O₂

ESG Report 2022

ESG Report 2022 Contents

O2

1.

Message from CEO

Ladies and gentlemen, dear friends

Last year was a breakthrough year for O2 Czech Republic a.s. in terms of non-financial activities and I am very pleased to address you once again after a year in which we have moved forward in the field of sustainable business. It has been a year of setting up good ESG governance, improving reporting and implementing a new sustainability strategy direction.

For the second time, you have the opportunity to follow the activities of O2 Czech Republic a.s. in a report that is created with reference to international GRI standards and thus offers a comprehensive view of our business through the lenses of sustainability. Our ESG Committee supervises development and implementation of the ESG strategy. Furthermore, we have an ESG Officer overseeing all our sustainable activities.

In 2022, from an environmental perspective, we focused on reviewing our packaging policy, which is a part of the broader topic of circular economy. Furthermore, we searched for ways to save energy and increase efficiency in energy consumption. Finally, as in previous years - we accelerated our conservation program sazejstromy.cz. As O₂ helps to plant forests decimated by the bark beetle calamity, we have also taken steps to radically reduce the consumption of office paper – two

policies that go hand in hand. This was the reason why, at O₂, we introduced billing to our business customers via data boxes, which saved 25 tons of office paper. I am delighted that we can accelerate our support for nature through our business.

We have not been idle in the area of corporate social responsibility either. Our company-wide goals include employee satisfaction as well as the satisfaction of our customers and helping communities. That is why we are always gathering feedback on our business from all stakeholders (both through questionnaire surveys and by assessing the reasons for customer inflows and outflows), continuously evaluating it and bringing new elements to our business that regularly improve their satisfaction.

Speaking of last year, it is impossible to ignore an event that has carried us through to the present day, and we will most likely be dealing with its effects for many months and years to come and that is the war between Russia and Ukraine. As soon as the aggressor invaded Ukraine, a huge wave of solidarity arose among our staff, resulting in immediate financial and non-financial aid. In the first days of the war, O₂, through its O₂ Foundation, contacted refugee aid organizations and regional refugee centers, distributing tens of thousands of SIM cards free of charge,

which enabled people fleeing the war to keep in touch with their loved ones. This assistance is still ongoing today and is being specialized by a new team of Ukrainian colleagues, many of whom are themselves war refugees. Rapid assistance to those in need has never been more important.

Dear friends, as much as we have done a tremendous amount of work in the last year, and we understand that we still have a long way to go. In the light of the dynamics of the geopolitical situation and ESG related regulations, we must be ready to respond flexibly and, most importantly, very quickly and effectively. I believe that the processes we have set up over the past year will help us on this journey and enable us to make our business even more meaningful and responsible.

I wish you a pleasant reading.

Jindřich Fremuth

2.

Executive Summary for 2022

2. Executive Summary for 2022

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- A new O$_2$'s ESG strategy was put in place.

- In October 2022, we launched a sustainability website www.myslimena.cz.

- Our ESG objectives are reflected in our company´s annual goals.

- Our Prague headquarters uses electricity only from renewable sources.

- We managed to plant 14,000 seedlings in the forest. We also planted an alley of 50 trees near Prague.

- We have reduced the total volume of packaging materials used by 4% compared to 2021.

- We continue to conduct satisfaction surveys with our employees and customers. A new tool „TRIM"
  has been introduced to measure customer satisfaction.

- In February, we distributed nearly 100,000 SIM cards to Ukrainian citizens in refugee centers and NGOs.

3.

About O$_2$

3.1 Organisational Details

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Organisational Details

O2 Czech Republic a.s. is a leading telecommunications provider on the Czech market, providing voice, internet and data services to customers ranging from households to small and medium-sized businesses to large corporations. O₂ is always striving to utilize cutting edge technologies: it is further developing O₂ 5G network as per plan and is the first provider on the Czech market to launch it into the real environment. O₂ is, at the same time, the largest home and business internet provider, offering it to 99% of addresses and providing the in-house developed O₂ Smart Box modem for fixed connections. With its O₂ TV service, it is the largest internet TV provider in the Czech Republic. O₂ is also one important player in hosting and cloud services, as well as in managed services and ICT. As trends in the telecommunications industry are changing significantly, the company is also focusing on developing and offering non-traditional telecommunications services, mostly of a financial nature such as device and mobile travel insurance.

O2 Czech Republic, a. s., (hereinafter referred to as "O2 CZ" or "Company") is the parent company of several other companies in which it holds ownership interests. During 2022, several structural changes took place in the O2 holding. These changes are described in the 2022 Annual Report. Below is a summary of the O2 holding and other ownership interests as at the date of publication of this report.

Subsidiaries within the O2 Czech Republic holding

O2 Czech Republic a.s. is the managing holding company of the O2 Czech Republic holding pursuant to Sec 79 et seq. of the Business Corporations Act. Holding management is applied to the following subsidiaries:

- O2 IT Services s.r.o.

- O2 TV s.r.o.

- O2 Financial Services s.r.o.

- O2 Family s.r.o. (The company existed until 31 December 2022. With effect from 1 January 2023, it merged with O2 Czech Republic a.s.)

Other subsidiaries

O2 Czech Republic a.s.[1] also controls the following subsidiaries as the parent company within the meaning of Section 74 of the Business Corporations Act:

- INTENS Corporation s.r.o.

- O2 CRM Services s.r.o. (in 2022 Emeldi Technologies, s.r.o. merged with O2 CRM Services s.r.o.)

O2 Slovakia was sold on 6 April 2022 to PPF Comco N.V.

O2 Czech Republic a.s. hereby issues an ESG report for the calendar year 2022, covering non-financial data of all entities mentioned above which are defined as "O2 Group" for the sole purpose of this report. The consolidation of the quantitative indicators was performed for all entities unless otherwise specified at the particular indicator. O2 Czech Republic a.s. is owned by PPF Comco N.V., part of the PPF Group.

Our Mission:
**We bring technologies
that improve people's everyday lives.**

3.2 Business Model

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Business Model

As our mission is to bring technologies that improve people's everyday lives, we build our business model on benefiting individuals and society as a whole.

Together with the resources from our supply chain, infrastructure and energy, our employees following our four principles and cutting-edge technologies, we bring solutions to the entire population and enable the use of digital communication technologies. Our customers range from the public over small and medium-sized businesses to large corporations and public administrations. We offer and sell terminal equipment and accessories, lease data centers, provide customized ICT solutions, and with our O$_2$ TV service we are also the largest operator of Internet TV broadcasting in the Czech Republic.

Details of our business activities, including information on products and services, financial and operating performance, can be found in our Annual Reports.

Our Value Chain:

Society
(bringing positive value)

Resources

O$_2$

Customers

Employees

Infrastructure
(CETIN)

Other business
partners

Hardware
& Software

Energy

Innovative and resilient
mindset

Feedback,
effective communication

Economically
responsible behavior

Appreciation of success
& positive attitude

**Households
and businesses**

Fixed and mobile
network services

Internet
& TV services

Hosting, cloud,
managed services & ICT

Advanced
technologies

5G

3.2 Business Model

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Our Market

Basic Operating Indicators:

900,000
of internet customers

668,000
of TV customers

5.7 million
of active services

O2 CZ

173
brand stores
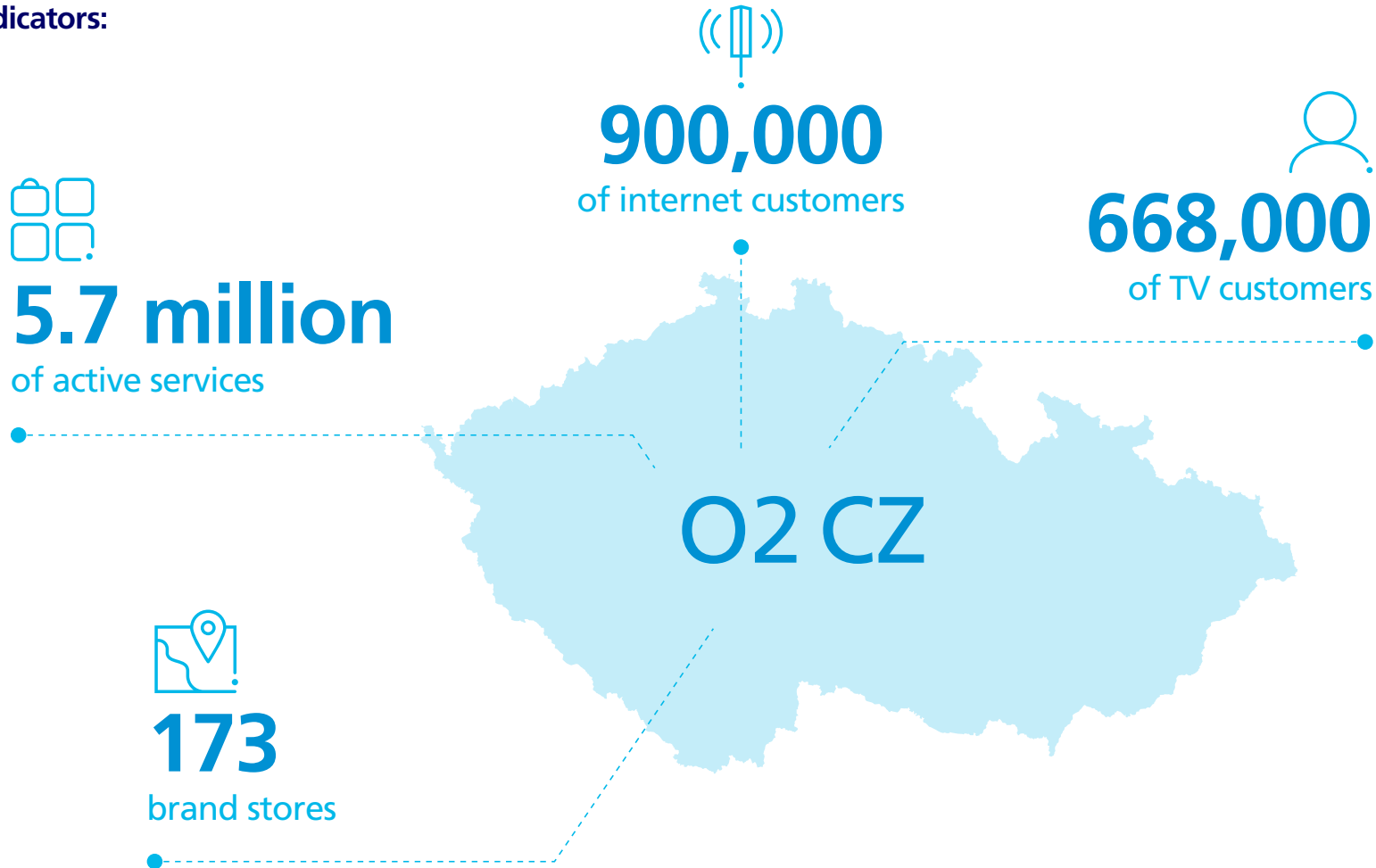
Note: The number of reported customers declined due to the one-off pre-paid customers adjustment in second quarter 2022, when reporting criteria were aligned to the rest of the PPF Telecom Group, using three months active criterion.

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Our Journey

1991

Company
- SPT Telecom is established
- Eurotel's first cellular mobile network
- 12. 9. 1991 – The first Czechoslovak telephone call in the mobile network took place on 12 September 1991 in a live transmission between Bratislava and Prague

Mobile Network
- 12. 9. 1991 – **The first mobile NMT network**
- The phone costs CSK 60,000
- Activation CSK 10,000
- Monthly flat rate CSK 8,290
- 1,000 free minutes
- Average salary at the time CSK 3,792 (gross)

1994

Mobile Network
- IBM's first smartphone named Simon weighed over a pound
- Eurotel Praha started using metering cars to check network quality and coverage

1995

We are helping
- We are the first company in the country to partner with a non-profit organisation. Thanks to this, the Safety Line is still able to help children in need

1996

We are helping
- The beginning of the use of SIM cards

Mobile Network
- 1. 6. 1996 – **The GSM network is coming – True mobility**
- (Pegas and Oskar come three and four months later, respectively)

Mobile
- Nokia's popular ringtone https://www.youtube.com/watch?v=QgjVxFcBO0c rings 20,000 times per second every day, all over the world

1997

We are helping
- Starting the GO pre-paid mobile service

3.2 Business Model

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Our Journey

1999

Mobile

- WAP Mobile internet

2001

Mobile

- Eurotel GSM banking

2002

Mobile

- First mobile phone with colour display – Ericsson T68
- MMS
- Wi-Fi
- The last analogue exchange was switched off in June 2002. It was the exchange at Bílá Hora

We are helping

- Establishment of the Eurotel Foundation

2003

We are helping

- We take it seriously – we joined the Donors Forum. We are still a member of the Association of Corporate Foundations and Endowments today

2004

Internet

- The first unlimited internet in the Czech Republic for CZK 1,000

We are helping

- We launch the very first DMS – Donor SMS. Thanks to them, you can simply contribute to a good cause by sending a single SMS

2005

Mobile Network

- **The era of mobile data begins with the arrival of 3G networks**
- The first MMS, images
- Video calls
- Mobile data

2006

Mobile Network

- ADSL fixed service platform – the end of dial-up https://www.youtube.com/watch?v=gsNaR6FRuO0
- Launch of O₂ TV

We are helping

- Our foundation with a new owner gets a new name – O₂ Foundation

2007

We are helping

- We're the first operator to offer cheaper landlines and mobile networks to people with disabilities

2008

We are helping

- ADSL 8 Mbit service gets a boost with previously unprovided speeds of 16 Mbit
- We are setting up a Blind and Deaf Line to help people with hearing and visual impairments stay connected to the world

2009

We are helping

- We connect the youngest and oldest generations. We support the Senior Line, where the elderly and their loved ones can call for free

3.2 Business Model

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O₂

Our Journey

2010

We are helping

- Together, we are raising an incredible CZK 2,540,216 for emergency aid for the victims of the earthquake in Haiti and the floods in the Czech Republic

2011

We are helping

- We are joining Telefónica's Think Big programme. Through it, young people across Europe are putting their ideas for a better and friendlier world into action right in their own communities

2012

Mobile Network

- 1. 6. 2012 – We are launching a revolutionary 4G LTE network
- O₂ Guru has been helping people in branded stores since April 2012, and online for a year longer

2013

Company

- PPF acquires ownership

2015

Company

- 1. 6. 2015 – 2 worlds: the Company splits into O₂ (operator) and CETIN (infrastructure) online for a year longer

We are helping

- SmartUp – a new separate programme of the O₂ Foundation for young people who have an original idea to change their environment for the better

2017

We are helping

- We are starting an ongoing project which reminds all of us that freedom is not a given: (www.svobodanenisamozrejmost.cz)

2018

We are helping

- O₂ SOS (https://www.O2.cz/firmy-a-organizace/o2-sos) – a mobile application helping to save lives is already available free of charge in 7 regions of the Czech Republic

2019

We are helping

- Launching a 5G network in a real environment for the first time
- Unlimited data with new NEO tariffs
- We are launching the project O₂ Smart School: www.o2chytraskola.cz, a portal for teachers and parents and a grant scheme for elementary schools, all aimed to develop digital competences

2020

We are helping

- Launch of Dataclair.ai, a research and development centre for artificial intelligence
- Helping in the pandemic – offering free unlimited data to all our customers
- The RE:START package – we support business owners and self-employed people in getting off the ground after the crisis
- We are giving away to businesses advertising worth a million crowns (www.davamemilion.cz)
- We help schools with distance learning and children from disadvantaged backgrounds to get online
- A very successful feature-length documentary film CAUGHT IN THE NET, for which we were a catalyst, comes to cinemas

2021

We are helping

- We introduced HALF SIM cards that will reduce 3 tons of plastic waste per year (January)
- We launched a new O₂ Smart Box – Smart home internet centre (April)
- Roll out of a new 5G network based on Ericsson technologies (June)
- O₂ unveils the bezpecnevsiti.cz website (Safe on the internet), helping families to protect their children online (October)

2022

We are helping

- We distributed SIM cards for Ukrainian citizens to refugee centers and NGOs (February)
- Position of O₂ ESG Officer was created (June)
- We launched a website dedicated to the topic of sustainability at O₂ myslimena.cz (October)
- O₂ Smart Schools education campaign - Bodyshaming theme (September)
- Approval of O₂'s ESG Strategy (October)

3.2 Business Model

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Approach to Tax

Our tax processes are managed by the Tax and HR departments and are part of the tax system of the Czech Republic. Our relationship with tax authorities is based on the principles of mutual trust, understanding and transparency. All our business activities are aligned with tax laws in the Czech jurisdiction.

Direct Economic Value Generated and Distributed in 2022 (CZK millions)

| Direct economic value generated | 34,805 | Revenue |
| | 13,463 | Proceeds from the sale of O2 Slovakia s.r.o |

Direct economic value distributed	-22,584	Operating Costs
	-3,086	Employee wages and benefits
	-27,352	Payments to provider of capital
	-2,695	Payments to government
	-12	Community Investments

| Economic value retained | -7,461 | |

4.

ESG in O_2

We continue our commitment to sustainable development through our core value of technological transformation and digitalization.

Therefore, we seize every opportunity for technological innovation to help ensure a sustainable future for people and the planet.

4.1 ESG Pillars

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ESG Pillars

All our business activities are driven by ESG pillars that are based on our O₂ Sustainability Strategy and reflect our material topics.

e s g
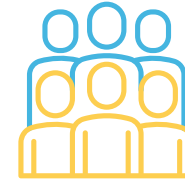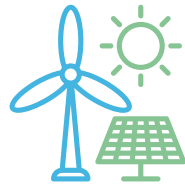
Environment

Reducing our environmental impact

- Carbon footprint & energy
- Waste & circular economy

Social

Putting people at the center of everything we do – employees, customers, community

- Employment & working conditions
- Diversity and non-discrimination
- Health, safety and healthy lifestyle
- Employee training and education
- Helping society – charitable initiatives and social investment

&

Accelerating technology for a sustainable future

- Helping society – services and products
- Focus on social and environmental challenges

Governance

Acting with integrity and transparency

- Company governance and policies
- Ethics and compliance
- Supply chain management
- Customer privacy & cybersecurity
- Network deployment, product & service quality

4.2 UN Sustainable Development Goals (SDGs) Overview

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UN Sustainable Development Goals (SDGs) Overview

We identified the following SDGs as being relevant to our operations:

Goal 3: Good Health:
„Ensure healthy lives and promote well-being at all ages"

Goal 4: Quality Education:
„Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all"

Goal 5: Gender Equality:
„Achieve gender equality and empower all women and girls"

Goal 7: Affordable and Clean Energy:
„Ensure access to affordable, reliable, sustainable and modern energy for all"

Goal 8: Decent Work and Economic Growth:
„Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all"

Goal 9: Industry Innovation and Infrastructure:
„Innovation and technological progress as key to finding lasting solutions to both economic and environmental challenges"

Goal 10: Reduced Inequalities:
„Reduce inequality within and among countries"

Goal 11: Sustainable Cities and Communities:
„Sustainable cities and communities – Make cities and human settlements inclusive, safe, resilient and sustainable"

Goal 12: Responsible Consumption and Production:
„Ensure sustainable consumption and production patterns"

Goal 13: Climate Action:
„Take urgent actions to combat climate change and its impacts"

Goal 16: Peace and Justice:
„Promote peaceful and inclusive societies for sustainable development, provide access to justice for all, and build effective, accountable, and inclusive institutions at all levels"

Goal 17: Partnership for the Goals:
"Strengthen the means of implementation and revitalise the global partnership for sustainable development"

4.2 UN Sustainable Development Goals (SDGs) Overview

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Material topic name/ UN SDGs contribution	3 GOOD HEALTH AND WELL-BEING	4 QUALITY EDUCATION	5 GENDER EQUALITY	7 AFFORDABLE AND CLEAN ENERGY	8 DECENT WORK AND ECONOMIC GROWTH	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	10 REDUCED INEQUALITIES	11 SUSTAINABLE CITIES AND COMMUNITIES	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	13 CLIMATE ACTION	15 LIFE ON LAND	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	17 PARTNERSHIPS FOR THE GOALS
Carbon footprint and energy				✓						✓			
Waste and circular economy									✓				
Direct and indirect economic value					✓								
Technology helps	✓						✓						
Cybersecurity and customer privacy		✓											
Network deployment product & service quality						✓		✓					
Charitable initiatives and social investment	✓	✓									✓	✓	
Employment & working conditions			✓		✓		✓						
Employee training and development		✓											
Health, safety and healthy lifestyle	✓												
Diversity and non-discrimination			✓				✓						
Corporate governance, policies business ethics and compliance												✓	
Supply chain management					✓				✓				✓

4.3 ESG Strategy

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ESG Strategy

We address environmental, social and governance (= ESG) issues strategically. Only in this way can we contribute to creating a sustainable future for all our partners and civil society as a whole. In 2022, we adopted a complex ESG Strategy that is based on the four main pillars:

1.

Reduction of our environmental footprint

2.

Putting people at the center of everything we do

3.

Acceleration of technology for a sustainable future

4.

Acting with integrity and transparency

Within O$_2$, our strategy is under the umbrella of the „Myslíme na" strategy, which reflects the key themes and fulfils the strategy of the entire PPF Telecom Group.

The individual strategic objectives were then translated into individual KPIs, which are monitored and evaluated on a quarterly basis.

WE THINK SUSTAINABLY

**We think
of nature**

**We think
of people**

**We think
of technology for good**

**We think
fair**

We reduce greenhouse
gas emissions

We motivate our employees

We increase the coverage
of the 5G network

We conduct proper and
transparent ESG oversight

We support circular
economy

Customer satisfaction
is key to us

We ensure the cybersecurity
of our customers

We do not tolerate corruption
and conflicts of interest

We reduce the amount
of waste we generate

We support
our communities

We promote digital
literacy

We purchase responsibly

Inteligentní síť O2

4.4 ESG Objectives for 2023

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In order to actively support our ambitious goals, we have set up the following targets for 2023.

Circular Economy

20,000 mobile devices to be recycled and 2,000 mobiles to be refurbished. 20 tons of paper will be saved. 5 tons of plastic will be saved by continuing of issuance of half SIM and eSIM.

CO$_2$ Footprint

We will plant 15,000 new trees. Installation of energy saving LED lighting at the headquarters.

Customer Satisfaction Improvement

New tool "TRIM" to be implemented.

Digital Education (O$_2$ Smart Schools)

62 schools to take place in the program. 12,000 students, 1,300 teachers to be educated.

Internet Security

20 % of customers will be covered by O$_2$ Security Application.

5G Network Coverage

70% of the population to be covered by the 5G network.

ESG Governance

Establish ESG Committee and implement ESG-related OKRs (Objectives and Key Results).

ESG Training

50% of all staff and 100% of all management to be trained.

Sustainable Supply Chain

Sustainable Purchasing Policy will be introduced.

Road map of our ESG Strategy

2022
- ESG Strategy
- Publicly committed to SBTi*

2023
- Planning period

2024
- SBTi target set*
- ESG Plan execution (ongoing)

2025–2029
- Execution of SBTi & Strategic Plans
- 1st Audited ESG Report

2030
- 50% CO$_2$ reduction

2050
- CO$_2$ Neutrality

* 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.

Stakeholder Engagement

We are fully aware that the priorities of our stakeholders are critical to our successful sustainable development; therefore, we attach great importance to regular engagement with our various stakeholders to help us identify material topics, which should be addressed appropriately with the aim of constantly improving our ESG performance.

O2 CZ continuously seeks feedback on its activities from all stakeholders, mainly through questionnaire surveys and by evaluating the reasons for customer outflows and inflows. Communication with customers is carried out via Call Centers, Chat, but also in person at stores and through questionnaires. In 2022, we received more than 500,000 responses to the questionnaires from our customers.

Stakeholders	Type of Engagement	Engagement Frequency	Key Topics
Sole Shareholder	Communicates its decisions to the Board of Directors	Regularly	Dividend, other topics as per Articles of Association
Suppliers and partners	Websites, conferences, tenders, audits	Regularly	Transparent conditions and fair approach, payment ethics
Authorities and regulators	Participation in corporate and industry meetings, meetings with representatives of state administration, government, ministries, and regulators	Regularly, at least monthly	Compliance with legal obligations, product, and service safety, ESG
Society and local communities	Through the support and services provided, collaboration on non-profit and philanthropic projects, partnerships through the O$_2$ Foundation, conferences, seminars	Daily	Promoting topical issues, long-term cooperation, awareness-raising, education
Business community	Associations, consumer organizations	Regularly, at least quarterly	Ethics and business standards, security, public affairs
Customers (B2B/B2C)	Stores, Call Center's consultants and salespeople, digital channels (website, social media My O$_2$ app, etc.)	Daily	Service and product quality, privacy, security
Management/ Employees	Regular management – employee meetings, intranet, electronic communication, employee evaluation process	Daily	Fair remuneration, benefits, training, working conditions, health protection

4.6 Materiality Analysis

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Materiality Analysis

To keep up with a fast-changing environment and to adapt to all relevant ESG requirements, we conducted the last materiality analysis in 2021 and continue applying it in 2022. The materiality analysis will be updated in 2023. Materiality topics were identified based on the needs and interests of external and internal stakeholders, industry best practices, benchmarking with peers, identified risks and impacts, current and upcoming reporting frameworks (GRIs, SDGs, GHG Protocol, CSRD) and defining the current availability of data indicators. The identified ESG material topics were:

1. **Carbon footprint and energy**

2. **Waste and circular economy**

3. **Direct and indirect economic value**

4. **Technology helps – services and products addressing social and environmental challenges**

5. **Cybersecurity and customer privacy**

6. **Network deployment, product and service quality**

7. **Charitable initiatives and social investment**

8. **Employment and working conditions**

9. **Employee training and development**

10. **Health and safety at work**

11. **Diversity and non-discrimination**

12. **Corporate governance, policies business ethics and compliance**

13. **Supply chain management**

The analysis and its subsequent validation led to the identification of the five most significant topics, that are our focal points in this Report. In addition to them, we also addressed other material ESG topics identified as part of the analysis. The following materiality matrix presents the results of this analysis.

