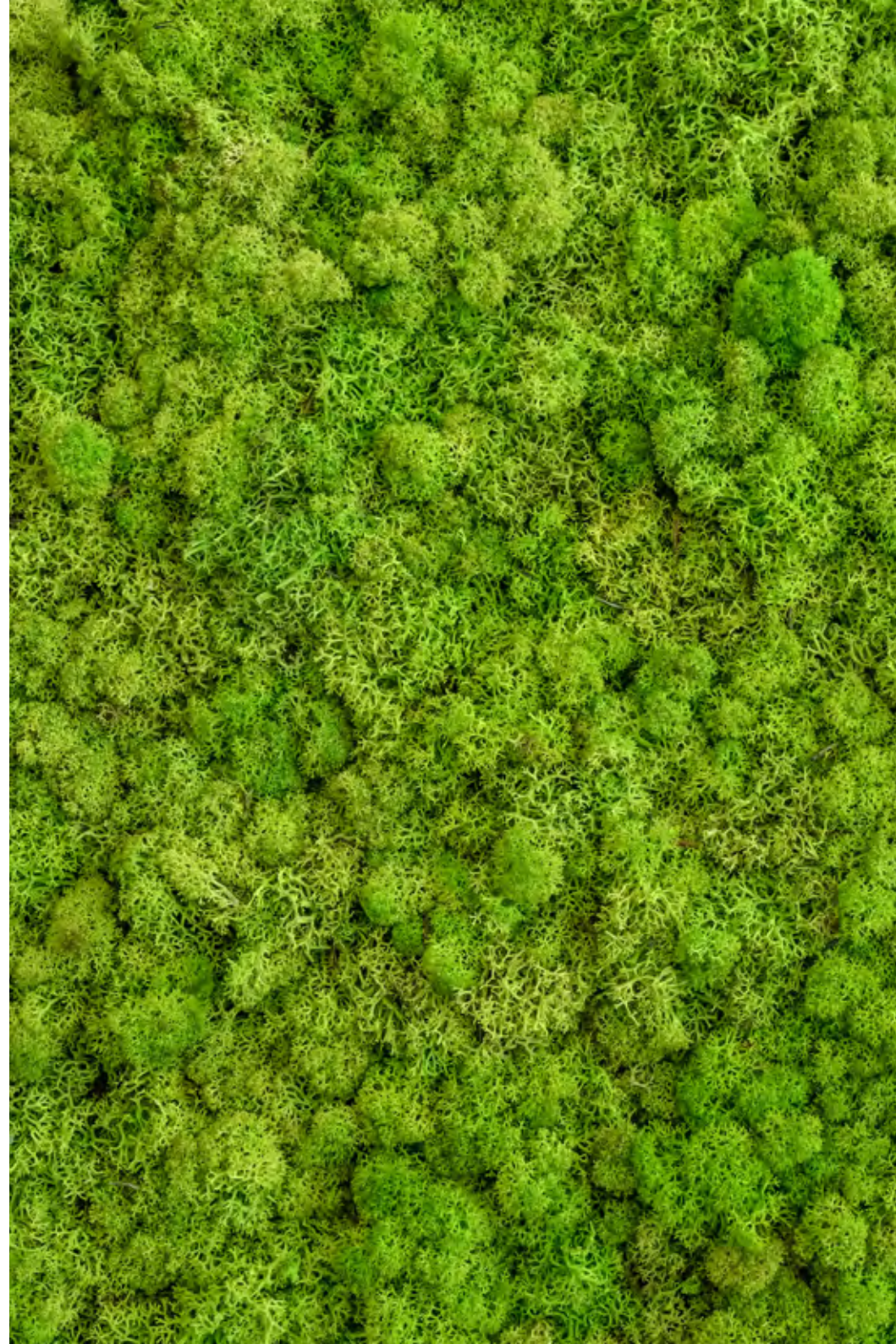
Energy efficiency and climate change, waste management and the circular economy as focus areas for environmental strategy.

For the purpose of securing a strong network, reliable connectivity, overall data transmission and storage, our operations require significant amounts of energy, primarily electricity. Electricity is generated from conventional energy resources. Since this approach is not sustainable on the long run, Yettel has reached 27% of renewable energy in its energy mix in 2021, and CETIN Serbia, as Yettel network and infrastructure provider, succeeded in reaching 68% of renewable energy. In 2021, only 12% of the energy used at the PPF Telco Group level was from renewable sources, attributable primarily to green electricity sourcing in Serbia.



Yettel has reached
27% of renewable energy in
its energy mix in 2021.

CETIN Serbia, as Yettel network
and infrastructure provider,
succeeded in reaching
of renewable energy. **68%**



4.1.1. Environmental Management Approach

To minimise the impact on the environment, Yettel established and has been keeping the Environmental Management System (EMS) in line with the requirements of the internationally recognised **ISO 14001 Standard**. In 2010, **Yettel adopted the ISO 14001 standard**, and in 2011 got **ISO 14001** certified.

Scope: Yettel activities, products and services and all locations are within the scope of the Yettel EMS. The basic structure of an EMS, as defined by the ISO 14001 standard, includes a commitment to continual improvement. Within this structure, there are six primary components.

Yettel Top Management is devoted to integrating environmental aspects into business operations by setting up an Environmental Policy, providing necessary resources,

monitoring environmental performance, and actively participating in and promoting all relevant activities.

The Environmental Policy applies to Yettel activities, products, services, and locations. It includes a commitment to continual improvement, prevention of pollution, and compliance with relevant laws, regulations, and other environmental requirements. The Policy is reviewed at least once a year or whenever there is change in business environment and is communicated to all employees.

EMS Internal and External audits are performed at least once a year by EMS internal/ external auditors, in accordance with the ISO 14001 requirements.



4.1.2. Energy Data

Table 1: **Energy consumption by fuel source** (in kWh) by year

Fuel Source / year	2019	2020	2021
Diesel	0	0	0
Petrol	3,022,918	2,814,087	2,982,499
Natural gas	2,870,586	2,065,198	2,106,856
Central heating	443,247	412,424	487,583
Grid electricity	3,503,588	1,458,047	1,651,019
Green electricity	0	785,102	889,010

Table 2: **Energy consumption by type** (in kWh) by year

Energy type / year	2019	2020	2021
Electricity consumption	3,503,588	2,243,149	2,540,030
Heating consumption	443,247	412,424	487,583
Fuel consumption	5,893,504	4,879,285	5,089,355

Energy consumption in 2021 compared to 2020 levels slightly increased since epidemiological restrictions were lifted, and employees started returning to the office. Additionally, our salesforce was more active on the field, which resulted in increased fuel consumption of Yettel vehicles.

Table 3: **Renewable electricity consumption** (as a percentage of total grid electricity) by year

% of total grid electricity / year	2019	2020	2021
Renewable electricity	0 %	26.79 %	27.13 %



We are increasing the use of energy generated from renewable sources.

Of all our stores, a total of 29 uses energy from renewable source – the hydropower plant Đerdap I.

4.1.3. GHG emissions data

To calculate GHG emissions, we use the globally recognised 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 (CO₂e)); - Scope 2 GHG emissions (in CO₂e) using both the location and market-based methods of calculation; - Scope 3 GHG emissions (in CO₂e); - total GHG emissions Scope 1, 2 and 3 (in CO₂e).



“Earth Hour” - Every year we take part in the initiative called “EARTH HOUR” that happens on the last Saturday of March when we turn off our advertising lighting and interior lighting in both our headquarters and in all our stores for an hour.

Scope 1 - Direct



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



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



fuel used for generators where back-up capacity is needed



fugitive emissions from refrigerants and fire suppression systems used for air-conditioning and fire control systems in office premises

To calculate GHG emissions from fuel sources, we use emission factors from the GHG Protocol Mobile Sources, and Cross-Sectoral tools.

