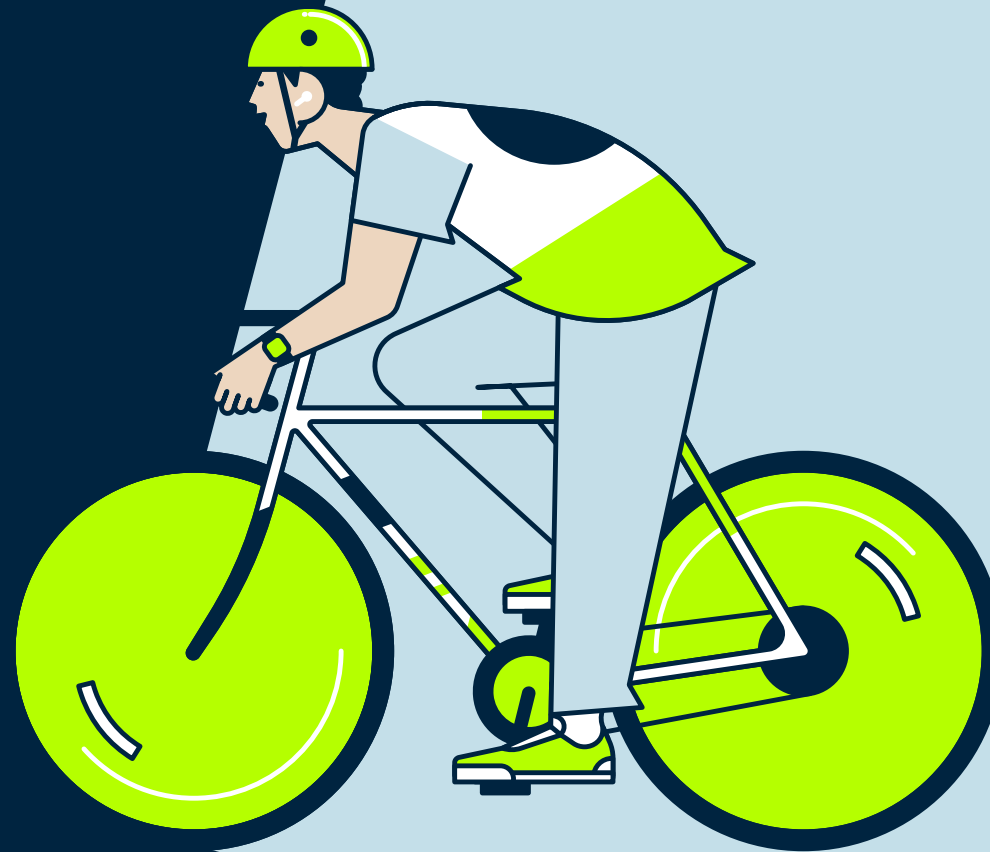


# Sustainability Report 2022



**Yettel.**

**Serbia**

**Connected to make a difference**

# Contents

<b>1. Sustainability at Yettel</b>	<b>4</b>	<b>4. TECHNOLOGY: Accelerating technology for a sustainable future</b>	<b>50</b>
1.1. Chief Executive Officer's Message	5	4.1. Sustainable connectivity	52
1.2. 2022 Performance highlights	6	Smart technology application	53
Proud moments in the year	7	4.2. Sustainable society	54
1.3. About PFF Telecom Group	8	Connectivity for inclusion	56
Yettel Serbia	9	4.3. Cybersecurity, digital and personal data protection	57
Yettel Foundation	10		
Economic performance and value creation	11	<b>5. TRANSPARENCY: Acting with transparency and integrity</b>	<b>58</b>
1.4. Our sustainability approach	13	5.1. Ownership	59
Our sustainability strategy	15	Local approach to Governance in ESG	59
1.5. 2022 Highlights: How we create value with impact	16	Ethics and integrity	60
1.6. Materiality assessment	19	5.2. Our value chain	62
1.7. Stakeholder engagement	20	5.3. About this report	63
Membership in business associations	22		
1.8. Contributing to the UN's SDGs	23	<b>6. GRI content index</b>	<b>64</b>
		<b>Figure 1 - Yettel Serbia Organizational Chart</b>	<b>9</b>
<b>2. ENVIRONMENT: Reducing our environmental footprint</b>	<b>24</b>	<b>Figure 2 - Impact of Environment targets on SDGs</b>	<b>14</b>
2.1. Climate Change, energy and emissions	27	<b>Figure 3 - Impact of People targets on SDGs</b>	<b>14</b>
Energy data	28	<b>Figure 4 - Impact of Technology targets on SDGs</b>	<b>15</b>
GHG emissions data	29		
2.2. Waste and the circular economy	31	<b>Table 1 - Economic performance indicators</b>	<b>11</b>
How we help our customers support circular economy	32	<b>Table 2 - How we create value</b>	<b>15</b>
How we help our employees support circular economy	33	<b>Table 3 - Stakeholder engagement</b>	<b>20</b>
2.3. Managing water resources	34	<b>Table 4 - Contributing to UN's SDGs</b>	<b>23</b>
		<b>Table 5 - Energy consumption by fuel source (in kWh) by year</b>	<b>28</b>
<b>3. PEOPLE: Putting people at the centre of everything we do</b>	<b>35</b>	<b>Table 6 - Energy consumption by type (in kWh) by year</b>	<b>28</b>
3.1. Employment and employee development	36	<b>Table 7 - Renewable electricity consumption</b>	
Employment and working conditions	37	<b>(as a percentage of total grid electricity) by year</b>	<b>28</b>
Retaining talent	38	<b>Table 8 - GHG Emissions in tonnes of CO2e</b>	<b>30</b>
Recruiting talents	39	<b>Table 9 - Waste generation (in tonnes) per year</b>	<b>31</b>
Diversity, equality, and inclusion	40	<b>Table 10 - Total number of employees and contractors per year</b>	<b>37</b>
Health, safety and wellbeing	42	<b>Table 11 - Partnerships and collaborations</b>	<b>39</b>
3.2. Network deployment: Telecommunications technology and public health	43	<b>Table 12 - Employee age structure</b>	<b>40</b>
3.3. Customer relationship management	43	<b>Table 13 - Value chain</b>	<b>62</b>
3.4. Communities and social action	43	<b>Table 14 - GRI Content Index</b>	<b>64</b>
Showcase of Yettel community engagement projects	44		
Community engagement projects supported by Yettel Foundation	47		

# 1. Sustainability at Yettel



## 1.1. Chief Executive Officer's Message

Dear Partners and Friends,

I'm excited to present our 2022 Sustainability report, showing why sustainability is so high on our business agenda, what we've achieved, and where we're headed.

As a telecommunication company, providing reliable, secure, and affordable connectivity is at the heart of our business strategy. It is a key factor in bridging the digital divide and developing smart solutions that benefit people and transform the way we live.

We have been holding the Best in Test network title, awarded by international technology company UMLAUT for several years, but we know that, today, this is no longer enough: we need to have the overall picture of how to upgrade the network and make it not only fast, but sustainable, green and safe. This is why we became the first 100% green network, powered only by renewable sources. Our recycling programme has been a great success - we had recycled more than 420 thousand devices by the end of 2022 and aim to reach one million recycled devices by 2025. We introduced the Eco Bonus, helping our customers to be involved in recycling of paper and plastic, and we are constantly seeking ways to improve our operations in a greener, more environment-friendly direction.

Large companies have a greater role in supporting communities today. At Yettel, we are committed to creating a more balanced future. Our goal is to minimise negative impact on the environment and to help our customers do the same. We invest in digital technologies and solutions that tackle environmental and social needs while promoting digital education and reducing harm to the environment. We set commitments for all these areas, as can be seen and read in this report.

Achieving these commitments would not be possible without our people, whose professional growth, safety, and satisfaction is the key to success. Diversity has been nurtured for more than ten years, resulting in more than 59% of women in our telco company, and 48% in technology roles. We have a strategic approach to developing people, creating future leaders, and attracting the right talents on the market. In 2022, a total of 86 young people took part in our Kickstart programme for young people, and 43% of these found permanent employment within the company.

Looking back at 2022, we're proud of our achievements. We've been recognised for our environmental efforts, innovative services, CSR activities, and ethical standards. One of the most important lessons learned on this journey is that customers are very willing to join in when you offer them a concrete solution. Sustainability is a joint move and requires collective, coordinated action.

We're grateful to you for being part of this journey.  
Thank you,

**Mike Michel**  
CEO



## 1.2. 2022 performance highlights

**1<sup>st</sup>**  
mobile market  
position by service  
revenue

**3**  
million  
mobile subscribers<sup>1</sup>

**37%**  
mobile revenue  
market share<sup>2</sup>

**97%**  
population covered  
by 4G service

**41,400**  
fixed broadband  
subscribers<sup>3</sup>

**1672**  
employees

**131**  
stores

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

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

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

## Proud moments in the year

In 2022, for the fourth year in a row, Yettel won the Best in Test award in the comparative measurement of network quality, conducted by the international company UMLAUT. Yettel network has the highest mobile internet coverage (broadband coverage) and the lowest delay in data transmission (latency).

We launched new digital service, Eco Bonus aiming to support our customers in minimizing negative effects on the environment. On their behalf, in 2022 a waste management operator recycled 9,627 kg of paper/ cardboard and 20,130 kg of plastic.

We launched Safe Net - our new solution for safe Internet usage. While customers surf the Internet in the Yettel network, Safe Net identifies and blocks malicious web locations and protects them from Internet frauds that aim to steal personal or financial data.

Our commitment to lowering our impact on the environment was marked with different initiatives such as E-waste Day during which our employees collected 178 kg of electronic waste and permanent exclusion of plastic cups in our HQ and Retail stores.





### 1.3. About PFF Telecom Group

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

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

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

At the end of 2022, 18 million customers relied on PPF Telecom Group's mobile services, and over 1 million customers used the Group's fixed broadband. Pay TV subscribers increased by 19% y-o-y to 720 thousand. At the end of 2022, PPF Telecom Group operated state-of-the-art 5G mobile networks in most of its markets. 5G services will be driving the next wave of innovation and growth for years to come.

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

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

---

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





## Yettel Serbia

Our core business is providing full fledged telecommunication services to more than 3 million customers in Serbia, being the revenue market share leader with 37% share, and fair SIM market share of 33% at the end of 2022. Two years ago, Yettel entered fixed market, by providing full portfolio of fixed services for households in Serbia, which include fiber optic broadband internet, next generation TV platform and landline. We connect almost three million subscribers.

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

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

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

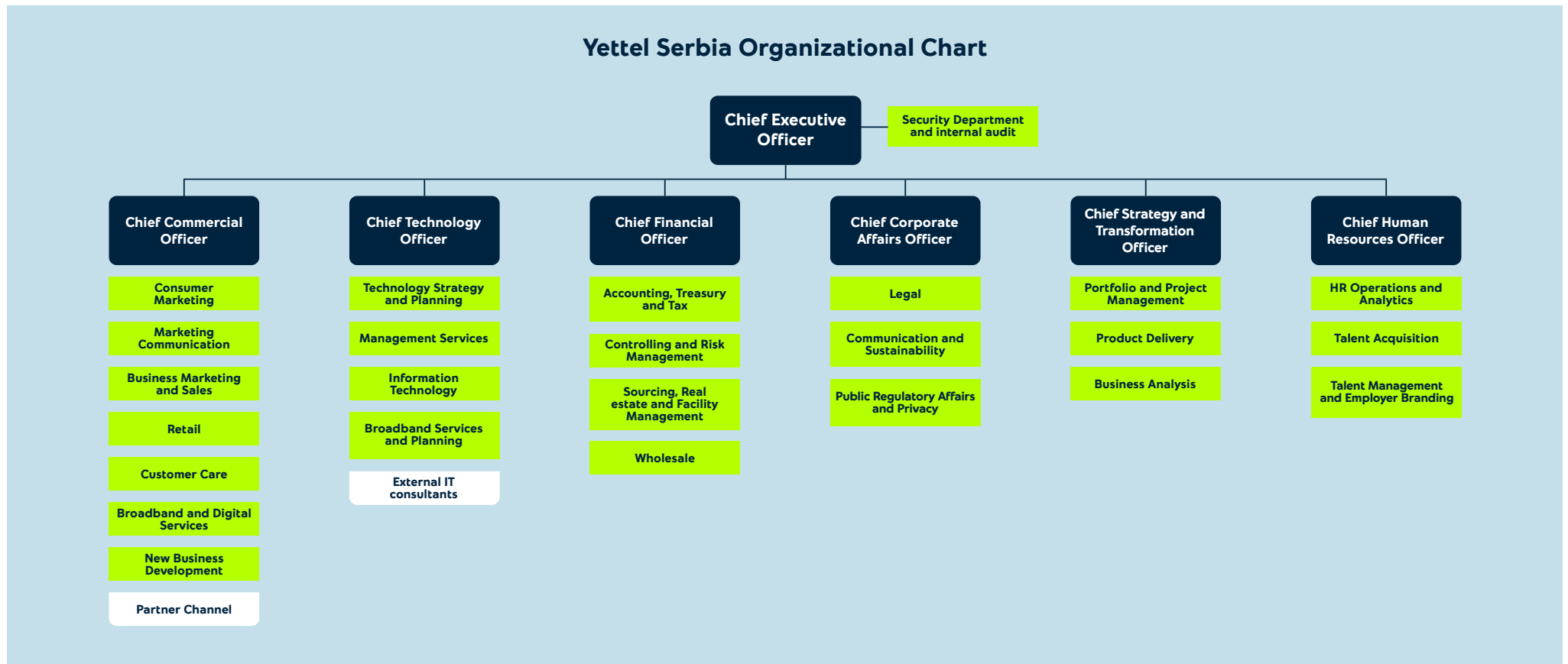


Figure 1 - Yettel Serbia Organizational Chart

## Yettel Foundation

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

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



## Economic performance and value creation

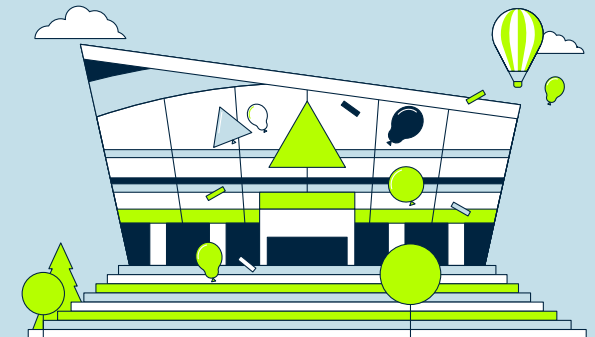
Yettel Serbia is aligned with PPF Telecom Group's long-term business strategy, which centers on creating lasting value by prioritizing superior customer service and ensuring exceptional connectivity. The company's primary source of revenue comes from its core business operations.