The ESG themes identified were:

1. Carbon footprint and energy

4. Technology helps – services and products addressing social and environmental challenges

5. Cybersecurity and customer privacy

8. Employment and working conditions

12. Corporate governance, business ethics policies and compliance

Influence on stakeholder evaluation and decision-making
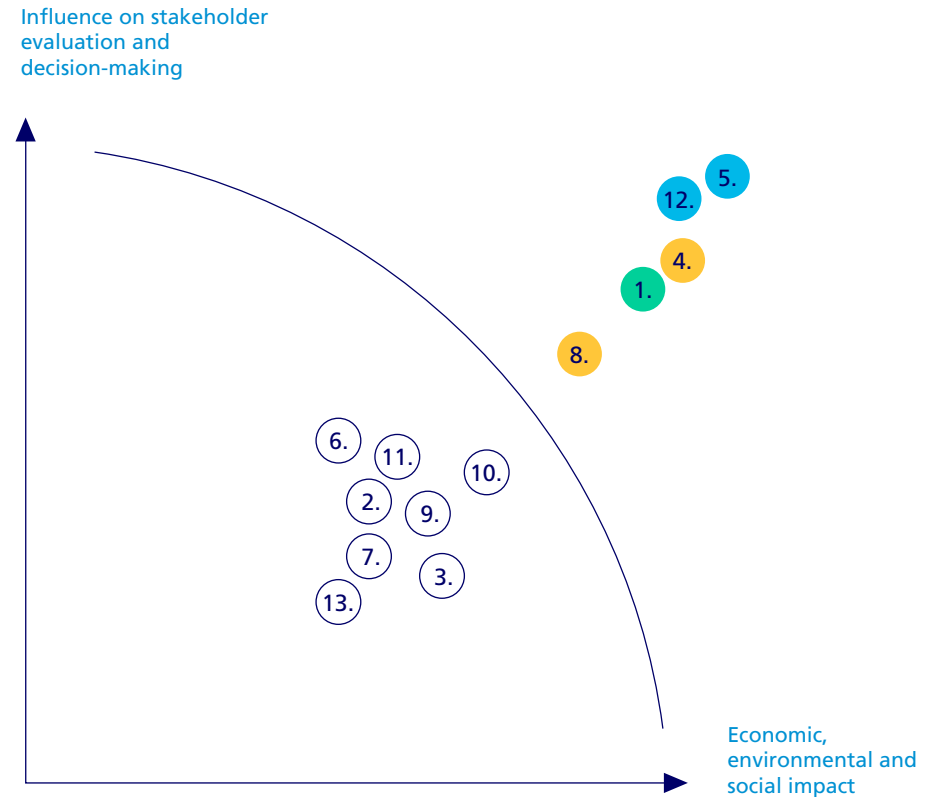
Economic, environmental and social impact

5.

Environment

At O$_2$, we believe we have an essential role to play in addressing climate change and the many environmental challenges we face. Tackling climate change and environmental sustainability are an important part of our philosophy because we perceive a responsibility to act. We are committed to leading by example and inspiring our stakeholders to act responsibly.

We strive to conduct our business in an environmentally responsible manner in compliance with all relevant legislative requirements, regular analysis of the environmental impact of our activities including appropriate mitigation measures, together with use of environmentally friendly practice and technologies only. We respond immediately to any environmental incident in the workplace.

To manage and measure our efforts towards environmental protection effectively, we have implemented and certified an environmental management system according to the international standard **EN ISO 14001:2015**[2] and an energy management system according to **EN ISO 50001:2018**[3].

In our Environmental Policy, we express our commitments relating to the environmental protection and pollution prevention, continuous improvement, compliance with mandatory environmental obligations, employee education and engagement in relations with partners with respect to environmental matters.

Besides the Environmental policy, the following internal guidelines help us to perform our business with respect to the environment:

- **Waste management and Waste management for a brand shop guidelines**

- **Guideline for the management of chemical substances**

- **Guideline for the prevention of serious accidents**

- **Water protection and water management guideline**

- **Air protection guidelines**

As part of our Integrated Management System, we proactively identify and manage the environmental risks and impacts caused by our activities through regularly updated environmental and impact assessments. We also set, monitor and assess the environmental goals.

There is a permanently accessible course on environmental protection, environmental management system and energy management that is mandatory for all employees and also for external workers with influence on the company's environmental impact (external workers are assigned and allocated to this course by the employees' supervisor).

In 2022, O2 CZ also continued the trend of internal campaigns that motivates employees to behave in an environmentally friendly way both inside and outside the company. Initiatives such as Earth Day or Let's Clean Up the Czech Republic are continuously reminded on the intranet, thereby drawing attention to the negative impact of human behavior on the environment. "Re:boxes" and "re:cups" have been offered in the canteen of the company's headquarters, and unused clothes for the consultants at the stores have been offered to non-profit organizations. We organized a clothing swap, a seminar on sustainable fashion and how to save on energy, as well as a workshop on making jewelry from e-waste and on sustainable Christmas. Employees can sell unused items at the O₂ Bazárek, place books in O₂ libraries, and use the Co-riding app. O2 CZ also paid the entry fee for employees interested in the ecological projects „Bike to work" and „10,000 steps".

[2] *Applies only for O2 CZ*
[3] *Applies only for O2 CZ*

5.1 Carbon Footprint and Energy

Message from CEO   Executive Summary for 2022   About O2   ESG in O2   **Environment**   Social   Governance   About the Report   GRI Index

Carbon Footprint and Energy

In 2022, we updated our carbon footprint methodology in the following way. The method used to calculate emissions follows the globally recognized Greenhouse Gas (GHG) Protocol standard and guidance, including the Corporate Standard, Scope 2 and Scope 3 Calculation Guidance, GeSI ICT Sector Guidance and the relevant guidance of the Science-Based Targets Initiative. We also updated the methodology on calculating renewable electricity to include only certified renewable energy. We restated the historic data to allow comparability. Details on recalculations are disclosed in the relevant sections.

Energy

In our role as a provider of telecommunications and other IT services and as a major energy consumer, we are intensively engaged in reducing energy consumption.

The Energy Management Policy defines our goal of taking full advantage of the potential for energy savings, where possible and efficient, in all the facilities used by the Company, in the operation of networks and the provision of products and services, including fleet operations and cooperation with external suppliers.

We are aware of the environmental impact of modern technologies with their high energy demand. This also applies to our network facilities, Data Centers, stores, Call Centers, and office buildings. This is the reason why we diligently monitor the annual development of energy consumption. Energy efficiency is considered in the planned revitalization of servers and Data Centers.

Our Prague headquarters uses electricity only from renewable sources. Other measures will be implemented in following years as part of our overall decarbonization efforts.

5.1 Carbon Footprint and Energy

Message from CEO   Executive Summary for 2022   About O2   ESG in O2   **Environment**   Social   Governance   About the Report   GRI Index
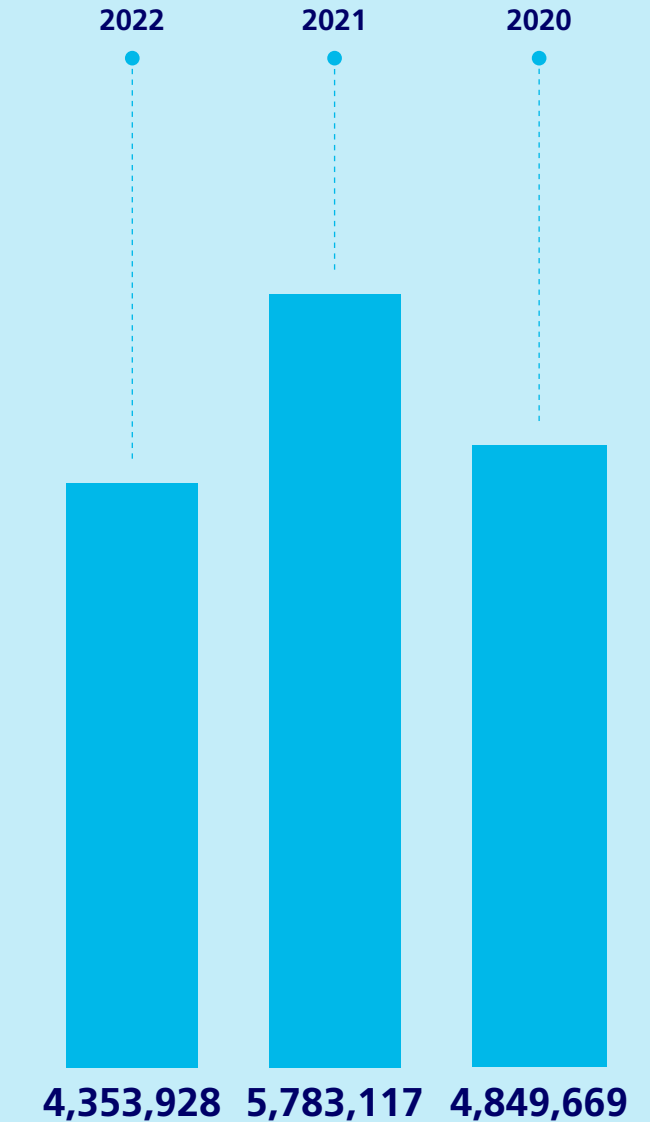
O2

Overall electricity and heat consumption have been radically reduced compared to 2021. The reduction was because the data does not include O2 SK, which was sold in 2022. O2 CZ electricity consumption increased by 5% as a result of the expansion of the sales network and the economic recovery after Covid and the increase in data flow in Data Centers.

We will implement measures to reduce energy consumption by introducing new technologies in our Data Centers and by taking steps to increase energy efficiency and energy savings in our premises over the coming years. In 2023, we will replace all lights with LED ones in the entire O2 CZ headquarters.

The topic of rising prices and costs resonated a lot in 2022, so we organized a workshop for employees on „How to be energy efficient".

We try to plan our business trips by passenger cars responsibly and use other means of transport or virtual meetings where possible.

● **Non-renewable energy**

● **Renewable energy**

Purchased Electricity (kWh):

	2022	**2021**	**2020**
Non-renewable	17,038,631	54,940,098	57,117,453
Renewable	3,825,431	3,574,000	
Total	**20,863,062**	**58,514,098**	**57,117,453**

Note: In 2022, electricity consumption includes O2 CZ, O2 TV, O2 IT Services, O2 Family, O2 Financial Services, O2 CRM and INTENS Corporation.

Purchased Heat (kWh):

	2022	**2021**	**2020**
Total	**4,353,928**	**5,783,117**	**4,849,669**

Note: In 2022, heat consumption includes O2 CZ, O2 TV, O2 IT Services, O2 Family, O2 Financial Services, O2 CRM and INTENS Corporation.

5.1 Carbon Footprint and Energy

Message from CEO   Executive Summary for 2022   About O2   ESG in O2   **Environment**   Social   Governance   About the Report   GRI Index

O$_2$

Fuel Consumption – Vehicles Combustion (litres):

Fuel consumption has naturally decreased as O2 SK is no longer included. O2 CZ employees drove 8% more business kilometers in 2022 than in 2021. The continued change of engine size in the motorization of passenger cars (from 2.0 to 1.6 L) has had a positive impact on the consumption. The share of petrol consumption in total fuel consumption is minimal given that the fleet consists only of diesel vehicles. Petrol is used in transportation only for snow scooter.

● **Diesel**

● **Petrol**

2022   **2021**   **2020**

643,042   691,833   734,030

13   13

643,055   **691,846**   **734,030**
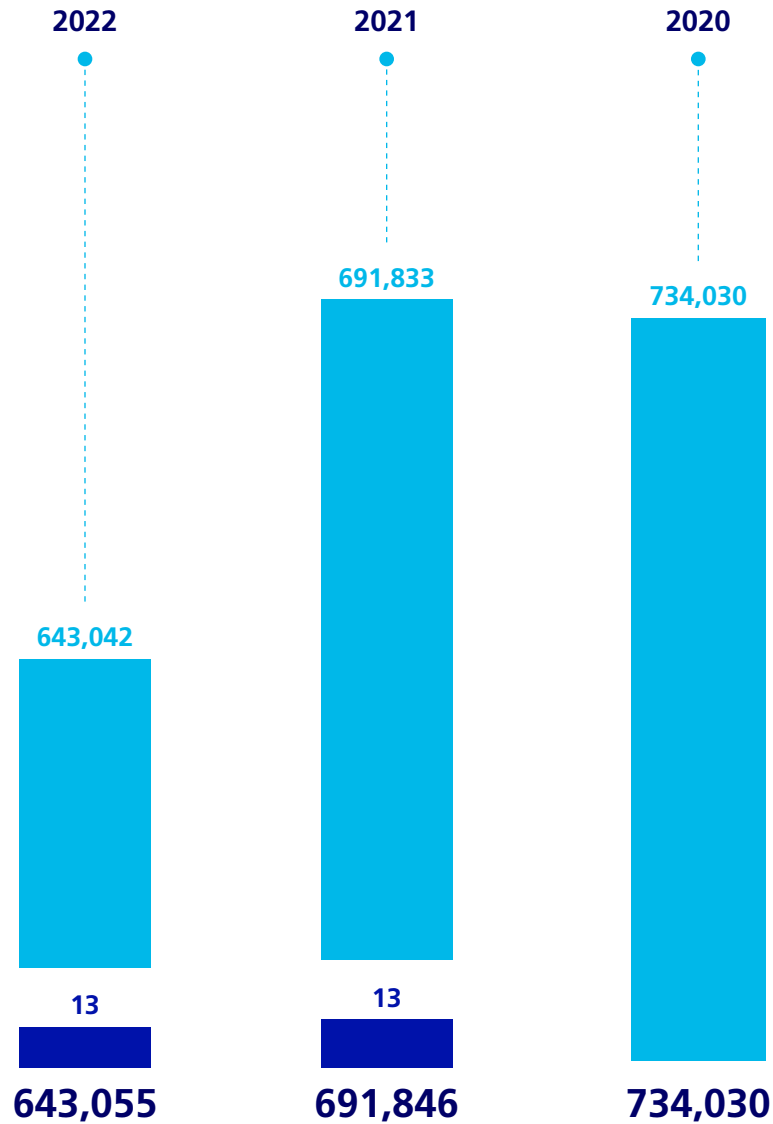
Note: In 2022, fuel consumption includes the company passenger fleet, diesel generators, snow scooters and a forklift. The fuel consumption Includes O2 CZ, O$_2$ Family, O$_2$ TV, O$_2$ IT Services, O$_2$ Financial Services, INTENS Corporation and O$_2$ CRM Services. All fuel consumed is from non-renewable resources.

5.1 Carbon Footprint and Energy

Message from CEO   Executive Summary for 2022   About O2   ESG in O2   **Environment**   Social   Governance   About the Report   GRI Index

O₂

Natural Gas Consumption (kWh – GCV):

Natural gas consumption decreased by 38% compared to 2021. The lower consumption of natural gas in 2022 is because O2 CZ has changed the heating method of some stores as they were relocated to shopping centers. The value has also decreased because of O2 SK departure.

2022   **2021**   **2020**

644,649   **1.053,745**   **784,035**
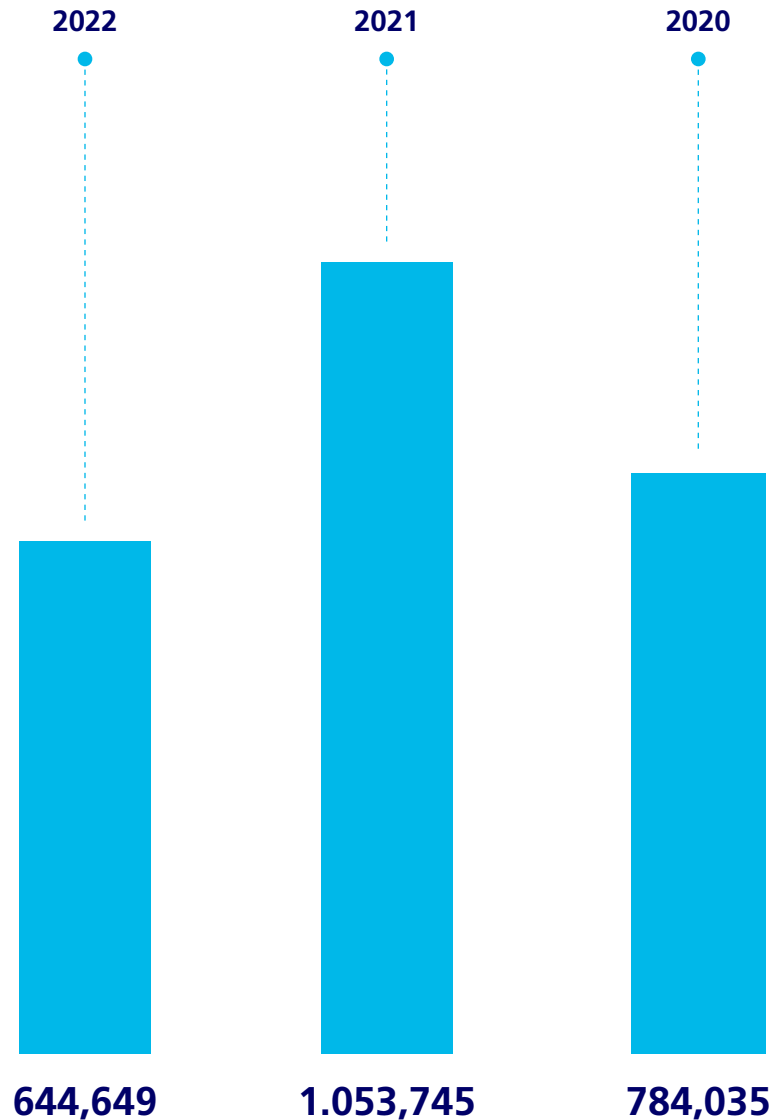
Note: Natural gas is purchased in substantive quantities only by O2 CZ. Natural gas is considered as fuel from non-renewable resources.

Energy Consumption (GJ):

Total Energy Intensity (GJ/employee):

- 75,107.02
- 15,674.10
- 25,091.45
- 2,328.50

2022

29

- 238,589.75
- 20,819.22
- 26,411.58
- 3,793.48

2021

60

- 219,516.11
- 17,458.81
- 28,013.68
- 2,822.53

2020

54

- Purchased electricity
- Purchased heat
- Vehicles combustion
- Stationary combustion

Note: Employees in FTE. Energy intensity is based on purchased electricity, purchased heat, natural gas consumption and fuel consumption.

We have been continuously developing our carbon footprint calculation methodology. As part of that, we decided to expand our calculation to also include part of our Scope 3 emissions for the first time in 2021.

5.1 Carbon Footprint and Energy

Message from CEO   Executive Summary for 2022   About O2   ESG in O2   **Environment**   Social   Governance   About the Report   GRI Index

O₂

Carbon Footprint

We are continuously developing our methodology for calculating the carbon footprint. As part of this, we have decided to add additional categories to Scope 3 for 2022. In the previous year, we only counted emissions associated with waste production, WTT emissions (emissions associated with the production, processing, and delivery of fuel) and T&D emissions (emissions associated with electricity transmission and distribution losses) in Scope 3. We now include the following categories in Scope 3: Purchased goods and services, Fuel and energy-related activities, Waste generated in operations, Downstream transport and distribution, Use of sold products, End-of-life treatment of sold products and Investments.

In 2022 the method used to calculate emissions follows the globally recognized Greenhouse Gas (GHG) Protocol standard and guidance, including the Corporate Standard, Scope 2 and Scope 3 Calculation Guidance, GeSI ICT Sector Guidance and the relevant guidance of the Science-Based Targets Initiative.

GHG Emissions (tCO$_2$e):

Source of Emissions	2022	2021	2020
Scope 1	1,887	1,931	2,012
Scope 2 – market-based method	10,243	18,980	22,102
Total Scope 1+2	**12,130**	**20,911**	**24,113**
Scope 3	304,147	5,704	3,823
Total Scope 1+2+3	**316,277**	**26,615**	**27,937**
Scope 1+2+3 Intensity (tCO$_2$e per employee)	**76.40**	**5.541**	**5.595**

Note: Scope 2 emissions were calculated using a market-based method.
Number of employees is expressed in FTE. Scope 3 emissions in 2022 included more categories.

Carbon Footprint (tCO$_2$e):

2022

2021

2020

304,147.00

5,704.42

3,823.25

18,980.16

22,101.87

10,243.00

1,887.00

1,930.59

2,011.50

- Scope 3 – Sum of tCO$_2$e
- Scope 2 – Sum of tCO$_2$e
- Scope 1 – Sum of tCO$_2$e

316,277.00

26,615.17

27,936.62

Note: Scope 2 emissions calculated using a market-based method. Scope 3 emissions do include more categories in 2022. In 2021 we only counted emissions associated with waste production, WTT emissions (emissions associated with the production, processing, and delivery of fuel) and T&D emissions (emissions associated with electricity transmission and distribution losses). In 2022 we include the following categories in Scope 3: Purchased goods and services, Fuel and energy-related activities, Waste generated in operations, Downstream transport and distribution, Use of sold products, End-of-life treatment of sold products and Investments.
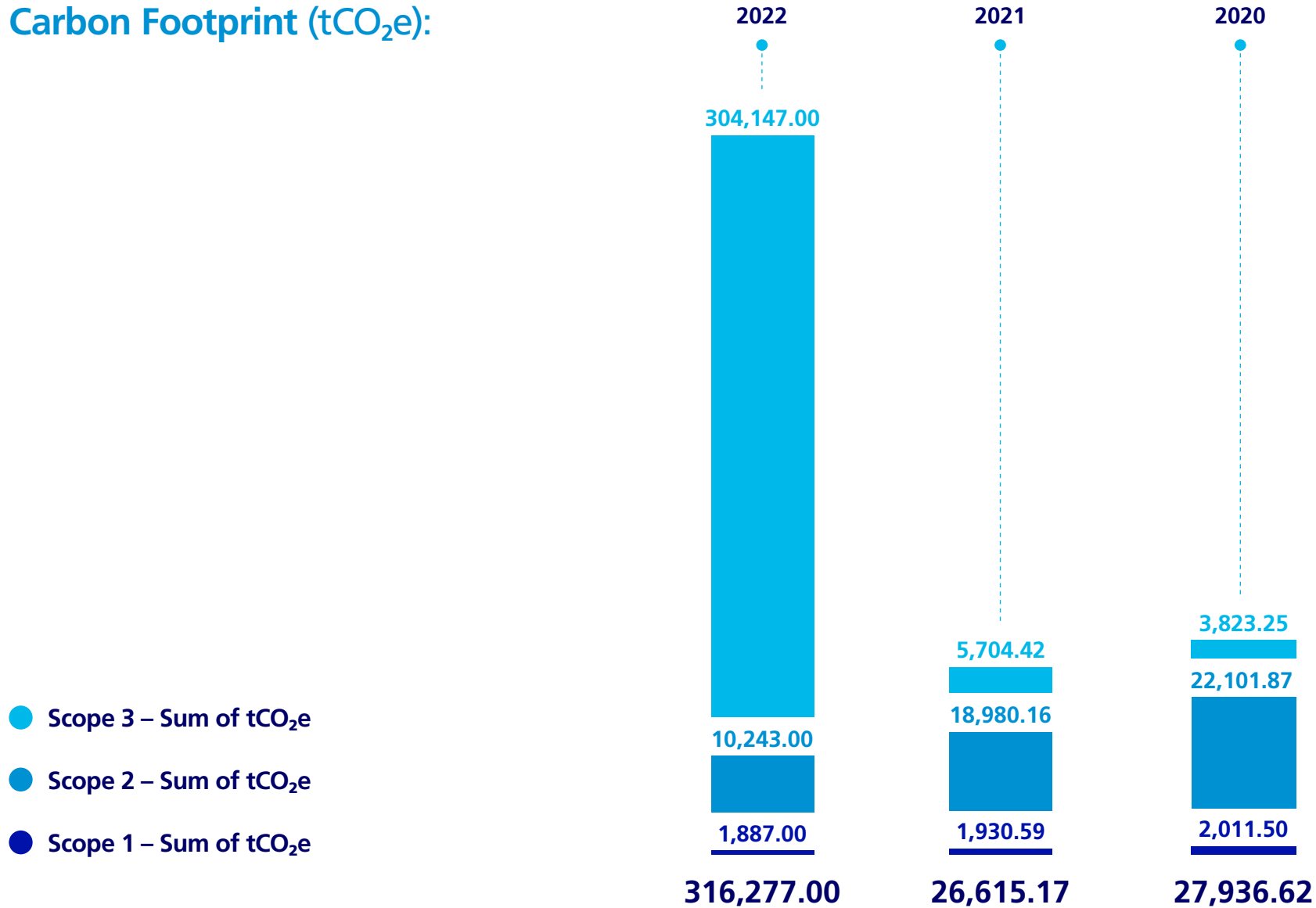
5.1 Carbon Footprint and Energy
Message from CEO   Executive Summary for 2022   About O2   ESG in O2   **Environment**   Social   Governance   About the Report   GRI Index

