

# Sustainability report 2024



**Yettel.**

**Serbia**

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# 1. General information - Sustainability at Yettel



## Introductory Message from the Director-General

Dear friends and partners,

It is my pleasure to present Yettel's 2024 Sustainability Report. This report is not just a collection of data and results, but a demonstration of our commitment to sustainable business, our values, and the direction we aim.

We live in an extremely dynamic environment, in which mobile and internet connectivity is a prerequisite for modern life. Our network is at the heart of such digital everyday life - from supporting remote work and digital education, to AI-based solutions. That is why we are consistent in our intention to ensure stable, secure and accessible connectivity for all and committed to the goal of becoming the favorite digital brand in Serbia.

Along the way, we are constantly innovating, developing services and the telecommunications market in Serbia, while operating ethically and responsibly with a continuous focus on environmental protection.

The biggest partners in our efforts to protect the environment are our customers. In our recycling program, which has been running since 2021, we have jointly engaged in recycling more than 1.4 million devices, which represents over 100 tons of electronic waste. In 2024 alone, more than 140,000 customers switched to e-bill, saving about 1.76 million sheets of paper and 1.54 million envelopes. The Eco Bonus digital service, in which customers recycle paper and plastic waste through authorized partners, has involved more than 13,500 customers by the end of 2024. In this way, over 725 tons of plastic and 347 tons of paper and cardboard were collected.

Our efforts have also been recognized through a survey by Kantar, which ranked Yettel as the most environmentally responsible company on the market for the second time in a row.

We don't build sustainability only through technology. Over the past year, we have continued to strengthen the culture of Diversity, Equity, and Inclusion (DEI). We have a Kickstart internship program to give final year college students the opportunity to gain skills in telecommunications, as well as their first work experience. We provide training on unconscious bias and work to create a work environment where all employees feel motivated, safe and encouraged to reach their full potential.

Our alignment with the ESG targets of the e&PPF Group allows us to ambitiously plan further steps in development, as a market leader, technology company and responsible actor in society.

We believe that the key to creating a better future lies in civil, corporate and public sector partnerships. Thank you for being on this journey together.

Yours sincerely,

**Mike Michel**  
CEO



## Retrospective in 2024:

Message from **Vanja Stanković**, Executive Director of Finance:

The year 2024 was another year of growth and development for our company in all business segments. We have exceeded the financial targets and achieved good results in the non-financial ones.

The total achievement was 122.3%, which confirmed the sustainability of our business model and laid a strong foundation for further development. These results provide us with a stable basis for continued strategic development in the years to come.

In line with our strategic goal towards sustainable growth in volume and value, both through an increase in transaction volume and value per transaction, 2024 was marked by strong growth in the postpaid segment for individual customers. For the fourth year in a row, we achieved double-digit growth, as revenue increased by 21% compared to 2023.

The net growth of the user base of 80,000 is the best achievement in the last seven years. This result was achieved thanks to the successful migration of customers from prepaid

to postpaid services, especially in the last quarter. We also ended the year with the highest share of customers with contractual obligation in the database (almost 87%), which represents the highest number of renewed contracts so far.

In the area of additional services, we have reached 200,000 active users of device insurance. This means that with every second phone sold, the policy was activated. Through targeted campaigns, we have continued to provide additional value to our customers under the best conditions.

A special focus during the year was on sustainable business and responsible management of resources. We have recycled more than 724,000 devices and adequately disposed of over 44 tons of electronic waste. In doing so, we have continued to strengthen our commitment to the circular economy and environmental protection.

I would like to thank all my colleagues for their professional and dedicated work, which has made it possible to achieve these results.



A message from **Milica Begenišić**, ESG Manager:

Today, technology is shaping all aspects of life, and our responsibility as a telecommunications company is greater than ever.

We are aware that digital connectivity brings not only opportunities, but also challenges, especially for children and vulnerable groups. That is why for 13 years we have been implementing various initiatives with the aim of educating and empowering customers of all generations to use digital technologies safely and responsibly.

Our approach to sustainability is based on the belief that it is the path that leads to a more resilient society and a more successful business. We believe that sustainability is

not just a task to be fulfilled, but an opportunity to leave a positive mark - for people, the environment and the planet.

We are proud that our efforts have been recognized. According to independent ESG research by Kantar, Yettel has been rated as the most environmentally responsible company on the market for the second year in a row, and our environmental performance has positioned us as a leader among telecommunication operators.

Behind each of these results are our customers, our teams and our partners. Together we are building a sustainable digital future, and we are thankful to everyone who are a part of that journey.