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

responsibility (CSR) on company performance, society, customers, and employees. During 2022, Yettel Serbia remained actively involved in local community engagements through philanthropic initiatives.

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

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





## 2022 in retrospect

Message from our CFO **Vanja Stanković**:

“During last year, we rebranded to Yettel. As a new, modern brand, Yettel rapidly gained a formidable market position. We were recognized as the best-in-test network by UMLAUT for the fourth time in a row and have positioned ourselves as a 100% green network, meaning that the electric power used by our mobile network comes exclusively from renewable sources, as validated by a certificate issued by the competent institutions of the Republic of Serbia.

At the same time, we continued to grow and recorded double-digit revenue growth in each mobile segment. In consumer postpaid, our focus was on recycling campaigns and the successful launch of the new tariff plans. In prepaid, we maintained exceptional sales performance from 2021. The revenue growth in the business segment has more than doubled compared to 2021. Total revenues rose by 13%, fuelling remarkable gross profit expansion, which ultimately translated into a robust EBITDA growth of 13%.

Last year was crucial for positioning Hipernet as a new business segment that would ensure long-term growth on the market. Hipernet sales showed consistent growth, starting from less than a thousand customers at the beginning of the year. Thanks to the efforts of all the teams, we ended the year with a strong customer base (48,000 customers in total). “



Table 1 - Economic performance indicators

	Economic performance indicators for 2022	In RSD (in ths)
1	Total assets	37,451,802
2	Net sales	56,388,370
3	Total capitalization	4,599,804
4	EBITDA	14,892,087
5	Direct economic value generated	57,356,603

## 1.4. Our sustainability approach

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



## Our Sustainability strategy

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

**ENVIRONMENT**

**PEOPLE**

**TECHNOLOGY**

**TRANSPARENCY**

### ENVIRONMENT

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

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

**OUR Targets:**

- ☉ Achieve carbon neutrality by 2050<sup>5</sup>
- ☉ In the interim, reduce emissions by 40% in Scopes 1 and 2 by 2030 and set SBTi target by 2024
- ☉ 1,000,000 users of e-bill by 2025
- ☉ Reduce the use of paper and plastic by at least 20% until 2028
- ☉ 1,000,000 devices recycled by 2025
- ☉ Collect and recycle 50% more e-waste by 2028

Figure 2 - Impact of Environment Targets on SDGs



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

### PEOPLE

**Objective:**  
Putting the PEOPLE at the Centre of our Business

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

**OUR targets:**

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

Figure 3 - Impact of People Targets on SDGs



<sup>6</sup> Yettel is aligned with PPF Telecom Group's goals and targets.

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



## Our Sustainability strategy

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

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

### TECHNOLOGY

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

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

**OUR targets:**

- ⊙ 5G connectivity available to at least 50% and 80% of the population by mid of 2026 and end of 2028, respectively<sup>8</sup>
- ⊙ By 2025, to train 90,000 people (including teachers, children and adults) in digital skills
- ⊙ By 2025, ensure protection of 13% of our tariff customers in the consumer segment with our cybersecurity solution

Figure 4 - Impact of Technology Targets on SDGs



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

### TRANSPARENCY

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

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

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

- ⊙ Sustainability suppliers' programme established, including environmental, legal, human rights, and implementation for key suppliers by 2024
- ⊙ Sustainability-related training introduced across the entire Group with the aim of achieving 100% participation by senior management and at least 50% employees participation by 2023

## 1.5. 2022 Highlights: How we create value with impact

Table 2 - How we create value

Segment	Our inputs	Our objectives	Our impacts
ENVIRONMENT	<ul style="list-style-type: none"> <li>Energy used: 9.26 MWh</li> <li>Waste produced: 42.48 tonnes</li> <li>E-waste produced in our operation: 36.23 tonnes</li> </ul>	<ul style="list-style-type: none"> <li>Achieve carbon neutrality by 2050<sup>9</sup>.</li> <li>In the interim, reduce emissions by 40% in Scopes 1 and 2 by 2030.</li> <li>Prepare decarbonization plan in line with SBTi requirements by 2024.</li> </ul>	<ul style="list-style-type: none"> <li>Our network uses 100% renewable electricity.</li> <li>29 out of 131 stores use electrical power from renewable energy sources.</li> </ul>
		Reach 1,000,000 e-bill users by 2025.	981,473 active users
		Reduce the use of paper and plastic by at least 20% until 2028.	<ul style="list-style-type: none"> <li>Eco Bonus service for customer launched. Almost 10 t of paper/cardboard and 20 t of plastic recycled.</li> <li>Permanent exclusion of plastic cups prevented 12,000 cups from becoming waste.</li> <li>Introduced reusable plastic boxes for transporting devices on recycling.</li> </ul>
		1,000,000 devices recycled by 2025.	Total: 426,514 recycled devices
		Collect and recycle 50% more e-waste by 2028.	YoY progress - 211% 2022: 36.23 tonnes 2021: 11.66 tonnes

<sup>9</sup> PPF Telecom Group and thus Yettel have publicly committed to applying a consistent methodology to accurately measure progress and impact across all strategy pillars and respective goals. The group will use the next 12 months to prepare a comprehensive programme to enable us to reduce GHG emissions. Baseline year for all goals is 2021.



<b>PEOPLE</b>	<ul style="list-style-type: none"> <li>Employees: 1,672</li> <li>Dedicated resources and investments for numerous employee engagement and skill-building initiatives</li> </ul>	Achieve at least 60% participation in annual employee engagement surveys to improve interaction with employees and understand their influences and motivations.	Average participation rate over 12 month period was 51%.
		Maintaining a record of no fatal or life-changing injuries to employees.	Zero work-related employee fatalities.
		Develop talent development programme with initiatives that aim to improve diversity in talent pool and eliminate unconscious bias cultures. <sup>10</sup>	3.8% employee increase over 2021 29% leadership positions held by women 48% women technical positions 4,204 hours of employee training 758 number of employees having attended some form of training
		Support local communities with donations and active engagement.	Numerous CSR activities realized in 2022 <sup>11</sup>
		Regular customer satisfaction surveys to collect feedback.	Customer satisfaction score: TRI*M index 92 <sup>12</sup>
<b>TECHNOLOGY</b>	<ul style="list-style-type: none"> <li>Dedicated resources and investments</li> </ul>	5G connectivity available to at least 50% and 80% of the population by mid of 2026 and end of 2028, respectively <sup>13</sup> .	Received UMLAUT Best in Test in Serbia 97% population covered by 4G service 3 million subscribers.  Yettel is part of PPF Telecom Group's Innovation Hub which is set up to bring together the best experience, talent and resources to help accelerate the deployment of innovative technologies (e.g., 5G and the IoT).
		By 2025, train 90,000 people (including teachers, children and adults) in digital skills.	Successful campaigns: Stop hate on the Net, Safe Net digital service and Bridging the Digital Divide in Serbia for the Most Vulnerable Children.
		By 2025, we will ensure protection of 13% of our tariff customers in the consumer segment with our cybersecurity solution.	Security solutions for data protection delivered end of 2022. More than 4,000 activations in just a couple of weeks since the service was launched.

<sup>10</sup> PPF Telecom Group has committed to establish a talent development programme to oversee the various initiatives of business units to improve diversity in the Group's talent pool and eliminate unconscious bias cultures. Yettel will be aligned with the Group's talent development programme. See more about talent development programme in Chapter 3.1.3.

<sup>11</sup> See more in Chapter 5.3.

<sup>12</sup> See more in Chapter 3.3.

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

TRANSPARENCY	<ul style="list-style-type: none"> <li>Dedicated resources and investments</li> </ul>	Operate our business ethically, lawfully, transparently and with integrity.	Annual accounts Annual Sustainability report Sustainability partnerships: Forum for Responsible Business and NALED
		Alignment with PPF Group's Sustainability strategy <sup>14</sup> .	For the second year in a row, Yettel is aligned with PPF Group's strategy and is on track with designated objectives.

<sup>14</sup> PPF Telecom Group has committed to fully integrate sustainability strategy into the organization, introduce training in sustainability across the entire Group and achieve 100% participation by senior management and at least 50% employees participation in that training by 2023. The Group also plan to establish a sustainable supply chain programme to enhance environmental stewardship and social responsibility.



## 1.6. Materiality assessment

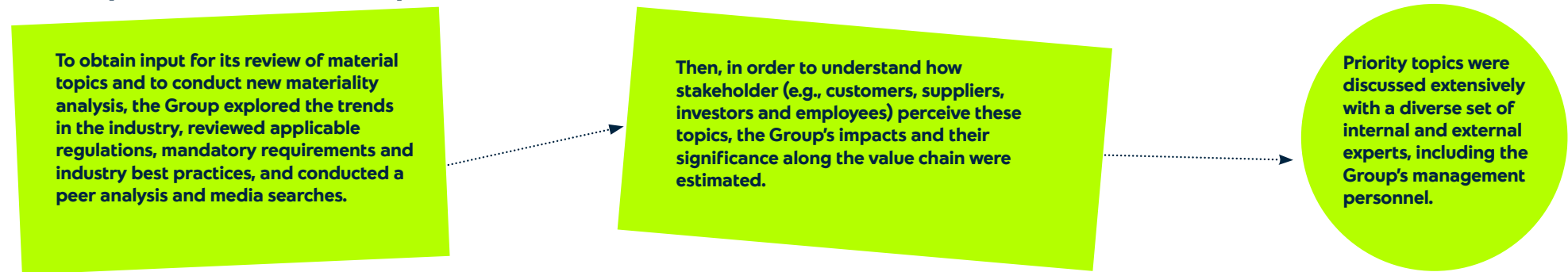
Conducting materiality analysis is a crucial step in non-financial reporting as it allows for better identification and prioritization of sustainability issues most important to Yettel and its stakeholders.

Similar to last year, Yettel and its stakeholders were assessed through the Materiality Analysis conducted

on a Group level. Guided by the requirements in the GRI Sustainability Reporting Standards 2021 (GRI Standards), the Group did a review of material topics, and conducted a 2022/23 materiality analysis. The outcome was an identified list of significant topics which have a high impact on the environment, communities and the Group's value and business.

The Group believes that sustainability must be an integral part of its strategic business planning. Materiality assessment enables the Group to prioritize and focus on the most material topics, set meaningful targets, and establish programmes and policies that will let us deliver on our goals.

### The steps of the assessment process:



The topics<sup>15</sup> listed below were approved by the Group's Sustainability Executive Committee are relevant for the local market:

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

**Waste management and circular economy**  
managing input materials and reducing waste generated by our operations, supporting a circular economy

**Communities and social action**  
supporting local communities with donations and active participation

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

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

**Technology for a sustainable future**  
network deployment, including network coverage, digital inclusion, digital skills and services and products addressing social and environmental challenges

**Cyber security, digital and personal data protection**  
safeguarding the privacy of customer data and resilience of our networks against cyberattack and internet fraud

**Supply chain management**  
responsible and sustainable sourcing

**Business conduct and ethics**  
acting with integrity and transparency

<sup>15</sup> These topics, impacts, risks and opportunities will be regularly reviewed as new topics emerge and gain significance over time. For the purpose of this years' reporting, we have merged.



## 1.7. Stakeholder engagement

Recognizing the significance of our relationships with business partners, we understand that our positive impact relies on strong connections. At Yettel, we strive to understand our stakeholders and their unique needs. To ensure open and transparent communication, we have different processes and tools in place to engage with our stakeholders and exchange important information.

One of our main stakeholders is CETIN Serbia, the first integrated telecom infrastructure

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

Table 3 - Stakeholder engagement

	Customers	Employees	PPF Telecom Group	Suppliers	Communities	Government and Regulators
STAKEHOLDERS EXPECTATIONS	Product quality (e.g., design, function, convenience). Service quality (e.g., responsiveness, reliability, consistency). Value for money. Data protection and privacy.	Career security and development. Competitive compensation and benefits. Work-life balance. Respect and fair treatment. Health, safety and wellbeing in the workplace.	Transparency of business information, prompt and accurate disclosures, good risk and crisis management, disclosure of ESG in business strategy, operations and financial instruments (e.g., response to climate change, sustainable supply chain, and proper monitoring of human rights and OHS).	Equal and fair treatment to every supplier, transparent procurement process, long-term relationships and productive cooperation, shared sustainability values.	Job creation, partnerships in community development for economic, social and environmental progress, reduction of negative social and environmental impacts, listening to and communicating with the local community regularly.	Continuity of services, regulatory compliance, involvement in new public policies, government initiatives, and best practice sharing, participation in local or national government initiatives.
ENGAGEMENT APPROACH	Engagement surveys. Face to-face contact, social media, telephone interactions, mobile applications, emails to customer contact points.	Engagement surveys, performance appraisals and individual development plans. Internal channels for employee complaints and whistleblowing. Employee focus groups to promote topics and activities such as health and wellbeing, work-life balance, protection of the environment or creating a team atmosphere.	Regular events, meetings and dialogues, regular publications and press releases on the Yettel website.	Regular meetings and other engagement activities.	Regular site visits and meetings with community leaders, engaging with community members through employment, sourcing and other community development activities.	Meetings with the appropriate regulatory bodies and representatives, participation in industry-wide initiatives. Submission of regulatory proposals within public consultation process organized by the Regulator and relevant Ministry.