O$_2$

Carbon Footprint
Emission intensity (tCO$_2$e):

2022

2021

2020

73.47

5.54

5.60

5.54

5.60

2.47

5.60

5.54

0.46

76.40

16.68

16.74

● **Scope 3 – Total Emission intensity**
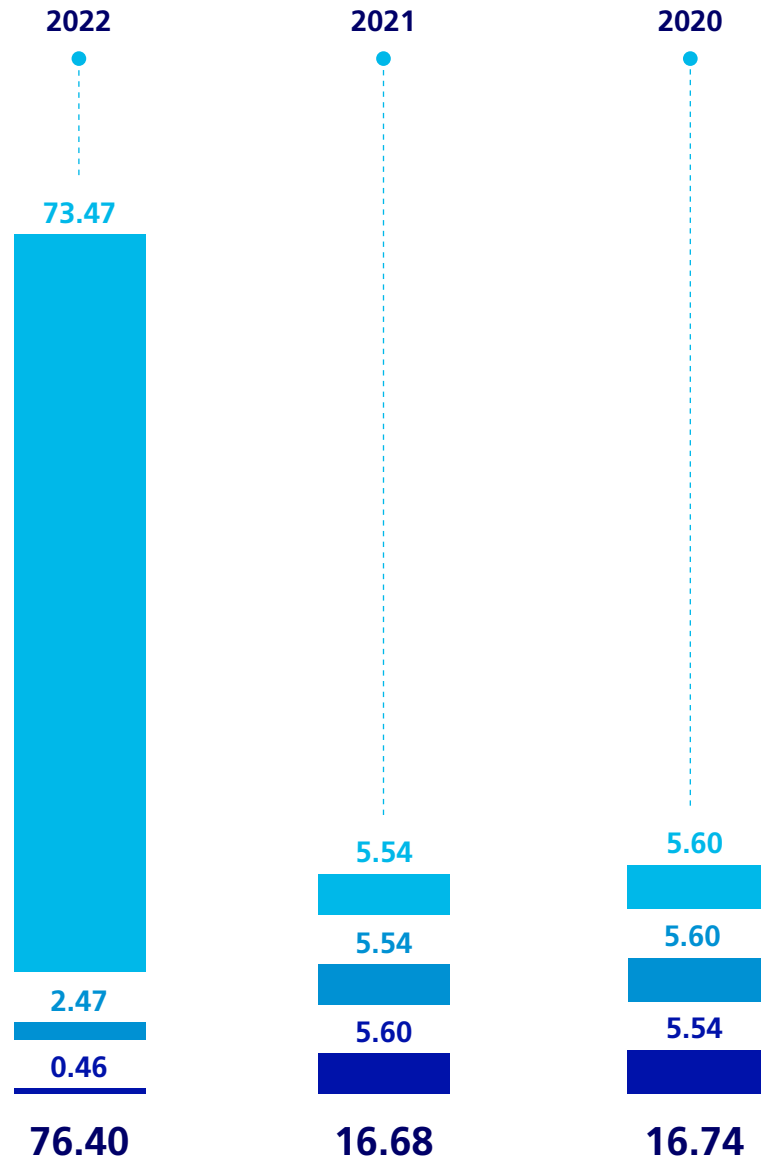
● **Scope 2 – Total Emission intensity**

● **Scope 1 – Total Emission intensity**

Note: Scope 2 emissions calculated using a market-based method. Scope 3 emissions do include more categories in 2022. In 2021 we only counted emissions associated with waste production, WTT emissions (emissions associated with the production, processing, and delivery of fuel) and T&D emissions (emissions associated with electricity transmission and distribution losses). In 2022 we include the following categories in Scope 3: Purchased goods and services, Fuel and energy-related activities, Waste generated in operations, Downstream transport and distribution, Use of sold products, End-of-life treatment of sold products and Investments.

5.1 Carbon Footprint and Energy

Message from CEO   Executive Summary for 2022   About O2   ESG in O2   **Environment**   Social   Governance   About the Report   GRI Index

O_2

GHG Emissions – Scope 1 by Activity (tCO₂e):

Scope 1 emissions include emissions from two activities: vehicles combustion and stationary combustion (for heating).

We have set an objective for to reduce average CO₂ emissions per km of company vehicles by gradually replacing existing vehicles with an emphasis on lower CO₂ g/km emissions as stated by the vehicle manufacturer.

● **Stationary combustion – heating**

● **Vehicle combustion**

|	2022	2021	2020
Stationary combustion – heating	130	193	144
Vehicle combustion	1,757	1,738	1,867
Total	**1,887**	**1,931**	**2,012**
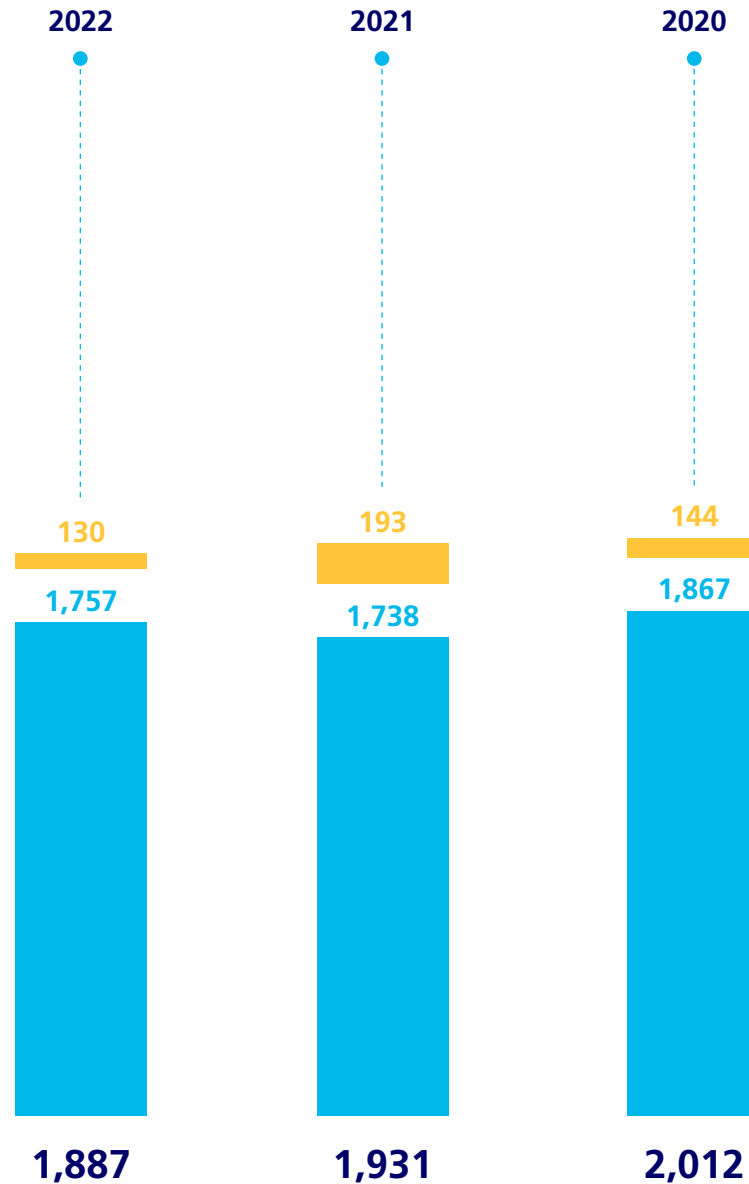
Note: Vehicles combustion includes fuel consumption of the passenger fleet, as well as diesel generators (252 litres in 2021, representing 0.04%) and forklift (110 litres in 2021, representing 0.02%) that were considered as non-material, thus a separate category has not been created.

GHG Emissions – Scope 2 by Activity (tCO_2e):

These are emissions from electricity and heat purchased. We have calculated the O2´s Scope 2 emission using market-based methodologies.

2022

2021

2020

837

987

1,171

21,265

17,993

9,072

● **Heat**

● **Electricity**
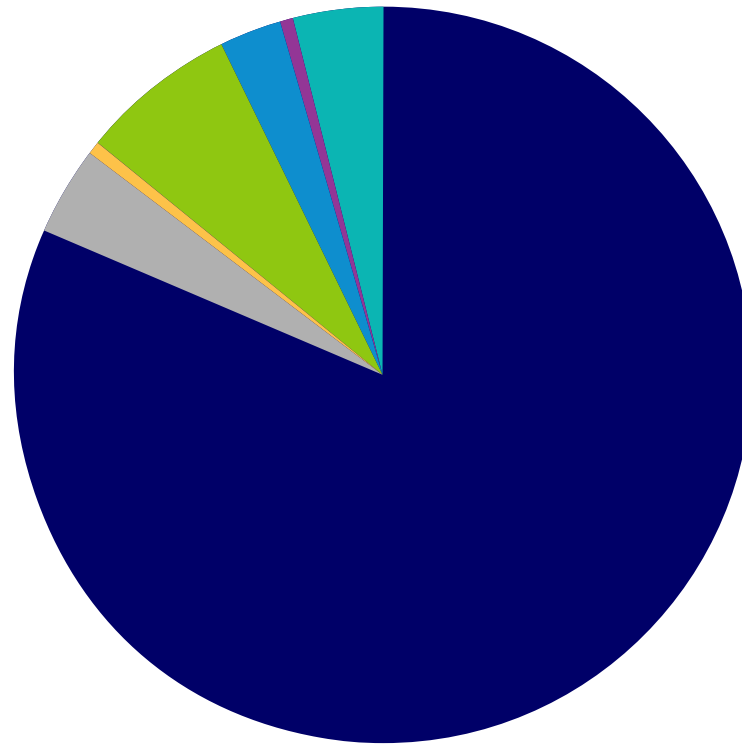
10,243

18,980

22,102
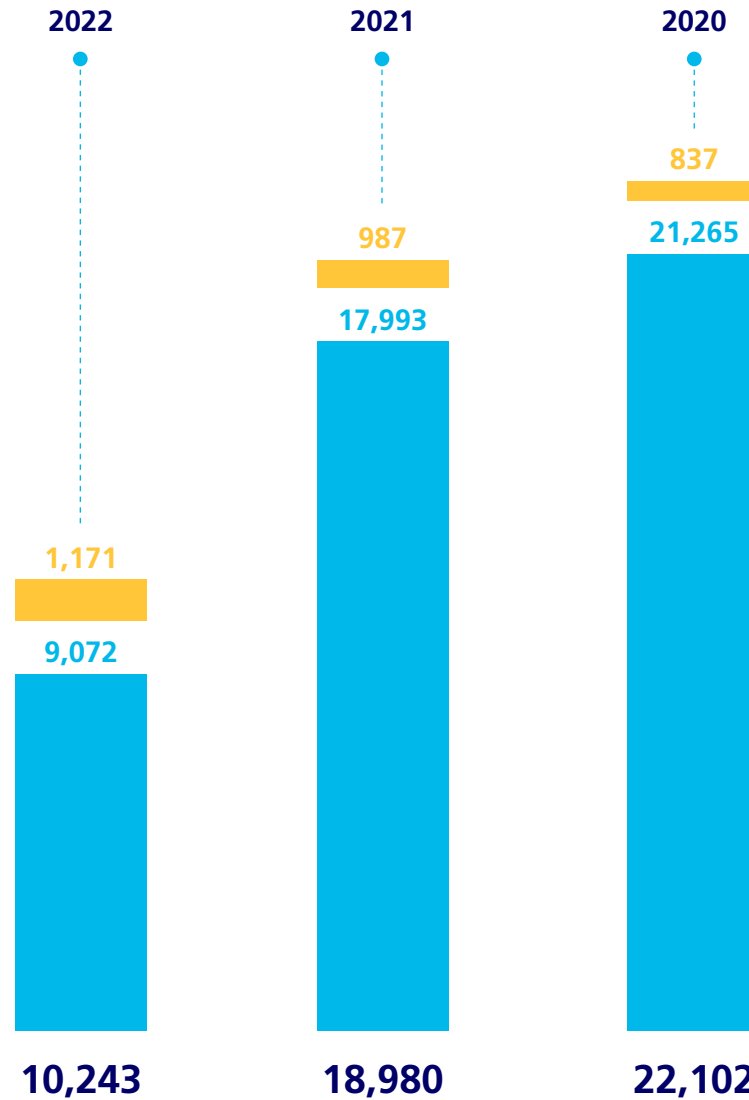
Note: Scope 2 emissions calculated using the market-based method. See detailed carbon footprint data for Scope 2 market vs. location-based comparison.

5.1 Footprint and Energy

Message from CEO   Executive Summary for 2022   About O2   ESG in O2   Environment   Social   Governance   About the Report   GRI Index   O2

GHG Emissions – Scope 3 by Activity (tCO$_2$e):

Scope 3 emissions include following categories: Purchased goods and services, Fuel and energy related activities, Waste generated in operations, Downstream transport and distribution, Use of sold products, End-of-life treatment of sold products, Investments. Compared to previous years, approach to Scope 3 emissions calculation and the number of categories increased considerably (2 categories in 2021 vs. 7 in 2022), which has caused a steep rise in Scope 3 emissions amount.

- ● **Purchased goods and services**
- ● **Fuel and energy-related activities**
- ● **Waste generated in operations**
- ● **Downstream transport and distribution**
- ● **Use of sold products**
- ● **End-of-life treatment of sold products**
- ● **Downstream leased assets**

Total: 304,147

- ● **292,705**
- ● **570**
- ● **60**
- ● **347**
- ● **7,913**
- ● **16**
- ● **2,537**

5.1 Carbon Footprint and Energy

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O₂

GHG Emissions – Scope 3 by Activity (tCO_2e):

Purchased goods & services

Emissions related to manufacturing devices and network equipment, plus services purchased from 3rd party suppliers.

Fuel and energy--related activities

Upstream emissions from the extraction, production, and transportation of fuels purchased by O_2 not otherwise included in Scope 1, plus upstream emissions for refrigerants. Transport & distribution losses for electricity purchases in Scope 2. LCA-based emissions factors are used.

Waste generated in operations

Disposal and treatment of waste generated by activities of O_2. Calculated via DEFRA/BEIS emissions factors for waste, applied to known physical volumes of waste reported to authorities.

Emissions related to manufacturing devices and network equipment, plus services purchased from 3rd party suppliers.

Downstream transport and distribution

Emissions from transport of sold goods to O_2 customers, plus for services such as paper invoices.

Use of sold products

Emissions from devices used by O_2 customers. Number of sold products was multiplied by an average energy consumption (e.g., average phone battery), multiplied by Scope 2 electricity factor.

End-of-life treatment of sold products

Emissions from treatment of the devices sold by O_2, including decommissioning of devices used in providing services. DEFRA/BEIS emissions factors applied to the same quantities of sold products (and services, for routers, IPTV and SatTV terminals) as in the Use of Sold Products category, with assumptions on average product weights.

Investments

Emissions from operations of investments not otherwise included in Scopes 1 and 2.

5.2 Waste and Circular Economy

Message from CEO   Executive Summary for 2022   About O2   ESG in O2   **Environment**   Social   Governance   About the Report   GRI Index

O₂
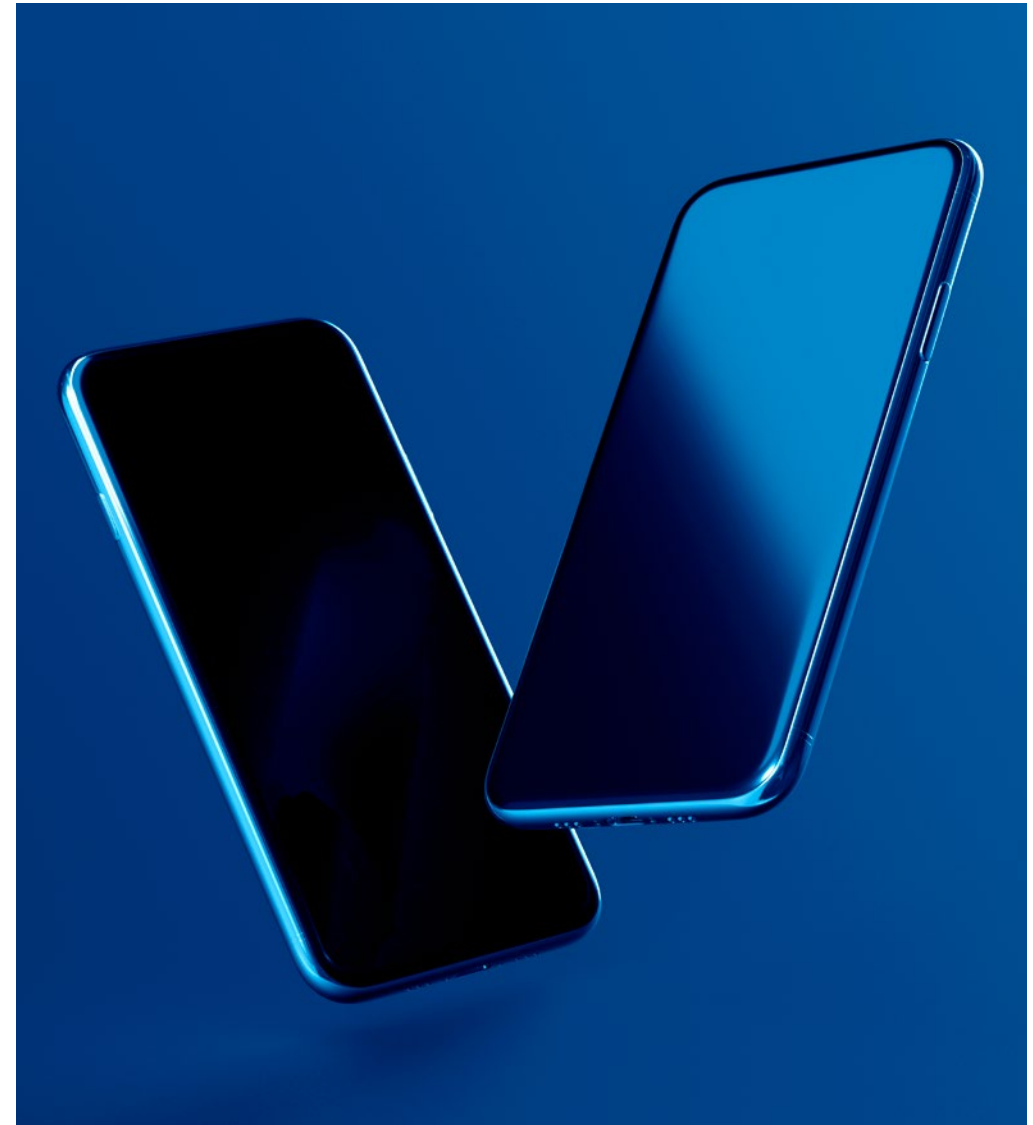
Waste and Circular Economy

Waste Management

Our Waste management guideline ensures that obligations set out in the statutory regulations are met in relation to the management of waste, packaging, and end-of-life products. It sets the internal rules for roles and responsibilities within waste management, basic duties of employees, details of waste sorting, collection, disposal, waste transport, management of selected waste streams and packaging management. There is also a special guideline for brand stores and transfer points.

Based on the guidelines, all employees must prevent waste in their work, sort, and collect the waste generated separately by type and category (hazardous and other). Employees must sort municipal waste according to the system in place at the facility, i.e., separate paper disposal, plastics, or glass, metal, biowaste or other residual mixed waste. Similarly, they must sort, and place used products for take--back (portable batteries, small electrical equipment, data carriers for which they do not need a handover certificate, or toner cartridges and cartridges for printers). Small electrical equipment and portable batteries brought in from households can also be handed in for take-back. Hazardous waste must be handled in an appropriate manner. Employees must, segregate and collect waste from operations (e.g., technology, warehouses and garages, shops, etc.) if their activities generate such waste.
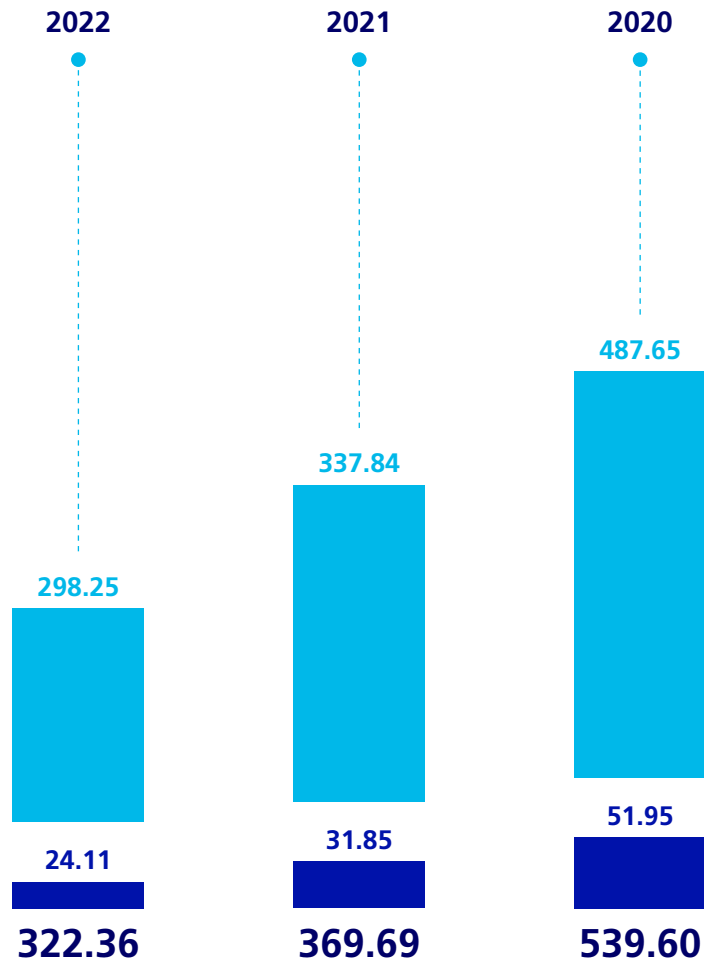
We also ran a campaign to encourage our customers and employees to recycle their old phones to help not only the environment but also the "Linka bezpečí"(Safety Helpline) by donating CZK 25 via our O₂ Foundation for every phone handed in. REMA Systém, a.s., the company that provides the take-back service for O₂, recovers important raw materials from old phones for further production - not only plastics and iron, which are mainly used to produce phones, but also copper, tin and various precious metals. In addition, old devices usually contain harmful and toxic substances, therefore, we advise public not to store them at home, but to dispose of them in an environmentally friendly, professional way.

We developed our methodology for waste generation and disposal records to be more aligned with the GRI reporting framework and GHG Protocol. As part of that, we estimate the tonnage of waste generated in the locations where we are not considered waste producers according to Czech legislation.

In 2022, we generated 322 tons of waste, which is 12% less than in 2021 (370 tons). We also decreased the tonnage of hazardous waste by 25% compared to 2021. Batteries and electronic waste were considered as hazardous waste. The value is lower than previous years because customers used to rent electrical devices and now, they purchase them and do not have to return them back to us at the end of the service. Our stores also serve as collection points for electronic waste.

5.2 Waste and Circular Economy

Message from CEO   Executive Summary for 2022   About O2   ESG in O2   **Environment**   Social   Governance   About the Report   GRI Index

O$_2$

Waste generated (t):

● **Non-hazardous**

● **Hazardous**

2022	2021	2020
298.25	337.84	487.65
24.11	31.85	51.95
322.36	**369.69**	**539.60**

Note: Includes waste generated by O2 CZ, O$_2$ IT Services, O$_2$ CRM and O$_2$ Family. For stores where we are not considered as waste producers, the data was estimated based on the average of stores where we are waste producers. For mixed municipal waste, we are the producers of 51 out of 173 outlets.

Hazardous waste generated (t):

● **Electronic waste**

● **Batteries**

2022	2021	2020
24.036	31.77	51.42
0.071	0.09	0.54
24.107	**31.86**	**51.96**

Note: Includes waste generated by O2 CZ.