## 1.1 Yettel in numbers

**Leader in the  
mobile market  
in revenues from  
services provided**

**The most  
environmentally  
responsible company  
on the market in  
Serbia<sup>1</sup>**

**89%**  
satisfied  
customers<sup>2</sup>

**3,152,879**  
Total number of  
mobile telephony  
users and fiber optic  
internet users:

Total  
Employees:  
**1,713**

**132**  
stores

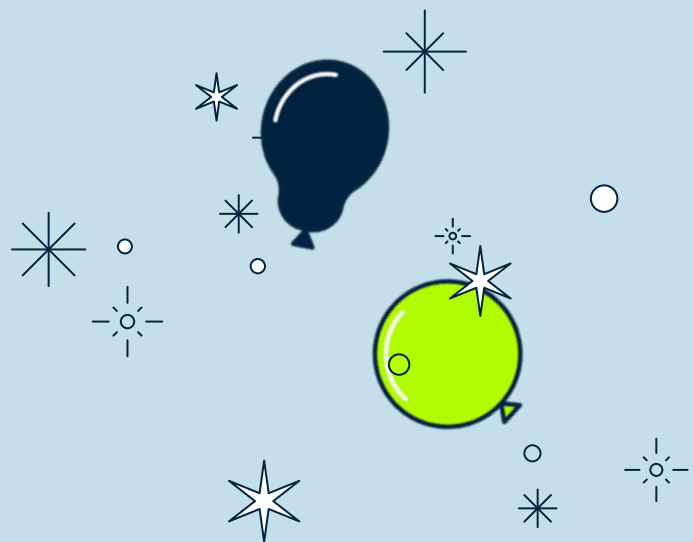
<sup>1</sup> Based on ESG research conducted by Kantar on a representative sample of the urban population in July 2024.

<sup>2</sup> Based on 3,339 participants in the Yettel Service Satisfaction Survey



## Moments of the Year We Are Proud of

- Leader in the mobile services market with a **37.1%** share in revenues;
- We provide a complete portfolio of fixed services for households;
- The first operator to launch a **5G test environment**;
- We have recycled **1,410,706** telephone devices and related electronic waste;
- We procure **100%** electricity from renewable sources (within the grid, administrative building and retail facilities);
- For the ninth time in a row, the **UMLAUT** award for the best mobile network quality "Best in the Test".



## 1.2 e&PPF Telecom Group

In 2024, PPF Telecom Group B.V. entered a strategic partnership with Emirates Telecommunications Group Company PJSC (“e& Group”).<sup>3</sup> Following this change, the company was renamed e& PPF Telecom Group B.V.<sup>4</sup> (“e& PPF Telecom Group” or “Group”). e&PPF Telecom Group is a leader in the telecommunications services sector in Central and Southeastern Europe, with companies operating in Slovakia, Hungary, Bulgaria and Serbia. The companies are divided into two segments: 1) commercial, focused on providing services to end-users, and 2) technological, focused on the development and maintenance of telecommunications infrastructure. e& PPF Telecom Group is a pioneer of this approach, since in 2015 it separated infrastructure from commercial operations for the first time. This business model brings benefits to both segments of the Group, as well as to end-users. The Group’s services include mobile telecommunications, fixed telecommunications, infrastructure-related services, data transmission services, broadband internet and media distribution.

In pursuing its mission and business success, the Group makes decisions based on three strategic business objectives:

### The best network

As a Group, we are committed to building the best and most secure telecommunications network in Central and Southeastern Europe. We are investing heavily in infrastructure for 5G, digitalization and cybersecurity. To maximize the potential of

new technologies, we exchange examples of good practice in all countries in which we operate. We also strive to apply the best available technology to reduce our impact on the environment.

### Best Customer Experience

To take full advantage of the quality of its infrastructure, the Group is focused on providing exceptional customer experience. As a Group, we provide easy access to and use of our services and products, with a transparent pricing policy based on providing the highest possible value to customers. In this way, we enable customers to make informed decisions and choose the services that best suit their needs. The security and privacy of customer data is of the utmost importance to us, and we continuously improve our processes to increase customer satisfaction.

### Best Business Performance

As a leading company in the telecommunications sector in Central and Southeastern Europe, as a Group we continuously invest in innovation and the development of our product portfolio. We are responsible to our employees and the environment and are committed to protecting them. Transparency in work and business activities is the foundation of our corporate responsibility. We are actively working to achieve our goals to ensure long-term success, increase competitiveness and create value for all stakeholders.

<sup>3</sup> Czech entities are excluded from the transaction.

<sup>4</sup> e& PPF Telecom Group (the “e& PPF Telecom Group” or the “Group”) includes e& PPF Telecom Group B.V. (the “Company”) and all of its subsidiaries.





### 1.2.1 Yettel Serbia

The primary activity of our company is the provision of telecommunications services to more than 3 million customers in Serbia. In the mobile segment, we are the market leader in terms of revenue with a 37.7% share. Three years ago, in addition to mobile services, Yettel expanded its business to the fixed market, providing a complete portfolio of fixed services for households in Serbia, including optic fiber broadband internet, a next-generation television platform and landline. We have a license for mobile spectrum for our services, and most of the physical infrastructure needed to provide services is leased from CETIN Serbia. We offer our services through digital channels and a retail network consisting of 132 stores, while a team of business sales representatives serves the customers in the private and public sectors. By putting

customers first, our mission is simple - to be a partner to customers in the digital world. Committed to innovation, Yettel was the first telecommunications operator to launch a 5G test environment in Serbia back in 2019. With the aim of remaining a driving force in the field of technology, we continue to offer innovative, yet simple and customized solutions in mobile and fixed telecommunications services.

In accordance with the principles of transparency and good governance that we emphasize in this report, the following illustration shows the organizational chart of our company.