	Customers	Employees	PPF Telecom Group	Suppliers	Communities	Government and Regulators
<b>OUR INITIATIVES AND RESPONSES</b>	Customer service training. Develop new products, services and delivery channels. Perform feedback surveys. Improve cyber security and data privacy protection policies, procedures and customer offers.	Uphold code of conduct. Establish human resources policies and procedures in accordance with applicable laws and enforce through regular training. Promote good workplace behaviors, diversity, equality, and inclusion among team members through policies and internal communication. Provide career path development and competitive salary and benefits. Develop and implement talent management programmes. Perform annual employee engagement surveys and performance assessments. Provide channels for employees to safely voice their concerns. Organize Corporate Social Responsibility (CSR) activities to foster social responsibility and build relationships between employees.	Publishing annual reports and sustainability reports, providing transparent and prompt company updates.	Establishing sustainable supply chain approach, reviewing and improving the procurement process and communications to satisfy mutual needs.	Acting as a responsible member of the community, providing local employment and local business support, encouraging and supporting local community-related projects, partnerships, CSR programmes and campaigns, including donations and advocacy.	Sharing best practices and research, participating in government initiatives as applicable.

## Membership in business associations

### Responsible Business Forum

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

### Foreign Investors Council (FIC)

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

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

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

### NALED

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

## 1.8. Contributing to the UN's SDGs

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

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

Table 4 - Contributing to UN's SDGs

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

<p><b>4</b> <b>QUALITY EDUCATION</b></p>  <p><b>ENSURE INCLUSIVE AND EQUITABLE QUALITY EDUCATION AND PROMOTE LIFELONG OPPORTUNITIES FOR ALL</b></p> <p><b>OUR CONTRIBUTION:</b> Through telecommunications, information technology and our corporate sustainability initiatives, we support digital literacy improvement and more equitable access to better and inclusive education. In addition, we help our employees learn about sustainability challenges through different initiatives, campaigns and educational opportunities.</p>	<p><b>8</b> <b>DECENT WORK AND ECONOMIC GROWTH</b></p>  <p><b>PROMOTE SUSTAINED, INCLUSIVE, AND SUSTAINABLE ECONOMIC GROWTH, FULL AND PRODUCTIVE EMPLOYMENT, AND DECENT WORK FOR ALL</b></p> <p><b>OUR CONTRIBUTION:</b> Our technologies, products, and solutions support the goal of achieving higher levels of economic productivity, while protecting labor rights and promoting safe and secure working environments.</p>	<p><b>12</b> <b>RESPONSIBLE CONSUMPTION AND PRODUCTION</b></p>  <p><b>ENSURE SUSTAINABLE CONSUMPTION AND PRODUCTION PATTERNS</b></p> <p><b>OUR CONTRIBUTION:</b> We encourage sustainable management and efficient use of natural resources through the introduction of waste management systems, responsible recycling and refurbishing in its businesses. Where possible, eco-design products are supported and introduced, and non-hazardous chemicals are used in our infrastructure and services to lower the overall impact on human health and the environment.</p>
<p><b>5</b> <b>GENDER EQUALITY</b></p>  <p><b>ACHIEVE GENDER EQUALITY AND EMPOWER ALL WOMEN AND GIRLS</b></p> <p><b>OUR CONTRIBUTION:</b> In our day-to-day activities, we advocate for fairness and the absence of bias related to gender, while also fostering equal chances for leadership roles. We leverage our fundamental business practices along with our information and communication technology to actively support the empowerment of women.</p>	<p><b>9</b> <b>INDUSTRY, INNOVATION AND INFRASTRUCTURE</b></p>  <p><b>INNOVATION AND TECHNOLOGICAL PROGRESS AS KEY TO FINDING LASTING SOLUTIONS TO BOTH ECONOMIC AND ENVIRONMENTAL CHALLENGES</b></p> <p><b>OUR CONTRIBUTION:</b> We build and develop quality, reliable and sustainable telecommunications infrastructure to support economic development and human well-being. We are focused on upgrading the technological capabilities of our infrastructure to help improve access to information and affordable internet.</p>	<p><b>13</b> <b>CLIMATE ACTION</b></p>  <p><b>TAKE URGENT ACTIONS TO COMBAT CLIMATE CHANGE AND ITS IMPACTS</b></p> <p><b>OUR CONTRIBUTION:</b> We support sustainable management of natural resources across our business units through the introduction of environmental management, recycling and waste reduction strategies, thereby helping to improve human health and environmental sustainability. Our Environmental Management System is certified according to ISO 14001 Standard.</p>
<p><b>7</b> <b>AFFORDABLE AND CLEAN ENERGY</b></p>  <p><b>ENSURE ACCESS TO AFFORDABLE, RELIABLE, SUSTAINABLE AND MODERN ENERGY FOR ALL</b></p> <p><b>OUR CONTRIBUTION:</b> We are constantly increasing use of renewable energy in our operations which enables our transition to sustainable and affordable energy, as well as meeting our decarbonization goals.</p>	<p><b>11</b> <b>SUSTAINABLE CITIES AND COMMUNITIES</b></p>  <p><b>SUSTAINABLE CITIES AND COMMUNITIES – MAKE CITIES AND HUMAN SETTLEMENTS INCLUSIVE, SAFE, RESILIENT AND SUSTAINABLE</b></p> <p><b>OUR CONTRIBUTION:</b> Our solutions support positive economic and social links between urban, peri-urban and rural areas, helping to bridge the digital divide that might exist.</p>	

# 2. ENVIRONMENT

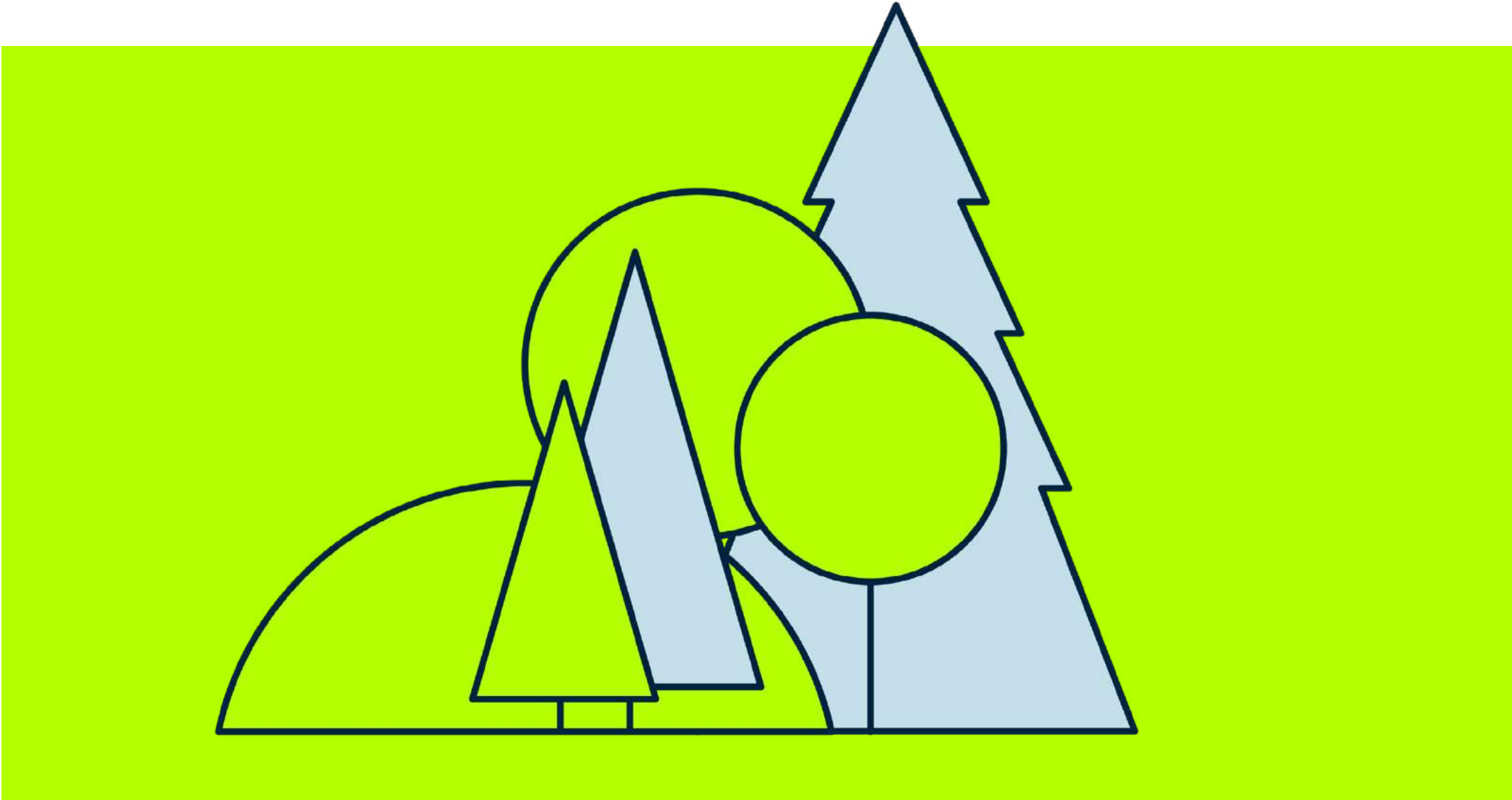
Reducing our  
environmental  
footprint



## OUR AMBITION

Maintaining a healthy environment and reducing negative impact to nature is important to current and future generations. Yettel is aligned with PPF Group's adaptation of a robust policy for reducing the environmental impact of its operations throughout the value chain while employing the benefits of new technologies to facilitate environmental protection.

We are primarily targeting lower energy consumption, fuel savings and sourcing renewable energy to minimize greenhouse gas emissions and release of other harmful substances into the atmosphere. Managing input materials and waste is another important area where we will be continuously improving our practices for less harm to the environment.





## Yettel Celebrates World Environment Day!

Each June 5, companies, non-governmental organisations, state institutions, civil population, and public figures from over 150 countries join together with one goal - to protect the environment.

By marking this day, Yettel aims to raise individual and collective awareness of the necessity to preserve and promote the world environment. In that way, Yettel draws attention to the consequences of individual human activities that endanger life on the planet, such as air and water pollution, deforestation, the disappearance of a large number of plant and animal species, etc.

In 2022, Under the slogan #OnlyOneEarth, focus was on the need to live sustainably and in tune with nature.

Within the corporate social responsibility and according to Yettel Environmental Protection Policy, preservation of the human environment represents one of the company's focus areas. Looking for a balance in everything, Yettel endeavors to rationally use natural riches in everyday business operations to save them for future generations. Electricity used for Yettel network is 100% derived from renewable sources, while 29 out of 131 stores use electrical power from renewable energy sources (Hydro-electric

power plant "Đerdap 1"). Until the end of 2022, the company and customers recycled over 420,000 old devices, i.e., close to 35 tons of electric and electronic waste. The goal is to reach 1,000,000 recycled phones by the year 2025.

On the occasion of World Environment Day, on June 5, Yettel organized a Sales Show in 14 stores. Our colleagues made an effort to raise users' awareness about environmental protection through a fun and educational quiz and remind them that we have only one planet that we need to protect.





## 2.1. Climate change, energy and emissions

### OUR FOCUS

Reducing our carbon footprint and switching to sustainable energy sources.

### OUR TARGETS<sup>16</sup>

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

### HOW WE MANAGE

Yettel Network Achieves 100% Green Status.

We have become the first mobile network in Serbia to exclusively utilize energy from renewable sources. Starting from January 1, 2022, for the operation of our mobile network, we use electricity that comes from renewable energy sources. This accomplishment is attested by a certificate issued by the competent institutions of the Republic of Serbia. By choosing green energy, we choose to operate ecologically and participate in building a cleaner environment and sustainable development.