5.2 Waste and Circular Economy

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O2

Waste generated (t):

Legend:
- ● Wood
- ● Plastic
- ● Paper and board
- ● Other waste
- ● Glass
- ● Biowaste
- ● Metal
- ● Commercial and industrial waste

2022

- 20.39
- 84.42
- 0.04
- 2.4
- 4.07
- 1
- 185.93

298.25

2021

- 23.20
- 101.93
- 0.12
- 4.11
- 6.56
- 5.09
- 196.82

337.83

2020

- 1.90
- 22.90
- 106.24
- 0.11
- 0,.16
- 12.68
- 55.14
- 288.51

487.64
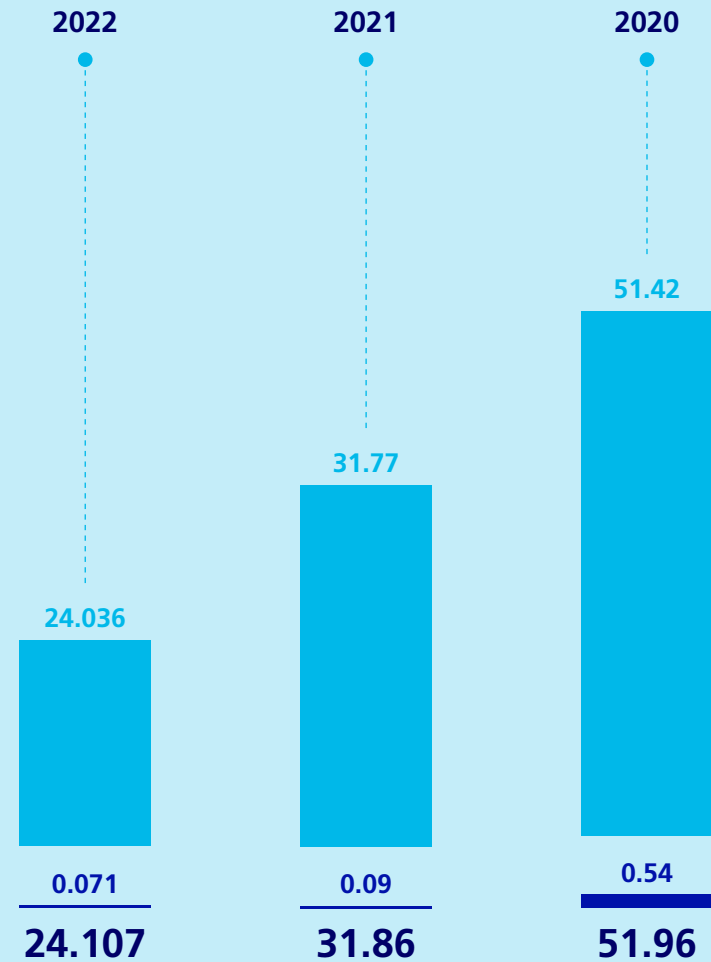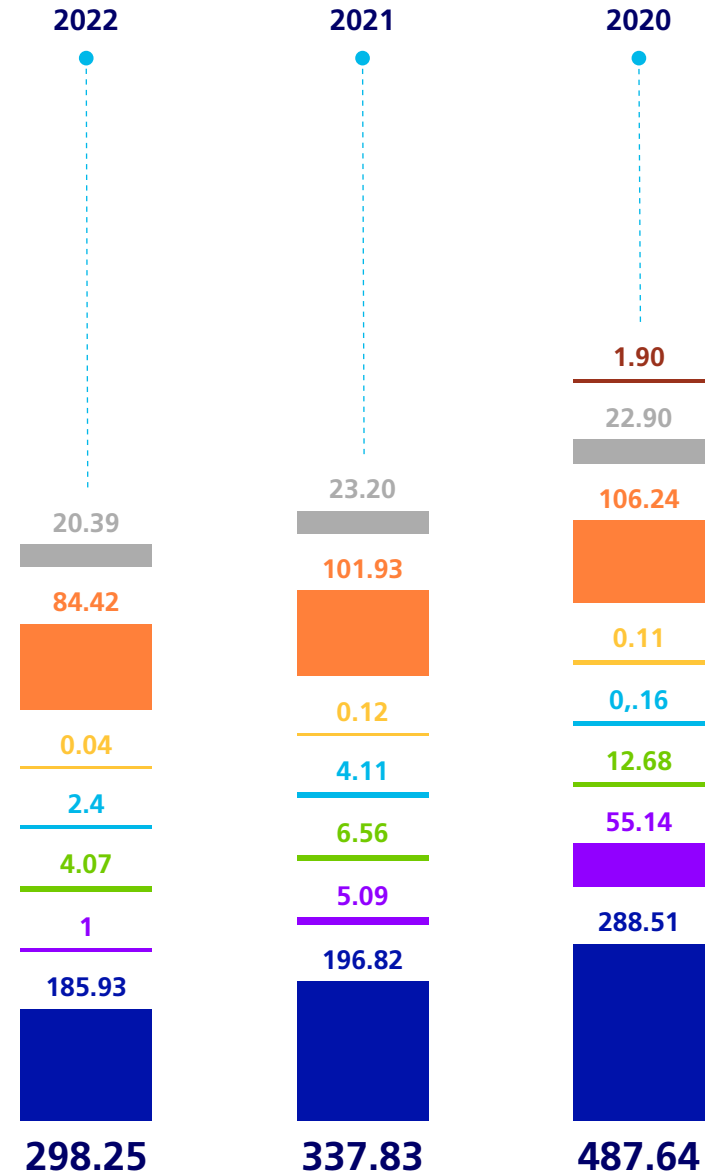
Note: Includes waste generated by O2 CZ, O₂ IT Services, O₂ CRM and O₂ Family. For stores where we are not considered as waste producers, the data was estimated based on the average of stores where we are waste producers. For mixed municipal waste, we are the producers of 51 out of 173 outlets.

5.2 Waste and Circular Economy

Message from CEO   Executive Summary for 2022   About O2   ESG in O2   **Environment**   Social   Governance   About the Report   GRI Index

O₂

Waste Disposal (t):

We have also managed to maintain a high proportion of waste diverted from disposal (recycling and other recovery), specifically 41% of waste was recycled and 4% of waste was treated by other recovery operations.

2022   **2021**   **2020**

	2022	2021	2020
Recycling	124.2	150.72	223.03
Other recovery	4.07	14.29	20.32
Landfill	97.04	138.88	199.91
Incineration with energy recovery	97.04	65.80	96.34
Total	**319.35**	**369.69**	**539.60**

● **Recycling**

● **Other recovery**

● **Landfill**

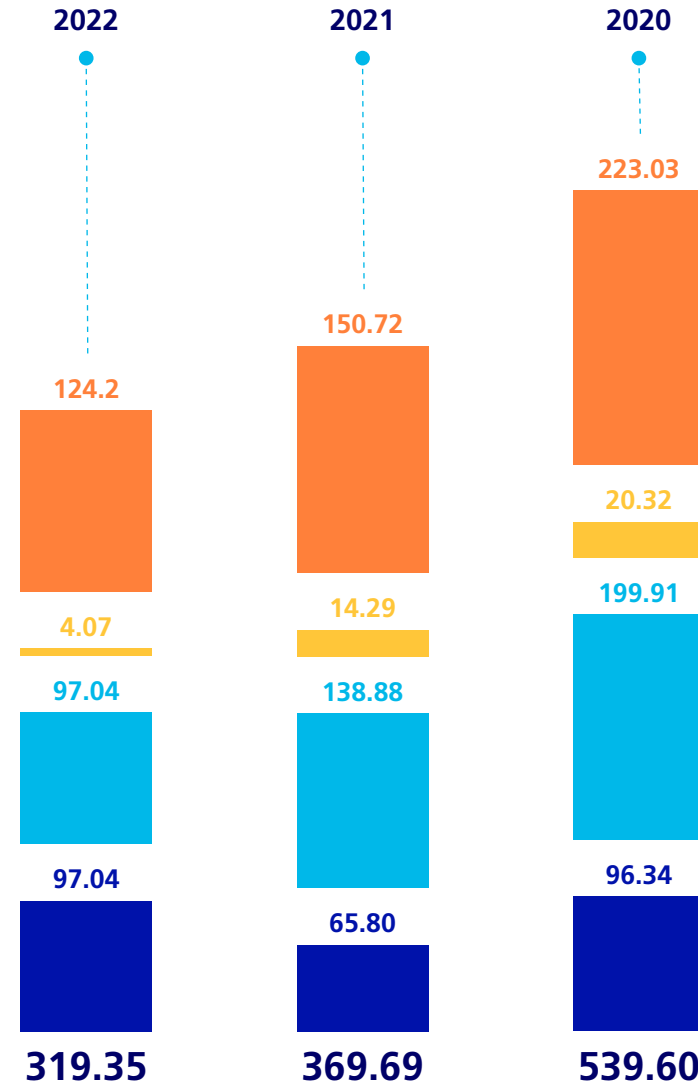● **Incineration with energy recovery**

Note: Includes waste generated by O2 CZ, O₂ IT Services, O₂ CRM and O₂ Family. For stores where we are not considered as waste producers, the data was estimated based on the average of stores where we are waste producers. Paper, glass, metal, wood, batteries and electronic waste were considered recycled. In 2022 in terms of plastic waste, 3/5 was considered recycled, 1/5 landfilled and 1/5 diverted from disposal by other recovery operations. For commercial and industrial waste (municipal waste), 1/2 was considered incinerated with energy recovery and 1/5 landfilled. Organic waste was considered as diverted from disposal by other recovery operations. Tetra Packs were considered as incinerated with energy recovery.

5.2 Waste and Circular Economy

Message from CEO   Executive Summary for 2022   About O2   ESG in O2   **Environment**   Social   Governance   About the Report   GRI Index

O₂

Circular Economy

We strive to adopt a circular mindset to maximize the value of our resources and shift to a restorative and regenerative economy. For O₂, the most material aspects of circular economy and waste prevention are those related to improving circularity of packaging material, mobile phones, modems, and other connected end-user devices, as well as network equipment at base stations.

- We have been using only paper carrier bags made from recycled material in our stores.

- In January 2021, we introduced so-called Half SIMs, which have half the size of the plastic carrier than the original SIM cards, plus adding eSIM. In 2022, we saved more than 6 tons of plastics.

We have reduced the total volume of packaging materials used by 4% compared to 2021. The company is part of a pooled scheme for the take-back and recovery of packaging waste.

In 2022, we have re-designed packaging of our Smartbox modem:

- **Six tons** of foam were saved by replacement of box foam filling to a paper one

- **25%** reduction in box volume,

- **Environmentally friendly brown material** replaced white printing with colour printing.

We continue to optimize packaging for other hardware products (modems, 4G/5G routers, smart boosters, etc.). The next design upgrades are going to be implemented in 2023.

By digitalizing the customer documentation, we will save more than **20 tons** of paper in 2023.

5.2 Waste and Circular Economy

Message from CEO   Executive Summary for 2022   About O2   ESG in O2   **Environment**   Social   Governance   About the Report   GRI Index   O₂

Packaging Related to the Sale of Products:

In relation to the sale of products (mobile phones, modems, set-top boxes, etc.), we placed a total of 210 tons of packaging materials (of which 198 tons of paper and 20 tons of plastic) on the market, which is 5% less than in 2021. As part of environmental awareness, the company has been involved for a long time in the EKO-KOM's Responsible Company program – "zodpovednafirma.cz", which aims to support employee education and improves conditions for waste management in companies and raises awareness of correct waste management. Bio-waste is also sorted at the company's headquarters, in addition to paper, plastics, metal, tetra pack and glass waste.

Note: Includes data for O2 CZ and includes other materials (e.g. wood) in addition to plastic and paper packaging.

6.

Social

Employment and Working Conditions

On the social side of ESG, we focus on our employees, customers, communities, and society. We rely on the commitment and expertise of our employees. We focus on attracting, developing, and retaining the best talent and on creating a positive team culture that creates an inclusive atmosphere for all. We are proud supporters, not only during difficult times such as COVID-19 and the war in Ukraine, but also in our long-standing efforts to increase digital literacy and help those in need through our technology.

O₂ Manifesto

Employment & working conditions

We are fully aware that satisfied, motivated, competent, and growth-oriented employees are the key for our business that drives our growth and success. We are dedicated to building a company culture that is fair, safe, appreciative, dialogue-oriented and that embraces diversity. That's why in 2022 we created the O₂ Manifesto and Employee Value Proposition.

To the maximum extent possible, we provide our employees with flexible working hours and part-time work, so that employees can better balance their work and private life. Home office is enabled in a flexible schedule, provided that the employee's work performance is not adversely affected. The Human Resources Division regularly organizes various employee satisfaction surveys.

Who we are

Imagine 3,700 people creating excellent technology. That's us. O₂. We are a technology leader, constantly listening to our customers' wishes and needs. Our mission is to improve people's everyday lives and exceed their expectations.

What we excel at

We love technology. What we offer, we use. We know how to recommend our products and, therefore, inspire others. We recognize our great responsibility because millions of customers and businesses rely on us. We strive for a return and meaningfulness on every investment while ensuring the sustainability of our solutions.

What we are

We like to meet in person because it's the only way we can help each other, learn from each other, and achieve great results. We are always putting in extra effort, we are dynamic and deliver above-standard work even beyond the scope of our duties.

Where we are heading

We believe in each of us, we support and appreciate the growth of all employees who want to change the world of technology with their efforts and determination

We are proud to be O₂.

Workforce Statistics
(Total number of employees by The Group entities)

Number of employees

Entity	FTE	HC
O2 Czech Republic	3,807	3,881
O₂ Family	74.35	78
O₂ TV	15	15
O₂ IT Services	187	187
O₂ Financial Services	20	25
INTENS Corporation	26	26
O₂ CRM	11	11
Sub-total Czech Republic	**4,140**	**4,223**

Note: Number of employees as of 31.12.2022 - HC and FTE. Includes full-time and part-time employees. Excludes temporary employees - agreement for the performance of work and employment agreements.

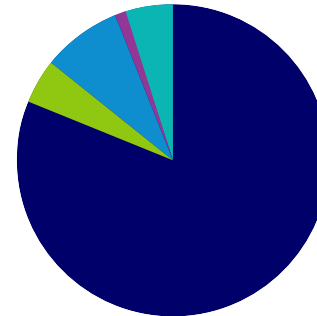## The Group – Total Number of Employees by Entity:

2022   **4,140**
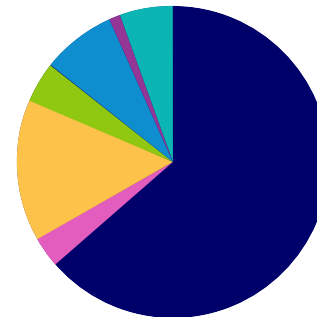
2021   **4,803**

2020   **4,993**

- ● **O2 Czech Republic**
- ● **O₂ Family**
- ● **O₂ TV**
- ● **O₂ IT Services**
- ● **Other Companies**
- ● **O2 Slovakia**
- ● **O₂ Business Services**

2022

● 3,807	● 187
● 74	● 57
● 15	

2021

● 3,868	● 83
● 74	● 724
● 15	● 41
● 180	

2020

● 3,992	● 60
● 83	● 695
● 14	● 40
● 179	
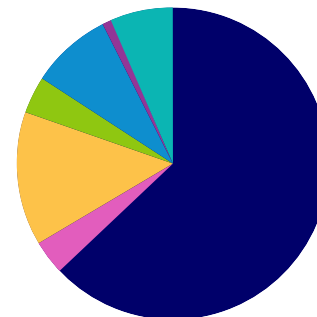
Note: Numbers in FTE as of the end of a particular year. In 2022 other companies include: O₂ Financial Services, INTENS Corporation, O₂ CRM.

6.1 Employment and Working Conditions

Message from CEO   Executive Summary for 2022   About O2   ESG in O2   Environment   **Social**   Governance   About the Report   GRI Index

O₂

The following detailed social statistics reflect only O2 CZ. Statistics are based on headcount (HC) at the year-end, unless otherwise specified.

Employee Structure by Gender:
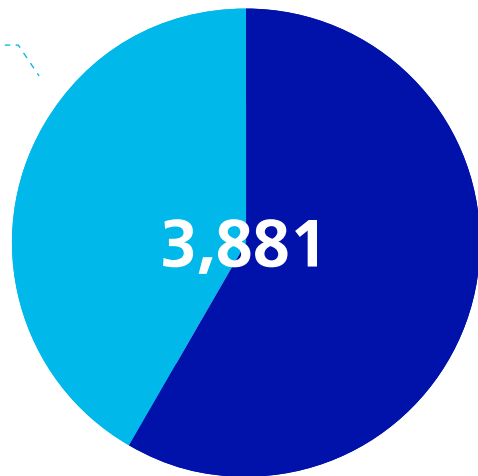
40%

(1,552)

3,881

60%

(2,329)

Workers Who Are Not Employees

In total, 761 external workers (499 men and 262 women), which are not considered employees, worked in O2 CZ in 2022. These workers mainly worked in the sales organization. The relationship is governed by well-defined contractual terms and conditions, which are specified in the contracts either with agencies and other third parties or individual entities. There are clearly defined deliverables to be met by each entity.
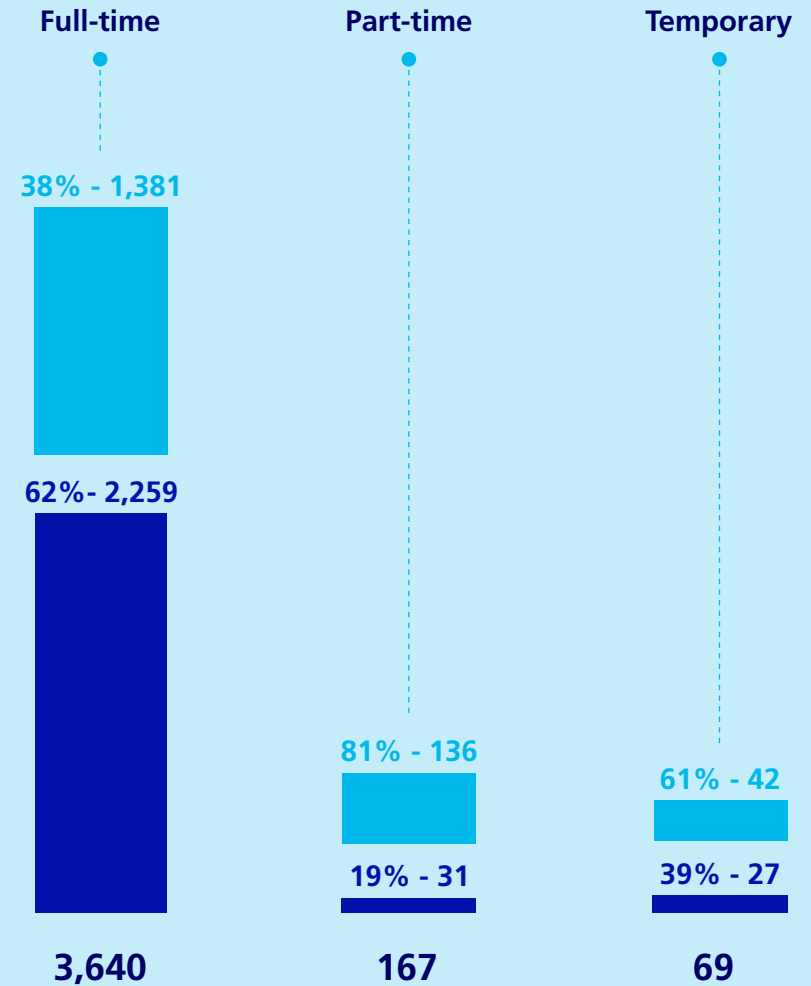
Note: Includes data for O2 CZ, includes full-time employees and part-time employees. Excludes temporary employees - agreement for the performance of work and employment agreement.

Number of Full-time and Part-time Employees by Gender:

3,876 in Total

Full-time	Part-time	Temporary
38% - 1,381		
62%- 2,259	81% - 136	61% - 42
	19% - 31	39% - 27
3,640	**167**	**69**

Note: FTE. Includes data for O2 CZ, Temporary employees include agreement for the performance of work, employment agreement. Work performance agreement is counted as 0.2 FTE and employment agreement as 0.5 FTE.

Employee Recruitment and Turnover

Total new hires rate:

21%

In 2022, we continued to work with secondary schools and universities to present the company as a potential employer. To high school students, we offer two-week internships and field trips to our technological workplace. For university students we have in place Internship program, in form of part-time work in selected positions to prepare them for employment after graduation.

We also continue to provide employees with a Career Advisor to enhance internal mobility, where we discuss with them their current job role, their job ambitions, and the possibilities of career paths within the company. In 2022 we launched our new "O₂ Heroes" talent program, focusing on the TOP 25 up-and-coming talents across the company, whom we specifically provide on-going professional development in line with their career visions and company needs. This program was recognized as the best in the HR Excellence Awards 2022.

Note: Includes data for O2 CZ. Includes employees (headcount) hired in 2022 and still employed in the company at the end of the year. Included are full-time and part-time employees, excluded are temporary employees - agreement for the performance of work and employment agreement.
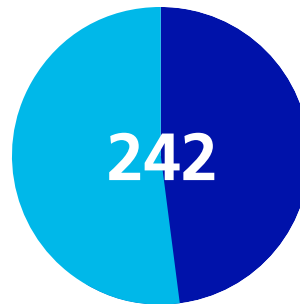
New Employees by Gender and Age Structure:

Up to 30 years

559
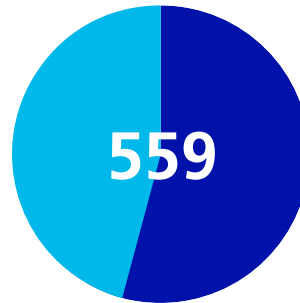
**Men
55% (308)**

**Women
45% (251)**

30–50 years

242

**Men
49% (118)**

**Women
51% (124)**

Above 50 years

21
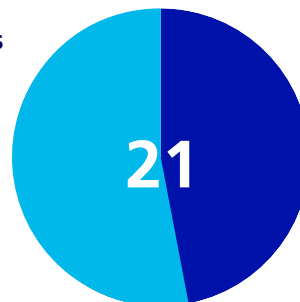
**Men
52% (11)**

**Women
48% (10)**

Turnover Rate:

20%

23%

Total

21%

To enhance the company's presentation as an engaging employment brand, we also intensively analyzed the external and internal labor market during 2022 to map the perception of O₂ as an employer. Based on the data collected, an intensive Employee Brand campaign "Chci víc" (I want more) was run, targeting all important target segments of potential job seekers

We are aware that high turnover is not rare in the telco industry. We put the focus on employee retention, not only by offering various benefits but also by supporting our employees in their career growth. See more on career development initiatives in the Employee training and education section.

Note: Includes data for O2 CZ. Included are full-time and part-time employees, excluded are temporary employees - agreement for the performance of work and employment agreement.

Parental Leave

We strive to support our employees on parental leave and after returning from parental leave by providing them with the opportunity to work part-time (if the nature of the work allows) and thus helping them to balance work and family life. On an ongoing basis, HR team contacts employees on parental leave and offers them suitable positions.

Employees on parental leave can contact their HR Business Partner at any time. HR team sends them regular HR information. We plan to send regular company updates such as company news, a list of vacancies (including part-time positions), invitations to company events, etc.

Three months before returning from parental leave, we send a questionnaire where the employee indicates whether he/she plans to return to work. Subsequently, the HR team actively addresses return options according to the possibilities and opportunities in the company. For parents who return immediately after maternity leave or up until their child's first year, we provide a monthly allowance of CZK 8,000/ CZK 6,000.

We also organize various activities for our employees' families such as Family Day and St. Nicholas Day.

Number of Employees on Parental Leave and Returned from Parental Leave in 2022:

Employees currently on parental leave

403

4

407

Employees returned from parental leave
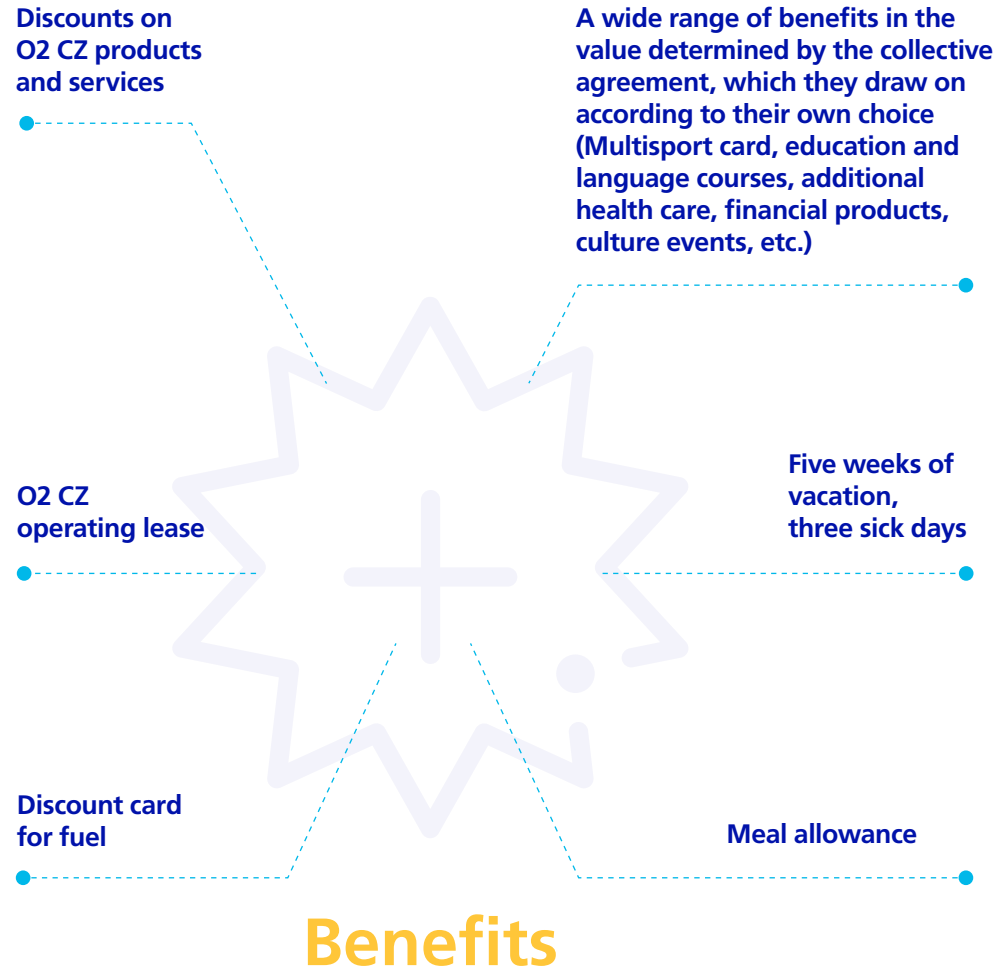
43

1

44

● Men   ● Women
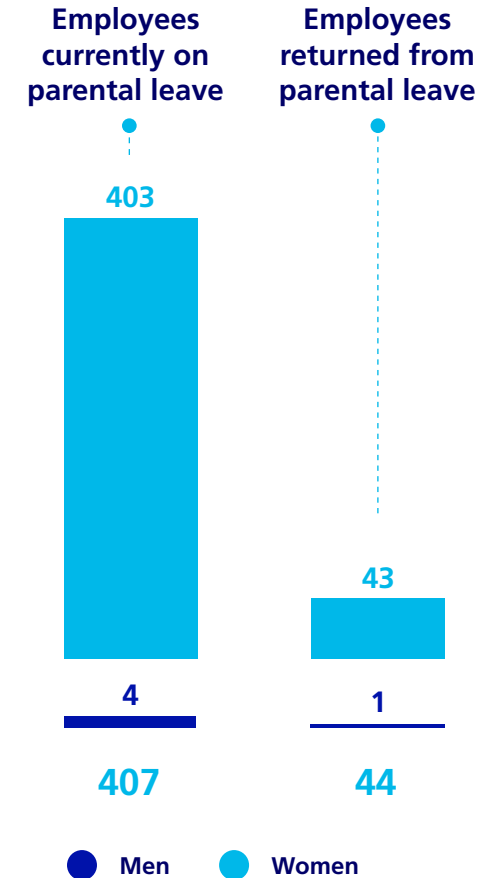
Note: Includes data for O2 CZ. Includes the number of employees currently on parental leave at the year end and the total number of employees in 2022 who returned from off-registration for at least 1 day in that year, not counting the employee on the agreement, only returns from off-registration status, i.e., the actual end of the parental leave.