Scope 2 - Purchased



Emissions from electricity and heat bought to power the offices and retail stores. We have calculated Scope 2 emission using market-based methodologies. We have used a kWh to CO₂e conversion factor for 2019 from the IEA for the location-based approach, and AIB European Residual Mix factors for the calendar year 2019 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)



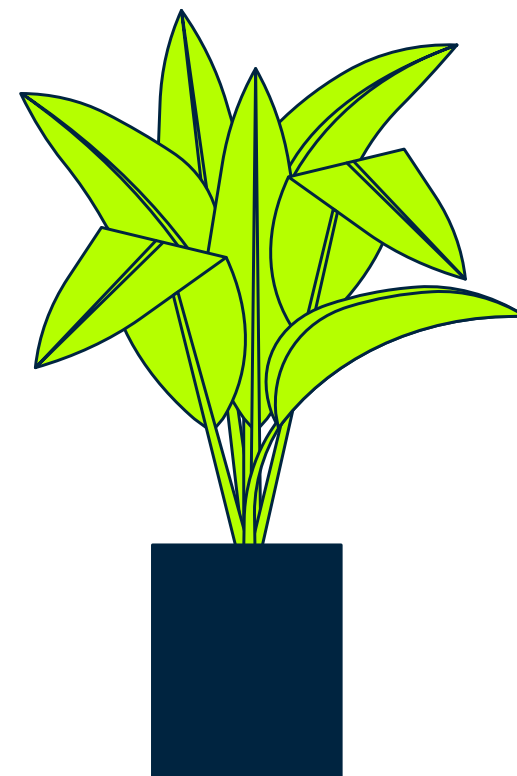
emissions from our network
infrastructure vendor (CETIN)



emissions of our products and
services used by customers

Table: **GHG Emissions** in tonnes of CO₂e

GHG Protocol Categories	Sum of 2019	Sum of 2020	Sum of 2021
Scope 1	1,261.41	1,065.73	1,114.83
Scope 2 (market-based)¹	2,788.37	1,369.25	1,535.92
Scope 3	135,425.38	153,937.95	158,254.05
Business Travel	60.01	5.48	13.05
Downstream transport	186.90	186.20	190.47
Employee commute	78.98	162.52	182.62
End-of-life treatment of sold products	1.86	1.89	1.78
Franchises	51.68	557.42	558.11
Fuel and energy related activities	450.24	328.99	361.08
Investments	0.00	0.00	0.00
Purchased goods and services	131,461.61	148,670.27	153,273.62
Purchased devices, other goods & services	85,900.00	102,526.36	108,033.03
Purchased network services (procured from CETIN)	45,561.61	46,143.91	45,240.59
Upstream leased assets	0.00	0.00	0.00
Use of sold products	3,131.38	4,021.10	3,673.00
Waste generated	2.72	4.08	0.33
Grand Total	139,475.15	156,372.93	160,904.80



In order to help reduce CO₂ emissions, we undertook small but effective initiatives at our offices, namely, we:

- ✓ Replaced FLUO light fixtures in our Headquarters premises with LED light fixtures.
- ✓ Replaced ordinary projectors with laser projectors.
- ✓ Introduced paper printing controlled with ID cards.
- ✓ Installed thermostats with limited degree oscillation (+/- 2°C).



Yettel foundation
supports

Through the competition "Imagine Everything", Yettel Foundation supported the "Plant Your Shade" project by funding the purchase of 6,000 white ash seedlings.

Over the next 30 years Yettel foundation will contribute to the reduction of 4,320,000 tons of CO₂.

"Corporate Social Responsibility is part of our company's DNA, and deeply embedded in all aspects of our business. Supporting projects in environmental protection, education, culture, art, and the inclusion of marginalised groups, in addition to working with partners who share our values, is a priority of Yettel and Yettel Foundation. One of the projects we are very proud of is "Plant your shade". Through this project, Yettel Foundation will save 144,000 tonnes of CO₂ emissions per year, which is 4,320,000 tonnes of CO₂ over the next 30 years. But its most important aspect is that the project engaged citizens throughout Serbia to create a healthier environment not only for themselves and each other but for future generations."

Milica Begenišić
Yettel Foundation Manager



4.2. Circular Economy Solutions for Tackling Waste

Considering the nature of our business, our waste comprises decommissioned network equipment, packaging material and mobile phones. As we are aware of the impacts of waste to the environment, we have committed to reusing items to their greatest extent, and to recycling them later in accordance with local laws and regulations. Special attention is given to the disposal of hazardous materials such as lead acid batteries, used as emergency back-up power for radio base stations.



Did you know?

More than 90 percent of a mobile phone's material mass can be recovered and reused. Every mobile phone consists of glass, plastic, various types of metal, inclusive of common alloys and some precious materials such as gold and platinum. By recycling mobile phones these materials can be reused to reduce waste generation.

Table: **Waste generation** (in tonnes) per year

Waste	2020	2021
1. Generated waste (without communal waste)	191.69	15.41
1.1. Hazardous	168.52	11.72
1.1.1. Batteries and accumulators	77.15	0.06
1.1.2. Electric and electrical	91.38	11.66
1.2. Non-Hazardous	23.17	3.70
1.2.1. Plastic	0.17	0.25
1.2.2. Paper	5.47	2.79
1.2.3. Metal	0.12	0.00
1.2.4. Wood	0.51	0.66
1.2.5. Electronic and electrical	16.89	0.00
2. Recycled waste (without communal waste)	191.69	15.41

In July 2021, Yettel separated its operations from CETIN, and for that reason there is a significant difference between 2020 and 2021 data. Additionally, in 2020, the company performed major replacements of equipment, as well as relocation to a new warehouse.



Case Study

Tackling electronic waste

Yettel is running a successful mobile phone recycling programme, creating a sustainable disposal system for devices that are no longer in use. To encourage customers to take part in the initiative, the company offers discounts for the purchase of a new mobile phone, smartwatch, or accessories. The campaign started in April 2021 and by the year's end more than 200,000 mobile phones were recycled. Following on the mobile phone recycling programme, Yettel has expanded the programme to other electronic devices. Anyone interested can recycle their laptops, routers, tablets, modems, smartwatches, and mobile phones, regardless of whether they are Yettel customers.

We are committed
to recycling
1 MILLION
devices by 2025



"We have set an ambitious goal to recycle at least one million devices by 2025, and we invite our fellow citizens to help us reach this goal and safely dispose of and recycle the electronic waste we create."

Saša Filipović
Chief Commercial Officer



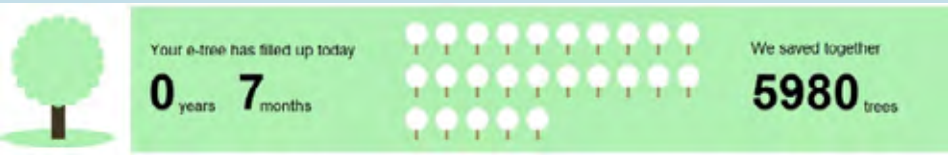


“Something old, something new...”

When we started a mobile recycling campaign in Serbia in 2021, we did it with a strong will and trust that an impactful change could be achieved. In 18 months, over 250,000 customers brought their old mobile phones for recycling, which is around 18 tons of recycled materials. Furthermore, the campaign was extended to other electronic devices.

A decade ago, we stopped using plastic bags and introduced paper ones. Recycling has been embedded into our business for years – paper, electronics, packaging, and other selected waste was sent for recycling. In 2021, more than 11 tons of hazardous electronic waste, close to 3 tons of paper and cardboard waste, and over 300 kilograms of plastic waste (of which 100 kilograms of plastic caps) were recycled.

We have pushed for e-bills. Both private customers (60.8%) and business customers (82.4%) have opted for paperless billing.



Our employees in Serbia are actively involved in the recycling process through primary waste classification at the workplace (paper, aluminium, P.E.T.). Additionally, they voluntarily collect plastic bottle caps and have them recycled to support the civil initiative “Bottle Caps for the Disabled”.