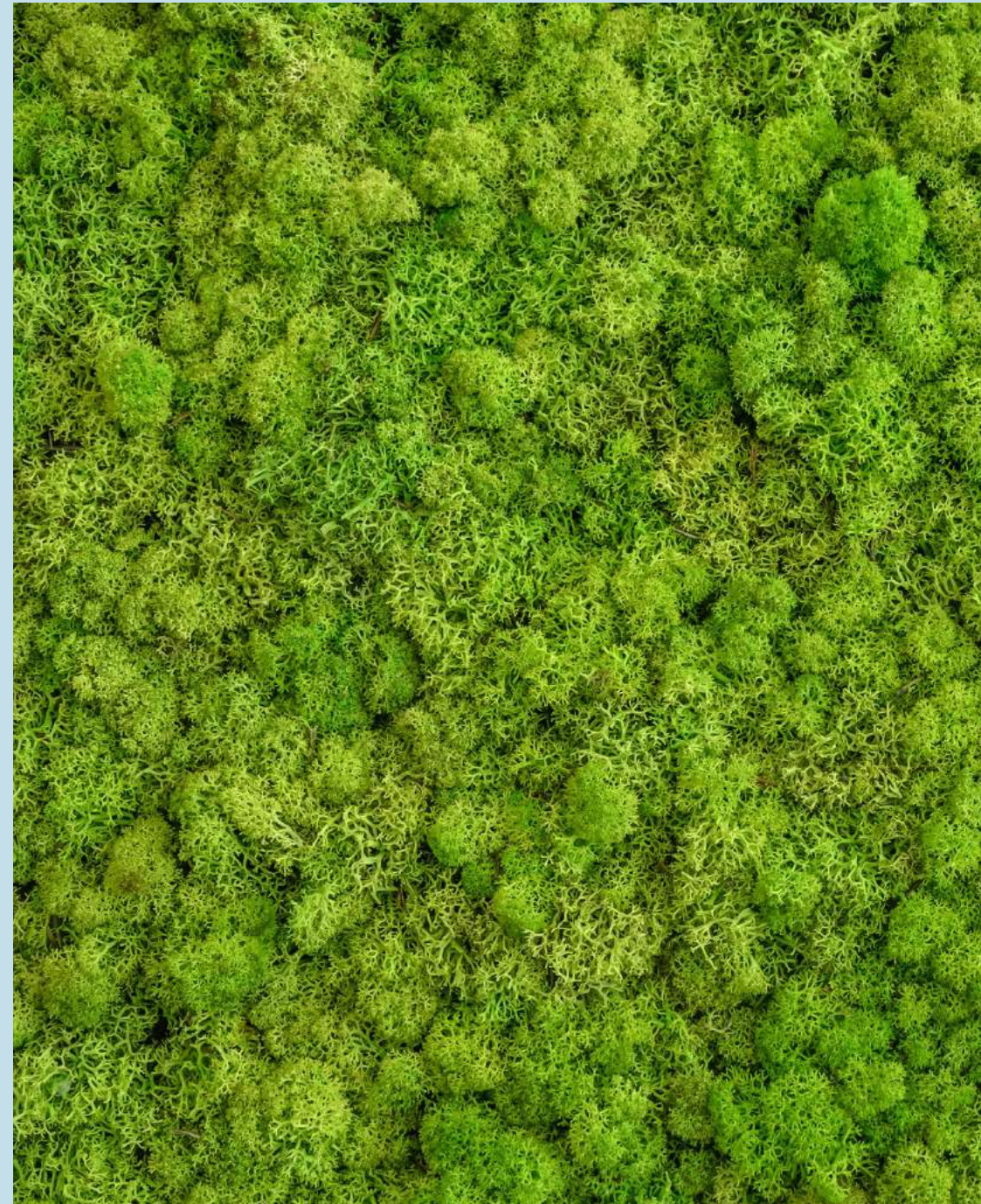
In December of 2022, Yettel Environmental Management System (EMS) has achieved the highest rating according to the ISO 14001 standard during the validation conducted by certification company SGS.

We continue with our Carbon Footprint Reduction Efforts which are:

- Environmentally friendly equipment: low-emission vehicles, energy-efficient bulbs.
- Annual "Earth Hour" participation: lights off for 1 hour in all locations on last Saturday of March.
- Improvements in our HQs and stores: energy-saving LEDs, laser projectors, and printer access control cards are in use. Installed thermostat with +/- 2°C temperature range.
- All newly joined employees undergo an environmental protection training course and are acquainted with our values during the onboarding workshop.



<sup>16</sup> PPF Telecom Group and thus Yettel have publicly committed to applying a consistent methodology to accurately measure progress and impact across all strategy pillars and respective goals. The group will use the next 12 months to prepare a comprehensive programme to enable us to reduce GHG emissions. Baseline year for all goals is 2021.





## Energy data

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

Fuel Source / year	2020	2021	2022
Petrol	2,814,087	2,982,499	3,577,000
Natural Gas	2,065,198	2,106,856	1,840,000
Central heating	412,424	487,583	226,183
Grid electricity	2,192,993	2,323,822	2,766,831
Green electricity	785,102	889,010	850,000

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

Energy type / year	2020	2021	2022
Total	7,485,487	8,789,770	9,260,446
Electricity consumption	2,193,778	3,212,832	3,617,263
Heating consumption	412,424	487,583	226,183
Fuel consumption	4,879,285	5,089,355	5,417,000

Table 7 - Renewable electricity consumption (as a percentage of total grid electricity) by year

% of total grid electricity / year	2020	2021	2022
Renewable electricity	26.79%	27.13%	31%



For the purpose of securing a strong network, reliable connectivity, overall data transmission and storage, our operations require significant amounts of energy, primarily electricity. Yettel is the first mobile network in Serbia that uses only energy from renewable sources, which is testified to by a certificate issued by the competent institutions of the Republic of Serbia.

## GHG emissions data

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

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

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



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

### Scope 1 - Direct



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



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



Fuel used for generators where back-up capacity is needed



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

### Scope 2 - Purchased



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

## Scope 3 - Indirect

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



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



emissions from our network infrastructure vendor (CETIN)

Table 8 - GHG Emissions in tonnes of CO<sub>2</sub>e

	Sum of 2020	Sum of 2021	Sum of 2022
<b>Scope 1</b>	1,114	1,164	1,299
<b>Scope 2 (market-based)</b>	1,201	1,377	1,570
<b>Scope 3</b>	97,652	98,566	111,299
<b>Purchased Goods and Services GHG Protocol categories:</b>			
<b>3.1 Purchased Goods and Services</b>	92,498	93,801	106,687
<b>3.2 Capital Goods</b>			
<b>3.4 Upstream transport</b>			
<b>Fuel and energy-related activities</b>	263	288	340
<b>Use of sold products</b>	4,140	3,782	3,393
<b>Franchises</b>	558	502	697
<b>Other<sup>17</sup></b>	192	193	183
<b>Grand Total (market-based)</b>	99,967	101,107	114,168

## PPF Group's decarbonization strategy

One of the Group's key commitments is decarbonization, which is why setting **SBTi targets** within the next 12 months is an important next step. To ensure that these targets are met, the Group identified areas that will become main priorities in reducing emissions to the required levels.

In addition, in 2023, PPF Telecom Group will perform its first scenario analysis in accordance with the **Task Force for Climate Related Financial Disclosures (TCDF)**. Preliminary risks were identified by internal analysis and will be updated and prioritized during the 2023 financial materiality analysis.



<sup>17</sup> Categories that fall under Scope 3 and that were calculated but do not take significant part in Scope 3: Business Travel, Employee commute, End-of-life treatment of sold products, Waste generated.

## 2.2. Waste and the circular economy

### OUR FOCUS

Progressive reduction of generated waste by improving methods of collecting and recycling waste. Support for the circular economy through eco-design, repair and the refurbishment, reuse and recycling of electronic equipment used by us and by our customers. Engagement with our customers, key suppliers and employees to encourage responsible behavior and support our efforts in reducing its environmental footprint.

### OUR TARGETS

- 1,000,000 users of e-bill by 2025
- Reduce the use of paper and plastic by at least 20% until 2028
- 1,000,000 devices recycled by 2025
- Collect and recycle 50% more e-waste by 2028



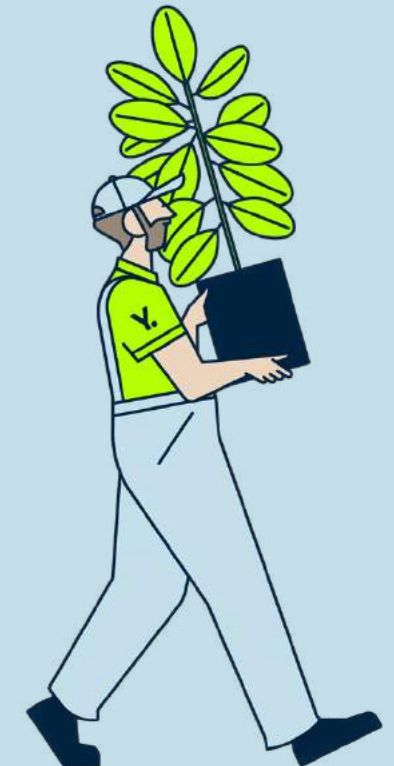
Table 9 - Waste generation (in tonnes) per year

Waste	2020	2021	2022
<b>1. Generated waste (without communal waste)</b>	<b>191.69</b>	<b>15.41</b>	<b>42.48</b>
Hazardous	168.52	11.72	36.24
<b>Batteries and accumulators</b>	<b>77.15</b>	<b>55</b>	<b>0.006</b>
<b>Electric and electrical</b>	<b>91.38</b>	<b>11.66</b>	<b>36.23</b>
Non- Hazardous	23.17	3.70	6.24
<b>Plastic</b>	<b>0.17</b>	<b>0.25</b>	<b>0.11</b>
<b>Paper</b>	<b>5.47</b>	<b>2.79</b>	<b>5.76</b>
<b>Electronic and electrical</b>	<b>16.89</b>	<b>0</b>	<b>0</b>
<b>Residual</b>	<b>0.51</b>	<b>0.51</b>	<b>0.37</b>
<b>2. Recycled waste (without communal waste)</b>	<b>191.69</b>	<b>15.41</b>	<b>42.48</b>



### HOW WE MANAGE

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





## How we help our customers support circular economy

### Eco Bonus

Yettel has introduced a new digital service called Eco Bonus, which allows customers to actively participate in recycling efforts of plastic and paper. According to the assessments, the average citizen of Serbia generates approximately 4.6 kg of plastic and 2.2 kg of paper/cardboard waste per month (a total of 6.8 kg).

Yettel, in collaboration with an authorized waste management operator, offers customers the opportunity to have the specified quantity of waste collected and recycled on their behalf, and in this way, customers can reduce their own waste footprint. To participate, customers simply need to activate the Eco Bonus feature within the Yettel application, either as part of their tariff package or as a separate service. This allows customers to make an indirect contribution, or "bonus," to environmental protection, even if they are not physically involved in the entire recycling process.

In 2022, more than **9.5 tons** of paper and **20 tons** of plastic were recycled on behalf of customers.



"By the end of 2022, together with our customers, we have recycled more than 420 thousand electrical and electronic devices. We have set an ambitious goal to recycle at least one million devices by 2025. We invite our fellow citizens to help us reach it and safely collect and recycle the electronic waste we create."

**Message from  
Chief Commercial Officer,  
Saša Filipović**

### E-BILL AND PAPER SAVINGS

## Our goal: One million users of electronic bill by 2025

By utilizing digital tools and minimizing printed materials, we have saved approximately 1,001,913 sheets of paper and around 871,664 envelopes. We offer users the option of electronic bill instead of paper bill, and with over 64% of our individual users opting for electronic bill, we estimate that we have collectively saved over 7,000 trees from the beginning of campaign.

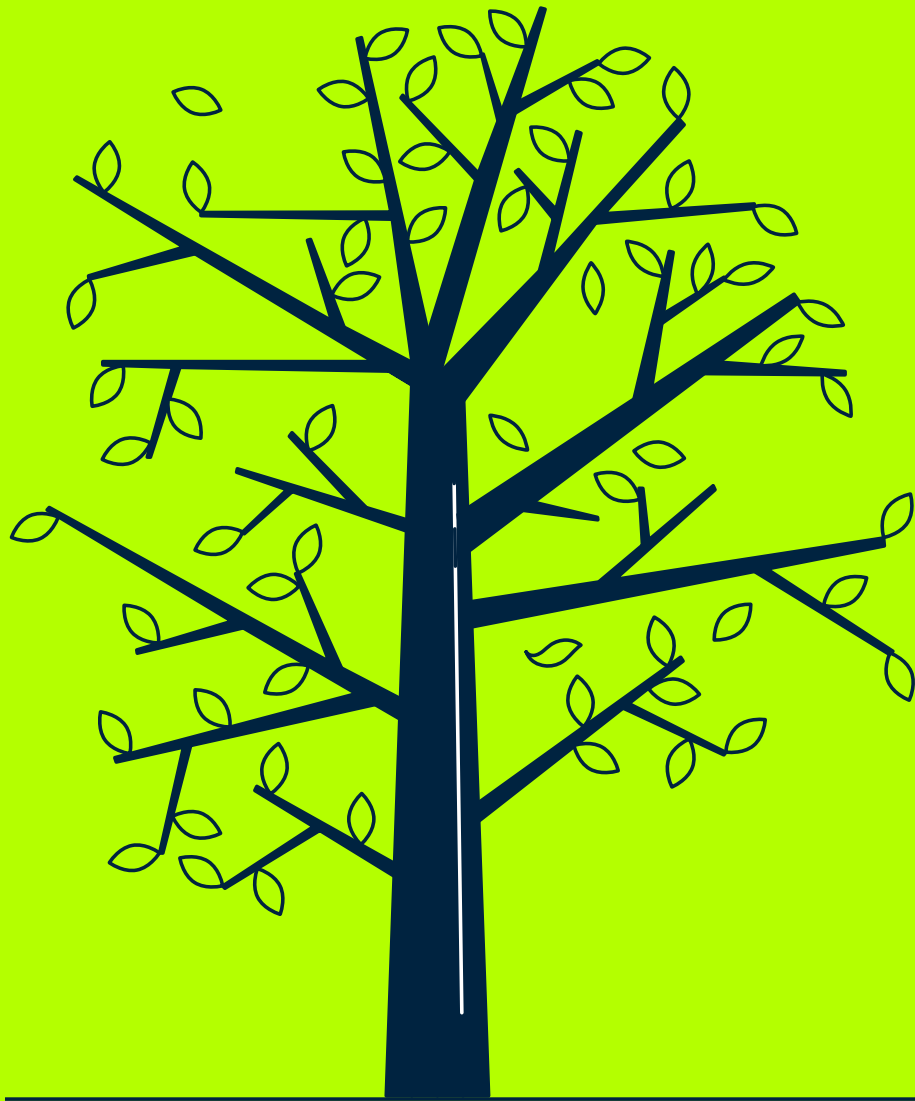
### TACKLING E-WASTE

## Our goal: One million recycled mobile devices by 2025

Following the success of mobile phone recycling programme, Yettel is expanding the initiative to include other electronic devices. This programme welcomes the participation of all individuals interested in recycling their laptops, routers, tablets, modems, smartwatches, and mobile phones, whether they are Yettel customers or not.