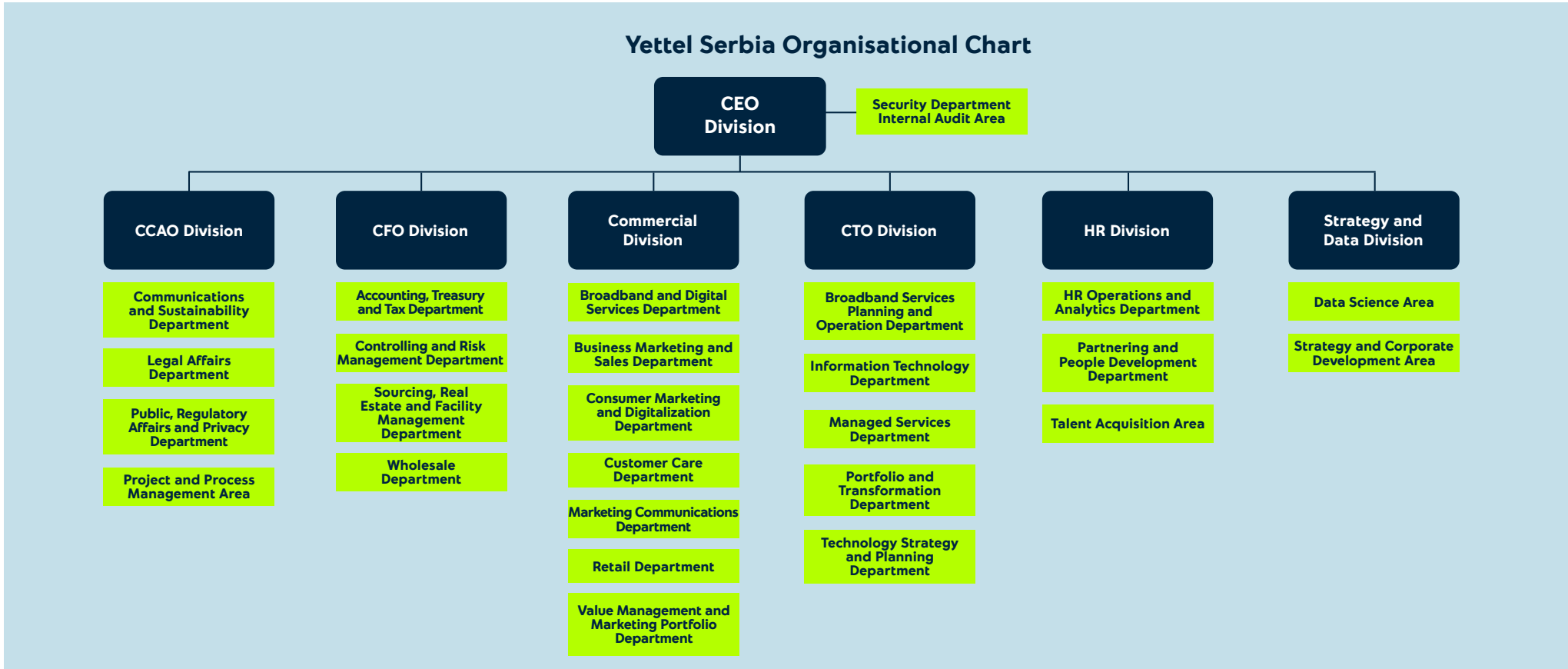


Illustration 1: Yettel Serbia Organizational Chart

### 1.3 Yettel Foundation

Yettel is recognized as the leading telecommunications operator in Serbia for its responsible approach towards the environment<sup>5</sup>. This commitment has been confirmed by numerous recognitions and awards for corporate social responsibility (CSR), which is a result of a consistent and systematic approach to sustainability in all business segments.

Yettel's socially responsible initiatives are largely implemented and supported by the Yettel Foundation, while the concept of sustainability itself is deeply integrated into the company's day-to-day activities. Through a strategic approach, the Yettel Foundation operates in accordance with the principles of responsibility toward the community and nature - with the aim of minimizing the negative environmental impact and encouraging customers to act more responsibly.

By using its own technology and digital solutions, Yettel actively contributes to raising awareness of the importance of preserving the environment, implements concrete actions together with customers, improves digital literacy and strengthens partnerships that contribute to the development of sustainable communities.

The Yettel Foundation is particularly focused on supporting projects that deal with environmental protection, the development of digital skills in children and adults, as well as the improvement of the position of socially vulnerable groups. Through these activities, the company not only reduces its environmental footprint, but also inspires customers to build a better and more sustainable future together.

Since 2022, the Yettel Foundation has supported numerous entities and actions through various initiatives and projects.

Table 1: Initiatives and projects supported by the Yettel Foundation

18	Students, professors and researchers in the field of telecommunications
8	Organizations and institutions that provide assistance to socially marginalized and vulnerable groups
3	Humanitarian tournaments
2	Environmental Awareness Projects
1	Project that promotes music and art



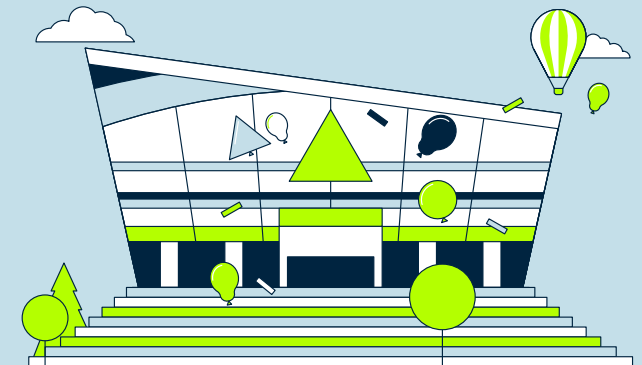
5 Based on ESG research conducted by Kantar on a representative sample of the urban population in July 2024.