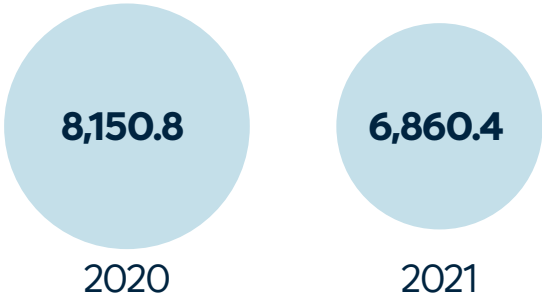
Marijan Đukić
Environmental and Health & Safety Expert

Total number of clients using e-billing services per year (total number of users)	782,594	2020
	881,383	2021

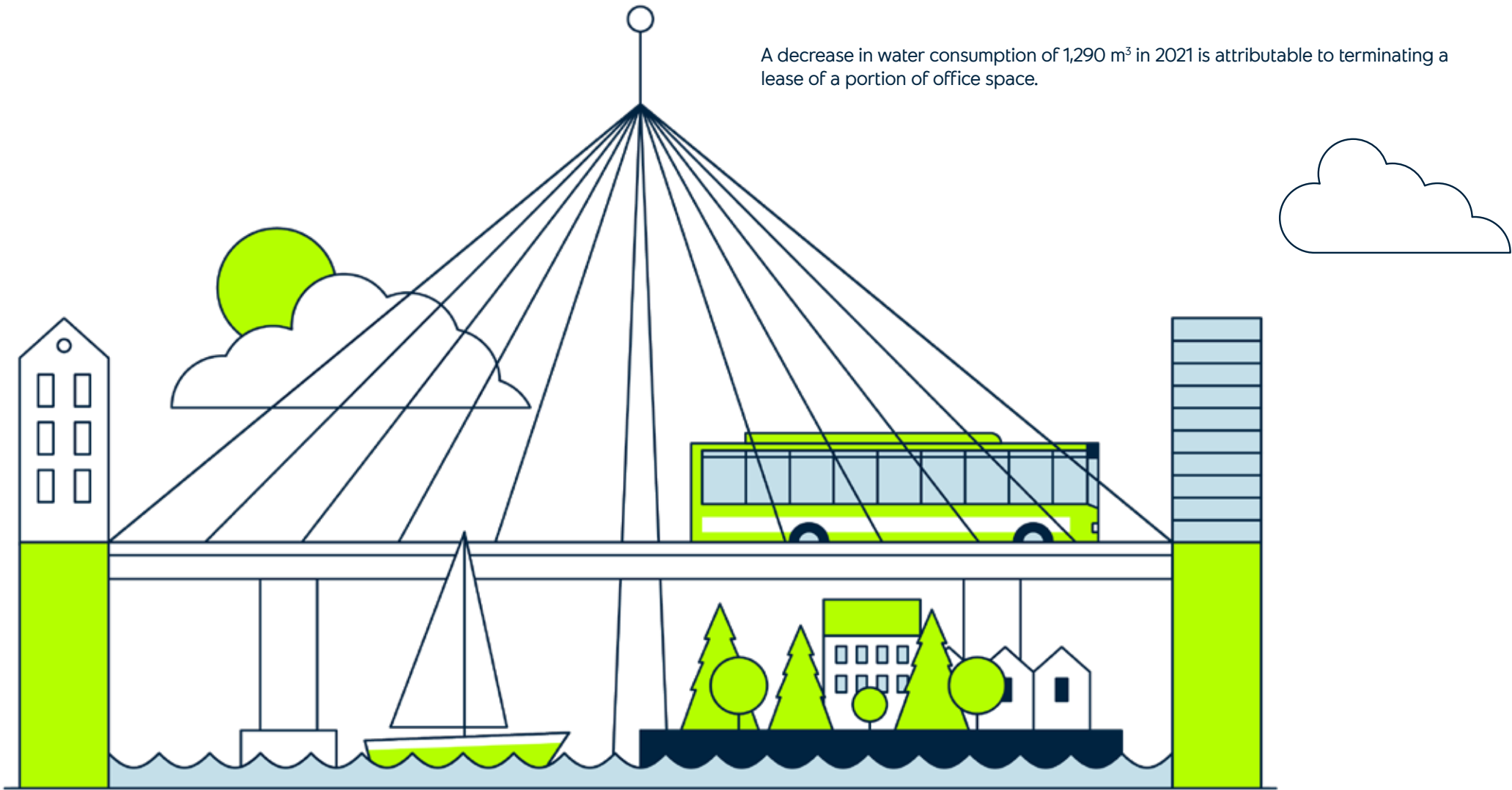
4.3. Managing water resources

In contrast to being a great electricity consumer since we highly depend on electric energy, we are not a major water consumer. Nevertheless, we care about saving water, and look for water saving opportunities. The water we use at our facilities is typically regular water.

Water consumption
(in m³) per year



A decrease in water consumption of 1,290 m³ in 2021 is attributable to terminating a lease of a portion of office space.



5. Putting People at the Centre of our Business

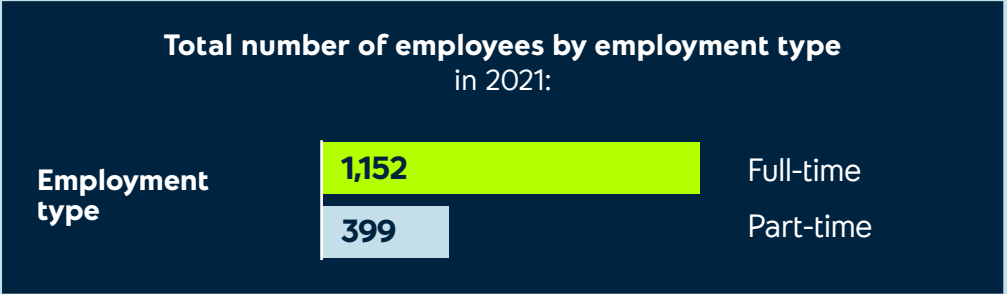
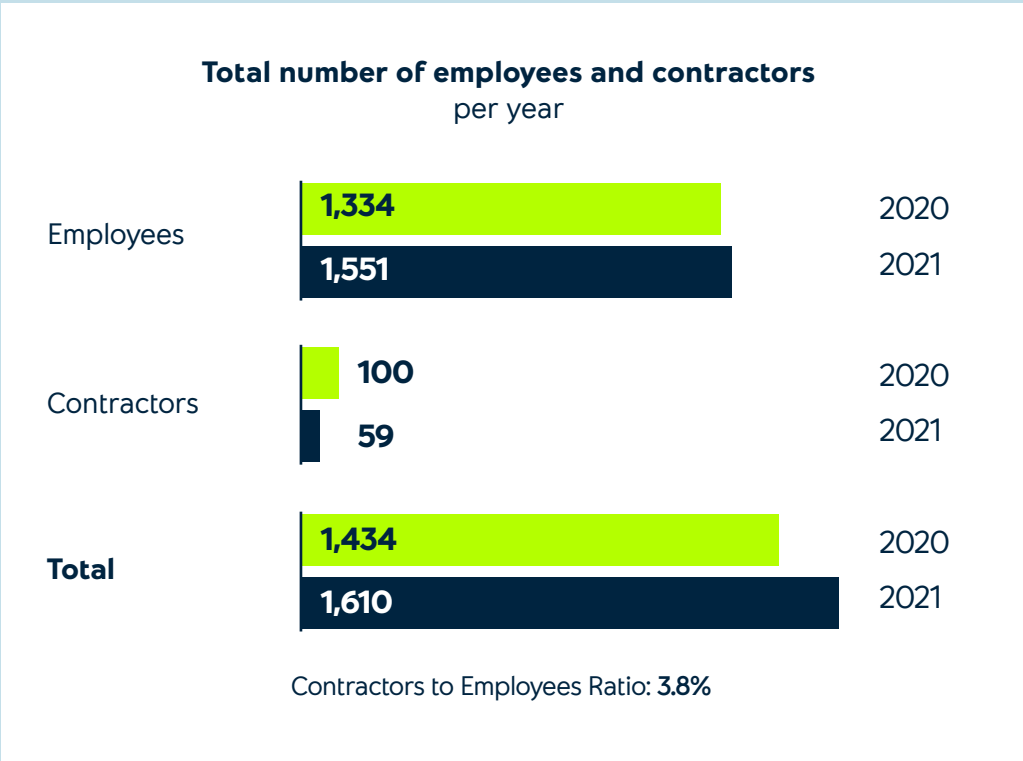


5.1. Being an Attractive Employer

Without our people, devoted to development of our business and culture, our success and growth wouldn't be possible. Therefore, we believe that caring for employees is the top priority for ensuring business continuity and healthy operations. Furthermore, employees who are satisfied with their working environment are the best promoters of Yettel as an attractive employer.

Not only do we strive to provide the most competitive working conditions and attractive benefits for our employees, but we also are focused on developing our people, enabling them personal development through different training and education programs and possibilities to change their position within the company, can reach their full potential within Yettel.

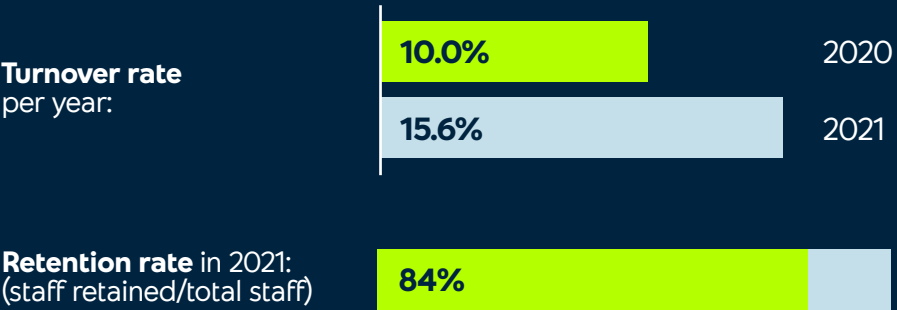
The number of employees at 2021 year-end was 1,551.