Did You Know? - Over 90 percent of a mobile phone's material mass can be reclaimed and put to use again. Mobile phones are composed of elements like glass, plastic, various metals, including common alloys, and even precious materials like gold and platinum. Recycling mobile phones allows us to harness these valuable materials for reuse, effectively minimizing waste generation.





## How we help our employees support circular economy

To further raise awareness regarding electronic waste, Yettel organized first E-Waste Recycling Day in December, during which employees brought old TV sets, vacuum cleaners, air-conditioners, laptop PCs, and other types of electronic and electrical waste.

The employees collected and recycled 178 kg of electronic and electrical waste.

**In addition, employees gathered more than 340 kg of plastic caps for “Cap for Handicap” cause and 10 kg of cigarette packs in cooperation with the Association “Our Home”.**

### Permanent Elimination of Plastic Cups at HQ, Regional Centers and Shops

Yettel constantly strives to reduce the negative impact on the environment and contribute to its preservation, which is confirmed by the Environmental Management System, certified according to the ISO 14001 standard.

One of the initiatives launched within the company is a trial period without the use of plastic cups from water dispensers in the HQ, Regional Centers and Shops. After a successfully implemented pilot project, during which the consumption of plastic cups was reduced by 500 packages, Yettel decided to make this initiative a regular practice.

Instead of plastic water cups from water machines, we now use ceramic cups in HQ and regional centers in Subotica, Novi Sad, Niš, and Kragujevac, while employees in retail and storage facilities use cardboard cups. With this initiative we managed to prevent 12,000 plastic cups from becoming waste.

### Yettel Accomplished Volunteer Action: Cleaning Divčibare

We make efforts to raise individual and collective awareness of how an individual, as well as the community, can contribute to the protection of the environment. In July 2022, together with students of the Faculty of Economics – SEFA and JP “Srbija šume”, our employees took part in the volunteer action of cleaning Mountain Divčibare.

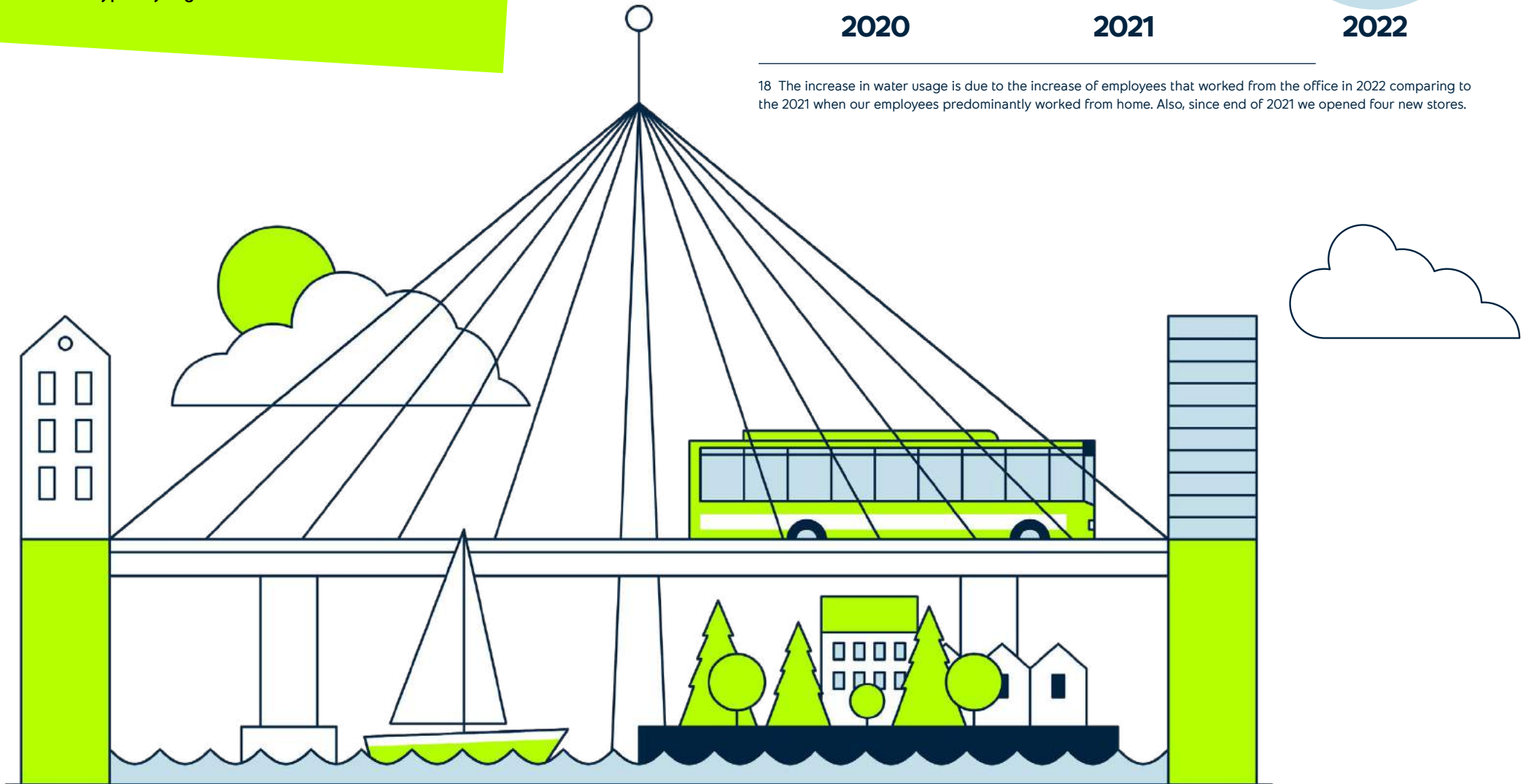
## 2.3. Managing water resources

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

### Water Consumption (in m3) per year



<sup>18</sup> The increase in water usage is due to the increase of employees that worked from the office in 2022 comparing to the 2021 when our employees predominantly worked from home. Also, since end of 2021 we opened four new stores.



# 3. PEOPLE:

Putting people at the  
centre of  
everything  
we do





## OUR AMBITION

Creating the best possible experience for employees, customers and communities. Specifically, empowering colleagues by creating an equitable, diverse and inclusive working environment and safeguarding the health, safety and wellbeing of our employees, customers, partners, suppliers and communities where we operate.

## HOW WE MANAGE

Looking after our employees and their ongoing professional development and training is a top priority. We regularly assess and adapt our strategies to meet the evolving needs and expectations of our workforce. We strive to create more agile structures and foster new ways of working to attract top talent, build a skilled workforce, and create a positive work culture and environment. We are committed to giving employees opportunities for growth and recognizing their contributions. In turn, we can enjoy higher productivity, employee satisfaction and long-term organizational success.

## 3.1. Employment and employee development

### OUR FOCUS

Being a responsible employer by supporting current and future employees in their personal and professional development, safeguarding employee health, safety and wellbeing, fostering an inclusive and equitable workplace culture which engages employees and creates rewarding career paths.

### OUR TARGETS

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

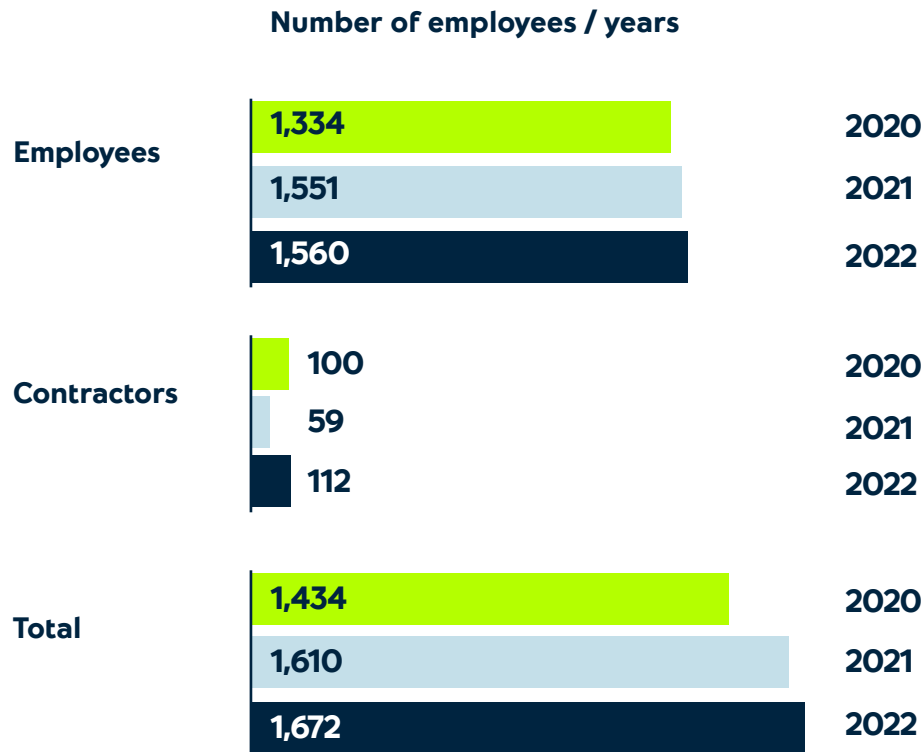
<sup>19</sup> PPF Telecom Group has committed to establish a talent development programme to oversee the various initiatives of business units to improve diversity in the Group's talent pool and eliminate unconscious bias cultures. Yettel will be aligned with the Group's talent development programme.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



## Employment and working conditions

**The number of employees at 2022 year-end was 1,672. Over the past year our base of employees grew by 61 employees.**

Table 10 - Total number of employees and contractors per year



### Total number of employees per employment type in 2022:

Full time	1,206
Part-time (Contractors)	466

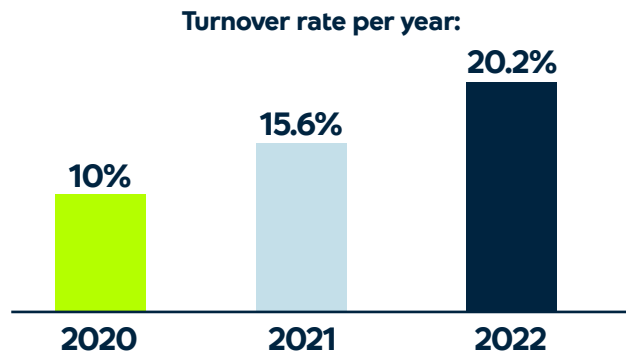
Yettel respects its employees' rights to be members of unions and does not tolerate any retaliation or hostile action towards employees who choose to do so. We respect the core standards of the International Labour Organization (ILO), especially regarding freedom of association and the right to collective bargaining. A collective bargaining agreement applies to all our employees (1,672 in December 2022).

All our employees are entitled to the parental leave benefit in accordance with the national Labour Law that regulates this matter. In 2022, total number of 83 of our female colleagues were entitled to take the maternity and parental leave and each used this right. Male colleagues didn't request to use their available paid leave days, however every new father has two weeks of paid leave for a newborn baby.



## Retaining talent

Yettel places a strong emphasis on creating and maintaining an appealing working environment that fosters the development and growth of all employees in suitable roles across the organization. We prioritize robust training and development opportunities, investing in refining and advancing our training initiatives to enhance the skills and capabilities of our workforce.



Retention rate in 2022 (staff retained / total staff): 85%

To ensure continuous improvement and better understanding of our employees' strengths, we conduct regular performance assessments and evaluations. These assessments provide valuable insights and pave the way for additional opportunities for employees' development and growth.

Our training programmes are carefully tailored to meet the specific needs of Yettel, align with regulatory requirements, the individual development plans of our employees. By catering to these diverse requirements, we aim to nurture a skilled and competent workforce, well-prepared to meet the challenges of the dynamic telecommunications industry.

Total number of training hours: 4,204

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

In the future, we are committed to launching new initiatives that will deepen our understanding of our employees and their needs. Regular surveys will be conducted to gain insights into what motivates our team and how we can best fulfil their requirements and aspirations. By actively listening to our employees, we seek to continuously improve our work environment, ensuring it remains engaging, supportive, and conducive to personal and professional growth for every individual at Yettel.

## The 2022 Employee Survey response rate was 51%

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

We are strengthening our employees' skills and capabilities through various development activities:

- attending conferences:
  - **Present to Succeed Conference** - April 2022.
  - **JS Armada - Full-stack JavaScript conference** held in Novi Sad, Serbia.
  - **Data Science Conference** - DSC Europe 23 is the Tech-first grassroots Conference that gathers the brightest & sharpest minds in the industry.
- learning platforms:
  - **IT Academy** - online learnings available for young talent development.
  - **LinkedIn Learning - online platform:**
    - We use LinkedIn Learning as an online educational platform that helps discover and develop employees on how to boost their careers. All the courses on LinkedIn fall into four categories: Business, Creative, Technology, and Certifications.
    - Two streams of learnings mapping: through Performance Review Process with targeted learnings for individuals and by publishing most relevant learnings in critical domains (PM, Business Services, TEOO, Business Operations, etc).



## Recruiting talents

Choosing where to start a career is an important decision for each person. We acknowledge this fact by offering an opportunity for students or graduates to become a part of our teams. Through the internship, students can explore the chance to master new skills and competencies while being mentored by our colleagues and working on creative and innovative projects. In this way, we enable wide-range of skill-learning, from project management, business communications, financial controlling, data science and different IT skills.

We feel proud of our youth programme “Kickstart” which enables us to create a pool

of young talents and provide an opportunity to start their careers with us. We offer the first job experience to enthusiastic graduates ready to learn about the highest business standards in our company. In 2022, a total of 86 young people participated in the Kickstart programme, and 43% found a permanent employment within the company, after having completed the programme.