### 1.3.1. Economic impact and added value creation

In addition to being committed to building a sustainable and healthy business, we are aware that working in accordance with the principles of social responsibility has a significant impact on our business results, society, customers and employees. In 2024, we will continue to invest in the local community through philanthropic activities. The principle of sustainability is an integral

part of the company's business strategy, and we want to help customers improve sustainability in their lives by using digital technology (e.g., to save energy through our smart applications, protect data with security solutions or recycle electronic devices). We are constantly looking for ways to improve our portfolio of services and solutions and better communicate environmental

activities, such as the use of renewable energy sources in stores, the recycling of electrical and electronic waste, partnerships with local communities through volunteering activities, collaborations with charities for the reuse of digital devices, as well as providing information and delivering educational programs on digital technology.



## 1.4. Our approach to sustainability

Yettel's business follows the sustainable strategy of e&PPF Telecom Group, which achieves impact by integrating sustainability into all aspects of its business.





## 1.4.1. Our Sustainability Strategy (SBM-3)

Since 2021, Yettel Serbia has been regularly reporting on its non-financial indicators. In the past, our reports were prepared according to the GRI standards (Global Reporting Initiative Standards). As of 2023, our reporting is based on ESRS standards (European Sustainability Reporting Standards), as a part of our e&PPF Telecom Group B.V's commitment to comply with the requirements of the EU Corporate Sustainability Reporting Directive (CSRD). This report is Yettel's second report prepared following the ESRS reporting standards.

Yettel implements its strategic objectives in Serbia in line with the Group. Our business success goals are reflected in our sustainability strategy, which is based on four pillars:

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

## Environment

### Objective: Reducing the impact on the environment

Yettel recognizes the need to preserve a healthy environment for present and future generations. Accordingly, our company has adopted a range of policies and practices that are focused on reducing the environmental footprint of the business through the value chain, using new technologies that help preserve the environment. Our activities are focused on reducing energy consumption, saving fuel, using renewable energy sources and efficient management of materials and waste.

The key milestone we have achieved this year at the Group level, and to which we have committed in the previous period, is the validation of the science-based decarbonization goals from the SBTi (Science-based Target Initiative). As part of the e&PPF Telecom Group, we have met this goal and set new decarbonization targets that include Scope 1, 2 and 3. This year, at the Group level, we improved our score within the voluntary Carbon Disclosure Project (CDP) rating and achieved an A- rating, which places us among the leaders in the implementation of policies and actions related to climate change.

In addition, during 2024, our company has worked hard to decarbonize its business by reducing energy and fuel consumption. These activities have resulted in a reduction of harmful greenhouse gas emissions and to financial savings. We are especially proud of the fact that this year, out of the total energy consumed, 39% came from renewable sources.

### Our targets are:

- ☉ Achieve carbon neutrality by 2050;
- ☉ Meanwhile, by 2030, reduce greenhouse gas (GHG) emissions from Scope 1 and Scope 2 by 42%, and from Scope 3 by 25%, compared to 2022 as a base year (as confirmed by SBTi);
- ☉ Reach 1,600,000 e-bill users by the end of 2027;
- ☉ Reach 2,700,000 recycled devices by the end of 2027 through:
  - annual mobile phones return and recycling rate of 40% when selling new devices,
  - the annual amount of 12,000 kg of recycled devices (besides mobile phones) handed over by customers through our device recycling program.

The target of "One Million Recycled Devices by the End of 2025" has already been reached in 2024, thanks to Yettel's campaigns. One of them is the program "The more you recycle, the more discount you get" which motivated customers to recycle their old devices while getting discounts on new devices. Having reached this target, we have set a new, even more ambitious one: 2,700,000 recycled devices by the end of 2027. The project, which is aimed at a paperless business, has contributed to the reduction of waste in retail. You can see more about these initiatives in section 2.3 How we help customers support the circular economy.



## 1.4.1. Our Sustainability Strategy (SBM-3)

Since 2021, Yettel Serbia has been regularly reporting on its non-financial indicators. In the past, our reports were prepared according to the GRI standards (Global Reporting Initiative Standards). As of 2023, our reporting is based on ESRS standards (European Sustainability Reporting Standards), as a part of our e& PPF Telecom Group B.V's commitment to comply with the requirements of the EU Corporate Sustainability Reporting Directive (CSRD). This report is Yettel's second report prepared following the ESRS reporting standards.

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

## PEOPLE

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

Yettel is committed to safeguarding the health, safety, and well-being of our colleagues, as well as our customers, suppliers, partners, and the communities in which we operate. To achieve this, we have set high standards in which our people operate by fostering inclusivity, equality and fairness. Our employees have access to continuous development, enabling us to implement best practices across the organization. We have also established clear standards for responsible network and product quality practices to protect the health and safety of both customers and local communities.

Throughout the year, we have continued to promote our Diversity, Equity and Inclusion (DEI) Policy. In addition, this year we have developed trainings for senior management in the company with the aim of promoting our DEI Policy and ensuring that all employees at that level complete the training.

### OUR TARGETS:

- ⊙ Improving communication with employees by achieving the participation of more than 60% of employees in internal surveys, and working on increasing this percentage on an annual basis;
- ⊙ To maintain zero work-related fatal or life-changing;
- ⊙ Supporting the development of local communities through donations and active participation in initiatives;
- ⊙ Conducting regular customer satisfaction surveys to collect feedback.