5.1.1. Retention and recruitment

Yettel aims at being ranked among the top employers in the telco industry in Serbia. We feel proud to continuously be part of the Top Employer of Choice lists compiled by relevant Recruiting and HR Agencies such as Infostud's Top Employer List.

Over the past year our base of employees grew by 217 employees.



Parental leave

All our employees are entitled to the parental leave benefit in accordance with the national Labour Law that regulates this matter.

In 2021, total number of 103 of our female colleagues were entitled to take the maternity and parental leave and each used this right. However, male colleagues didn't request to use their available paid leave days.

Category	Number of employees
Total number of employees that took parental leave	103
Total number of employees that returned to work in the reporting period after parental leave ended	49
Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work	38
Return to work and retention rates of employees that took parental leave	78%



5.1.2. Driving further employee engagement

Yettel places great importance on creating and maintaining an attractive working environment where all employees can develop skills and thrive in appropriate roles across the organisation. We provide robust training and development opportunities for our people by investing in refining and advancing our training initiatives. To better understand our employees' strengths, we provide regular performance assessments and evaluations and offer further opportunities for improvement. Training is organised around Yettel needs, regulatory requirements, and employee development plans.

In the future, we will launch new initiatives that will help us better understand our employees and our needs. Regular surveys will be conducted to understand what motivates our people and how we can fulfil their needs.

The 2021 Employee Survey response rate was 53%.



5.1.3. Recruiting talents

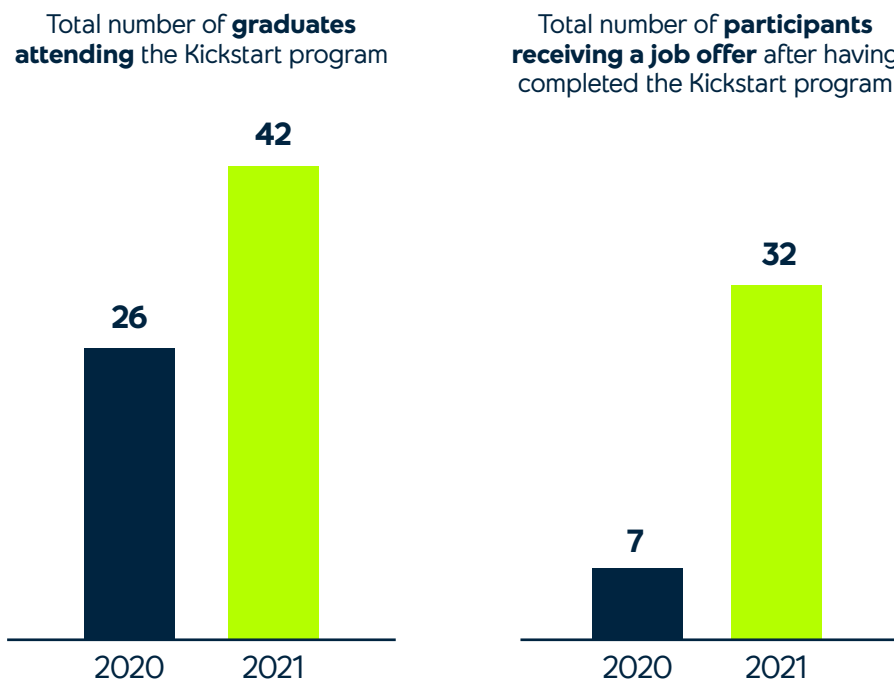
Kickstart your career with us:

Our Youth Program enables us to enrich our organization with young, talented, creative, and high-energy employees. The Program enables us to create a pool of young talents, while giving young talents an opportunity to start their careers with us. We offer the first job experience to enthusiastic graduates ready to learn about the highest business standards in our company. In 2021, a total of 42 young people participated in the Kickstart Program, and 76% found a permanent employment within the company, after having completed the programme.

We are pleased to see that over the years there has been a rising number of people interested in taking part in the Kickstart program, and that the number of graduates who got the opportunity to stay and grow with Yettel grew from 7 in 2020 to 32 in 2021.

This is one of our ways to support young talents in areas in which we want to grow as leader.

Number of Kickstart program participants per year:



5.1.4. Unions

Yettel respects its employees’ rights to be members of unions and does not tolerate any retaliation or hostile action towards employees who choose to do so. We respect the core standards of the International Labour Organization (ILO), especially regarding freedom of association and the right to collective bargaining.

A collective bargaining agreement applies to all our employees (1,551 in 2021).

5.1.5. Education and Upskilling

The working environment is constantly changing; therefore, we need to keep pace with developments, providing on the job, learning and development opportunities to our employees, and supporting their performance and personal development and growth.

Generally, each employee has **4 hours** of training appropriate to their role and grade.

Examples of training courses organised in 2021:

Total number of training hours: 3,107h

Total number of employees having attended some form of training: 758

Training	Employees	Training Type	
Environment, health and safety onboarding	502	Health and safety, environment, security etc.	Mandatory
ISO 14001	5		
First aid	28		
ISO Lead Auditor	4		
Phishing via Security awareness platform	1,667		
Security onboarding	502		
The four functions of management	112	Leadership and sales	Leadership
Evaluation and feedback	167		
Basic Coaching skills	177		
Communication	177		
Decision making and Problem solving	112		
Storytelling and pitching - Selling with stories	124		
Stress management	112		
5G+ Sales methodology	167		

Training	Employees	Training Type	
Excel Essential Training (Microsoft 365)	51	LinkedIn Learning: LinkedIn Content	Soft Skills
Digital Transformation	50		
Speaking Confidently and Effectively	38		
Giving and Receiving Feedback	36		
Communicating with Confidence	32		
Foundations of the Fourth Industrial Revolution (Industry 4.0)	30		
Critical Thinking	29		
The Six Morning Habits of High Performers	27		
Project Management Foundations	26		
Introduction to 5G	26		
Introduction to program	54	LinkedIn Learning: Yettel custom content	Professional
Telenor Architecture	50		
Introduction to CRM Domain Introduction to Beasy Introduction to WSA	31		
Introduction to CBiO Introduction to Billing Charging Introduction to Billing Charging	30		
Introduction to InfoSystem	28		
Main Tools	28		
Software Architecture Fundamentals	25		
Introduction to Digital Domain	23		
Introduction to SAP ERP	23		
Introduction to Analytics Domain	22		

5.1.6. Talent Development Programme

At Yettel, we believe that the next generation of leaders should be found, developed and promoted within the company. We recognise that we must invest in our people and culture with the aim of creating equal opportunities for all. We are therefore planning to set up a Yettel Talent Development Programme aimed at increasing the diversity of our talent pool and develop leaders for the future. As part of this programme, we will introduce modules tailored to the specific needs of our employees. Design of the Talent Development Program will be deployed across PPF Telecom Group.

5.1.7. Equality, diversity, and inclusion

Being self-resilient, bringing your personal qualities and your way of thinking is encouraged and welcomed at Yettel. We believe that diversity brings balance in our workspace and makes our community better and more open-minded.

Things we care about the most:

- ▲ Equal representation by gender, the growing number of female colleagues holding senior management positions
- ▲ Equal representation by gender in technology roles that are predominantly perceived as roles for men
- ▲ Age-inclusive workforce. Our organization embraces young employees with no experience as well as senior leaders and experienced professionals.

In our company, we already have high female representation in managerial roles, and will further encourage women to pursue and accelerate their careers at Yettel.