Remuneration

The basis of the employee remuneration system in O2 CZ is subject to the Company Collective Agreement. The remuneration rules are specified in the internal remuneration directive. The base of employee remuneration is a basic salary. In addition to the basic salary, employees (in accordance with the set rules and conditions) are eligible to incentive remuneration in the form of bonuses or commissions.

In addition to the salary, O2 CZ employees receive benefits[4] such as:

Discounts on O2 CZ products and services

A wide range of benefits in the value determined by the collective agreement, which they draw on according to their own choice (Multisport card, education and language courses, additional health care, financial products, culture events, etc.)

O2 CZ operating lease

Five weeks of vacation, three sick days

Discount card for fuel

Meal allowance

Benefits

The complete offer of benefits is available online in the Employee benefits guide.

The Trade Union plays an important role in protecting employees and their rights at O2 CZ. The Union negotiates collective terms and conditions for employees regarding remuneration, benefits and working conditions. All full time employees are covered by the Company Collective Agreement regardless of their membership in the Trade Union.

[4] Benefits are provided only to employees on employment contracts (full-time, part-time). Only some of them are available to employees working on the basis of agreements for work outside the employment contract

As we are convinced that diversity drives innovation, we are committed to building a diverse and inclusive culture to encourage and enable everyone to truly be themselves. To also demonstrate our commitment externally, we became a founding signatory of the European Diversity Charter in the Czech Republic. By signing the European Diversity Charter, we commit to maintaining a workplace environment that is open to all, irrespective of their gender, race, skin colour, nationality, ethnic origin, religion, world views, disability, age, or sexual orientation.
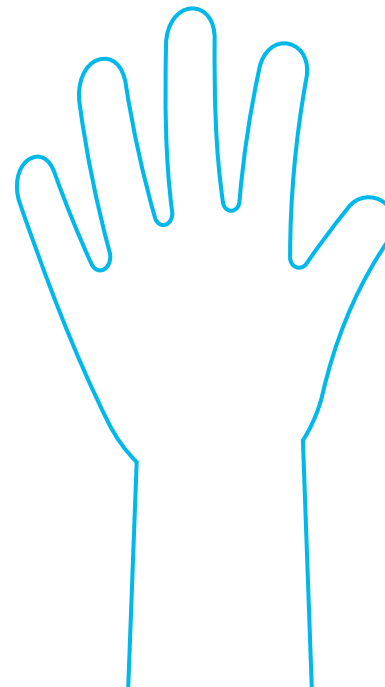
Diversity and Non-discrimination

Diversity drives innovation, and it is in our interest to develop a diverse and inclusive company culture to encourage and enable everyone to truly be themselves. To demonstrate our commitment externally, we became a founding signatory of the European Charter for Diversity in the Czech Republic. By signing the Diversity Charter, we have committed ourselves to providing working conditions open to everyone regardless of gender, race, color, nationality, ethnicity, religion, worldview, disability, age, or sexual orientation. Employee diversity survey will take place in 2023 to identify areas for improvement. Anti-discrimination measures are part of the obligatory internal documents. The Labor Code directly obliges the employer not to allow any conduct in the employment relationship that could lead to discrimination of any kind - not only directly, but also in terms of consequences. We base our approach to employee selection, employment contracts, training, and promotion on clear criteria such as skills, experience, and performance. In line with Our Business Principles, we promote and create equal opportunities in the workplace. We build on mutual trust and respect among employees.
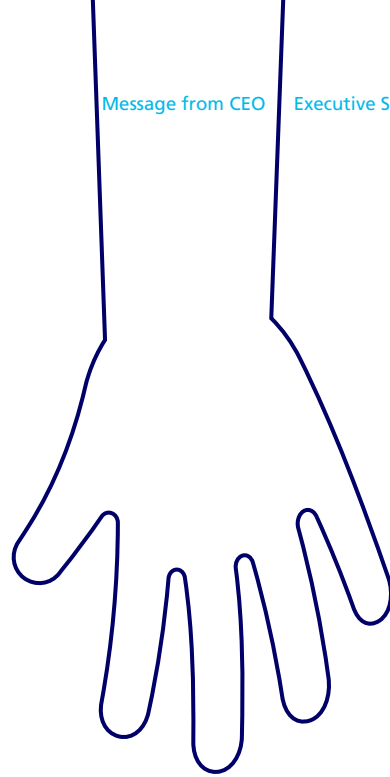
We have set up a grievance mechanism to enable employees to speak out in case of discrimination. They can use an internal line that also allows them to report anonymously. Read more in the "Processes to remediate negative impacts" section. No discrimination incidents were reported in 2022.

We encourage employing people with disabilities and have a strategy, which allows us to better identify these persons within the company, to obtain potential suitable candidates from this group on the labor market, ensure their faster adaptation and inclusion, prepare other employees for their arrival, and thus improve cooperation. We offer an allowance in the form of Relax Points in the value of 12,500 points/year that can be used for various relax activities for employees with full or partial disabilities. There were 44,25 FTE employees with disabilities, who worked in O2 CZ in 2022.on various relax activities for employees with disabilities who are recognised as fully or partially disabled.

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Employee Diversity Statistics

Employee Structure by Age Group and Gender:

● **Women**

● **Men**

	Up to 30 years	30–50 years	Above 50 years
Women	41% - 509	40% - 825	43% - 239
Men	59% - 726	60% - 1,262	57% - 320
Total	**1,235**	**2,087**	**559**

Note: Includes data for O2 CZ. Includes full-time and part-time employees, excludes temporary employees - agreement for the performance of work and employment agreement

Employee Structure by Employee Category:

Employee Category	Men	Women	Total
Sales	979	861	1,840
Management	348	155	503
Senior management	4	0	4
Specialist	959	501	1,460
Total	**2,290**	**1,517**	**3,807**

Note: Includes data for O2 CZ. Includes full-time and part-time employees (FTE), excludes temporary employees - agreement for the performance of work and employment agreement

Diversity of the Highest Governance Body

Gender Diversity of the Highest Governance Body:

Gender	Supervisory Board	%	Board of Directors	%	ExComm	%
Men	2	67	3	100	7	100
Women	1	33	0	0	0	0
Total	**3**	**100**	**3**	**100**	**7**	**100**

Age Diversity of the Highest Governance Body:

Age Group	Supervisory Board	%	Board of Directors	%	ExComm	%
Up to 30 years	0	0	0	0	0	0
30–50 years	3	100	3	100	6	86
Above 50 years	0	0	0	0	1	14
Total	**3**	**100**	**3**	**100**	**7**	**100**

Health, Safety and Healthy Lifestyle

Health and Safety

As an employer, we make every effort to ensure health and safety in the workplace. Our goal is to minimize accidents, illnesses, and risks as much as possible and to promote the health of our employees. In the same manner, we value greatly the lives and health of all stakeholders affected by our activities and those who use our products and services. Therefore, we strive to achieve the highest standards of health and safety in all areas of our business. To formalize our commitments, we have implemented and are certified by health & safety management system **ISO 45001:2018**[5].

All new employees must undergo mandatory health & safety training upon joining the company and every two years thereafter.

The performance of technical work is subject to additional training, e.g., for work at heights and above free depth, professional competence in electrical engineering (Decree No. 50/1978 Coll., now according to Act 250/2021 Coll.) and others.

In 2022, 11 work accidents were recorded, including two cases where the employee was unable to work for a longer period (161 days in total). The main cause of the accidents was related to carelessness or failure of human factors for example falling while walking on stairs (7 accidents) and use of tools and implements (4 accidents). No work-related illness was recorded in 2022.

Recordable work-related injuries

11

Total hours worked

6,412,231

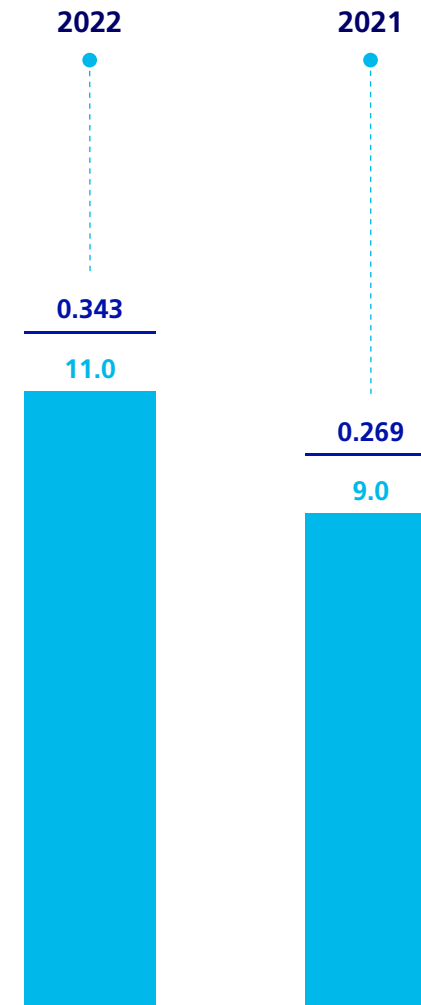**Recordable work-related injuries rate**

0.343 / 200,000

Hours worked

● **Recordable work-related injuries**

● **Recordable work-related injuries rate**

	2022	2021
Recordable work-related injuries rate	0.343	0.269
Recordable work-related injuries	11.0	9.0

Note: Includes data for all O2 Group entities as defined in Organizational details section

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The year 2022 was still a difficult time for many people. That's why we focused on mental health topics. The aim was to prepare activities for O2 employees to help them cope better with current events in society. At the beginning of the year, we thanked the doctors and nurses for their tireless work with COVID-19 patients. Our O2 Gurus offered our services and helped them with the care of their mobile devices. As part of our mental health support, we have once again joined the "Bike to Work" challenge and the "10,000 Steps" initiative.

Healthy lifestyle

We encourage our people in the areas of disease prevention and healthy lifestyle:

- We organized Health Days in Prague and Ostrava, two- to three-day events during which our employees could sign up for a series of examinations lasting 15 to 30 minutes, including moles checks, nutritional consulting, physiotherapy, eye exams, etc.

- We offered flu vaccinations and Covid re-vaccinations to staff. We have also organized tick-borne encephalitis vaccinations for our technicians who are in the field.

- Extended health care is available to directors.

- Massages are available every Wednesday at the Prague headquarters, which employees can pay for using Benefit Points. In 2022, we also provided employees with one month of free massages.

- Yoga classes are held at the Prague headquarters every Thursday.

- To promote healthy movement, we have joined the 10,000 steps challenge.

- Employees can also join a running club or participate in regular sports games in Rakovník. Another opportunity for sporting activities is the small-sided football tournament (twice a year), where fitness exercises take place alongside football.
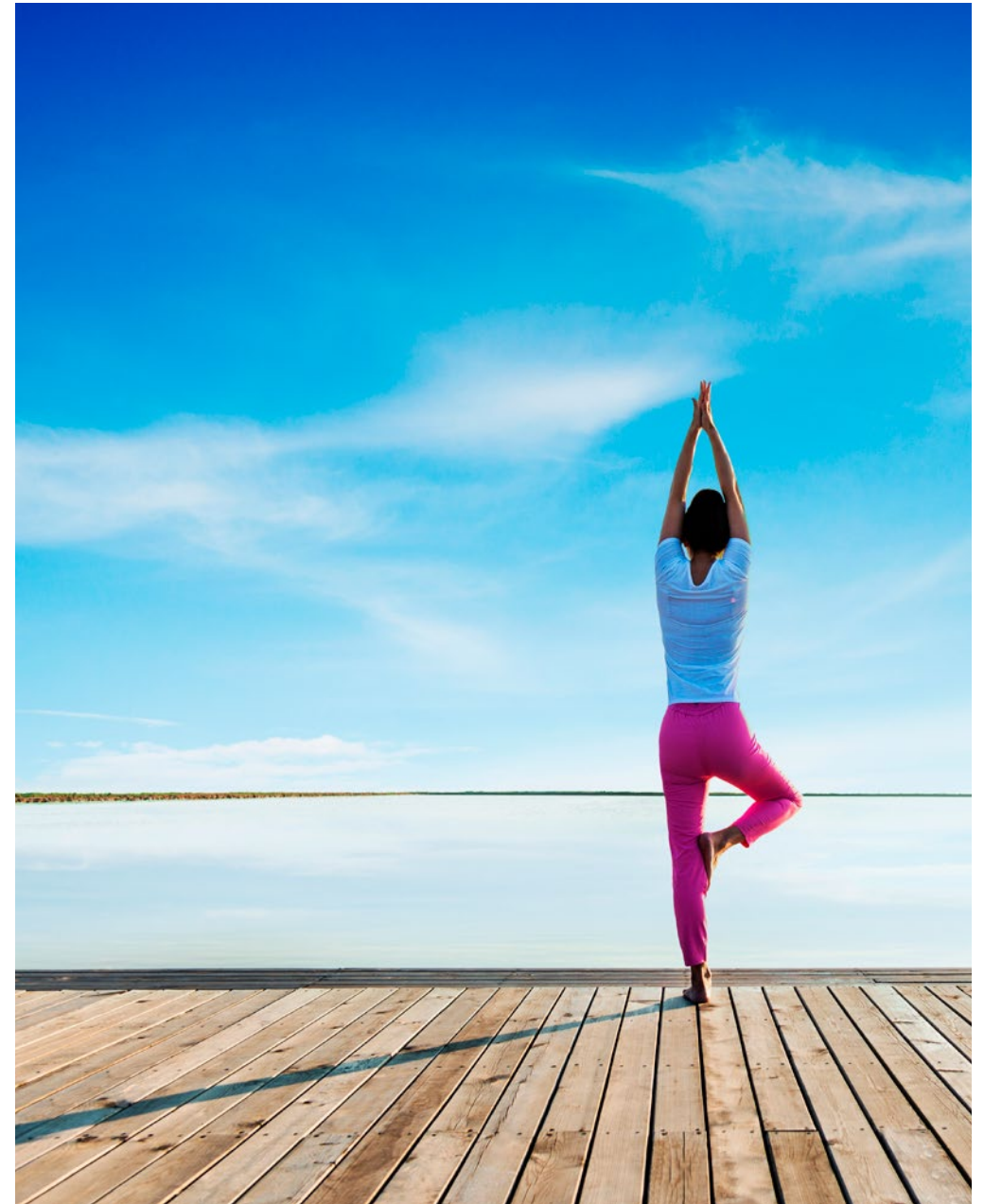
Employee Training and Development

The development of our employees is a long-term priority for us at O_2 and we see it as one of the cornerstones of employee satisfaction. We offer our employees a wide range of development opportunities, both in person and online. This makes training accessible to colleagues in the localities.

Since March 2022, we have been welcoming our newcomers in our new Training Center. Those joining the head office will spend their first day in training rooms perfectly equipped with the latest technology. For colleagues from our stores, Call Centers, and other locations, we are making this experience available online from our broadcast studios, which are also located in the Training Center. In their first day, we introduce them basic information about the company, company culture, products, and our corporate principles. After the welcome day, the program is already divided according to the specific job assignment, and the length and type of the initial training and the mandatory normative exams correspond to this.

Our colleagues from our stores and Call Centers are trained and prepared for their job by team of experienced trainers. These trainers use modern technologies where applicable to the benefit of our newcomers. The trainings are partially held on-line and partially in person.

We have no limits to development. Employees can expand their knowledge at training courses of various types: inspirational talks, handicraft workshops, development of mental resilience, courses focused on innovation and technological innovations.

We are very proud of the training courses that our employees themselves prepare for their colleagues. The project "Technology Tuesdays", introduced in 2022, provides information on technological innovations and solutions and was deemed very successful. We also offer courses in other areas such as MS Office, communications, project, and finance academy.

We produce a large proportion of the courses in our studios, expanding our database of courses that colleagues can watch from the recording and view at a time that suits them. Our internal e-learning platform already contains over 200 in-house courses and many courses facilitated by external tutors. We also have a long--standing partnership with Red Button learning platform, which has made the volume of courses even greater.

Training at O_2 is based on 3 fundamental pillars:

Individual approach

We treat all employees and teams individually, with an emphasis on the specific needs of each group. We place emphasis on finding individual paths even within comprehensive training programs. This also helps us to increase motivation for learning.

Adaptability

In today's world, we are ready to respond to the current training needs. As a result, face-to-face training could be replaced by an on-line format if needed or requested.

The learning experience

While we believe in the benefits of digital elements in education, we always make sure that the format is tailored to the needs of the specific training program.

All of our employees undergo regular annual appraisals that not only assess their performance, but also consider opportunities for further development or career progression. Our employees are informed in advance of the rules for evaluating their performance and are encouraged to take an active role in developing goals for their team or department. We implement specific development programs and work with career maps.

O_2 Heroes

In March 2022, we launched the "O_2 Heroes" talent program. Thanks to the program, they had the opportunity to get to know their strengths better, understand how team diversity helps to achieve better results, and were able to choose their own individual development path.

**Training hours
and average training hours per employee**

● **Training hours**

● **Average training hours per employee**
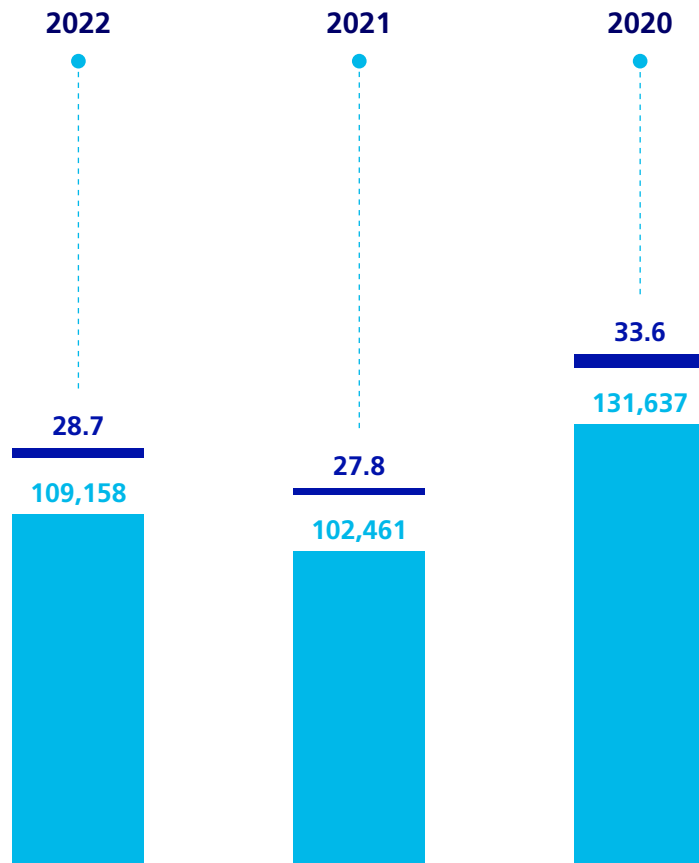
2022   **2021**   **2020**

28.7   27.8   33.6
109,158   102,461   131,637

Note: Includes data for O2 CZ. Calculation based on total number of employees in FTE.
Includes full-time and part-time employees. Excludes agreements.

**Training hours
and average training hours per employee by gender**

● **Total training hours**

● **Average training hours per employee**

Male   **Female**

23.9   28.0
60,076   49,082

Note: Includes data for O2 CZ. Calculation based on total number of employees in FTE.
Includes full-time and part-time employees. Excludes agreements.

Total Training Hours by Gender and Employee Category:

Employee Category	Male	Female	All
Call Centre	24,020	31,781	55,801
Care to Sales	75	258	333
Customer Service	102	110	212
Executive management	76	30	106
Middle management	1,542	430	1,972
Operation management	3,934	1,820	5,754
Salesman	18,990	10,754	29,744
Senior management	10	0	10
Specialist	11,327	3,900	15,227
Total	**60,076**	**49,082**	**109,158**

Note: Includes data for O2 CZ.

Zachránila jsem už

39 životů

Helping Society

At O₂, we recognize the important role we play in society. We support the communities we serve through services that educate the public, partnerships with non-profit organizations, employee engagement and volunteer activities, and, last but not least, through our services that are technologies that help those in need.

Thinking of people: sustainability in difficult times

Help to Ukraine

O2 recognizes its important role in society. It therefore seemed only natural for us to help at a time when a devastating war broke out between Russia and Ukraine, which has caused tens of thousands of people to flee to the Czech Republic in search of a new home.

We donated almost 100,000 SIM cards

Since 26 February 2022, when the first people from high-risk areas started arriving in the Czech Republic, we have been working intensively with NGOs to distribute prepaid cards. We have already distributed almost 100,000 SIM cards to those who need them.

We have created a new tariff with advantageous calls to Ukraine

We prepared a unique prepaid tariff tailored to the needs of new customers in record time. They can get 15 GB of data on their card every month, call Ukraine for only 1 CZK per minute, and receive important information directly in Ukrainian. To ensure that customers on other tariffs can stay connected to their loved ones, we have moved Ukraine into the EU zone, both in terms of roaming and international calling.

We have launched support in Ukrainian language

We have added a section on the O2.cz website specifically for people fleeing the war in Ukraine. Here they can find not only information about all our products, but also contact details for our customer service line in Ukrainian. At the same time, we have assembled a team of 30 people to help them with everything on the ground. And customers can also find us on Telegram, where we have 5,000 followers.

Education on "bezpecnevsiti.cz" (safe on the internet) website

We have continuously educated O2 employees and the public on how to properly communicate with children about the conflict, encouraged mutual respect and highlighted topics related to disinformation and propaganda.

O2 employees and O2 TV Sport fans contributed

All employees were able to take part in the O2 Foundation's fundraiser, which raised CZK 1,101,630 in one week. The O2 Foundation added CZK 500,000 to this amount, bringing the total raised to CZK 1,601,630 to support people affected by the war in Ukraine. During the live broadcast, viewers of O2 TV could join the SOS Ukraine fundraising campaign announced by NGO "Člověk v tísni"(Person in Need) They could contribute via QR code or DMS. An additional CZK 4 million was raised in this way.
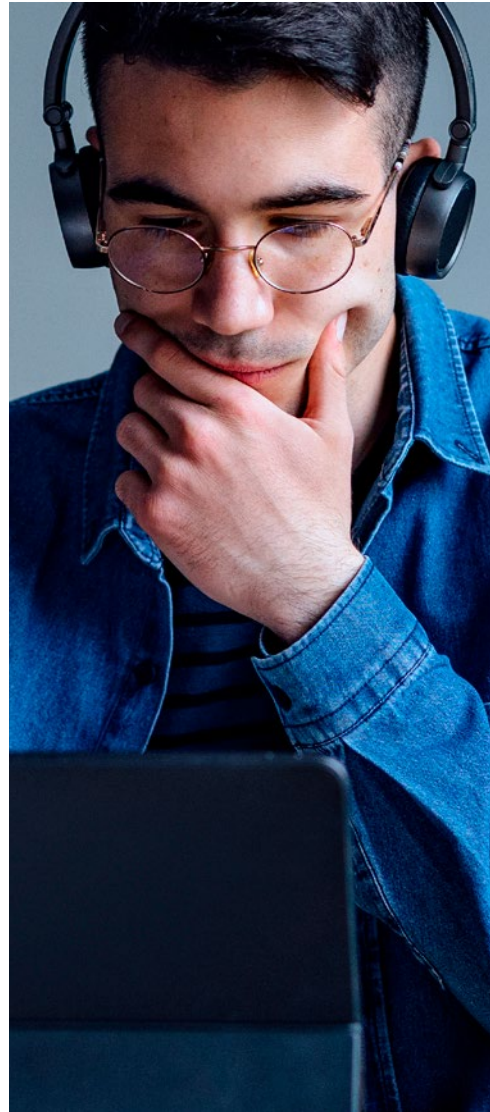
Supporting digital literacy

Supporting digital literacy

The O2 Smart School program helps teachers, pupils and their parents better navigate the challenges and opportunities of the digital world. We strive to ensure that technological progress goes hand in hand with education. This moves Czech society in the right direction. The primary goal of the project, launched by the O2 Foundation in 2018, is to promote awareness and education in the field of healthy use of digital technologies, internet safety, online and media literacy. The O2 Smart School portal (www.o2chytraskola.cz) offers information and methodological materials primarily for teachers, but also for parents or club leaders working with children, etc. All in one place and free of charge. An important part of the project is the grant program for primary schools.