## TECHNOLOGY

### Target: Accelerating TECHNOLOGY for a Sustainable Future

Yettel invests substantial resources in the advancement of telecommunications technologies and related IT systems. By its very nature, telecommunications play a vital role in addressing today's environmental and social issues and challenges. Our digital technologies provide the foundation for stable and secure communication in the countries in which we operate - connecting individuals, communities and businesses in ways that were previously unimaginable. Yettel's stable network allows for seamless communication and access to information, increasing the security of individuals. Our stable network also provides unhindered access to online education, as well as entertainment - anytime, anywhere. In parallel, we focus on educating and upskilling our employees, stakeholders and communities about the risks and opportunities of digital technologies - empowering them to use these tools safely and effectively.

Our commitment to providing superior service has been recognized through multiple awards, including the Umlaut Network's "Best on the Test" award for the mobile network quality in Serbia. The privacy and security of our users is high on our company's agenda, and we continuously improve the protection of our customers' data and strengthen the resilience of our networks to cyberattacks and digital fraud.

### OUR TARGETS:

- ⊙ 5G connectivity available to at least 50% and 80% of the population by the end of 2026 and 2028 respectively<sup>6</sup>;
- ⊙ By the end of 2025, train 90,000 people (including teachers, children and adults) in digital skills.
- ⊙ By the end of 2025, ensure the protection of 28% of the postpaid base in the segment for individuals with a solution for safe use of the Internet.

<sup>6</sup> Achieving the target of 5G network availability is highly dependent on external factors. In Serbia, the auction of the 5G spectrum is not yet possible.

## 1.4.1. Our Sustainability Strategy (SBM-3)

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

## TRANSPARENCY

### Objective: Operating with TRANSPARENCY and Integrity

Integrity, transparency and ethics are the cornerstones of Yettel's business and are placed high on our agenda. Sustainable corporate governance is a key element of a company's long-term development. As a responsible business actor, we build trust and create added value for all stakeholders - through sustainable procurement practices, the implementation of anti-corruption and anti-bribery policies, and the consistent application of the principle of zero tolerance for legal violations.

We have further reinforced our commitment to high standards of social and environmental responsibility and business ethics across the value chain by adopting a formal Supplier Code of Conduct at the Group level. This Code outlines the minimum behavioral requirements, standards, and practices expected of all suppliers. We also launched a Supplier Risk Management Program and improved risk management through the establishment of an Audit, Risk and Compliance Committee.

### OUR TARGETS:

- ⦿ Conduct business ethically, legally, transparently and with integrity;
- ⦿ Compliance with the e& PPF Telecom Group's Sustainability Strategy;
- ⦿ Develop and implement mandatory sustainability training for all new employees and ensure ESG (Environmental, Social and Governance) refresher training for all employees, including targeted management sessions, at least once every two years.



# 1.5 How we contribute to value creation

Table 2: How we create value with our contribution

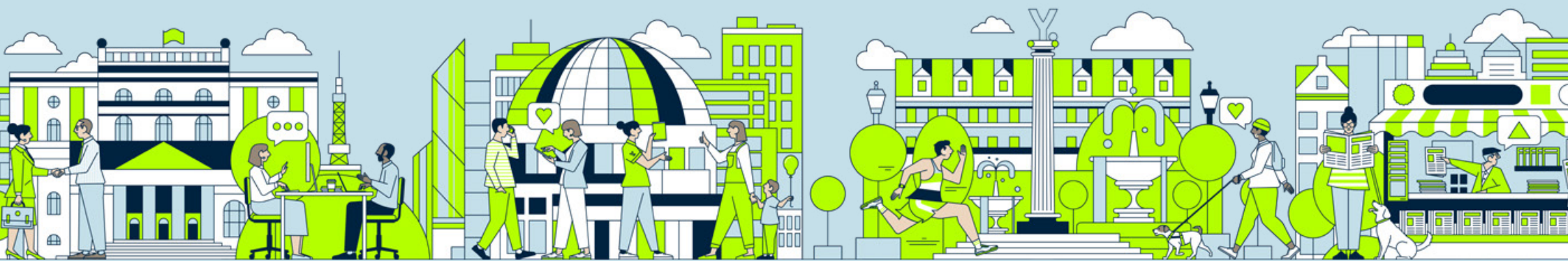
Segment	Our Influence	Our targets	Our contribution
ENVIRONMENT	<ul style="list-style-type: none"><li>• <b>Energy used:</b> 6,526.87 MWh</li><li>• <b>Waste generated:</b> 8,372.18 tons</li><li>• <b>Waste generated and recycled:</b> 8,328 tons</li></ul>	Achieve carbon neutrality by 2050;  Reduce Scope 1 and Scope 2 greenhouse gas emissions by 42% and Scope 3 by 25% by 2030, compared to 2022 as a base year.	Our network, administrative buildings, warehouse and retail facilities use 100% electricity from renewable sources.
		Reach 1,600,000 e-bill users by the end of 2027.	<b>Total:</b> 1,291,753 active users.
		Reach 2,700,000 recycled devices by the end of 2027 through: <ul style="list-style-type: none"><li>- an annual return and recycling rate of 40% for mobile phones when selling new devices,</li><li>- an annual amount of 12,000 kg of recycled devices (besides mobile phones) handed over by users through the device recycling program.</li></ul>	1,410,706 recycled devices. <b>2023:</b> 34.28 tons <b>2024:</b> 62.18 tons