Distribution of employees by gender in 2021:



Gender diversity at senior management¹ level in 2021:

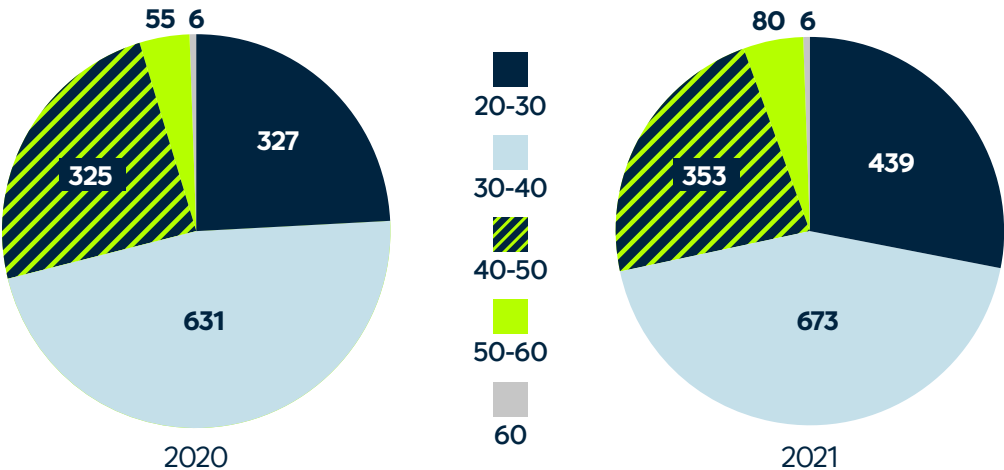


Gender split in technology roles:



In 2021, **we had 71 women in technology roles**, which are stereotypically considered as manly. We are very proud of this achievement, and their roles cover different seniority levels, from internship, specialists, engineers, experts to managers.

Employee age structure, by age groups:



Women in technology

"Gender equality is embedded into our company culture, which is very important in IT, as it is considered as profession reserved for men. I've been working at Yettel for more than 20 years, over 10 in a managerial roles, and I have never felt gender discrimination. I am proud to be working in a company with many women in the IT department. Several times I had a chance to be a mentor on the Hackteen project and to see how girls are imaginative, hard-working, devoted, and with a good mindset. I am pleased that I had a chance to talk to them and encourage them to develop in the technical sciences without fear of whether they will be good enough or valued enough".

Vesna Milenović
Digital IT Manager



There were no identified nor reported incidents related to discrimination in 2021.

5.1.8. Health & Safety & Wellbeing

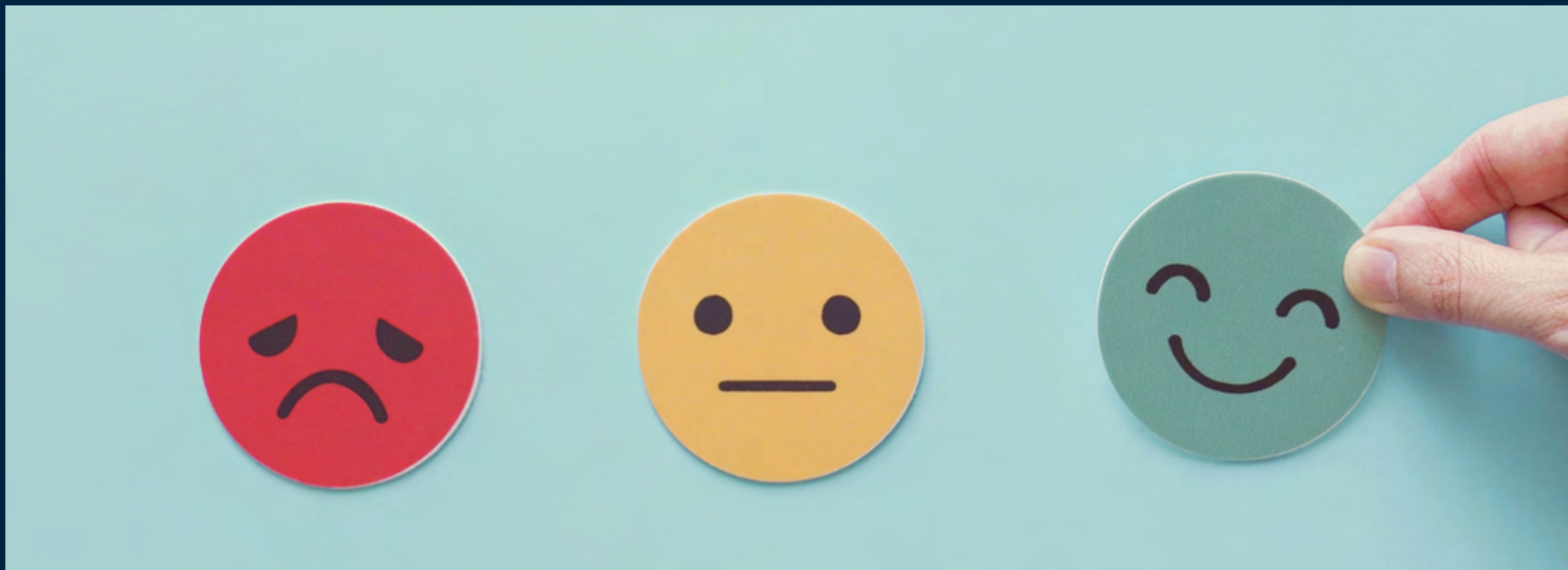
The health, safety and wellbeing of employees is one of Yettel top priorities. Numerous initiatives and awareness campaigns are in place to promote a culture of wellbeing at all levels of the organisation, offering benefits and support. Needless to say, all our colleagues whose daily jobs involve field work are provided with quality equipment.

Our most important health and safety target is to avoid accidents.

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.

The processes of identifying hazards, assessing risks, and preventing accidents and occupational diseases are defined in the Yettel Health and Safety Policies, which are set up individually at subsidiaries to reflect the local and business-specific requirements in each country.

To check compliance with safety standards, regular audits are performed, as well as on-site health and safety inspections, supervision, and robust site maintenance programmes. We ensure that employees are given the most suitable training for working with health and safety management systems.



5.2. Understanding our Customers

If we look at the proportion of market in Serbia covered by Yettel network, it is easy to conclude that providing the best and most reliable service to our customers is our top priority. Customer satisfaction, in that way, is one of the key parameters we are following in order to determine whether we have been the service provider we want to be.

Based on the 2021 Customer Satisfaction Survey – our customer satisfaction score is 85%¹.



5.2.1. Mobile telecommunications and Technology & Health

Taking care of the health and safety of everyone – our employees and the wider public – is highly important to us. When it comes to our technology, we are in compliance with all relevant legal regulations and actively work on

industry-wide initiatives to foster open dialogue. We communicate potential risks and how to minimise them to owners and residents of houses where we want to build base stations (BTS).

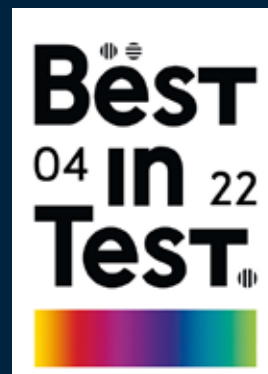
Mobile telecommunications technologies (e.g. mobile phones) transmit and receive radiofrequency electromagnetic fields (RF EMFs) in specific ways that enable communication. Our base stations and mobile devices operate according to the guidelines set by the International Commission on Non-Ionizing Radiation Protection (ICNIRP), an independent advisory body that works in collaboration with the World Health Organization (WHO).

The research undertaken so far shows that if the levels set by ICNIRP are followed, the electromagnetic fields generated by mobile technology are not hazardous to human health. Yettel fully complies with such limits.

We believe that good customer service is not only about meeting our customers' needs, but also exceeding their expectations. We train employees to keep up-to-date and be better informed about newly introduced services and developments, to understand the importance of customer service, and to be there to help, promote, and ensure that the customer is put at the centre of our business.

Case Study

Winning awards for our services



In 2021, Yettel performed excellently in NPS, network NPS, customer satisfaction, brand loyalty, and brand preference. For the fourth year in a row, the Yettel network has won Best in Test acknowledgment in a comparative measurement of network quality conducted by independent international technology company UMLAUT (last award received in April 2022).

In October 2021, Yettel Sales Training & Development Area won the Silver Award at the International Customer Experience Awards 2021 for its sales employees' education and engagement during a time of crisis. Internally designed educational events branded as "Sales Arena" have played a critical role in strengthening front liners to be remarkable representative faces of the premium brand. ICXA is a global programme that celebrates the incredible work done by customer experience (CX) professionals, with entrants from all over the world. It brings the world's top organisations together to compete for the most coveted accolades in CX and share customer experience achievements with a global audience.

5.3. Being an Integral Part of Our Communities

Ever since we have started operations in Serbia, back in 2006, we have contributed to the community through donations and different projects. Our CSR initiatives are carried out not only through Yettel, but also through Yettel Foundation.

In line with our core business, the focus for our CSR activities is to grow digital literacy and improve the skills required to use modern technology safely and responsibly among children and adults. Furthermore, Yettel foundation supported projects in the areas of environmental protection and improvement, inclusion of marginalized populations, education, culture and art. We partner with organisations and focus our work on the areas where we believe we can make a difference.