In 2022, the portal added content related to society-wide events. Primarily, digital well-being and mental health in the form of texting and teaching aids, some of the materials were made interactive and included quizzes or videos.

The O2 Smart School portal was visited by **70,000** people in 2022. Almost **500 schools** from all over the country use the portal regularly.

O2 Smart School Grant Program

In 2022, we received 21 applications for grant support in the field of digital literacy in children's homes in the Czech Republic. We selected 16 for support, among which we distributed a total of CZK 428,750. In November 2022, we announced the 4th annual grant call for primary schools. We received 213 applications under this call. The evaluation committee subsequently selected 62 of them to receive support. We distributed a total of CZK 4,909,974.

Research and awareness campaign O2 Smart School

In the summer of 2022, we presented the results of the research „Children and the Cult of Beauty in the Online World", which we conducted together with Palacký University in Olomouc. 10,000 young people between 10 and 17 years of age took part in the research. The aim was to find out how social networks influence children's perception of beauty. Specifically, what motivates children to modify their appearance, whether they have ever encountered any form of online ridicule, and what impact these factors have on their psyche. We then followed up this research with the ‚Body Shaming' awareness campaign, reaching 900,000 people. Famous faces who have personal experience with social media ridicule, such as Ridina Ahmed, Anna Julia Slováčková and Dana Hacurová, took part in the campaign.

Safe on the internet

From October 2021, we have a public information website, "bezpecnevsiti.cz", where visitors can find the latest information on how to keep themselves and their children safe online. On this site, you can find attractive articles, knowledge quizzes, puzzles, memory games and podcasts. At the time of publishing this report, the site contained more than 200 articles, with more being added at a rate of about two per month. The site has so far recorded over 21,000 users.

Helping through technologies

Helpline assistance

We provide a telephone helpline for people with hearing and visual impairments to help them stay connected with others through modern technology. Since the summer of 2022, this line has been open Monday to Friday from 7am to 6pm and on the weekend from 8am to 4.30pm. Outside these hours callers are diverted to the standard Integrated Rescue System lines to deal with serious situations. The line is available to all clients who use any of O2's services (landline, mobile services, etc.). In 2022, the line operators dealt with over 19,935 requests from 597 customers. Another service available to people with hearing impairments is spoken word transcription in O2 stores, while selected assistance services are also available to people with visual impairments.

We continue to work with Safety Line on the free phone number 116 111. The helpline provides support for children and young people up to the age of 26. Around 400 children call it every day. The funding in 2022 was used to cover the operating costs of the helpline and the administrative costs associated with providing social and legal protection to children. We also provided part of the financial support to cover the costs associated with the development of the new website. We also continue to support the Classroom Safety Line project and the development of our fundraising strategy.

Elpida, o.p.s. operates the Senior Helpline on 800 200 007. The line provides support to elderly citizens and their caregivers and assists them in dealing with difficult life situations. The service is available from 8.00 AM to 8.00 PM and thanks to our support it is completely free of charge.

We have supported the helpline, which is run by the Children's Crisis Centre, since the end of 2021. We have continued our support during 2022.

O2 SOS

The O2 SOS app helps save lives, especially in cases of cardiac arrest. As every minute counts in a serious medical complication, it is advisable, especially in remote areas, to call a trained volunteer before the arrival of professional paramedics. The application allows the dispatcher to determine whether such a volunteer is present in the vicinity and whether he/she has the required equipment (typically an AED defibrillator), and then to summon this volunteer to provide first aid before the arrival of emergency services or the arrival of a helicopter. As the number of volunteer rescuers and the quality of their equipment grows, so does the importance of the O2 SOS app in saving lives.

The application was developed in cooperation with the Hradec Králové Region Health Rescue Service and the Association of Medical Rescue Services of the Czech Republic. See how O2 SOS works in this video.

Donor SMS

Together with the Donors' Forum and the Association of Mobile Network Providers (which brings together O2, T-Mobile and Vodafone) we support a unique project of mobile online donations. Customers of mobile operators in the Czech Republic can contribute to charitable projects by sending an SMS at a certain price level, the so-called DMS. Mobile operators provide their services free of charge. Donor SMS is a popular donation tool, used by seven out of 10 donors. In 2022, donors sent 423,838 **DMS** with a total value of over CZK **29 million**.

6.5 Helping Society

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Supporting the community

We support communities through education, collaboration with non-profit organizations, as well as employee engagement and volunteering. We provide services and technology to help those in need.

"Trhy chráněných dílen" and "Pěkně vypečená pomoc"

In 2022 we baked for "Parkinson help" on Easter and raised a total of CZK 62,110. Our colleagues in the local area organized a collection for the Domeček Children's Centre and raised a total of CZK 55,140. At the O₂ Christmas party we organized a „Tombola for a good cause", where we raised CZK 116,094 for the My Body is Mine project. At the Christmas markets, we supported the Samalander Czech Union of Nature Protectors by baking for a good cause and raised CZK 62,260 for them.

sazejstromy.cz

Through the O₂ Foundation, O2 CZ supports projects that contribute to the protection and development of the environment and local communities through Project "sazejstromy.cz" (Plant the Trees). Project involved 121 employees in seven Teambuilding for a good cause events. 158 people participated in the weekend events, including employees from partner companies and the public. We managed to plant 14,000 seedlings in the forest. We also planted 50 trees in Ješín near

Prague. We also piloted the Sázejstromy.cz grant program in 2022. The final choice of supported projects was up to O2 customers to decide. They could give their vote via the Moje O₂ app. A total of 3,280 customers joined and cast their vote. In this way, we distributed CZK 500,000 among eight institutions (schools, kindergartens, and municipalities) for planting trees/bushes and educational activities in this area.

Blood donation

TIn cooperation with the mobile blood transfusion station of the Central Military Hospital in Prague, we organized four blood donation opportunities in the main building of the company in 2022. Our employees donated a total of 88 liters of blood and 196 employees participated.

Employee collections

In November, employees from the Retail Channel Department, again joined in and together with the O₂ Foundation supported the Men Against Cancer Foundation in the „Movember" charity event. Together, we raised CZK 47,482 to support the prevention of prostate and testicular cancer

Our employees nominated four human stories in the internal program Hand on the Heart for the Human Story, for which a total of CZK 317,003 was raised. This helped us not only to purchase the necessary medical aids, but also to pay for assistance services.

"Ruku na srdce" for a non-profit organization.

In 2022, the O₂ Foundation announced an internal grant call for which we received 17 applications for the support of educational projects. The committee selected 13 projects for support and distributed the amount of CZK 1.000,000 among them. As part of the selection process, we also focused on engaging our employees in the non-profit sector.

Svoboda není samozřejmost

Svoboda není samozřejmost is a long-term project of O₂, in which the operator regularly reminds people of the importance of the fight for freedom and democracy. Thus, O₂ commemorated 17 November with a symbolic „last ring" of telephone boxes across the Czech Republic, drew attention to authors banned under totalitarianism and gave the opportunity to download their works for free from the O₂ Library. The O₂ Prague Relay was marked by the heroic act of Emil Zátopek, who in 1952 made it possible for his colleague Jungwirth to go to the Helsinki sports games, and during the hockey championship the operator recalled the turbulent fate of the Czechoslovak national hockey team in 1950. Over the last five years, O₂ has implemented many other similar activities, more information about them can be found at www. svobodanenisamozrejmost.cz.

Awards received

Our O₂ TV spokesman, David Solnař was awarded the title of Collection Hero for his help to Ukraine. David came up with the idea for the March Derby for Ukraine and thanks to the viewers of O₂ TV Sport, he managed to raise CZK 4 million for the SOS Ukraine fundraising organized by People in Need during the football event. This was done via DMS and QR codes. This collection helped to provide humanitarian needs for the victims of the conflict in Ukraine.

At the O₂ Foundation we are not afraid to draw attention to sometimes unpleasant and neglected topics. On the contrary, we try to open them up and provoke the discussion. An example of this is the Body Shaming campaign, for which O₂ Foundation won 3rd place in the charity communication project category at the Donor Summit 2022.

„We are very appreciative of the award and we are glad that our work has appealed not only to the public, but also to the expert jury and the Donors' Forum. We are even more pleased that we share the 3rd place with the PPF Foundation and its project Textbooks for Ukraine," says O₂ Foundation Manager Dominika Herdová. We would like to thank everyone who participated in the project with us.

7.

Governance

Governance

The Company is governed by the recommendations of the Czech Corporate Governance Code 2018, the general rules of which are based on the applicable laws of the Czech Republic. They are also inspired by comparable national corporate governance codes (in particular the German or Austrian Code) as well as international corporate governance standards (in particular the G20/OECD Principles of Corporate Governance 2015). Support for the proper exercise of corporate governance, including the fulfilment of the requirements of the Code, is provided by the Company Secretary, whose position has been established in the Company for a long time. This function is organizationally placed in the Legal and Regulatory Affairs Division.

Our governance is based on accountability guaranteed by our policies, oversight, and systems that ensure we act in an ethical and fair manner in our everyday business.

**7.1 Governance Structure,
the Highest Governance Body and Policies**

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Governance Structure, the Highest Governance Body and Policies

Board of Directors

The Board of Directors is the statutory body that manages the Company's activities, acts on its behalf, and decides on all matters not reserved by law or the Articles of Association to the Sole Shareholder or the Supervisory Board. The members are elected and removed by the Sole Shareholder in the competence of the Sole Shareholder. The Board of Directors has three members, and their mandate is five years. The composition of the Board of Directors is:

Name	Role
Jindřich Fremuth	Chairman of the Board of Directors
Tomáš Kouřil	Vice-Chairman of the Board of Directors
Václav Zakouřil	Member of the Board of Directors

Executive Committee (ExComm)

The CEO reports directly to the Board of Directors. The executive line of the organizational structure, reporting directly to the CEO is divided into the following: Commercial Division, Technology Division, Finance Division, Legal and Regulatory Affairs Division, Human Resources Division and Corporate Communications Division. Mr. Jindřich Fremuth holds the post of Chairman of the Board of Directors and Chief Executive Officer of the Company. The measures to prevent conflict of interest are covered by the Conflict of Interest Policy. Composition of the Executive Committee is:

Name	Role
Jindřich Fremuth	Chief Executive Officer
Tomáš Kouřil	Director of Finance Division
Václav Zakouřil	Director of Legal and Regulatory Affairs Division
Pavel Milec	Director of Human Resources Division
Richard Siebenstich	Director of Commercial Division
Jan Hruška	Director of Technology Division
Hany Farghali	Director of Corporate Communications and CSR Division

Supervisory Board

The Supervisory Board is the controlling body of the Company and supervises the performance of the Board of Directors. Two thirds of the members are elected and dismissed by the Sole Shareholder in the competence of the General Meeting, one third of the members are elected and dismissed by the Company's employees. The Supervisory Board has three members, and their mandate is five years. The composition of the Supervisory Board is:

Name	Role
Lubomír Král	Chairman of the Supervisory Board
Pavel Milec	Vice-Chairman of the Supervisory Board (member elected by employees)
Kateřina Márová	Member of the Supervisory Board

7.1 Governance Structure,
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Conflict of Interest

The persons with managerial or control authority are members of the Board of Directors, members of the Supervisory Board and members of the Executive Committee. No person with managerial authority has in the previous five years been judicially disqualified from their legal capacity as member of the administrative, management or supervisory bodies of a legal entity or a position in the management of a legal entity or carrying out the activities of any legal entity. In the framework of contracts concluded with persons with managerial authority, there are no negotiated termination benefits. No person with managerial authority has been identified as having a conflict of interest. No person with managerial authority has been convicted of fraudulent offences, been involved in insolvency proceedings as a position of statutory or supervisory authority or sanctioned by statutory or regulatory authorities. No person with managerial and control authority is in a family relationship with another person with managerial authority in the Company.
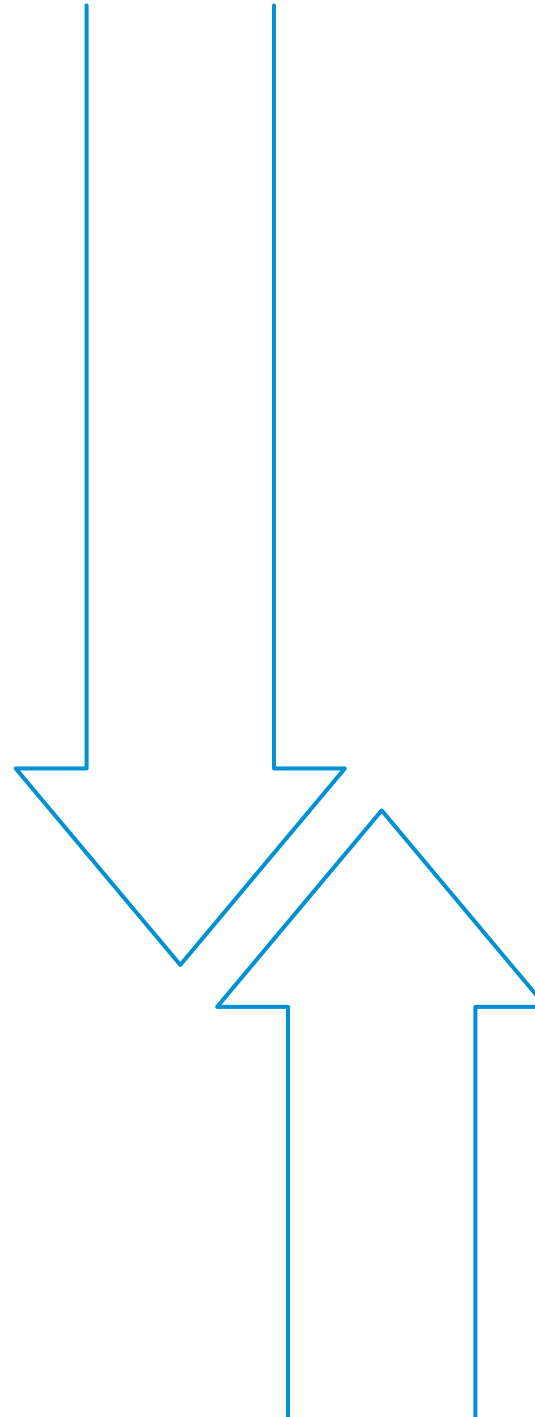
There is a general non-compete rule for members of the Board of Directors stated in the Articles of Association. A member of the Board of Directors may not:

- conduct business in the company's field of activity, even for the benefit of other persons, nor to broker the company's business for another party;

- participate in the business of another business corporation as a partner with unlimited liability or as a controlling person of another entity with the same or similar business or activity;

- be a member of the statutory or other body of another corporation having the same or similar business or activity or a person in a similar capacity, unless such other legal person belongs to the same group or is controlled by the same person as the company.

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Remuneration

Remuneration of members of the Board of Directors and the Supervisory Board is performed according to the Remuneration Policy and Articles of Association.

The members of the Board of Directors and the Supervisory Board are entitled to remuneration if approved by the Sole Shareholder and other conditions set out in the law and Articles of Association are met.

Each member of the Board of Directors and the Supervisory Board is entitled to remuneration for the performance of his/her duties in accordance with the law and the performance contract.

There is currently no relation between the highest governance bodies' and senior executives' remuneration and management of ESG impact. ESG-related KPIs that affect the remuneration are going to be set in 2023.

Communication of critical concerns

All critical concerns are communicated to the Board of Directors. That includes risk matrix reported twice a year and findings from internal audit and risk management. The activities of internal audit and risk management are detailed in the 2022 Annual Report. Whistleblowing complaints are handled by the Compliance Officer.

ESG Agenda

The Company's Board of Directors requested a regular reports on the status and management of ESG in the Company, at least twice per annum.

In 2022, the Executive Committee created an ESG Committee, which includes all members of the Executive Committee, Chief Security Officer, Head of Internal Audit and ESG Officer. This committee receives all relevant information from internal and external sources so that they have the information, skills, and experience necessary to properly manage the ESG agenda, exercise oversight of the impact of activities on ESG, and manage ESG due diligence. The ESG report is approved by the Board of Directors prior to release.

Other Governance Bodies

Sole Shareholder in the competence of the General Meeting

In 2022, all other participating securities were transferred to the main shareholder. The Sole Shareholder exercises the powers of the General Meeting, which is the supreme body of the company. Decisions of the Sole Shareholder are made in writing and signed by the shareholder. The Sole Shareholder is PPF Comco N.V.

7.1 Governance Structure, the Highest Governance Body and Policies

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Internal Policies

Our policy commitments to responsible business conduct are set out in Our Business Principles, which summarize our approach to stakeholders (customers, employees, shareholders, suppliers, and society) in a responsible, fair, credible, transparent, and sustainable manner. They form part of the working rules and create a basis for the entire internal regulation system.
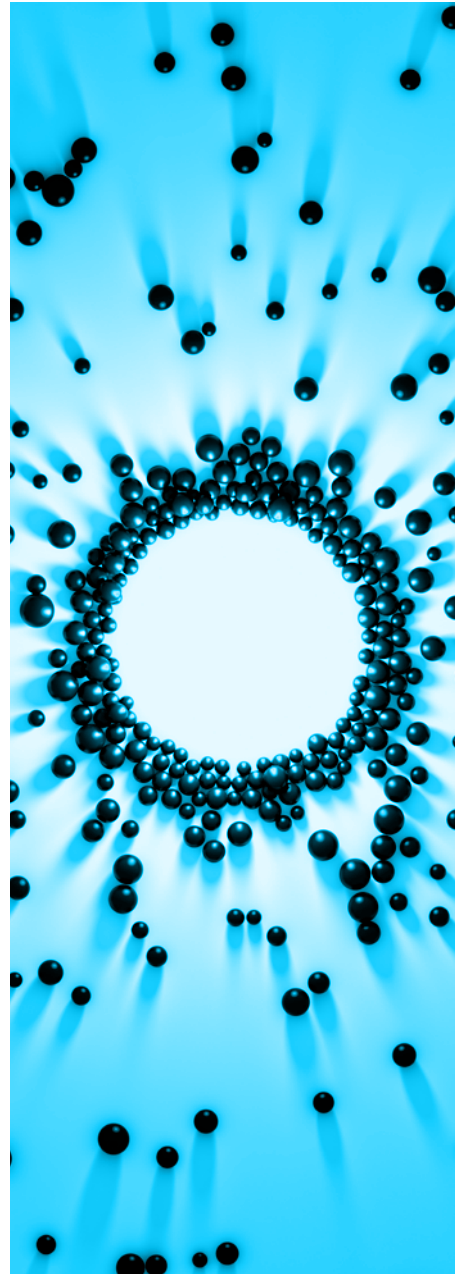
Our Business Principles policy within the company:

- Our Business Principles are mandatory for all employees as part of the employment contract and internal rules.

- The Board of Directors approves Our Business Principles policy and Compliance Officer ensures the application of this policy throughout the Company, including an annual assessment of compliance with them.

- Managers are responsible for establishing more detailed rules in accordance with the principles. They are equally responsible for applying them in their management to their subordinates, including examples of how to apply them in their daily work.

- The helpline available on the intranet can be used to raise questions, seek advice or interpret questions relating to compliance with these principles.

- In case a staff member suspects a breach of this policy; confidential tools are set up to report such suspicions to the Compliance Officer. The notification will always be treated confidentially.

- The principles are publicly available and accessible to all O₂ employees. Employees are regularly trained to understand the policy as part of newcomers' mandatory training and subsequently undergo this training on a mandatory basis every three years.

Besides Our Business Principles, the following policies guide our responsible business:

- Policy on the acceptance and provision of gifts and hospitality

- Conflict of Interest Policy

Ethics, Compliance
and Anti-corruption

As already stated in the beginning of this chapter, O2 CZ follows the recommendations of the Czech Corporate Governance Code 2018 that is related to this section as well.

Processes to Remediate Negative Impacts

We strive to prevent, identify, and remediate all negative impacts that we caused or contributed to. We put emphasis on internal rules for approving contracts, dealing with potential conflicts of interest and control mechanisms, which we consider to be practical tools to prevent any misconduct. In case of misconduct, a grievance mechanism is set up to allow employees to report their concerns and complaints.

For instances where our employees feel they have witnessed conduct that is in violation of Our Business Principles, need advice in a difficult situation, or feel for any reason threatened for, an internal whistleblowing line is available for reporting such suspicions. This allows employees to make a report, even anonymously to maintain confidentiality. Reporting can also be made in person via the immediate supervisor or Compliance Officer. The contact details of the Compliance Officer are available on the intranet and can be contacted by any means, including a personal meeting. The announcer is not harmed by the announcement. Currently, we are working on upgrading our Whistleblowing Policy to be compliant with the new Czech legislation.

External stakeholders can raise any concern or complaint through various channels. The most important area in terms of the focus of O2 CZ business activities is, of course, customer complaints - whether related to services, billing or goods sold. The company receives complaints and claims through a variety of channels (by phone, via the online self-service, via a web form, via social networks and in 151 branded stores). Handling is entrusted to a dedicated team, where compliance with legal deadlines for

handling complaints is monitored and the quality of handling of complaints, complaints and suggestions is regularly audited. In each complaint handled, the complainant is informed of his/her rights and where, if necessary, he/she can turn to in case of dissatisfaction with the handling of his/her matter. The company actively participates in the processes regarding out-of-court dispute resolution (ADR) with the Czech Trade Inspection Authority.

In 2022, no significant sanction or remedial action was imposed relating to a substantive breach of the law. Regarding the number of customers, the range of services provided and the breadth of the range of products sold, there are individual cases of minor operational violations (in particular, exceeding the deadline for handling complaints, the deadline for transferring a telephone number, updating prices in the shop), where the administrative authorities

have imposed fines in the tens of thousands of crowns. In each case, we investigate the causes of such misconduct, especially when it is a signal of a systemic problem and holds the responsible departments accountable for operational misconduct.

7.2 Ethics, Compliance and Anti-corruption

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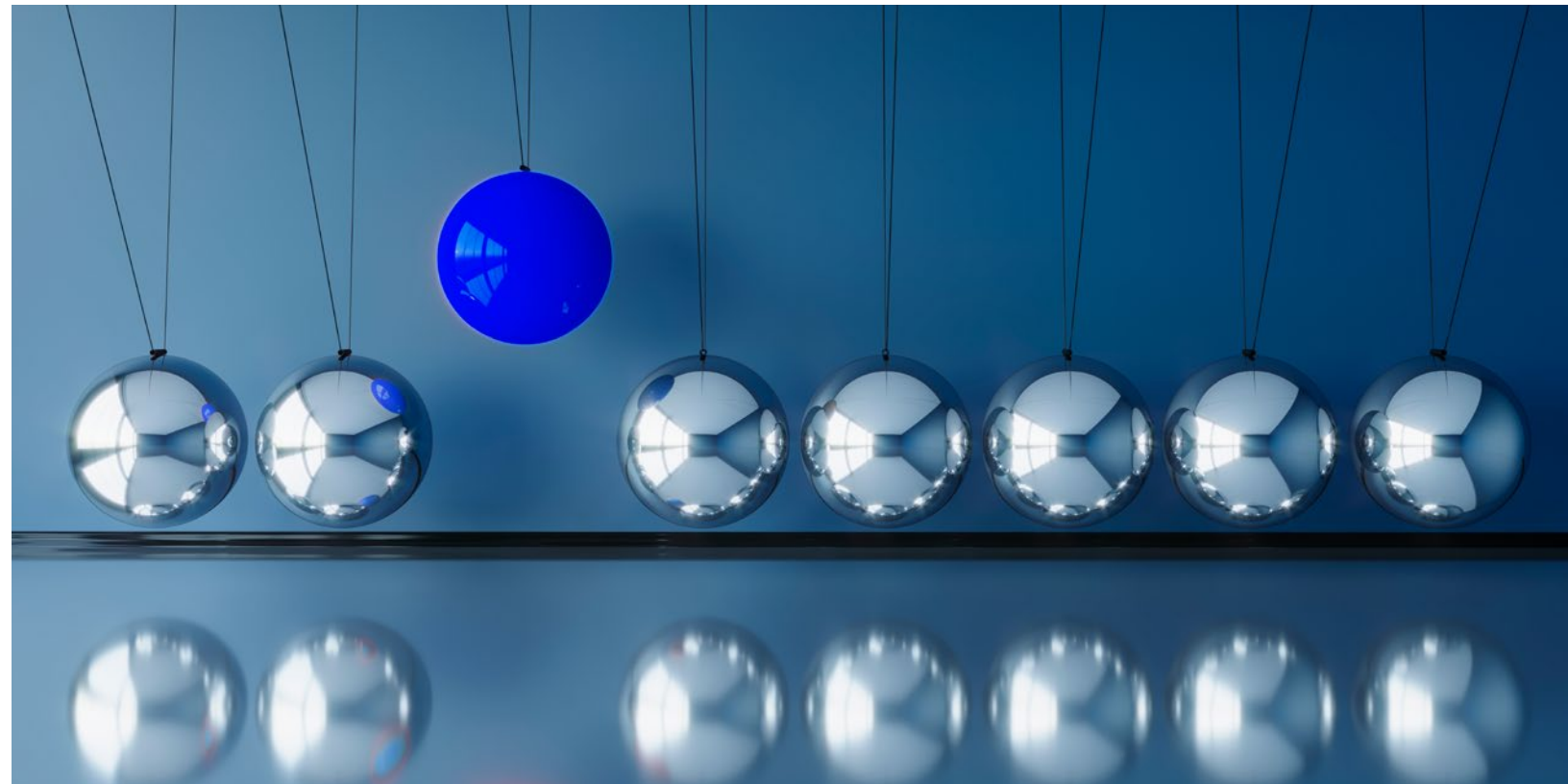
Anti-corruption

The O2 Group acts responsibly and demands the same from its employees. As part of mandatory training on Our Business Principles, all employees, and members of the Board of Directors are made aware of the importance of anti-corruption rules and the possible consequences of illegal behavior. Certification renewal is required upon expiration.