Yettel has developed strong partnerships with relevant educational institutions and students’ organizations. Also, we participated in more than 10 student Job Fairs and 2 big international conferences (JavaScript Armada and Data Science Conference).

Table 11 - Partnerships and collaborations

Institution/organization	Our collaboration
Faculty of Organizational Science	<ul style="list-style-type: none"> <li>- Three weeks summer internship programme with more than 20 students who completed educational programmes in the IT and Retail departments.</li> <li>- Taking part in the Symposium conference “Sustainability and digital transformation”, an international event with more than 200 students and academics.</li> </ul>
Faculty of Mathematics	Yettel guest lecture “Artificial Intelligence and mobile operators” by Đorđe Hirš, our Data Science Manager
Faculty of Economics	Company visits - Student learn by doing through meeting, engaging and interacting with economists working in Yettel
KSER – Part of the Faculty of Electrical Engineering	Gathers ETF and Students of technical faculties of Serbia. More than 350 students in 2 days. IT experts talked about Hipernet.
Student Union of Faculty of Organizational Science – 6 projects	<ul style="list-style-type: none"> <li>- Gaming Fair: Gathers FON and technical faculties of Serbia; Record number of contestants: 362; Approx 150 students on lecture held by IT experts with Internet/Hipernet as topic.</li> <li>- Yard sale: Yettel Lecture – Topic: Rebranding, Marcomm and communications team as lectures.</li> <li>- Humanitarian Sports tournament: sport spirit and socializing with students at Ada; approx. 350 students and 50 Yettel competitors attended the competition.</li> <li>- Humanitarian Stand Up evening</li> <li>- FON quiz</li> <li>- Behind the content: Yettel Lecture - Topic Rebranding - PM team as lectures.</li> </ul>
EESTEC (Electrical Engineering Students’ European Association)	<ul style="list-style-type: none"> <li>- Soft skills academy on writing CVs and Employer branding - 50 students</li> <li>- EESTEC job Fair: regional activity that gathers youngsters primarily from Serbia, but also from Bulgaria and Hungary.</li> </ul>
SEFA (students of the Faculty of Economics)	In cooperation with the students of the Faculty of Economics and public enterprise “Serbia Forests”, we had the cleaning action on Mt. Divčibare. Colleagues gladly responded to our invitation and with great enthusiasm participated in the action of cleaning the nature, together with the students of the Faculty of Economics.
Connecting (providing help in professional orientation):	More than 20 young attendants have participated in Job Shadowing - they have visited the Yettel headquarters, met with our professionals where they talked about the industry.
HR world (community of HR professionals)	HR oriented “Meet People Analytics”, international project



## Diversity, equality, and inclusion

Our approach to improving diversity, equality and inclusion is based on a combination of group-wide and local initiatives. The four building blocks are:

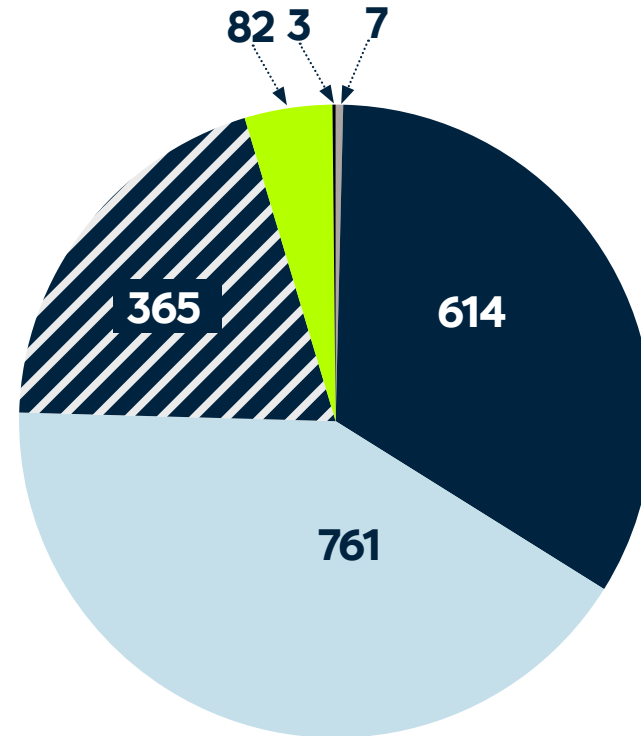
- 1) **DEI policy**  
Yettel is aligned with Groups efforts to establish a group-wide Diversity, Equality, and Inclusion (DEI) policy to unite common principles into a single policy and align all other people-oriented policies with those principles.
- 2) **Combating bias**  
Following Group's initiatives, Yettel will run training sessions on unconscious biases, starting with top management and then extending the programme to other employee levels.
- 3) **PPF Telecom Group talent development programme**  
Finding talent for the most senior positions in the telecommunications industry is not straightforward, although we have gained a diverse, wider talent pool of employees at other levels. In 2023 Yettel will run individual leadership development programmes for C-level executives. Where required, leaders undergoing the programme will be coached or mentored. Best practices will be shared, and the best talent will be discovered through common activities to promote peer networking and exposure and experience with PPF Telecom Group Leadership. DEI topics will be an integral part of these leadership development programmes, which will typically run for key talent from each business unit annually and potentially be complemented with business school and keynote speakers, external coaches and others.
- 4) **Minority groups**  
At Yettel, we recognise that individuals with diverse backgrounds bring valuable differences in perspective, culture, work ethics and ways of working to the company. Over time, we hope we will develop an internal pipeline of high calibre individuals with diverse backgrounds and skills and confidence needed for leadership roles.

One of the benefits diversity and inclusion in the workplace is that it helps reflect the world around us and our customer's needs, which in turn leading to better business solutions. We also believe that strong and diverse leaders are the foundation for a successful business.

Things we care about the most:

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

Employee age structure, by age groups:



Up to 20	0,4%
21 - 30	33,5%
31 - 40	41,5%
41 - 50	19,9%
51 - 60	4,5%
61 - 65	0,2%

Table 12 - Employee age structure

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

- **Distribution of employees by gender in 2022; 41% male, 59% female**
- **29% leadership positions in Top Management held by women**
- Gender split in technology roles: 52% male, 48% female. In 2022 we had 70 women in technology roles which cover different seniority levels, from internship, specialists, engineers, experts to managers.

## case study

### Women in Leadership Position

Nevena Stefanović has served as Chief Human Resource Officer since 2016. She graduated in telecommunication from the Faculty of Electrical Engineering of the University of Belgrade and received a master's degree in business administration in marketing, MBA, from the University of Sheffield (2008). Nevena started her career in the Technology department in 2002. Over the years, she developed her knowledge, skills, and career through various leading positions in Marketing, Strategy, and Corporate Communications until she joined the HR department as CHRO.

"You can be yourself and make an impact" - this is the promise that we gave to people in our organization when we became Yettel. We are truly focused on creating the best possible experience for employees, by building an inclusive culture, where every team member has the opportunity to learn and grow professionally, belong and achieve.



## Health, safety and wellbeing

The health, safety and wellbeing of employees is one of Yettel top priorities. A healthy working environment is, at the same time, the goal and means for occupational health protection and safety.

To improve safety and health at work, Yettel engages an external consulting company with over 20 years of experience in consulting, education and training, planning and execution of works, professional supervision, maintenance, measurement and testing of working conditions in the field of safety and health at work.

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

Raising awareness is one of the preconditions for the continued improvement of safety and health at work. Therefore, besides onboarding training for new employees, we invite our employees a couple of times per year to go through online H&S training. In addition, last year, training for safe driving in difficult traffic conditions was organized for business sales employees.

In 2022, 10 injuries occurred, of which 8 were minor and 2 were serious, and more precisely 5 were work-related, while the other 5 occurred on the way from home to work or vice versa.

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



## 3.2. Network deployment: Telecommunications technology and public health

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

Both types of permits (environmental and spectrum) are issued in accordance with the restrictions (re: position, power, levels of EMF, etc.) set forth in the Environmental Impact Assessment Report.

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

### 3.3. Customer relationship management

#### OUR FOCUS

Continuously improving customer engagement processes to help us collect and incorporate feedback and continually improve our services and range of products.



#### OUR TARGET

Regular customer satisfaction surveys to collect feedback.

#### HOW WE MANAGE

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

In order to do that we are evaluating our yearly performance by using the TRI\*M<sup>20</sup> methodology, which is calculated based on 2 areas: performance and preference. In 2022, result for Yettel was TRI\*M index 92.

In 2022, out of 2,626 of total Yettel respondents, 75% evaluated performance as Excellent or Very Good, while 62% made same evaluation for Preference. Overall, out of total number of respondents, 1,970 of them felt satisfied with Yettel service.

<sup>20</sup> TRI\*M method, see [www.kantartns-see.com/what-we-do/key-research-tools/relationshiptrim/](http://www.kantartns-see.com/what-we-do/key-research-tools/relationshiptrim/)

### 3.4. Communities and social action

#### OUR FOCUS

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

#### OUR TARGETS

Support local communities with donations and active engagement.

#### HOW WE MANAGE

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

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

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



## Showcase of Yettel community engagement projects

### “Yettel - Full Speed to the Stars”

The project “Yettel – Full Speed to the Stars”, implemented by the Serbian Athletics Federation and Yettel, aims to make elementary school students aware of the importance and beauty of sports, a healthy lifestyle, and popularization of athletics as a basic sport and the development of team spirit among elementary school students.

In the qualification event, 17 elementary school teams from 17 Belgrade municipalities with 270 children participated, with winners qualifying for the final event and winning valuable awards gifted by Yettel.

At the final event, held at the Athletic Hall in Belgrade, almost 400 children from 263 elementary schools all over Serbia took part. Super winners of the competition, in addition to many valuable awards, had the opportunity to participate in athletics and recreation camp “With Speed to the Stars” in Krupanj.

In addition, various workshops and training grounds for participants were organized, including a promotional race for Serbian athletes.



## Strategic partnership between Yettel and the Mountain Rescue Service of Serbia

Yettel and the Mountain Rescue Service have signed a three-year strategic partnership contract. During the partnership, Yettel and the Mountain Rescue Service will collaborate on activities to promote safe outdoor experiences.

“The whole outcome of the rescue sometimes depends on the speed of communication. We save human lives and know full well how in some situations every minute can be critical. That’s why the quality and reliability of communication is very important to us. We are looking forward to future cooperation with Yettel, and hope that with joint work we will succeed in increasing the safety of all climbers, skiers and recreationists”, said Vladimir Pavlović, President of the Managing Board of the Mountain Rescue Service of Serbia.







## Humanitarian numbers in Yettel



**By activating humanitarian numbers, we are finding innovative ways to contribute to connecting humanitarian organizations, foundations, associations and citizens who want to donate funds for humanitarian purposes in a simple manner. Most of the actions were intended to collect additional funds to support the treatment of citizens, most often children and young people. In 2022, we had 27 active humanitarian numbers, and in total RSD 373,762,467 was donated to this cause.**

## Community engagement projects supported by Yettel Foundation

### FESTIVAL ARLEMM - Arilje, the Cultural Capital for the 13th Consecutive Year

ARLEMM is an event that gathers young, talented, and creative individuals with the goal of providing them the opportunity to enhance and exchange their knowledge through collaborative work and music-making.

Providing opportunities for children and young people for further improvement, as well as discovering new young talents, and forming a stimulating environment for the development of this type of creativity, constitute the core of the ARLEMM event.

ARLEMM 2022, 13th in a row, was opened by gala concert of the orchestra GRMI, led by renowned violinist Stefan Milenković and streamed online via Yettel Network. During 16 days of festival events, visitors enjoyed in performances of Zvonko Bogdan, band KALEM, and many others.

Additionally, around 150 young participants from Serbia and other countries had the opportunity to work with top-level instructors and professors of violin, cello, piano, viola, flute, chamber music, solo singing, and guitar. During the festival, they showcased their skills at open-air concerts.

The founder and organizer of the non-profit event ARLEMM is the Association for the Expansion and Promotion of Music Culture in Serbia - MUZIKUS. The realization of the event has been supported by the Ministry of Culture and Information, SOKOJ (Serbian music copyright organization), the Ministry of Trade, Tourism and Telecommunications, the Municipality and Library of Arilje, the brand Extreme Intimo, Austrian Cultural Forum, Goethe Institute, the Spanish "Pais Fund," and the Yettel Foundation.

We were particularly pleased that thanks to our stable, reliable and fast network, could contribute to making music and arts accessible to the largest possible number of people.