5.3.1. Showcase of our community engagement projects:



Yettel foundation supports

Competition “Imagine Everything”

For 15 years we have been investing in the community in which we operate, and supporting social responsibility projects. In 2021, Yettel Foundation announced an open call for a new Imagine Everything competition and received applications from humanitarian, non-governmental and non-profit organizations, institutions, and foundations registered in Serbia. Through this competition, we invited interested organisations to propose innovative and sustainable solutions aimed at overcoming current social challenges and creating a better future.



Winning projects were awarded a minimum of EUR 1,000, and a maximum of EUR 15,000. In addition, Yettel Foundation entered into partnerships with the competition winners and made available to them the resources necessary for the successful implementation of their projects.

In 2021, through the “Imagine Everything” competition, Yettel foundation allocated over RSD 3,000,000 to four projects: ARLEMM festival, Plant Your Shade, Hackteen, and Art in Passing.





Yettel foundation
supports



Supporting ARLEMM

The founder and organiser of ARLEMM, a non-profit event, is the Association for Promoting and Encouraging Music in Serbia – MUZIKUS. The organisation of the event was supported by the Ministry of Culture and Information, the Ministry of Trade, Tourism and Telecommunications, the Municipality and the Library of Arilje, SOKOJ, Extreme Intimo brand, Goethe Institute and Yettel Foundation.

Over 10,000 people visited the 12th ARLEMM event, which continued for 16 days with a program of concerts, lectures, and classes delivered by leading musicians from all over the world. The performers were Stefan Milenković and Camerata Academica orchestra, Balkanopolis with Slobodan Trkulja, Ana Čurčin, Orthodox Celts band, and many others. This year too, events were live streamed over Yettel network so that music lovers could watch the concerts from any place in the world.

Around 150 young participants from the Serbia and abroad had a chance to work with supreme lecturers and professors of violin, violoncello, piano, viola, double bass, spiritual chanting, flute, chamber music, solo singing, and guitar, and showcase their skills at concerts held outdoors.





Yettel foundation
supports

Art in Passing - First 3D models of murals for the blind and visually impaired posed in Belgrade

The first 3D models of murals for the blind and visually impaired in Serbia have been posted as part of the "Art in Passing" Project, organised by the Street Art Belgrade organisation.

The aim of the "Art in Passing" Project, organised by the Street Art Belgrade organisation and Yettel Foundation, is to bring street art closer to the blind and visually impaired persons by placing models done in 3D technology.

3D Models of murals are an innovative approach in the presentation of street art and graffiti because the creation of works of street art in 3D technology enables blind and visually impaired people to get to know the works of art on the streets of Belgrade through touch.





Yettel support to future athletic champions and the environment

With Speed to the Stars

We appreciate the importance of physical activity in keeping healthy and being well, as people spend more time in front of TVs, computers, and other mobile device screens. In cooperation with the Serbian Athletics Federation (SAS), Yettel runs a successful project "With Speed to the Stars", which actively promotes sports and physical activities to primary school pupils. The project has been running for several years, and despite the COVID-19 pandemic restrictions being in place in 2021, **350 schools participated in 32 events at 26 cities and 15 Belgrade municipalities.**

The project was the winner of the 2021 "Campaign with a Purpose" competition and was awarded by The Festival of Socially Responsible Communication.



Project "Green Serbia"

Within the project "Green Serbia", tree planting was organized in 10 towns and municipalities across Serbia to raise awareness among citizens, local self-governments, and companies about the importance of our country's landscaping. The campaign was organized by Color Media Communications, and Yettel was one of the partners on the project.

In 2021, tree planting was organised in Zrenjanin, Bačka Palanka, Priboj, Topola, Kikinda, Sremski Karlovci, Požarevac, Kragujevac, Subotica and Indija.





We care for people in need

Donation for Families in Need

In a humanitarian action organised by Yettel in cooperation with UNICEF, our employees have collected RSD 174,400 to help the most vulnerable families with children strongly affected by the COVID-19 pandemic. The company has doubled the amount so that the total value of the donation made to UNICEF amounts to RSD 348,800, and will be equally distributed to families.

UNICEF's project "Mitigating the Effects of the COVID-19 Pandemic on the Socio-Economic Status of Children and Their Families" focuses on providing special assistance to the most vulnerable families with children.

New Year donation instead of the traditional exhibitions sales

Yettel Foundation has donated RSD 150,000 to the Centre for the Accommodation and Day Care of Children and Youth with Developmental Disorders.

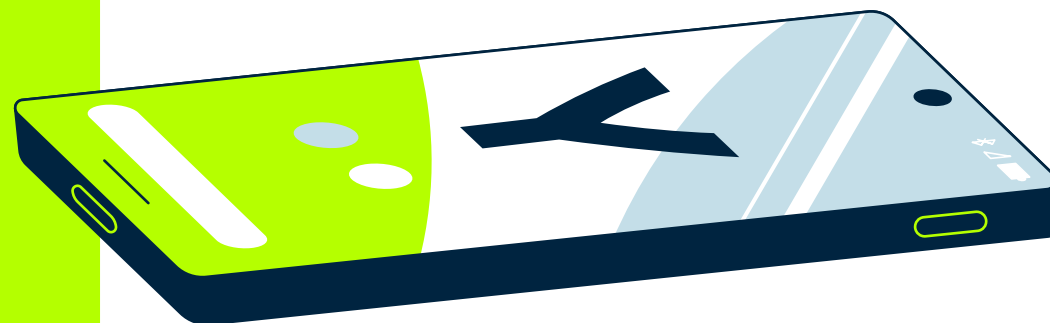
Due to the epidemiological situation, Yettel has decided to replace the traditional New Year's exhibitions sales, organised in the HQ in cooperation with the Centre for Accommodation and Day Care of Children and Youth with Developmental Disorders, with a cash donation.

Our Humanitarian Mobile Numbers

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 2021, we had 33 active humanitarian numbers.



**We have supported collection of
RSD 501,254,500 via 2,567,799
SMS messages that were sent
through Yettel network.**



6. Acting with transparency and integrity



6.1. Corporate Governance

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

6.1.1. 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.

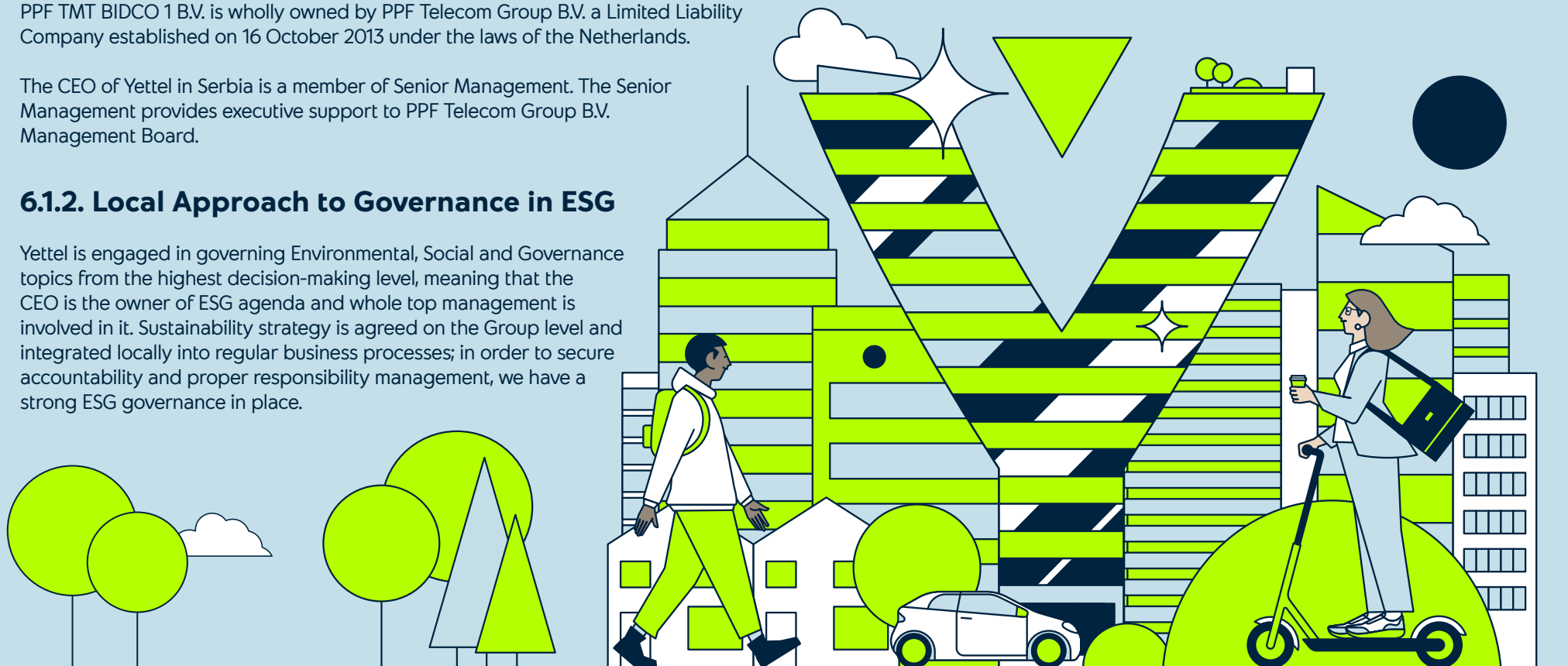
The CEO of Yettel in Serbia is a member of Senior Management. The Senior Management provides executive support to PPF Telecom Group B.V. Management Board.