The O2 Group has rules in place for accepting and giving gifts. If an employee accepts a gift or gives a gift to someone during business, he/she is obliged to register the gift as part of transparency. In certain situations, internal rules prohibit the acceptance and giving of gifts, especially if it is likely to influence someone's decision or could be interpreted as such. Similarly, rules on conflicts of interest are important.

Corruption-related risks are monitored and evaluated internally across the entire O2 Group.

All new hires receive mandatory training on business ethics and compliance with anti-corruption rules. All employees including management and governance body members receive this training at least once every three years. In 2022, we did not record any cases of corruption. No proceedings have been initiated against the Company on this account, and we are not aware of any such proceedings being initiated against any employee.

7.3 Suppliers

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Suppliers

Based on
Our Business Principles:

- We build our relationships with suppliers and other partners on transparency in negotiations, objectivity in business decisions and equality of opportunity.

- We are committed to our suppliers to comply with applicable laws and regulatory rules.

- We support our suppliers in applying ethical principles similar to ours.

We plan to get started with a robust ESG assessment of our current and new suppliers within upcoming years, addressing their approach towards ESG.

Conflict Minerals

In terms of human rights in our supply chain, we monitor this issue mainly because of the use of so-called conflict minerals such as tin, tungsten, tantalum and gold in mobile phones and other electronics. These minerals often come from war zones in developing countries, where their extraction can finance the continuation of conflict. Child and forced labor can also be linked to mining.

We are not direct producers of these devices, nor are our direct suppliers the processors of these minerals. As such, we are not exposed to the risks of human rights abuses for which we would be responsible under international standards. Nevertheless, when selecting suppliers, we always emphasize their compliance with these standards.

Procurement orders placed (millions CZK)

● Local suppliers **18,124,42 (93%)**
● Foreign suppliers **1,237 (6%)**
● Other suppliers **157 (1%)**
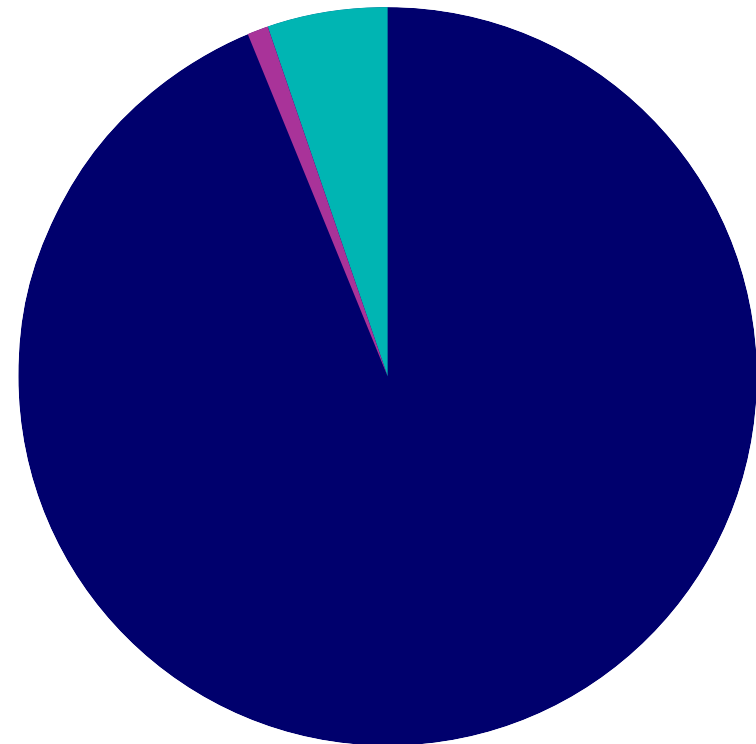
Note: Includes data for O2 CZ. A local supplier is considered an organization or person that provides a product or service to O2 CZ and that is based in the Czech market, including the cases when invoices come from local branches of international companies. Other suppliers – suppliers with annual spent lower than CZK 1 million for whom detailed analyses has not been performed.

7.3 Suppliers

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Monetary value of orders placed by supplier category in 2022 (millions CZK):

- ● Mobile Network Services
- ● Telco Services
- ● Delivery of Telco Goods
- ● IT
- ● HW, SW & Licences
- ● Advertising
- ● Operational and Maintenance Services
- ● Postage and Shipping Services
- ● Others
- ● Transport & Accommodation
- ● Audit, Advisory and Consulting

In total: 19,518

● 10,970 (56%)	● 94 (1%)
● 2,455 (13%)	● 180 (1%)
● 3,290 (17%)	● 200 (1%)
● 998 (5%)	● 65 (0.33%)
● 729 (4%)	● 58 (0.30%)
● 479 (2%)	
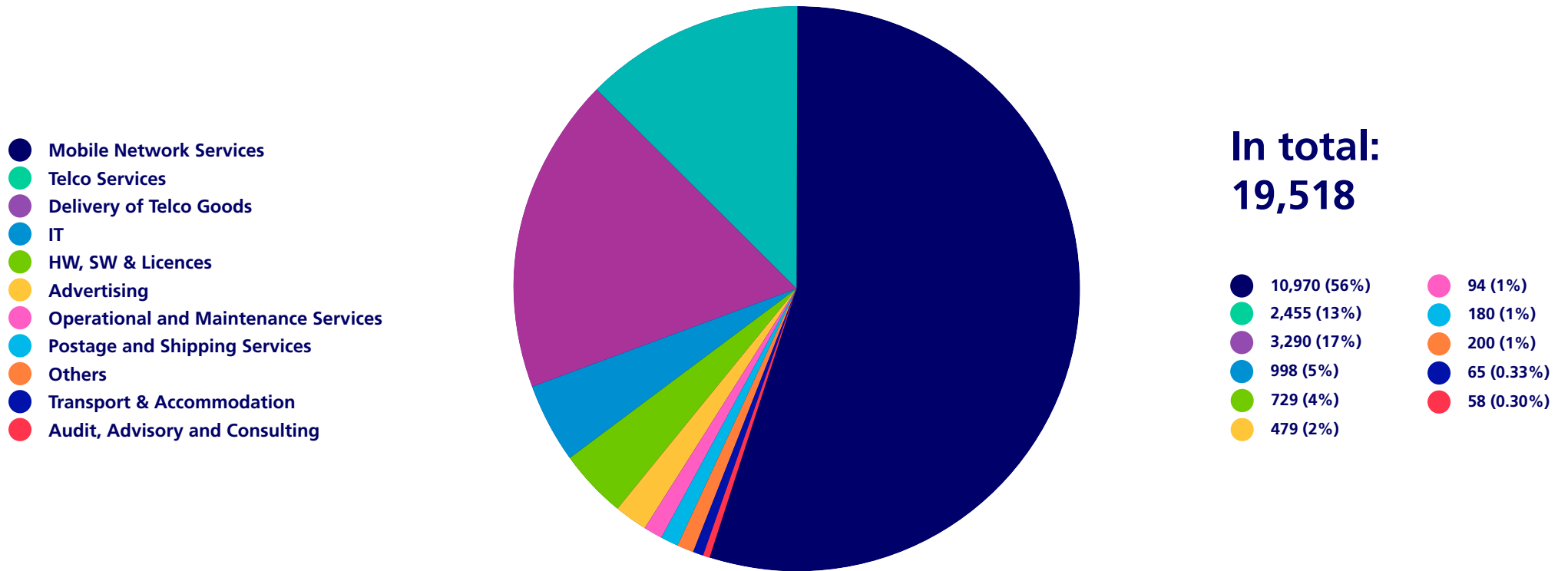
Note: Includes data for O2 CZ.

Categories explanation:

Mobile Network Services: connection to the mobile and fixed network (CETIN) / **Telco Services:** interconnecting charges, distribution of SMS, network components, platforms for network, installation of telco services, security platform, support, and maintenance services (network), lease of transmission capacity, mobile phones repair, information lines, IP connectivity, cloud services, electronic mail services, analyzer modification for radio systems, Infrastructure WLAN solutions / **Delivery of Telco Goods:** delivery of mobile phones and accessories, goods for fixed and/or mobile line, SIM cards / **IT:** support, development, and maintenance services / **Advertising:** advertising services, sponsoring, telemarketing services, sales support and media subcontracting, market, and public opinion research / **Operational and Maintenance Services:** agencies, construction works, office services and facility maintenance, staff education, membership fees, money transfer / **Postage and Shipping Services:** postage and delivery services, shipping, packaging, printing, loading, and unloading / **Others:** payments lower than CZK 1 mil. that have not been analyzed / **Transport & Accommodation:** car rental, accommodation services / **Audit, Advisory and Consulting:** financial audit, QMS audit, advisor services, consultancy services, external accounting

Cybersecurity
and Customer Privacy

Cybersecurity and the protection of digital and personal data are very important issues for society, for our people and for our business. In a constantly changing regulatory environment, O2 CZ considers it necessary to take all necessary measures to protect its stakeholders from potential breaches that could harm them or the continuity of O2 CZ business itself. Security is embedded in the design and development of our solutions, and all new initiatives, projects and products of the company are linked by the necessary condition of security and resilience of our network and services.

7.4 Cybersecurity and Customer Privacy

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Our Approach

The O2 CZ is aware of the important role that information plays in today's business world, as well as in our professional and private lives. It has therefore built and continuously improved an established and certified Information Security Management System (ISMS) to protect its information assets and to provide an appropriate level of assurance to its customers and partners. The ISMS (as well as related policy) covers all activities, applies to the entire organizational structure, all buildings, and technologies.

The company's management encourages and motivates employees to ensure that all applicable information security requirements, even beyond the requirements of applicable legislation, have been met. The group has a designated security organization, under the umbrella of a security committee and crisis staff, supported by an experienced team of internal specialists with defined processes and procedures.

The changes in processes, activities, and relationships with all stakeholders are initiated based on a thorough consideration of all available information and experience with the aim to meet the Company's stated information security strategy over the long term.

The company is certified in accordance with[6]:

- ISO/IEC 20000-1:2018 Information Technology,

- ISO/IEC 27001:2017 Information Security Management Systems,

- ISO/IEC 27017:2015 Information Security Management System for Cloud Services,

- ISO/IEC 27018:2019 Management System for the Protection of Personal Data in Public Clouds

O2 CZ consistently ensures that information is protected to the necessary level to ensure that only authorized persons have access to it (confidentiality principle), that information is accurate and complete, that powers and rights to amend it are clearly defined (integrity principle) and that information is accessible to users when they need it (availability principle).

We systematically monitor, evaluate, and continuously improve our information protection processes and activities. We meet the individual security objectives by means of adequate measures identified within the framework of the risk management process with an impact on information security. Our measures cover all relevant areas of company life: security organization, information classification, personnel and physical security, security of communication and traffic management, access control, security of system development and maintenance, and business continuity management.

We manage our processes and activities to ensure continuity and compliance with applicable Czech and European Union legislation, international treaties, and other information security requirements.

We have the following systems and programs in place:

- Asset management

- Security risk management

- Security monitoring systems

- Intrusion detection and prevention systems

- Endpoint detection and response systems

- Data leakage prevention

- Mobile device and mobile application management

- Security information and event management and security incident response

- Technical vulnerability management

- Management of accounts with elevated privileges

- Multi-factor authentication

- Security Awareness Program

Most of these initiatives are based on systematic planning and a well-developed cybersecurity strategy. However, we are also responding to current needs and threats. We monitor various indicators, especially technical vulnerabilities, the security risk register, the number of security incidents. The growing dynamics in the field of new threats and attack possibilities are constantly increasing the demands on detection capabilities and their automation. Therefore, we pay great attention to the continuous development and upgrading of our security monitoring, automation, and orchestration platform to monitor all assets, services, and systems in order to have a complete overview of what is happening with the ability to detect security incidents early.

We have mechanisms in place for reporting complaints. Anyone can contact us in this area through standard contact tools such as customer helplines and forms. There is a dedicated internal safety line and special internal applications for employees.

We deal with all complaints, findings, and suggestions in the field of cybersecurity and the protection of digital and personal data.

[6] *Applies only for O2 CZ*

7.4 Cybersecurity and Customer Privacy

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Stakeholders' cybersecurity and data protection

We recognize that the topic of cybersecurity and the protection of digital and personal data is important to all of our customers today, as well as to the general public and all of society. Therefore, we focus on this area not only within our internal systems, but also when developing new products and services for our customers. We offer tailored systems, whether it is a mobile phone, home computer or corporate network protection, and value-added services such as security monitoring and security incident response. In 2022, our O₂ Security service prevented more than 392 million attacks on our customers' devices such as mobile phones, computers and devices connected to the smart grid.

We also take care of our partners' security from a prevention perspective so therefore offer free educational activities. Additionally, we proactively distribute situation reports to our corporate customers in case new cyber threats or serious zero-day vulnerabilities are identified.

Customers

At O2 CZ, we have established the **O2.cz CERT** (Computer Emergency Response Team) to assist customers in dealing with security incidents on the Internet. It is involved in managing incidents that threaten the availability or confidentiality of services on the Internet. To effectively manage security incidents and to prepare effective preventive measures, O2.cz CERT also cooperates with CERT and CSIRT teams of other companies and Internet connection providers. At the same time, O2.cz CERT is a registered member of the international Trusted Introducer network of these security teams.

The scope of the O2.cz CERT team is autonomous systems registered by O2 CZ:

AS5610 – O2.cz networks

AS20884 – O2.cz networks

AS28725 – Eurotel networks

AS51154 – InternetHome networks

To report security incidents, you can contact O2.cz CERT at abuse@O2.cz.

7.4 Cybersecurity and Customer Privacy

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O$_2$

O$_2$ Security

O$_2$ Security is a service designed for our residential customers, regular internet users, to protect their phone, computer, and all home devices from fraudulent and infected sites. It will also prevent your phone, computer, or tablet from becoming part of a botnet. That is, a large group of enslaved devices that are under the attacker's full control and used without the user's knowledge, for example, to mine bitcoins or send spam. This dramatically slows down the device. O$_2$ Security works directly on the network, so it does not slow down the performance of the device.

In 2022, O2 Security stopped 387 million threats, 80 million of which were directed at computers and the other 307 million at smart mobile devices. Of all devices using the service, a total of 17% of computers and 9% of mobile devices encountered a serious security threat online. Every day we see more than 150,000 new threat sites of which the most common are coin miners, ad-ware or generic malware. In most cases, the category is Botnet C&C, Malware, cryptocurrency mining or otherwise malicious applications (malware). One of the most interesting but also cruel examples of a cyber-attack on our customers' devices last year was a fake website claiming to be the official website of the Ministry of Labour and Social Affairs, offering a housing allowance or a fraudulent website „giving away" bitcoins.

We have developed a comprehensive **network security program for our corporate and institutional customers**. They can use the services of our O2 Security Expert Centre. This continuously monitors all IT infrastructure in real time to help eliminate the risks associated with cyber threats and the loss, misuse or theft of data and information. We also offer security for corporate connections through the O2 Next Generation Firewall, protection from DDoS and hacker attacks is provided by O2 AntiDDos, email domains are protected by O2 Antispam, mobile phones and tablets are under control thanks to O2 Mobile Device Management and O2 Security DNS protects them from fraudulent and infected sites.

In 2022, O$_2$ Security stopped:

387 million threats

80 million
of which were directed at computers

Of all devices using the service, a total of

17%
of computers and

9%
of mobile devices encountered a serious security threat online

307 million
on smart mobile devices

Every day we see more than

150,000
new threat sites of which the most common are coinminers, ad-ware or generic malware. On the O$_2$ network the most commonly identified specific malwares are njRAT (PC), Triada (Mobile), Quasar RAT (PC) and Noon (PC)

7.4 Cybersecurity and Customer Privacy

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Employees

As part of **O₂ Internal Security**, our employees have extensive internal materials, advice, and recommendations on how to act and protect themselves in the areas of cyber security and digital and personal data protection. Every employee receives mandatory training on joining the company and every two years thereafter. We manage sensitive customer data, so we require our employees to strictly adhere to our security policies. We have summarized these into a „top ten security commandments" for them, which we believe will help them protect their own and the company's data and devices. Throughout each year, we also run a series of safety education campaigns responding to current safety topics.

Ten Security Commandments

I protect sensitive data and never pass it on to unauthorised persons.

I always verify the identity of the stranger I'm dealing with.

I use secure long passwords that I don't share with anyone.

I only store company data on company drives.

I always connect to public Wi-Fi via VPN.

I do not download unknown programmes, documents or browser plugins.

I indicate the sensitivity of the documents sent.

I do not use company accounts for private communication.

I do not open suspicious e-mails.

I always keep all my devices under control and I do not lend them to anyone.

Society

Our public O$_2$ Smart School portal provides the public with comprehensive and useful information on how to safely use the internet and digital technologies free of charge. For more information, read the Helping People section.

We also run the O$_2$ Cyber News portal dedicated to corporate cybersecurity. We produce our own O$_2$ Cybercast on online streaming platforms, where we invite interesting guests to discuss cyber security.

7.4 Cybersecurity and Customer Privacy

Message from CEO   Executive Summary for 2022   About O2   ESG in O2   Environment   Social   **Governance**   About the Report   GRI Index
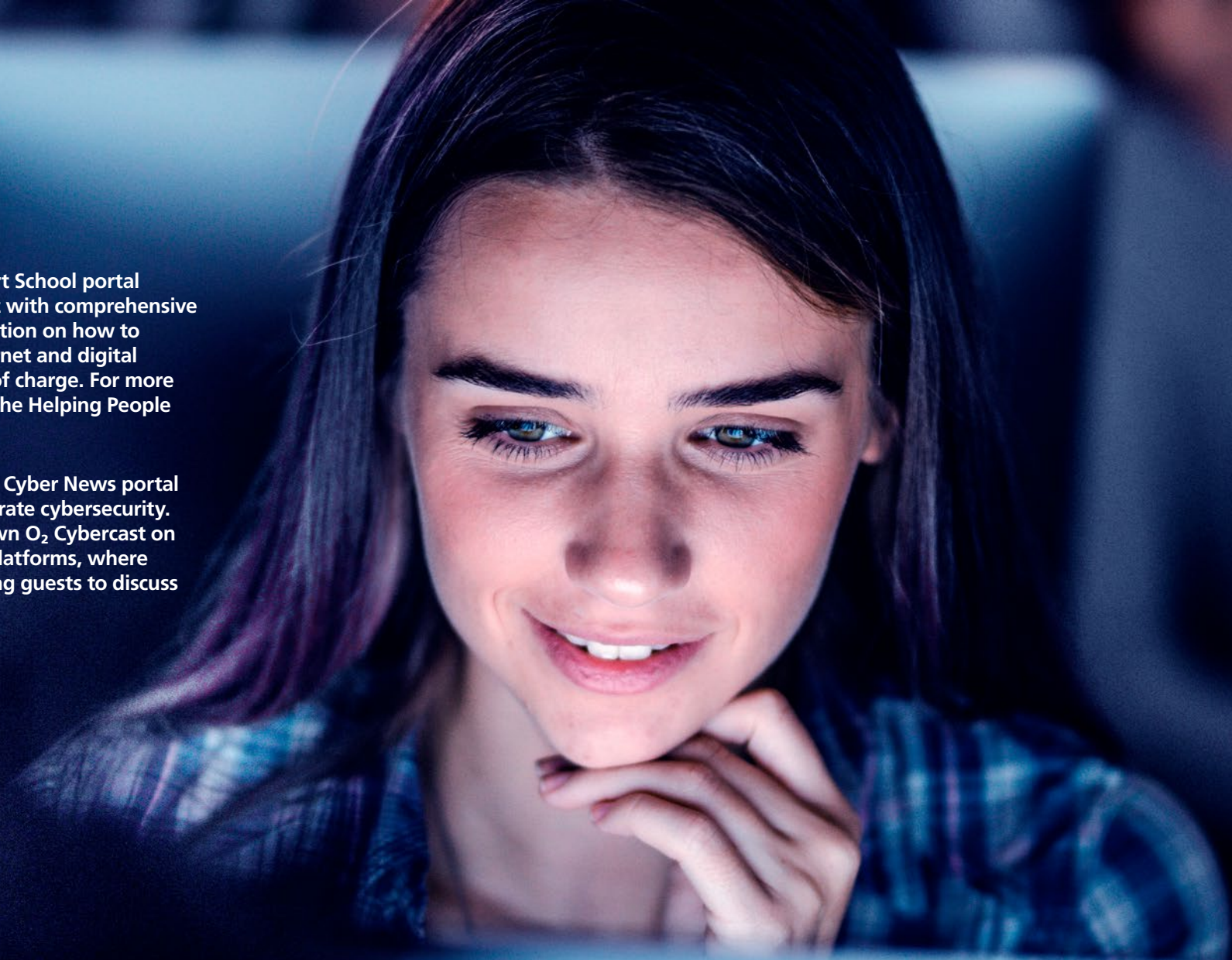
Data Protection and Processing of Personal Data

The O2 CZ fully respects the right to privacy and the need to protect all personal data and data it receives, processes, and collects during the business relationship. The O2 CZ strictly complies with all legal standards that regulate the processing of personal, operational and location data. It has processes in place that comply with international and ISO standards and security measures to prevent breaches of confidentiality of the personal data processed.

The O2 CZ imposes similarly stringent requirements on its suppliers whose activities involve the processing of personal data. Suppliers must have an overview of their processes and systems where processing takes place, conduct risk analyses, and have a direct contact for dealing with security incidents.

Detailed information on the processing of personal data of our customers in accordance with Article 13 of the GDPR and Article 14 of the GDPR is clearly and comprehensively available in the document Principles of personal data processing.

The Board of Directors of the Company appointed a Data Protection Officer. We have set up detailed organizational measures to ensure the protection of personal data by employees and external personnel of the O2 CZ. O2 CZ employees and external staff are required to undergo mandatory training on Employee Information Protection and GDPR Data Protection, each time they join the company and every three years thereafter. On the intranet site environment, employees have available a special section on cyber security, information protection and data protection, where they can find a wealth of advice, guidance, and recommendations.

Requests and complaints from data subjects concerning the protection of personal data, as well as any suspected data breaches, are dealt with by the Data Protection Officer in cooperation with the Information Security Department.

For the year 2022, we record the following in this area:

- No substantiated complaint of a personal data breach that could result in a risk to the rights and freedoms of the data subject;

- no administrative proceedings initiated;

- no reports of data breaches to the Data Protection Authority under Article 33 of the GDPR.

