

Yettel 2021 Sustainability Report:

11t of electronic and 3t of paper waste recycled

More than 60% of customer base uses e-bill

Belgrade, 21.12 - In 2021, Yettel recycled more than 11 tons of hazardous electronic waste, close to 3 tons of paper and cardboard waste and over 300 kilograms of plastic waste (out of which 100 kilograms were plastic caps), it was announced in 2021 Sustainability Report. A total of 60.8% of consumer segment customer base and 82.4% of business customers opted for the e-bill service, which, theoretically, contributed to saving nearly 6,000 trees.

In April 2021, Yettel launched a mobile phone recycling program, and by the end of the year, together with the customers, had recycled more than 200,000 devices. In 2022, the program was expanded to other mobile devices, and the company set a goal to recycle at least one million devices by 2025.

In cooperation with UNICEF, Yettel implemented the “Bridging the Digital Divide in Serbia For the Most Vulnerable Children” project and donated 2,200 internet cards and 310 modems to children and schools in 30 municipalities across Serbia. In this way, the company contributed to creating adequate conditions for distance learning, regardless of students’ location or living conditions.

Yettel pays special attention to personal data protection. Various protection mechanisms have been implemented, both for "data in transit" and for "data at rest". In 2021, the company has not received any complaints regarding violation of customers’ privacy.

As part of the “Imagine Everything” competition, Yettel (formerly Telenor) Foundation awarded more than three million dinars to support “Plant Your Shade”, “Art in Passage”, “Hackteen” projects and the ARLEMM Music Festival. By providing funds for planting 6,000 white ash seedlings in almost 100 locations throughout Serbia as part of the “Plant Your Shade” project, Yettel Foundation contributes to reducing emissions by 144,000 tons of CO₂ per year, or 4,320,000 tons of CO₂ over the next 30 years.

The 2021 Sustainability Report was prepared in accordance with the internationally recognized framework for non-financial reporting, created by the Global Reporting Initiative (GRI) in 2016, i.e., in accordance with the core version of the GRI Standard. The content of the report has been expanded with additional information on environmental protection, social responsibility, and corporate governance (ESG), and includes, among other things, information on Yettel's compliance with the United Nations Sustainable Development Goals (SDGs) and reflects the Protocol to Reduce Greenhouse Gas Emissions, calculation and reporting of emissions from Scope 1, 2 and 3.

The company's new sustainable business strategy was set, and certain goals were defined in the report, while in the next 12, that is, 24 months, Yettel will set other ESG goals to be realized in the future.

You can read the report in PDF format [HERE](#).