6.1.2. 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.



6.1.3. 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 behaviour.

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.

Human Rights & Fair Labour

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 labour, forced labour 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.

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 organised. 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. Within this calendar year, designing an anti-corruption and anti-bribery or similar training programs will be considered. 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.

Anti-Harassment

We strive to create a professional environment where respect and tolerance between team members is 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 organises 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 2021, 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 info and rules and procedures which are in place in that respect and info 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.

In 2021, the number of whistleblowing incidents was 17.

6.2. Stakeholder Engagement

We are aware that our positive footprint is as good as our relationships with our business partners. At Yettel, we know our stakeholders and their needs. To keep the dialogue open and transparent, we have different processes and tools in place to engage with our stakeholders and exchange important information.

One of our main stakeholders is **CETIN Serbia**, the first integrated telecom infrastructure company in the Serbian market that manages valuable infrastructure of 1,700 radio base stations, 8,000 kilometres of fibre optic cables and five data centres. CETIN Serbia manages an optical infrastructure that provides significant redundancy at all points of high concentration through ring topologies in the national backbone. The company has proved to be an important provider of international transit data services for PPF Telecom Group subsidiaries in addition to a large number of wholesale partners around the world.



Table below follows our **approach to different stakeholder groups**:

	Employees	Customers	PPF Telecom Group	Suppliers	Communities	Government and Regulators
Stakeholder Expectations	Career security and development; competitive compensation and benefits; work-life balance; respect and fair treatment; occupational health, safety, and wellbeing.	Product quality (e.g. design, functions, convenience), service quality (e.g. responsiveness, reliability & consistency), value for money, information and privacy protection.	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).	Equal and fair treatment to every supplier, transparent procurement process, long-term relationships and productive cooperation, shared sustainability values.	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.	Continuity of services, regulatory compliance, involvement in new public policies, government initiatives, and best practice sharing, participation in local or national government initiatives.
Engagement Approach	Engagement surveys; performance appraisals, and individual development plans; internal channels for employee complaints and whistle blowing; CSR-related activities to foster a social responsibility mindset.	Engagement surveys, face-to-face, social media, over the phone interactions, mobile applications, emails to customer contact points.	Regular events, meetings and dialogues regular publications and press releases on the Yettel website.	Regular meetings and other engagement activities.	Regular site visits and meetings with community leaders, engaging with community members through employment, sourcing and other community development activities.	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.

	Employees	Customers	PPF Telecom Group	Suppliers	Communities	Government and Regulators
Our Initiatives and Responses	Code of Ethics, human resources policies and procedures in place and aligned with applicable laws and enforced through regular training, promoting good workplace behaviour, diversity, equity and inclusion between team members through policies and internal communications, offering career paths and competitive salary and benefits, developing and implementing talent management programmes, conducting monthly employee engagement surveys and performance assessments, providing channels for employees to safely voice their concerns, organising Corporate Social Responsibility (CSR) activities to foster social responsibility and enhance relationships between employees.	Training for excellent customer service, developing new products, services and delivery channels, conducting and responding to feedback surveys, enhancing cybersecurity and data privacy protection policies and procedures, developing the customer product portfolio.	Publishing annual reports and sustainability reports, providing transparent and prompt company updates.	Establishing sustainable supply chain approach, reviewing and improving the procurement process and communications to satisfy mutual needs.	Acting as a responsible member of the community, providing local employment and local business support, encouraging and supporting local community-related projects, partnerships, CSR programmes and campaigns, including donations and advocacy.	Sharing best practices and research, participating in government initiatives as applicable.

6.2.1. Membership in business associations

United Nations Global Compact – Network Serbia

Yettel is part of the initiative that connects socially responsible companies with United Nations agencies, the economy, governments, and civil society. This world's largest corporate sustainability voluntary initiative, called the United Nations Global Compact, was created to promote ten universally accepted principles on the protection of human and labour rights, environmental protection, and the fight against corruption. The Global Goals (#GlobalGoals) are aimed at encouraging economic growth, development of innovation and infrastructure, and taking steps aimed at preserving the environment, reducing waste, and conserving natural resources. We do our part to raise awareness in Serbia about the global goals for sustainable development.

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 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 and 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.

6.2.2. Our value chain

The following graph presents an overview of Yettel value chain - these are the parts of our business which comprise our operations and drive growth within our company. The following table demonstrates stages where most of our environmental and social impacts occur, and the levers we use to mitigate those impacts.

Yettel Value Chain

Yettel Serbia						
CETIN Serbia (network provider)						
Research and development	Materials supply	Packaging supply	Main activity / operations / network development	Marketing & sales	Deliver services & products	Consuming services & products
<p>The research and development of the products we offer is outside of Yettel control and lies within the scope of our suppliers.</p> <p>Speaking about the services we provide, we consider the needs of and the feedback received from our consumer segment and business customers and have further set a sustainability goal related to the development of applications that support our clients on their sustainability journey.</p> <p>Additionally, Yettel is to become part of the PPF Telecom Group Centre of Excellence and Innovation Hub, aiming to identify and develop leading innovative technologies.</p>	<p>We strive to ensure the integrity of our suppliers before engaging with them as business partners in order to avoid risks and ensure we do not support unsustainable practices.</p> <p>We aim to establish policies and procedures which will allow us to start a dialogue with our key suppliers regarding alignment of values on climate change, environment, ethics, health and safety and product stewardship.</p>	<p>We have direct control over the additional packaging used for transportation from our warehouse to Yettel retail shops.</p> <p>In turn, our suppliers are responsible for the packaging and transportation of the products they deliver to us, and we will engage with them to ensure that this is done in a sustainable manner.</p>	<p>Our main operation (providing access to our network) requires high amounts of energy. Additionally, different types of energy (electricity, fuels, gas) are required for our office, shops and warehouse to continue running. As we have direct impact in those areas, we engage in various programmes with the intent to decrease our GHG emissions.</p> <p>Looking at our indirect emissions, the impact of the way our vendors conduct business is also taken into consideration when selecting them, as well as is properly included in our Scope 3 emissions calculations.</p>	<p>Acknowledging the importance our marketing practices have on the company's reputation, we use the opportunity provided by various communications channels to not only present information related to Yettel offers for customers, but also raise awareness about important sustainability topics and inspire our customers to find balance in their lives.</p>	<p>We sell our products through a network of retail shops. We have direct control on the shops' performance in terms of energy consumption, waste management, etc., and aim to minimise the impact our shops have on the planet.</p> <p>Together with our network provider CETIN, we follow all network related rules and regulations and are working towards reaching an even better network energy efficiency among other sustainability aspects.</p>	<p>As our products continue their lives with our customers, we aim to raise awareness when it comes to the proper use of all devices. We offer customers the option to insure their phone, modem or tablet in case they get damaged or stolen.</p> <p>Additionally, through the services of the repair centre, we help our customers extend the life of their devices.</p> <p>Lastly, when it comes to end-of-life of the devices, we have created comprehensive programmes for e-waste collection.</p>

6.3. About this Report

This report illustrates our focus on sustainability and our efforts made towards a more balanced future. We devote our time to environmental, social and governance topics, as they are crucial for Yettel ability to fulfil its responsibility towards society and its long-term success.

As a brand that puts people first, Yettel brings technology and connectivity together in one place with a simple mission: helping people to find balance in their lives. As the leading telecommunication company in Serbia, we plan to continue growing and developing the Serbian market through the use of next generation technologies that focus on making a positive impact.