PEOPLE	<ul style="list-style-type: none"> <li><b>Total Employees: 1,713</b></li> <li><b>Significant resources and investments have been allocated for numerous employee engagement and skill-development initiatives.</b></li> </ul>	Improve communication with employees by achieving the participation of more than 60% of employees in internal surveys, and work on increasing this percentage on an annual basis;	<b>In 2024, the share of employees in internal surveys was 69%.</b>
		Maintain zero fatal or life-changing injuries in our workplace	<b>Without a single fatal or life-changing injury in workplace.</b>
		Supporting the development of local communities through donations and active participation in initiatives.	<b>In 2024, 10 CSR activities were implemented.</b>
		Conduct regular customer satisfaction surveys to collect feedback.	<b>Customer satisfaction rate: TRI*M index<sup>7</sup></b>
TECHNOLOGY	<ul style="list-style-type: none"> <li><b>Allocated resources and investments</b></li> </ul>	5G connectivity available to at least 50% and 80% of the population by the end of 2026 and 2028, respectively.	<ul style="list-style-type: none"> <li><b>UMLAUT Award for Best Network Quality “Best on Test”;</b></li> <li><b>98% of the population is covered by the 4G network;</b></li> <li><b>3,152,879 million users;</b></li> <li><b>Currently, there is no 5G coverage in Serbia. Yettel is the first telecommunication operator to launch a 5G testbed environment in the country and supports the development of this technology.</b></li> </ul>
		By the end of 2025, train 90,000 people (including teachers, children and adults) in digital skills.	<ul style="list-style-type: none"> <li><b>14,400 people trained in digital skills;</b></li> <li><b>Activities carried out:</b> <ul style="list-style-type: none"> <li><b>Safe Net digital service;</b></li> <li><b>“MapApp” - an interactive poster designed to train primary and secondary school students about the safe use of the Internet;</b></li> <li><b>Cooperation with UNICEF - For Useful and Safe Digital Technologies in Schools.</b></li> </ul> </li> </ul>
		By the end of 2025, ensure the protection of 28% of the postpaid data-base in the segment for individual customers with a solution for safe use of the Internet.	<ul style="list-style-type: none"> <li><b>We launched a data protection solution at the end of 2022;</b></li> <li><b>30% of our customer base uses our data protection solution.</b></li> </ul>

<sup>7</sup> For more information, see Chapter 4.1.

TRANSPARENCY		Conduct business ethically, legally, transparently, and with integrity.	<ul style="list-style-type: none"><li>• <b>Annual Financial Report;</b></li><li>• <b>Annual Sustainability Report;</b></li><li>• <b>Sustainability partnerships: Forum for Responsible Business and NALED.</b></li></ul>
	<ul style="list-style-type: none"><li>• <b>Allocated resources invested and Investment</b></li></ul>	Compliance with the e& PPF Group's Sustainability Strategy;	<b>For the third year in a row, Yettel is aligned with the e&amp;PPF Telecom Group's strategy and meets the set targets.</b>
		Develop and launch mandatory sustainability training for all new employees and provide ESG refresher training to all employees, including targeted management sessions, at least once every two years.	<ul style="list-style-type: none"><li>• <b>1,048 employees attended sustainability trainings, which makes up 61% of the total number (not counting the senior management level);</b></li><li>• <b>All employees in senior management positions have attended training on sustainability.</b></li></ul>





## 1.6 Double materiality assessment (IRO-1, SBM-3)

Materiality assessment is a key activity in preparation for sustainability reporting. This process allows the company to identify the most important sustainability issues and to evaluate and prioritize them through communication with stakeholders. The assessment was carried out at the level of Yettel, following the approach prescribed by the ESRS standards. The result of this assessment is a list of sustainability topics that are material to Yettel regarding the environment and people, as well as on Yettel's business and value creation. Yettel's intention is to make sustainability an integral part of the business strategy, and materiality assessment process allows us to identify key sustainability topics, set targets related to them and establish policies and processes through which we will achieve them.

Table 3: Results of the assessment of double materiality

DOUBLE MATERIALITY ASSESSMENT PROCEDURE		
1.	<b>CONTEXT ANALYSIS:</b>	The initial step of the process is an analysis of the business model, value chain and stakeholders, to determine the factors of the internal and external environment on sustainability issues. This includes a detailed review of a wide range of internal documents and external sources such as regulatory frameworks, sustainability reporting standards, sectoral statistics, and various reports. In addition, key stakeholders related to the most important elements of the business are identified and engaged.
2.	<b>IDENTIFICATION OF TOPICS, SUBTOPICS AND RELATED IMPACTS, RISKS AND OPPORTUNITIES (IROS):</b>	Based on the context analysis and previous materiality assessment procedures, a preliminary list of topics and sub-topics (in accordance with the list prescribed by ESRS) that could potentially be material has been compiled. For each of these topics and sub-topics, actual and potential impacts, risks and opportunities related to Yettel's operations or value chain are identified. The focus of this part of the assessment was on key business activities, relationships that can lead to the emergence of impacts, risks and opportunities, the specifics of the industry, the geographical areas in which Yettel operates, and stakeholders.
3.	<b>ASSESSMENT OF POTENTIALLY MATERIAL IMPACTS, RISKS AND OPPORTUNITIES:</b>	The impacts, risks and opportunities identified in the previous step have been assessed from the perspective of impact materiality and financial materiality. The process involved internal and external experts in specific areas, as well as feedback from customers, employees and key stakeholders.
4.	<b>DETERMINATION OF MATERIAL SUSTAINABILITY ISSUES:</b>	To determine their severity and likelihood, the identified impacts, risks and opportunities are assessed according to a predefined methodology. Actual and potential, positive and negative impacts were rated on a scale of 1 to 5 for scope, scale, and irreparability as components of severity, as well as for the likelihood of occurrence. Risks and opportunities are also rated on a scale of 1 to 5 for the potential magnitude of the financial consequences and the likelihood of their occurrence. Impacts, risks and opportunities that exceeded the predefined threshold of 2.5 were assessed as material.
5.	<b>MONITORING AND VALIDATION:</b>	The results obtained were reviewed and verified with managers and experts in the specific areas, as with the stakeholders involved in the process. Also, the results were confirmed and approved by senior management, which confirmed their alignment with the business strategy.