Dragan Zabunović, ARLEMM 2022



Ivan Zupanc, ARLEMM 2022, Belgrade

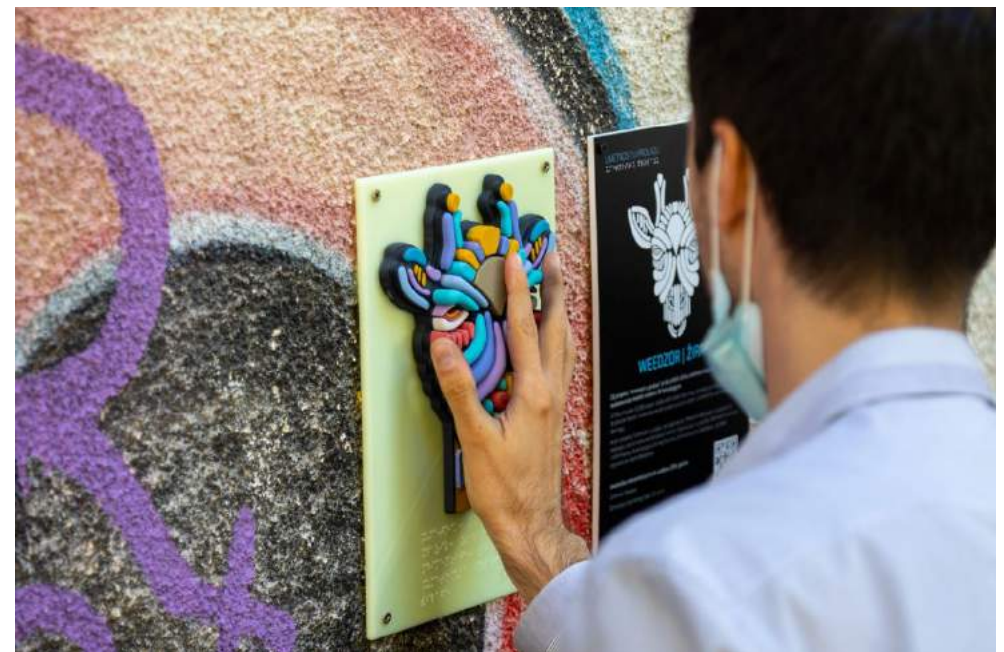


## Yettel Foundation supported project “Art in Passing” – First 3D models of murals for the blind and visually impaired posed in Belgrade

There are about 12,000 blind and visually impaired persons in Serbia who need support exercising their rights. Successful integration in all social trends and daily activities, among other things, requires access to cultural life and artistic works. That's why Yettel Foundation worked with Street Art Belgrade to bring street art closer to the blind and visually impaired community through the utilization of 3D technology.

The first two murals were posted on October 15, 2021, in Vračar, on the Day of the Blind and Visually Impaired Persons. Artistic works of Belgrade artist Weedzor were selected since he is present in the streets of Belgrade since 2005. Models have been made for murals that are recognizable by cylindrically shaped elements, which form the structure of animal heads – The giraffe and Wolf. Next to 3D models are descriptions of works in the Braille alphabet.

The third mural, for which 3D model has been made, was painted by artists Jana and Hope and has the symbolic name “Love and Hope”. The mural was painted in 2018 with the support of children from “Svratište”, center for youth integration. The wall is in Cetinjska Street, across the social enterprise Cafe-bar “16”. This coffee chop was opened to provide support to former users of Svratište.





### “Prof. Dr Ilija Stojanović” Awards Presented at the Faculty of Electrical Engineering in Belgrade

The Yettel Foundation presented the prestigious “Prof. Dr Ilija Stojanović” awards to outstanding students and authors of scientific papers in the field of telecommunications.

The “Prof. Dr Ilija Stojanović” award was established by the Yettel Foundation (previously Telenor Foundation) in 2007 in memory of Professor Dr Ilija Stojanović, a trailblazer in modern telecommunications in the former Yugoslavia and present-day Serbia. Professor Stojanović founded the Department for Telecommunications at the Faculty of Electrical Engineering in Belgrade and taught and mentored numerous generations of telecommunication engineers, who have become industry leaders today.



### New Year’s Donation from the Yettel Foundation

The Yettel Foundation has once again extended its support to the Centre for Accommodation and Daycare of Children and Youth with Developmental Disabilities. Through a donation of RSD 200,000, the Foundation has provided funds for essential materials used in the work-occupational therapy of the center’s children and youth. Additionally, the foundation surprised them with New Year’s gift packages.

With this donation, the Yettel Foundation continues its long-term cooperation with the Centre, demonstrating its commitment to supporting the center’s members and their well-being.

# 4. TECHNOLOGY:

**Accelerating technology  
for a sustainable  
future**





## OUR AMBITION

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

## OUR GOALS

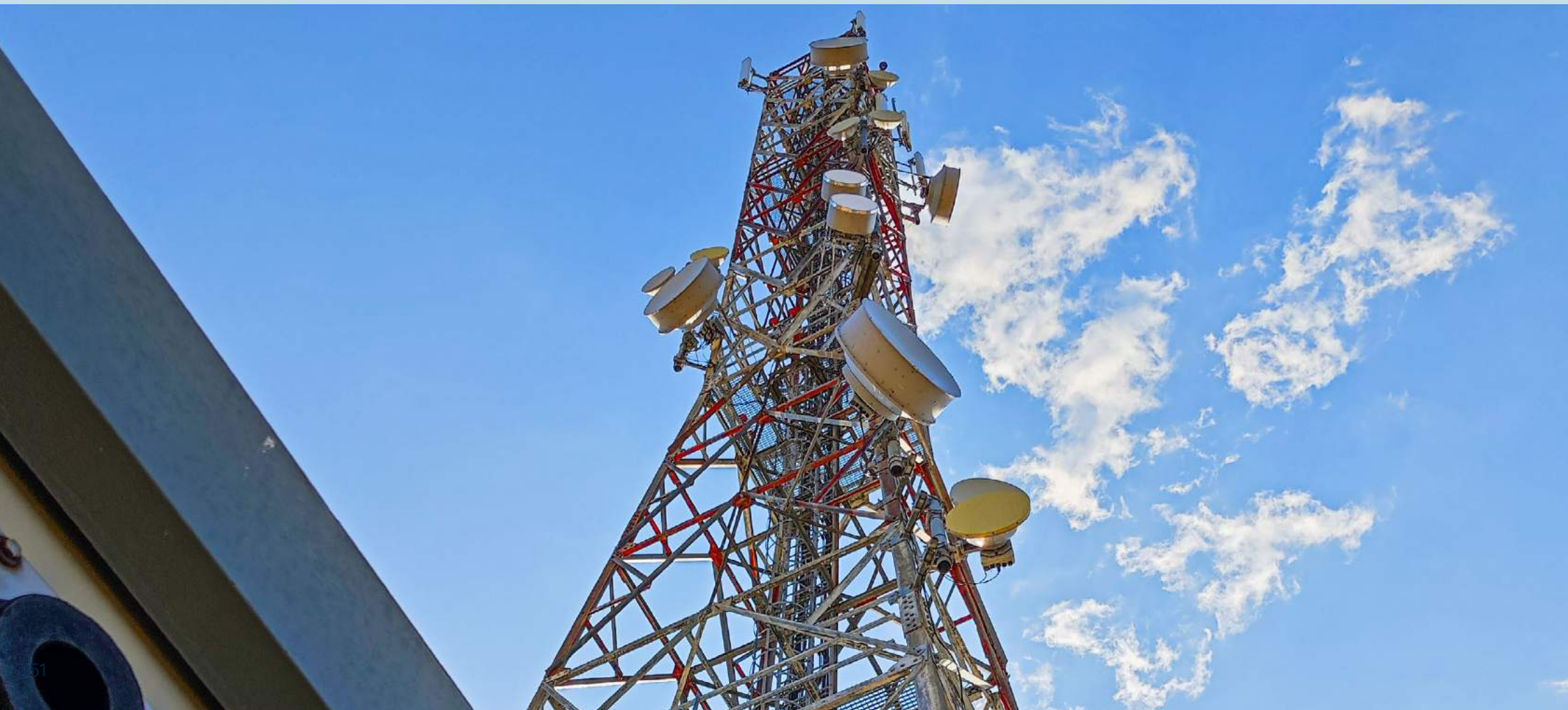
- 5G connectivity available to at least 50% and 80% of the population by mid of 2026 and end of 2028, respectively <sup>21</sup>
- By 2025, train 90,000 people (including teachers, children, and adults) in digital skills
- By 2025, we will ensure protection of 13% of our tariff customers in the consumer segment with our cybersecurity solution

## HOW WE MANAGE

Lack of digital literacy and skills and affordability of devices and data remain key barriers to mobile internet adoption. In line with our sustainable development strategy, we are helping customers and their families use technology productively while staying safe online. We have partnered with leading organizations to provide people with the best advice on digital skilling and freely accessible support and training to get the most from the online world.

---

<sup>21</sup> Achieving the goal related to 5G connectivity will be highly dependent on the external factors. In Serbia, the 5G spectrum auction has not yet happened.



## 4.1. Sustainable connectivity

In times when societies, businesses and individuals highly rely on technology in daily activities, the most important thing for a company providing connectivity and technology services is to ensure access to affordable, reliable and safe services for all.

**Yettel is proud that 4G network coverage reached 97% of the total population in Serbia in 2022.**

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

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

% of population covered with 4G:	96.96	2020
	97.17	2021
	97	2022

### case study

Currently, there is no 5G network coverage in Serbia; however, Yettel is the first telco operator to launch the 5G test environment in the country, back in 2019 and continues to support the development of technology:

- Yettel has launched second 5G test environment for all entrepreneurs, faculties, students, start-ups, and all those who want to develop their solutions on the 5G network. After Science-Technology Park at Zvezdara, Yettel opened yet another test environment, in the Science-Technology Park Čačak. The new test environment was made for the purpose of testing and learning about 5G technology before it becomes commercially available.
- In November of 2022, during Telfor, 30th jubilee communication forum event, Yettel has demonstrated potential for 5G technology while outlining that the fifth generation of mobile internet brings many times higher throughput rates, larger coverage and capacities and almost total absence of latency in data transfer. During the event, solutions such as AR glasses, monitoring drones and solutions for remote-controlled cars using 5G network were also presented.

In 2022, we have improved access to mobile connectivity in rural areas, installing 55 transmitter sites in rural locations and upgrading 29 other areas to the LTE 800 MHz band.

Also, for the fourth year in a row, we won the Best in Test award in the comparative measurement of network quality, conducted by the international company UMLAUT. Yettel network has the highest mobile internet coverage (broadband coverage) and the lowest delay in data transmission (latency).





## Smart technology application

### Safe Net

Safe Net is our new solution for safe Internet use. While customers surf the Internet in the Yettel network, Safe Net identifies and blocks malicious web locations and protects them from Internet frauds that aim to steal personal or financial data. In addition to protection from the most common cyber threats, Safe Net provides the option to have access control of content in specific categories, such as social networks, inappropriate content, games and potentially dangerous sites.

**Our goal is to ensure protection of 13% of our tariff customers in the consumer segment with our cybersecurity solution by 2025.**

We introduced this solution in late December 2022, and in just a several weeks reached 4,674 users.

### Investments in innovation and technology

Our two modern and innovative products that were introduced on the Serbian market in 2021 - Hipernet and Drivey - have received great response from our customers during 2022.

- With Hipernet, households in Serbia have the strongest possible WI-FI signal in every corner of their home, a home entertainment hub built on next-generation digital television, and the superior customer experience. Total number of users at the end of 2022 was 48,481.
- Drivey - Everything about your car, now on your smartphone. Drivey, available through Yettel in Serbia and two other countries where our brand is present, is a smart device used to track information on vehicle location and driving pattern for statistical purposes. The device allows users to set a maximum speed, and thereby to help protect life and assets.

## Yettel Safe Net

Zaštita od sajber napada, dok surfuješ u Yettel mreži



Aktiviraj u  
Y. aplikaciji  
prva 3 meseca  
**besplatno**





## 4.2. Sustainable society

Improving digital skills, and raising awareness of internet-based threats, is very important for our business. We see it as our responsibility to provide tools and resources to organizations and individuals so that they can achieve their full potential in the digital era. Our goal is to address as many people as possible

with educational campaigns, learning materials, advice, information, and security awareness training. Our focus is on children, parents and teachers that feel vulnerable, non adequately educated and prepared or need assistance with minimizing online threats.

Held over one month, the campaign was seen by almost **six million people**, and texts on the [zena.blic.rs](https://zena.blic.rs) portal were accessed 123,411 times. The project garnered positive reviews from readers, who frequently agreed on the importance of the topic and advocated more public discussion.

### case study

#### "Stop hate on the Net" campaign

It is almost impossible to imagine life without the Internet, especially for younger generations. Although it may be an excellent tool for learning, development and fun, the digital world also has a dark side. UNICEF studies indicate that most school-age children are exposed to cyberbullying but often do not recognize or report it. Many adults also fail to acknowledge the seriousness and commonness of cyberbullying, and many lack the appropriate knowledge to help young people who confide in them about things happening to them online.

In cooperation with the Blic Žena portal, UNICEF launched "Stop hate on the Net", a campaign for raising awareness on cyberbullying and improving digital literacy in children and adults. The campaign ran from September 19 to October 24, 2022, supported by Yettel, MTS, SBB, and the Ministry of Trade, Tourism and Telecommunications.



Message from ESG and Events Manager,

## Milica Begenišić

"The internet has a major role in our lives, and children start using it from a very early age. Proper and timely education for children about cyberbullying and how and to whom to report it to is the key to creating a safe environment on the internet. Company has been strategically involved in children's safety on the internet since 2012, and through our many projects and work with partners, more than 40,000 children have been instructed on safe use of the internet. For us, it is important to cooperate with the right partners in this area, which is why we are supporting the "Stop hate on the Net" campaign. Only together can we create a safe digital environment for everyone."



### Campaign results

The "Stop hate on the Net" campaign was held over three stages. The first stage introduced cyberbullying in detail, describing what happens when someone is bullied online, who is often targeted, and how it should be reported. In the second stage, celebrities supporting the project – singers Ana Stanić, Zoe Kida and Tijana Bogičević and actress Milica Milša – spoke about their experiences of cyberbullying and how they faced the problem. The third stage looked at a series of texts in which experts advise parents how to follow the activities of their children online and help them protect themselves from cyberbullying. All of these activities were promoted on social networks.

## Connectivity for inclusion

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

### Supporting inclusivity

Yettel Serbia, in cooperation with the Office for IT and eGovernment and at the initiative of the Prime Minister's Office, launched a special SOS app in December 2022 for people with hearing impairments. Through the app, people with hearing impairments can start a video call with an interpreter from the National Interpreting Centre for Serbian Sign Language to dial a desired phone number and simultaneously interpret the conversation with the dialled contact. Yettel supports this initiative with free internet access for the application to all Yettel customers.