7.5 Network Deployment & Product Quality

Message from CEO   Executive Summary for 2022   About O2   ESG in O2   Environment   Social   **Governance**   About the Report   GRI Index

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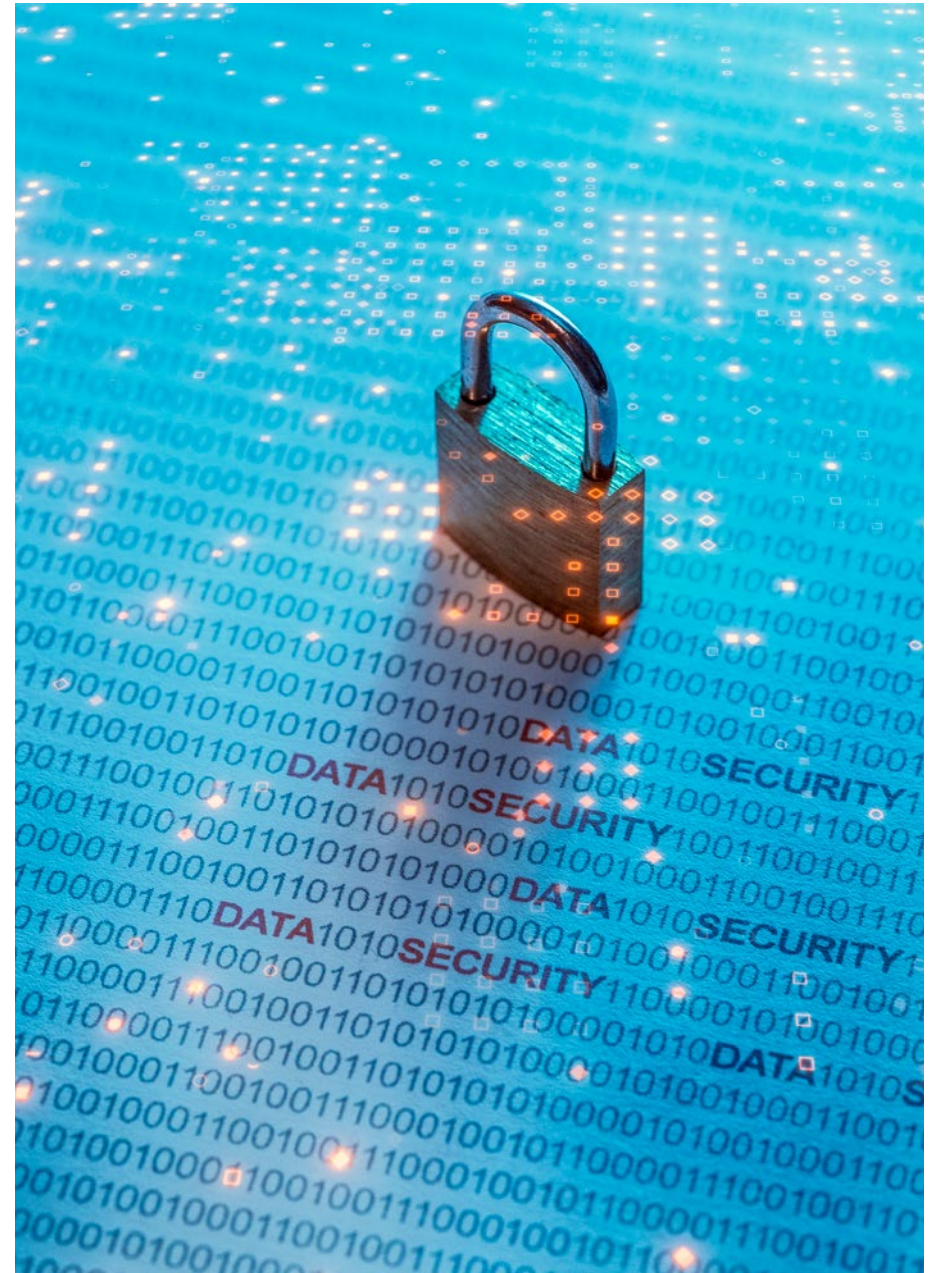
Network deployment & Product quality

Network deployment

5G as an enabler of inclusive long-term opportunities

High-quality and highly reliable mobile networks are a vital prerequisite and a critical component for the proper functioning and development of modern society in the digital age. We cannot do without affordable connectivity at all levels.

O2 CZ brings its customers services based on the latest technologies. That is why O2 CZ is fundamentally modernizing its mobile network. The complete renewal of technologies brings not only the latest fifth-generation standard, 5G, but also an increase in capacity, improved quality, and overall efficiency of the existing LTE network. O2 CZ has been building its 5G network consistently from the beginning, with the addition of frequencies that enable a substantial increase in data speeds and overall network capacity. By the end of 2022, we have 5G running on 2,566 base stations in a total of 817 cities and towns. This brings total coverage to 58.4% of the population and 48.8% of the territory. At the same time, the entire Prague metro network is completely covered by 5G mobile signal.

The company's goal is to 5G cover more than 90% of the territory and at least 99.5% of the population in the Czech Republic by 2030. Only in this way will it be possible to provide the Czech economy with sufficient potential for stable development and growth of wealth.

5G private networks

The immense advantage is in speed, capacity, flexibility, and reliability. 5G private networks are the part of the solution for Industry 4.0. It is the ambition of the private network to replace either existing wi-fi solutions that are not suitable for massive use, or it is heading towards completely new uses, robotics, typically things that either don't need to be connected or it's not entirely appropriate to be connected by cable. Within a private campus network, the owner has complete control over all aspects of the network. For example, setting priorities, allocating capacity to selected types of services or modifying security policies. This gives the user the necessary flexibility to operate their own infrastructure. Private, sometimes also referred to as campus networking, brings a fundamental focus on cybersecurity. This is because the more elements that are connected to the network, the more logical ways there are to break into it. This is something that a dedicated network solution can prevent.

LTE-M

As part of the changing of radio technology to 5G, O2 CZ launched LTE-M (CAT M1) technology in the first quarter of 2022, which is part of the 5G standard and is designed for low-power M2M communication. LTE-M (LTE Cat.M) is one of the technologies with low battery consumption and better indoor penetration (Deep Indoor Coverage), similar to NB-IoT. Both technologies are standardized specifications in the 3GPP mobile communications project and are part of 5G networks. Compared to NB-IoT, LTE-M uses more bandwidth in the LTE spectrum (1.4 MHz), which allows for higher data rates and similar latency to broadband LTE. This makes LTE-M a suitable solution for modem connections that require constant connectivity, such as for controlling simpler machines. Nowadays, LTE-M is becoming one of the key elements for the development of Industry 4.0, where production based on automatic data acquisition from machines is expected. The use of this technology enables significant savings in time and machine maintenance costs, increases production efficiency and enables early detection and resolution of faults. Today, LTE-M is becoming an increasingly popular solution within the Internet of Things (IoT), where it

provides reliable and efficient connections between devices and networks. With its low power consumption, high reliability and indoor availability, LTE-M is suitable for a wide range of applications in Smart Cities, healthcare, industry, transportation, and many other areas.

Product and service quality

Individuals, families, businesses, or emergency services – these all depend on the quality of our network every day. To support this essential connectivity, we continually invest in improving the speed, quality, and reliability to meet our customer's demands. As natural disasters can cause significant damage to telecom networks and disrupt customer services, we are currently assessing the climate-related risks to maintain our emergency preparedness plans and mitigation measures. To maximize the quality of our products and services we developed and maintained our Quality Management System certified according to ISO 9001[7].

[12] Applies only for O2 CZ

7.6 Membership and Associations

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Membership and Associations

We are a member of the following industry associations:

- Association of Mobile Network Operators (APMS)

- Czech Association of Electronic Communications (ČAEK)

- GSM Association (GSMA)

- ICT Union

- Réseaux IP Européens Network Coordination Centre (RIPE NCC)

- ACCA (Association of Chartered Certified Accountants)

- SOLUS, the interest association of legal entities

- People Management Forum, z.s.

- ISACA Czech Republic Chapter

- IT Service management Forum Czech Republic, z.s. (itSMF CZ)

- Chamber of Commerce of the Capital City of Czech Republic, Prague

- CZ.NIC, z.s.p.o.

- CFO Club

- Z-Wave Alliance, Inc.

- NIX.CZ, z.s.p.o.

Non-profit and non-governmental partnerships:

- Palacký University in Olomouc (Faculty of Education - E-Safety project)

- Masaryk University in Brno (Faculty of Social Studies)

- University of West Bohemia in Pilsen

- Diversity Charter

- Business Leaders Forum, z.s.

- Fórum dárců, z.s.

- Eduzměna Foundation

- EDUin, o.p.s.

- Post Bellum, z.ú.

- Člověk v tísni o.p.s.

- Linka bezpečí, z.s.

- Elpida, o.p.s.

- Nelež z.s.

8.

About the Report

8. About the Report

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O2 CZ is issuing the non-financial information within this 2022 ESG Report in accordance with the GRI Standards (2021) including 2019, 2020 and 2021 historical data as comparatives for selected indicators.

GRI Index is available in Chapter 9. Mapping to UN Sustainable Development Goals has also been performed.

The report describes the Company's approach to sustainability, performance in relation to environmental, social and governance issues, and covers the period from 1 January 2022 to 31 December 2022. The reporting period is aligned with the reporting period of the Annual Report.

The report has not been subject to external assurance.

The Company values the views of each stakeholder group on this report. Please send any questions

about the content of this report to esg@O2.cz or investor_relations@O2.cz.

This Report is available in electronic form on the https://www.O2.cz/myslime-na/esg-reporty website.

9.

GRI Index

9. GRI Index

Message from CEO   Executive Summary for 2022   About O2   ESG in O2   Environment   Social   Governance   About the Report   **GRI Index**   O$_2$

GRI Content Index							
Statement of use GRI 1 used	O2 Czech Republic a.s. has reported the information cited in this GRI content index for the period 1st January – 31st December 2021 with reference to the GRI Standards. GRI 1: Foundation 2021						
GRI Standard	**Disclosure Number**	**Disclosure Name Individual Requirements** ('a', 'b', 'c', etc.) are not listed here	**Location of Disclosure**	**Note**	**Requirement(s) Omitted**	**Reason**	**Explanation**
General Disclosures							
GRI 2: General Disclosures 2021	2-1	Organisational Details	Organisational Details				
GRI 2: General Disclosures 2021	2-2	Entities Included in the Organisation's Sustainability Reporting	Organisational Details				
GRI 2: General Disclosures 2021	2-3	Reporting Period, Frequency and Contact Point	About the Report				
GRI 2: General Disclosures 2021	2-4	Restatements of Information	Organisational Details				
GRI 2: General Disclosures 2021	2-5	External Assurance	About the Report	No external assurance			
GRI 2: General Disclosures 2021	2-6	Activities, Value Chain, and Other Business Relationships	Organisational Details, Business Model, Suppliers				
GRI 2: General Disclosures 2021	2-7	Employees	Workforce Statistics	Requirements iv. and v. covered	i., ii., iii.	Information unavailable	HR databases limitations
GRI 2: General Disclosures 2021	2-8	Workers Who Are Not Employees	Workers Who Are Not Employees		c	Information unavailable	HR databases limitations

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GRI Standard	Disclosure Number	Disclosure Name Individual Requirements (,a', ,b', ,c', etc.) are not listed here	Location of Disclosure	Note	Requirement(s) Omitted	Reason	Explanation
GRI 2: General Disclosures 2021	2-9	Governance Structure and Composition	Governance Structure, Highest Governance Body and Policies, Diversity	Requirements a., c. ii., iii., iv., vii	others	Confidentiality constraints	
GRI 2: General Disclosures 2021	2-10	Nomination and Selection of the Highest Governance Body	Governance Structure, Highest Governance Body and Policies,	Requirement a. covered	b.	Confidentiality constraints	
GRI 2: General Disclosures 2021	2-11	Chair of the Highest Governance Body	Governance Structure, Highest Governance Body				
GRI 2: General Disclosures 2021	2-12	Role of the Highest Governance Body in Overseeing the Management of Impacts	Governance Structure, Highest Governance Body – ESG Agenda	Requirement a. covered	b., c.	Confidentiality constraints	
GRI 2: General Disclosures 2021	2-13	Delegation of Responsibility for Managing impacts	Governance Structure, Highest Governance Body – ESG Agenda				
GRI 2: General Disclosures 2021	2-14	Role of the Highest Governance Body in Sustainability Reporting	Governance Structure, Highest Governance Body – ESG Agenda				
GRI 2: General Disclosures 2021	2-15	Conflicts of Interest	Governance Structure, Highest Governance Body – Conflict of Interest	Requirement a. covered	b.	Confidentiality constraints	

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GRI Standard	Disclosure Number	Disclosure Name Individual requirements („a', „b', „c', etc.) are not listed here	Location of Disclosure	Note	Requirement(s) omitted	Reason	Explanation
GRI 2: General Disclosures 2021	**2-16**	Communication of Critical Concerns	Governance Structure, Highest Governance Body	Requirement a. covered	b.	Confidentiality constraints	
GRI 2: General Disclosures 2021	**2-17**	Collective Knowledge of the Highest Governance Body	Governance Structure, Highest Governance Body				
GRI 2: General Disclosures 2021	**2-18**	Evaluation of the Performance of the Highest Governance Body	Governance Structure, Highest Governance Body	Requirement a. partially covered – currently no ESG KPIs	b.c.	Information unavailable	Detailed ESG governance structure is being prepared.
GRI 2: General Disclosures 2021	**2-19**	Remuneration Policies	Governance Structure, Highest Governance Body				
GRI 2: General Disclosures 2021	**2-20**	Process to Determine Remuneration				Confidentiality constraints	
GRI 2: General Disclosures 2021	**2-21**	Annual Total Compensation Ratio				Confidentiality constraints	
GRI 2: General Disclosures 2021	**2-22**	Statement on Sustainable Development Strategy	Message from CEO				
GRI 2: General Disclosures 2021	**2-23**	Policy Commitments	Internal Policies, Ethics, Compliance and Anti-corruption	Requirement a. covered			

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GRI Standard	Disclosure Number	Disclosure Name Individual requirements ('a', 'b', 'c', etc.) are not listed here	Location of Disclosure	Note	Requirement(s) omitted	Reason	Explanation
GRI 2: General Disclosures 2021	2-24	Embedding Policy Commitments	Internal policies				
GRI 2: General Disclosures 2021	2-25	Processes to Remediate Negative Impacts	Processes to Remediate Negative Impacts				
GRI 2: General Disclosures 2021	2-26	Mechanisms for Seeking Advice and Raising Concerns	Internal Policies, Processes to Remediate Negative Impacts				
GRI 2: General Disclosures 2021	2-27	Compliance with Laws and Regulations	Processes to Remediate Negative Impacts	Requirement a. covered	b., c., d	Not relevant	No non--compliance cases
GRI 2: General Disclosures 2021	2-28	Membership Associations	Membership and Associations				
GRI 2: General Disclosures 2021	2-29	Approach to Stakeholder Engagement	Stakeholder Engagement				
GRI 2: General Disclosures 2021	2-30	Collective Bargaining Agreements	Remuneration	Requirement a. covered	b.	Not relevant	All employees covered by collective bargaining agreements

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GRI Standard	Disclosure Number	Disclosure Name Individual requirements ('a', 'b', 'c', etc.) are not listed here	Location of Disclosure	Note	Requirement(s) omitted	Reason	Explanation
Material Topics							
GRI 3: Material Topics 2021	**3-1**	Process to Determine Material Topics	Materiality Analysis				
GRI 3: Material Topics 2021	**3-2**	List of Material Topics	Materiality Analysis				
GRI 3: Material Topics 2021	**3-3**	Management of Material Topics	Chapters Environmental, Social, Governance				
Economic							
GRI 201: Economic Performance (2016)	**201-1**	Direct Economic Value Generated and Distributed	Business Model	No external assurance			
GRI 201: Economic Performance (2016)	**201-2**	Financial Implications and Other Risks and Opportunities Due to Climate Change	Climate Risks and Impact Assessment	Requirements a. i. and iv. covered			
GRI 204: Procurement Practices (2016)	**204-1**	Proportion of Spending on Local Suppliers	Suppliers				
GRI 205: Anti--corruption (2016)	**205-1**	Operations Assessed for Risks Related to Corruption	Anti-corruption	Requirement a. covered	b.	Confidentiality constraints	

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GRI Standard	Disclosure Number	Disclosure Name Individual requirements („a', „b', „c', etc.) are not listed here	Location of Disclosure	Note	Requirement(s) omitted	Reason	Explanation
GRI 205: Anti--corruption (2016)	**205-2**	Communication and Training About Anti-corruption Policies and Procedures	Anti-corruption				
GRI 205: Anti--corruption (2016)	**205-3**	Confirmed Incidents of Corruption and Actions Taken	Anti-corruption				
GRI 207: Tax (2019)	**207-1**	Approach to Tax	Business Model	Partially covered			
GRI 207: Tax (2019)	**207-2**	Tax Governance, Control, and Risk Management	Approach to Tax	Requirement a.iii. covered			
Environmental							
GRI 302: Energy (2016)	**302-1**	Energy Consumption Within the Organization	Energy	Requirements a., c.i., c.ii. and e. covered			a. in litres
GRI 302: Energy (2016)	**302-3**	Energy Intensity	Energy				
GRI 305: Emissions (2016	**305-1**	Direct (Scope 1) GHG Emissions	Carbon Footprint	Requirements a., e. and g. covered			
GRI 305: Emissions (2016	**305-2**	Energy Indirect (Scope 2) GHG Emissions	Carbon Footprint	Requirements a., b. e. and g. covered			

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GRI Standard	Disclosure Number	Disclosure Name Individual requirements (‚a', ‚b', ‚c', etc.) are not listed here	Location of Disclosure	Note	Requirement(s) omitted	Reason	Explanation
GRI 305: Emissions (2016)	**305-3**	Other indirect (Scope 3) GHG emissions	Carbon Footprint	Requirements a., f. and g. covered			
GRI 305: Emissions (2016)	**305-4**	GHG emissions intensity	Carbon Footprint				
GRI 305: Emissions (2016)	**305-5**	Reduction of GHG emissions	Carbon Footprint	Requirement a. covered			
GRI 306: Waste (2020)	**306-2**	Management of Significant Waste-related Impacts	Waste management and Circular Economy	Requirement a. covered			
GRI 306: Waste (2020)	**306-3**	Waste Generated	Waste Management				
GRI 306: Waste (2020)	**306-4**	Waste Diverted from Disposal	Waste Management	Partially covered			Without breakdown by hazardous, non--hazardous and by composition
GRI 306: Waste (2020)	**306-5**	Waste Directed to Disposal	Waste Management	Partially covered			Without breakdown by hazardous, non--hazardous and by composition

GRI Standard	Disclosure Number	Disclosure Name Individual requirements ('a', 'b', 'c', etc.) are not listed here	Location of Disclosure	Note	Requirement(s) omitted	Reason	Explanation
Social							
GRI 401: Employment (2016)	**401-1**	New Employee Hires and Employee Turnover	Employee Hiring and Turnover	Partially covered	Employee turnover by age group	Information unavailable	HR databases limitations
GRI 401: Employment (2016)	**401-2**	Benefits Provided to Full-time Employees That Are Not Provided to Temporary or Part-time Employees	Remuneration	Partially covered			
GRI 401: Employment (2016)	**401-3**	Parental Leave	Parental Leave	Requirements b. and c. covered			
GRI 403: Occupational Health and Safety (2018)	**403-1**	Occupational Health and Safety Management System	Health and Safety	Requirements a.ii. overed			
GRI 403: Occupational Health and Safety (2018)	**403-9**	Work-related Injuries Health	Health and Safety	Requirements a.iii., iv., v. and e. covered			
GRI 403: Occupational Health and Safety (2018)	**403-10**	Work-related Ill / Health	Health and Safety	Requirements a.ii. covered			
GRI 404: Training and Education (2016)	**404-1**	Average Hours of Training per Year per Employee	Employee Training and Development	Requirement i. covered, for ii. disclosed total hours of training			

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GRI Standard	Disclosure Number	Disclosure Name Individual requirements (,a', ,b', ,c', etc.) are not listed here	Location of Disclosure	Note	Requirement(s) omitted	Reason	Explanation
GRI 404: Training and Education (2016)	**404-3**	Percentage of Employees Receiving Regular Performance and Career Development Reviews	Employee Training and Development	100% of employees			
GRI 405: Diversity and Equal Opportunity (2016)	**405-1**	Diversity of Governance Bodies and Employees	Workforce Statistics, Diversity Statistics, Diversity of Highest Governance Body	Requirements a i.,ii. and b.i. covered			
GRI 406: Non-discrimination (2016)	**406-1**	Incidents of Discrimination and Corrective Actions Taken	Diversity	Requirement a. covered			
GRI 418: Customer Privacy (2016)	**418-1**	Substantiated Complaints Concerning Breaches of Customer Privacy and Losses of Customer Data	Data Protection and Processing of Personal Data				

10.

Attachment

Number of full-time and part time employees in 2021

	Men	%	Women	%	Total
Full-time employees	2,182	62	1,351	38	**3,533**
Part-time employees	41	18	181	82	**222**
Temporary employees	46	35	84	65	**130**
Total	**2,269**	**58**	**1,616**	**42**	**3,885**

Note: HC.Temporary employees includes agreement for the performance of work, employment agreement and part time.

Number of full-time and part time employees in 2022

	Men	%	Women	%	Total
Full-time employees	2,259	62	1,381	38	**3,640**
Part-time employees	31	19	136	81	**167**
Temporary employees	27	39	42	61	**69**
Total	**2,317**	**60**	**1,559**	**40**	**3,876**

Note: FTE. Includes data for O2 CZ, Temporary employees includes agreement for the performance of work, employment agreement and part time.
Work performance agreement is counted as 0.2 FTE and employment agreement and part time as 0.5 FTE.

Age structure of employees in 2021

	Men	Women	Total
Up to 30 years	670	488	1,158
30 - 50 years	1,278	833	2,111
above 50	275	211	486
Total	2,223	1,532	3,755

Note: HC.Temporary employees includes agreement for the performance of work, employment agreement and part time.

New employees by gender and age structure in 2021

	Men	Women	Total
Up to 30 years	234	197	431
30 - 50 years	94	101	195
above 50	9	10	19
Total	337	308	645
New hires rate	17%		

Note: HC. Employees hired in 2021 and still were in the company at the end of the year. Included full-time and part-time employees, excluded temporary employees agreement for the performance of work and employment agreement

Employee turnover in 2021

	Men	Women	Total
Turnover rate	25%	35%	29%

Note: HC. Included full-time employees and part-time, excluded temporary employees - agreement for the performance of work and employment agreement

Age structure of eployees in 2022

	Men	Women	Total
Up to 30 years	726	509	1,235
30 - 50 years	1,262	825	2,087
above 50	320	239	559
Total	2,308	1,573	3,881

Note: HC. Includes data for O2 CZ, includes full-time employees and part-time employees. Excludes agreements.

New employees by gender and age structure in 2022

	Men	Women	Total
Up to 30 years	308	521	559
30 - 50 years	118	124	242
above 50	11	10	21
Total	437	385	822
New hires rate	21%		

Note: HC. Includes data for O2 CZ, includes employees hired in 2022 and still were in the company at the end of the year. Included full-time and part-time employees, excluded temporary employees - agreement for the performance of work and employment agreement.

Employee turnover in 2022

	Men	Women	Total
Turnover rate	20%	23%	21%

Note: HC. Includes data for O2 CZ. Included full-time and part-time employees, excluded temporary employees - agreement for the performance of work and employment agreement.

Employee structure by employee category in 2021

Employee category	Men	Women	Total
Call Centre	233	459	692
Care to Sales	27	43	70
Customer Service	24	28	52
Executive management	27	6	33
Middle management	146	33	179
Operat. management	172	112	284
Salesman	680	413	1093
Senior management	4	0	4
Specialist	910	438	1,348
Total	2,223	1,532	3,755

Note: HC. Included full-time employees and part-time, excluded temporary employees - agreement for the performance of work and employment agreement

Employee structure by employee category in 2022

Employee category	Men	Women	Total
Sales	979	861	1,840
Management	348	155	503
Senior management	4	0	4
Specialist	959	501	1,460
Total	2,290	1,517	3,807

Note: Includes data for O2 CZ. Included full-time and part-time employees (FTE), excluded temporary employees - agreement for the performance of work and employment agreement.

Parental leave in 2021

	Men	Women	Total
employees currently on parental leave	3	396	399
employees returned from parental leave	1	43	44

Note: HC. Includes the total number of employees in 2021 who returned from off-registration for at least 1 day in that year, not counting the cooperation of the employee on the agreement, only returns from off-registration status, i.e. the actual end of the parental leave

Parental leave in 2022

	Men	Women	Total
employees currently on parental leave	4	403	407
employees returned from parental leave	1	43	44

Note: Includes data for O2 CZ. Includes the total number of employees in 2022 who returned from off-registration for at least 1 day in that year, not counting the cooperation of the employee on the agreement, only returns from off-registration status, i.e. the actual end of the parental leave

Total and average training hours by gender in 2021

	Male	Female
Total training hours	51,762	50,699
Average training hours per employee	23,7	33,8

Note: Data only for O2 CZ. Calculation based on total number of employees in FTE

Total and average training hours by gender in 2022

	Male	Female
Total training hours	60,076	49 ,082
Average training hours per employee	23,9	28,0

Note: Includes data for O2 CZ. Calculation based on total number of employees in FTE. Includes full-time and part-time employees. Excludes agreements.

Total training hours by gender and employee category in 2021

Total training hours

Employee category	Male	Female	All
Call Centre	16,957	26,170	43,127
Care to Sales	6,268	6,363	12,632
Customer Service	284	71	355
Executive management	82	14	96
Middle management	1,032	332	1,364
Operat. management	3,649	2,796	6,444
Salesman	16,512	11,750	28,262
Senior management	34	0	34
Specialist	6,944	3,203	10,147
Total	**51,762**	**50,699**	**102,461**

Note: Includes data for O2 CZ.

Total training hours by gender and employee category in 2022

Total training hours

Employee category	Male	Female	All
Call Centre	24,020	31,781	55,801
Care to Sales	75	258	333
Customer Service	102	110	212
Executive management	76	30	106
Middle management	1,542	430	1,972
Operat. management	3,934	1,820	5,754
Salesman	18,990	10,754	29,744
Senior management	10	0	10
Specialist	11,327	3,900	15,227
Total	**60,076**	**49,082**	**109,158**

Note: Includes data for O2 CZ.

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