Results of the assessment of double materiality:

ESG Category	ESRS Theme	Material subtopics
Environment	E1 Climate change	Climate change mitigation
		Energy
	E5 Circular Economy	Resources inflow
		Waste
Society	S1 Own Workforce	Working Conditions
		Equal treatment and opportunities for all
		Other work-related rights
	S4 Consumers and End-users	Information-related impacts for consumers and/or end-users
		Personal safety of consumers and/or end-users
		Social inclusion of consumers and/or end-users
Governance	G1 Business Conduct	Corporate culture
		Protection of whistle-blowers
		Political engagement and lobbying activities
		Management of relationships with suppliers including payment practices
		Corruption and bribery / Anti-money laundering
Entity specific	Entity specific	Cyber security
		Critical infrastructure

## 1.7 Stakeholder Engagement

We continue to constantly build and improve relationships with business partners, as they are the key to raising the quality of service and market development. To better understand the needs of stakeholders, we use a variety of methods and tools that enable open, transparent communication, thus encouraging effective engagement and exchange of important information.

One of the key stakeholders is CETIN Serbia - the first integrated telecommunications infrastructure company on the market of the Republic of Serbia. CETIN Serbia operates an impressive infrastructure that includes about 1,800 radio base stations, 9,300 kilometers of fiber optic cables and two data centers. The optical network operated by CETIN enables a high level of connectivity

in strategic locations across the country, using ring topologies within the national network structure. The company has also positioned itself as an important provider of data services, especially in the segment of international data transmission for subsidiaries within the e&PPF Telecom Group, as well as for numerous wholesale partners around the world.

Table 4: Stakeholder Engagement Approach

STAKEHOLDERS	STAKEHOLDER EXPECTATIONS	APPROACH TO ENGAGEMENT	OUR INITIATIVES AND RESPONSES	IMPORTANT EVENTS IN 2024
CUSTOMERS	The quality of the product (e.g., design, features, practicality); Quality of service (e.g., response, reliability and consistency; Value for money; Data protection and privacy.	Surveys, personal contact, social media, interaction over the phone, mobile applications, e-mail.	Training of customer support services; Development of new products, services and delivery channels; Conducting surveys to collect feedback; Improving cyber security and data privacy policies.	<ul style="list-style-type: none"> <li>Continuation of the campaign for the recycling of mobile phones and accessories to contribute to the reduction of electronic waste.</li> </ul>
EMPLOYEES	Security and career development; Competitive fees and benefits; Work-life balance; Fair treatment and Respect; Workplace safety and health and well-being; Developing environmental awareness.	Surveys (e.g., LutherOne employee engagement survey); Performance appraisal, individual development plans, existence of internal channels for complaints and whistleblowing, focus groups for employees, activities related to corporate social responsibility.	A robust Code of Ethics has been established, along with policies and procedures in the field of human resources, which ensure compliance with legal standards and enable the implementation of continuous training. The focus is on fostering a culture of diversity, equity, and inclusion, while supporting career development through competitive compensation and structured talent management. Monthly employee engagement surveys and performance evaluations are conducted on a regular basis, with secure feedback channels provided. Additionally, team cohesion is strengthened through various social responsibility initiatives.	<ul style="list-style-type: none"> <li>Mental health workshops and the Let's Talk initiative (developing ideas that have a positive impact on employees and users);</li> <li>Personal development programs;</li> <li>BrAln platform - a learning platform, which is ready to introduce AI assistants that will further improve the learning experience and personalization;</li> <li>LutherOne Survey;</li> <li>Green Agenda - Activities such as cleaning, reforestation and hiking;</li> <li>Let's Act - Encourages work-life balance by allowing employees to present personal project ideas to management for potential financial support.</li> <li>Summer Friday - Ice cream treats at headquarters and regional centers, plus gifts for all NCF roles;</li> <li>Workshop on Well-being - Organized on World Mental Health Day to promote mental health;</li> <li>CC Channel Training - for customer care agents with a focus on developing their business skills, as well as improving their telephone and email communication skills.</li> <li>Joining the global action "Earth Hour";</li> <li>Cooperation of employees in the action of cleaning and afforestation of Divčibare;</li> </ul>