### Supporting inclusive access to education

Bridging the Digital Divide in Serbia for the Most Vulnerable Children is Yettel Serbia's ongoing project for creating suitable distance learning conditions for students regardless of where they live. In 2022, Yettel worked with 30 primary schools to establish EdTech libraries, each equipped with 63 tablets and two laptops with internet access (internet access cards donated directly by Yettel). All of these schools have also established learning clubs to improve support for the wellbeing, better learning and social integration of 4,000 students, including 1,000 students from disadvantaged families. Up to 740 (39%) of teachers at the schools used the tablets for the project's activities. Additional 185 schools received a laptop and modem with internet cards to help teachers' assistants improve their work and support for vulnerable students. The project also helped improve psychosocial support programmes for 13,600 students at 30 schools in 10 municipalities.



### 4.3. Cybersecurity, digital and personal data protection

Cybersecurity and data protection is critical to the business continuity of our organization. Building and maintaining customer trust is of top priority for Yettel; therefore, the protection of our systems and personal data is of top importance to both our users and Yettel. Fighting cybercrime and protecting our customers' data is both complex and variable, and we are therefore continuously working to enhance our data protection methods and increase network resilience to cybercrime.

Within our regular activities, in 2022 we additionally emphasized the importance of personal data protection to all employees, especially to our colleagues in retail, as well as to new employees that have recently joined Yettel. This activity was conducted through Onboarding workshops, organized by HR division every month.

Yettel Serbia's data security framework is based on industry-accepted standards, aimed to ensure maximum data protection (ISO27001: 2013, ISO 27791, COBIT, etc.). We have adopted a number of policies governing data processing and we apply encryption, anonymization, pseudonymization and other mechanisms to both "data in transit" and "data at rest".

Yettel has an appointed Data Protection Officer and specialized departments to oversee information security and fraud protection, support personal data protection and other security processes and perform compliance monitoring. Our information security management system is ISO 27001 certified, and in 2022, our privacy information management system became ISO 27701 certified. We have also invested in state-of-the-art data privacy software used for data discovery and maintaining processing records, as required under Serbian Law on Data Protection.





# 5. TRANSPARENCY:

Acting with  
transparency  
and integrity





**OUR AMBITION:**

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

**OUR TARGETS:**

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

- Sustainability suppliers' programme established, including environmental, legal, human rights, and implementation for key suppliers by 2024
- Sustainability-related training introduced across the entire Group with the aim of achieving 100% participation by senior management and at least 50% employees participation by 2023

Well-established and functioning corporate governance is essential to business success and delivering on sustainability commitments. Engaging with stakeholders and providing grievance mechanisms are critical to maintaining open dialogue, receiving feedback and

acting on that feedback. Companies must take action to eliminate illegal or unethical behaviour by their employees, associates or representatives. This type of behaviour impacts the wider society by undermining political and public trust in the legal system and may

also harm human rights or damage the environment. Noncompliance with applicable laws and regulations is also costly for the companies, leading to fines and lost reputation, in turn affecting the ability to operate and hampering prospects for growth.

**5.1. Ownership**

Yettel is a Limited Liability Company with an office registered at 90 Omladinskih brigada street, Belgrade, the Republic of Serbia. The sole owner of the Company is PPF TMT BIDCO 1 B.V. Amsterdam, the Netherlands with its registered office at 933 Strawinskyalaan street. On 1 March 2022, the Company changed its name from Telenor to Yettel as part of the rebranding strategy. As of 3 August 2018, PPF TMT BIDCO 1 B.V. has been the owner of the company in Serbia. PPF TMT BIDCO 1 B.V. is wholly owned by PPF Telecom Group B.V. a Limited Liability Company established on 16 October 2013 under the laws of the Netherlands. The CEO of Yettel in Serbia is a member of Senior Management. The Senior Management provides executive support to PPF Telecom Group B.V. Management Board.



**5.1.1. Local Approach to Governance in ESG**

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

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



## Ethics and integrity

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

### Risk management

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



### Combating bribery and corruption



Yettel is committed to highest ethical and professional standards. Anti-bribery is regulated internally by the Code of Ethics and in more detail by the Local Ethics & Compliance Policy, which are made available to all employees. At least once per calendar year, awareness rising activities are performed in a way that employees are reminded about anti-bribery rules and the importance of compliance. Channels are opened for employees to raise concerns or report any ethical issues, breaches of the Code of Ethics or the anti-bribery rules. The approach to "Zero tolerance to corruption" is prescribed by the Local Ethics and Compliance Policy. Internal and external reports of suspected violation of the Code of Ethics (either by an employee, a natural person or a legal entity acting on behalf of Yettel) can be filed directly via the phone or e-mail to the Ethics & Compliance Officer or through the Ethics Hotline while either remaining anonymous or not. Such reports are processed with due care and treated confidentially.

Compliance incidents, depending on their materiality and complexity, are investigated by the Ethics and Compliance Officer and/or other competent units or officers. When circumstances require, an Ethics and Compliance Training, inclusive of the section on anti-bribery code of conduct, is organized. Furthermore, a procedure that establishes the employees' responsibility to report any potential conflict of interests has been put in place. The reported case is processed by a dedicated Committee responsible for providing recommendations on further action. Within this calendar year, designing an anti-corruption and anti-bribery or similar training programmes will be considered. In regard to external relations, the Code of Ethics prescribes a standard contractual clause to be produced to contractual parties and incorporated into their contractual agreements with other parties. The standard contractual clause establishes a liability towards contractual partners and their sub-contractors.

### Human rights and fair labor

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

### Anti-harassment

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

### Combating discrimination

The Company occasionally organizes Discrimination Training Courses for Managers. The Company has also put in place procedures that are followed when dealing with discrimination: methods to handle complaints, methods to monitor compliance, methods to prevent mobbing.

**In 2022, the number of discrimination cases, either reported or identified, was zero.**

### Whistleblowing process

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



## 5.2. Our value chain

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

Table 13 - Value chain

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



### 5.3. About this report

This report showcases Yettel commitment to sustainability and its efforts towards creating a more balanced future. We prioritize environmental, social, and governance issues, recognizing their significance in fulfilling our responsibility to society and ensuring long-term success.

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

The report includes essential social and environmental data about Yettel, as well as our sustainability strategy, guiding our efforts and resources towards areas where we can make the most significant difference. Our reporting adheres to the internationally recognized non-financial reporting framework, the Global Reporting Initiative (GRI) 2021, which is applicable for reports published after January 2023. We align with the United Nations Sustainable Development Goals (SDGs) and follow the GHG Protocol for Scope 1, 2, and 3 emissions calculations and reporting.

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

The reporting period covers from January 1st of 2022 to December 31st of 2022, encompassing the entire Yettel value chain. It communicates management approaches for non-financial topics, major activities undertaken, and the overall progress made in 2022. Additionally, the report outlines our governance, policies, and structures related to these topics. As part of our commitment to transparency, we intend to improve data quality and quantity in future reports. Comparative data presented in this report is taken from the published previous GRI report of the company without any restatements.

The report is available in both English and Serbian languages and was published on December 6<sup>th</sup> of 2023. If you have any further inquiries or require additional information, please feel free to contact us at [esg@yettel.rs](mailto:esg@yettel.rs). We would be delighted to answer any questions you may have about our Report.



## 6. GRI content index

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

Table 14 - GRI Content Index

GRI Standard	Disclosure	Reported in chapter	Reference Page	Explanation	SDGs
<b>GRI 2: General Disclosures 2021</b>	2-1 Organizational details	SUSTAINABILITY AT YETTEL, TRANSPARENCY	5,6, 7,49		
	2-2 Entities included in the organization's sustainability reporting	SUSTAINABILITY AT YETTEL, TRANSPARENCY	5,6,56		
	2-3 Reporting period, frequency and contact point	TRANSPARENCY	56		
	2-4 Restatements of information	-	-	No restatements	
	2-5 External assurance	-	-	Not applicable	
	2-6 Activities, value chain and other business relationships	TRANSPARENCY	53,54,55		
	2-7 Employees	PEOPLE	33-40		SDG 10 - REDUCED INEQUALITIES SDG 8 -DECENT WORK AND ECONOMIC GROWTH INSTITUTIONS
	2-9 Governance structure and composition	SUSTAINABILITY AT YETTEL TRANSPARENCY	7,49		SDG 5 - GENDER EQUALITY SDG 16 - PEACE, JUSTICE AND STRONG INSTITUTIONS
	2-22 Statement on sustainable development strategy	SUSTAINABILITY AT YETTEL TRANSPARENCY	10-17,48		
	2-23 Policy commitments	TRANSPARENCY	49-51		SDG 16 - PEACE, JUSTICE AND STRONG INSTITUTIONS
	2-26 Mechanisms for seeking advice and raising concerns	TRANSPARENCY	49-51		SDG 16 - PEACE, JUSTICE AND STRONG INSTITUTIONS
	2-28 Membership associations	SUSTAINABILITY AT YETTEL	22		
	2-29 Approach to stakeholder engagement	SUSTAINABILITY AT YETTEL	18-21		
	2-30 Collective bargaining agreements	PEOPLE	32		SDG 8 -DECENT WORK AND ECONOMIC GROWTH

<b>GRI 3: Material Topics 2021</b>	3-1 Process to determine material topics	SUSTAINABILITY AT YETTEL	16		
	3-2 List of material topics	SUSTAINABILITY AT YETTEL	16-17		
<b>GRI 201: Economic Performance 2016</b>	201-1 Direct economic value generated and distributed	SUSTAINABILITY AT YETTEL	8,9		SDG 8 - DECENT WORK AND ECONOMIC GROWTH SDG 9 - INDUSTRY, INNOVATION, AND INFRASTRUCTURE STITUTIONS
<b>GRI 205: Anti-corruption 2016</b>	205-2 Communication and training about anti-corruption policies and procedures	TRANSPARENCY	49,50		SDG 16 - PEACE, JUSTICE, AND STRONG INSTITUTIONS
<b>GRI 302: Energy 2016</b>	302-1 Energy consumption within the organization	ENVIRONMENT	26,27		SDG 7 - AFFORDABLE AND CLEAN ENERGY SDG 8 - DECENT WORK AND ECONOMIC GROWTH SDG 12 - RESPONSIBLE CONSUMPTION AND PRODUCTION SDG 13 - CLIMATE ACTION
<b>GRI 303: Water and Effluents 2018</b>	303-5 Water consumption	ENVIRONMENT	32		SDG 6 - CLEAN WATER AND SANITATION
<b>GRI 305: Emissions 2016</b>	305-1 Direct (Scope 1) GHG emissions	ENVIRONMENT	27,28		SDG 3 - GOOD HEALTH AND WELL BEING SDG 12 - RESPONSIBLE CONSUMPTION AND PRODUCTION SDG 13 - CLIMATE ACTION SDG 14 - LIFE BELOW WATER SDG 15 - LIFE ON LAND
	305-2 Energy indirect (Scope 2) GHG emissions	ENVIRONMENT	27,28		
	305-3 Other indirect (Scope 3) GHG emissions	ENVIRONMENT	27,28		
<b>GRI 306: Waste 2020</b>	306-1 Waste generation and significant waste-related impacts	ENVIRONMENT	29-31		SDG 3 - GOOD HEALTH AND WELL BEING SDG 6 - CLEAN WATER AND SANITATION SDG 11 - SUSTAINABLE CITIES AND COMMUNITIES SDG 12 - RESPONSIBLE CONSUMPTION AND PRODUCTION SDG 15 - LIFE ON LAND
	306-2 Management of significant waste-related impacts	ENVIRONMENT	29-31		
	306-3 Waste generated	ENVIRONMENT	29-31		
	306-4 Waste diverted from disposal	ENVIRONMENT	29-31		
	306-5 Waste directed to disposal	ENVIRONMENT	29-31		
<b>GRI 401: Employment 2016</b>	401-1 New employee hires and employee turnover	PEOPLE	33,34		SDG 5 - GENDER EQUALITY SDG 8 - DECENT WORK AND ECONOMIC GROWTH SDG 10 - REDUCED INEQUALITIES
	401-3 Parental leave	PEOPLE	33		

<b>GRI 403: Occupational Health and Safety 2018</b>	403-1 Occupational health and safety management system	PEOPLE	38,39		SDG 8 - DECENT WORK AND ECONOMIC GROWTH
	403-2 Hazard identification, risk assessment, and incident investigation	PEOPLE	38,39		
	403-5 Worker training on occupational health and safety	PEOPLE	38,39		
	403-9 Work-related injuries	PEOPLE	38,39		SDG 3 - GOOD HEALTH AND WELL BEING SDG 8 - DECENT WORK AND ECONOMIC GROWTH SDG 16 - PEACE, JUSTICE AND STRONG INSTITUTIONS
<b>GRI 404: Training and Education 2016</b>	404-1 Average hours of training per year per employee	PEOPLE	34		SDG 4 - QUALITY EDUCATION SDG 5 - GENDER EQUALITY SDG 8 - DECENT WORK AND ECONOMIC GROWTH SDG 10 - REDUCED INEQUALITIES
	404-2 programmes for upgrading employee skills and transition assistance programmes	PEOPLE	34,35		SDG 8 - DECENT WORK AND ECONOMIC GROWTH
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Diversity of governance bodies and employees	PEOPLE	37		SDG 5 - GENDER EQUALITY SDG 8 - DECENT WORK AND ECONOMIC GROWTH
<b>GRI 413: Local Communities 2016</b>	413-1 Operations with local community engagement, impact assessments, and development programmes	PEOPLE	40,41,42,43		
<b>GRI 416: Customer Health and Safety 2016</b>	416-1 Assessment of the health and safety impacts of product and service categories	TECHNOLOGY, PEOPLE	39		
<b>GRI 418: Customer Privacy 2016</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	TECHNOLOGY	47		SDG 16 - PEACE, JUSTICE, AND STRONG INSTITUTIONS



**Yettel.**