This report contains baseline social and environmental data about Yettel, as well as our sustainability strategy that will guide our efforts and resources to the areas where we can have the biggest impact. It is based on the internationally recognized non-financial reporting framework - Global Reporting Initiative (GRI) 2016, the "GRI Standards" CORE version. Including Yettel alignment with the United Nations Sustainable Development goals (SDGs) and reflecting the GHG Protocol for Scope 1, 2, and 3 emissions calculations and reporting.

As part of the PPF Telecom Group, our company has been working closely with the members of the Group to define sustainability targets and ensure coherence. Thus, this report is inspired by the PPF Group's first sustainability report which reflects the results of 5 operating telecoms and network providers in Central and Eastern Europe, one of which is Yettel.

The reporting period is from 1 January 2021 - 31 December 2021 and it covers the entire Yettel value chain, communicating management approaches for non-financial topics, major activities, and overall progress made in 2021. It also describes our governance, policies, and structures for these topics. Data quality and quantity in the sections included will be improved in the future as we intend to improve our transparency over the coming years. The report is drafted in the English and Serbian languages.

This report was published on December 19, 2022.

If you need any further information, feel free to contact us. We will be happy to answer any questions that you may have about our Report at: esg@yettel.rs



7. GRI Content Index

This Report was developed with reference to the GRI Standard. This index lists our standard and specific disclosures regarding GRI categories, information and indicators and refers to the pages where these issues are addressed in this report.

GRI Indicator	Description	Reported in chapter	Reference Page	Explanation
GRI 102: GENERAL DISCLOSURES - Organizational Profile 2016*				
102-1	Name of the organization	Introduction, Transparency	7, 52	
102-2	Activities, brands, products, and services	Introduction	7	
102-3	Location of headquarters	Introduction, Transparency	9, 52	
102-4	Location of operations	Introduction	9	
102-5	Ownership and legal form	Transparency	9, 52	
102-6	Markets served	Introduction	9	
102-7	Scale of the organization	Introduction, People	9, 10, 12, 38	
102-8	Information on employees and other workers	People	38, 43	Partially disclosed
102-9	Supply chain	Transparency	59	
102-10	Significant changes to the organization and its supply chain	Environment, Transparency	33, 36, 59	
102-11	Precautionary Principle or approach	Technology, Transparency, People	25, 33, 45	
102-12	External initiatives	Strategy, Environment, People, Transparency	16, 35, 41, 58	
102-13	Membership of associations	Transparency	58	
GRI 102: GENERAL DISCLOSURES - Strategy 2016*				
102-14	Statement from senior decision-maker	Introduction	5	CEO Message
102-15	Key impacts, risks, and opportunities	Introduction	14, 15	

GRI Indicator	Description	Reported in chapter	Reference Page	Explanation
GRI 102: GENERAL DISCLOSURES - Ethics and Integrity				
102-16	Values, principles, standards, and norms of behavior	Transparency	53, 54	
102-17	Mechanisms for advice and concerns about ethics	Transparency	53, 54	
GRI 102: GENERAL DISCLOSURES - Governance 2016*				
102-18	Governance structure	Introduction, Transparency	7, 52	
102-19	Delegating authority	Transparency	52	
102-20	Executive-level responsibility for economic, environmental and social topics	Transparency	52	
102-21	Consulting stakeholders on economic, environmental and social topics	Introduction, Transparency	14, 15, 56, 57	
102-26	Role of highest governance body in setting purpose, values and strategy	Strategy, Transparency	17, 52	
102-27	Collective knowledge of highest governance body	Strategy	19	
102-29	Identifying and managing economic, environmental, and social impacts	Strategy	14, 17, 19	
102-30	Effectiveness of risk management processes	Transparency	52	
102-31	Review of economic, environmental, and social topics	Transparency	52	
102-32	Highest governance body's role in sustainability reporting	Introduction, Strategy, Transparency	5, 14, 52	
102-33	Communicating critical concerns	Transparency	52	
102-40	List of stakeholder groups	Transparency	56, 57	
102-41	Collective bargaining agreements	People	41	
102-42	Identifying and selecting stakeholders	Transparency	56, 57	

GRI Indicator	Description	Reported in chapter	Reference Page	Explanation
102-43	Approach to stakeholder engagement	Transparency	56, 57	
102-44	Key topics and concerns raised	Transparency	56, 57	
GRI 102: GENERAL DISCLOSURES - Reporting practice 2016*				
102-45	Entities included in the consolidated financial statements	Introduction	7	
102-46	Defining report content and topic Boundaries	Strategy	14, 15	
102-47	List of material topics	Strategy	14, 15	
102-48	Restatements of information	-	-	Sustainability report for the first time with expanded set of disclosures
102-49	Changes in reporting	-	-	Company has a history of issuing sustainability reports but this was the first year we were using references to GRI standards and determining materiality topics
102-50	Reporting period	Transparency	60	
102-51	Date of most recent report	Transparency	-	Last sustainability report for 2020 was published on 1st November 2021
102-52	Reporting cycle	Transparency	60	Annually
102-53	Contact point for questions regarding the report	Transparency	60	
102-54	Claims of reporting in accordance with the GRI Standards	Transparency	60	
102-55	GRI content index	GRI Content Index	61	
GRI 200: Economic performance 2016				
201-1	Direct economic value generated and distributed	Introduction	12	

GRI Indicator	Description	Reported in chapter	Reference Page	Explanation
GRI 300: Environmental				
103	Management approach for topic Energy efficiency and climate change	Environment	28	
103	Management approach for topic Water management and circular economy	Environment	33, 36	
GRI 302: Energy 2016*				
302-1	Energy consumption within the organization	Environment	27, 29	
302-4	Reduction of energy consumption	Environment	27, 29	
GRI 303: Water and effluents 2018*				
303-5	Water consumption	Environment	36	Yettel doesn't have operations in water-stressed areas
GRI 305: Emissions 2016*				
305-1	Direct (Scope 1) GHG emissions	Environment	31	
305-2	Energy indirect (Scope 2) GHG emissions	Environment	31	
305-3	Other indirect (Scope 3) GHG emissions	Environment	31	
GRI 306 - Waste 2020*				
306-1	Waste generation and significant waste-related impacts	Environment	33	
306-2	Management of significant waste-related impacts	Environment	33, 34, 35	
306-3	Waste generated	Environment	33	
306-4	Waste diverted from disposal	Environment	33	Reference made to Reporting requirement a.
306-5	Waste directed to disposal	Environmental	33	

GRI Indicator	Description	Reported in chapter	Reference Page	Explanation
GRI 400: Social				
103	Management approach for topic Technology for a sustainable future	Technology	21	
103	Management approach for topic Network deployment	Technology	23	
103	Management approach for topic Cybersecurity, digital and personal data protection	Technology	24	
103	Management approach for topic Employment and employee development	People	38, 41	
103	Management approach for topic Customer relationship management	People	45	
103	Management approach for topic Communities and social action	Introduction, People	8, 46	
103	Management approach for topic Supply chain management	Transparency	59	
103	Management approach for topic Business conduct and ethics	Transparency	53, 54	
GRI 401: Employment 2016*				
401-1	New employee hires and employee turnover	People	39	Reported in total number. Not separated by age group, gender and region
401-3	Parental leave	People	39	
GRI 403: Occupational health and safety 2018*				
403-1	Occupational health and safety management system	People	44	
403-5	Worker training on occupational health and safety	People	41	Information available for employees
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	People	45	

GRI Indicator	Description	Reported in chapter	Reference Page	Explanation
403-9	Work-related injuries	People	44	0% of work-related injuries based on company's own calculation method
GRI 404: Training and Education 2016*				
404-1	Average hours of training per year per employee	People	41	Total number of average hours. Without split by gender or employee category. Based on company's own evidence and methodology.
404-2	Programs for upgrading employee skills and transition assistance programs	People	41	
GRI 405: Diversity and Equal Opportunity 2016*				
405-1	Diversity of governance bodies and employees	People	43	Partially disclosed
GRI 406: Non-discrimination 2016*				
406-1	Incidents of discrimination and corrective actions taken	Transparency	54	
GRI 413: Local Communities 2016*				
413-1	Operations with local community engagement, impact assessments and development programs	People	46-50	Partially disclosed
413-2	Operations with significant actual and potential negative impacts on local communities	People	45	Partially disclosed
GRI 418: Customer Privacy 2018*				
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Technology	24	

Used material references on disclosures from respective GRI Universal and Topic Specific standards marked with (*)

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