STAKEHOLDERS	STAKEHOLDER EXPECTATIONS	APPROACH TO ENGAGEMENT	OUR INITIATIVES AND RESPONSES	IMPORTANT EVENTS IN 2024
<b>E&amp; PPF TELECOM GROUP</b>	Transparency of business information; Fast and accurate publication of data; Good risk and crisis management; Disclosure of ESG strategy in business strategy, business activities and financial instruments (e.g. climate change response, sustainable supply chain, and proper monitoring of human rights and occupational health).	Regular events, meetings and dialogues; Regular publications and announcements on Yettel's website.	Publishing annual reports and sustainability reports, providing transparent and prompt company updates.	<ul style="list-style-type: none"> <li>Alignment with the e&amp; PPF Telecom Group's sustainable business strategy.</li> </ul>
<b>SUPPLIERS</b>	Equal and fair treatment for every supplier; Transparent procurement process; Building long-term relationships and productive collaboration; Shared sustainability values.	Surveys, regular meetings, site visits, other activities and engagements.	Establishing a sustainable approach the supply chain; Review and improving the procurement process and communication to satisfy mutual needs.	<ul style="list-style-type: none"> <li>ESG training, annual surveys<sup>8</sup></li> </ul>
<b>COMMUNITY</b>	Acting as a responsible member of community; Employment of domestic workers and support for local businesses; Encouraging and supporting projects, partnerships, CSR programs and campaigns related to the local community, including donations and advocacy.	Regular site visits and meetings with community leaders; Engagement with members of the community through employment and other community development activities.	A meeting with the appropriate regulatory bodies and representatives; Participation in initiatives within the framework of the industry; Submission of regulatory proposals within public consultation process organized by the Regulator and relevant Ministry.	<ul style="list-style-type: none"> <li>Partnering with UNICEF to strengthen the digital competences of students, teachers and parents;</li> <li>Cooperation with company Appworks in digital literacy education and quizzes;</li> <li>Science picnic organized by the Science Festival and in cooperation with the Faculty of Forestry, University of Belgrade, in which scientific stories were presented through interactive settings, workshops and guided tours;</li> <li>New Year's humanitarian campaign for children from the Belgrade Shelter;</li> <li>Humanitarian tournament at Ada Ciganlija;</li> <li>Humanitarian Easter exhibition.</li> </ul>
<b>GOVERNMENT AND REGULATORY AGENCIES</b>	Continuity of services; Regulatory compliance; Promoting the improvement of the business environment; Getting involved in the new public policies, government initiatives, and exchanges of best practices; Registration of new services; Obtaining permits for industrial initiatives; Involvement in a local or national initiatives of the Government.	Meetings with the appropriate regulatory bodies and representatives, participation in industry-wide initiatives. Submission of regulatory proposals within public consultation process organized by the Regulator and relevant Ministry.	Sharing best practices and research, participating in government initiatives as applicable.	<ul style="list-style-type: none"> <li>Exchange of letters, meetings and round tables within the framework of public consultations for the development of laws, strategies, action plans and other public policies. The engagement included direct communication and communication through business associations.</li> </ul>

<sup>8</sup> In the study, we interviewed 162 suppliers from countries and industries with an estimated higher level of risk. Of these, 123 suppliers registered on the Integrity Next platform, while 95 provided responses in all five thematic areas, and 84 of them submitted their Code of Conduct

## Membership in business associations

### UN Global Compact

The UN Global Compact is a voluntary initiative that encourages companies around the world to adopt sustainable and socially responsible policies and practices and currently has over 20,000 active members<sup>9</sup>. As a member, e& PPF Telecom Group is committed to applying ten universally accepted principles in the areas of human rights, labour, environment and the fight against corruption, as well as to regularly report on the results achieved. Our activities are aligned with the values of the UN Global Compact, and by becoming a member of this initiative, we join the mutual efforts to create a positive impact on society and the environment.

<sup>9</sup> UN Global Compact, 2024 Communication on Progress (CoP) Insights Report (UN Global Compact, 2025). The report presents key trends, challenges and areas of progress in the implementation of the Ten Principles and SDGs according to the data from the CoP questionnaire for 2024

### Responsible Business Forum

Yettel is a member of the Responsible Business Forum - a network of leading companies that contribute to the development of the community by encouraging corporate social responsibility and establishing 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 sectors of society, thus encouraging cross-sectoral dialogue, cooperation and exchange of good experiences. It focuses on the development of practical and sustainable solutions in four key areas that form the pillars of corporate social responsibility: local community, environmental protection, working environment and market.

### Foreign Investors Council (FIC)

Yettel is a member of the Foreign Investors Council (FIC), a business association founded in 2002 with the aim of improving the business climate in Serbia through reform proposals and contributing to the establishment of a predictable regulatory framework. Yettel currently chairs the Council, and our CEO is the head of the Board of Directors. The Council has 120 members from various industries and areas of expertise, who actively support Serbia's economic integration into the European Union - with more than 74% of members coming from the EU. FIC regularly publishes the White Book, an annual overview of the business climate in Serbia, covering a wide range of topics - from the general legal framework to specific sectoral issues. In addition, the company chairs the Telecommunications and Digital Economy Committee within the Council, actively contributing to shaping the future regulatory landscape in these areas.

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

Yettel is a member of AmCham, a business association that promotes U.S. business values - competitiveness, transparency and free markets. As the voice of U.S. business in Serbia, AmCham actively contributes to the improvement of the regulatory and business environment through open partnerships with the Government, the private sector and other key stakeholders. Its activities are aimed at facilitating business connections and networking, as well as promoting best business practices. Through briefings and other formats, AmCham enables dialogue between competent institutions and the business community on challenges in the implementation of new laws and regulations. The Director of Corporate Affairs of our company is currently a member of the Board of Directors of AmCham, which further contributes to the exchange of knowledge and shaping a better business environment in Serbia.

### National Alliance for Local Economic Development (NALED)

Yettel is a member of NALED, the leading platform for public-private dialogue that brings together representatives of the businesses, local governments and the civil sector. The goal of NALED is to strengthen the capacity and accountability of public administration, as well as to improve the institutional framework for doing business in Serbia. Through a strong policy team and an efficient Executive Office, NALED is active in a number of areas through thematic working groups - the so-called "Alliances". Yettel participates in the work of several of them, including the eGov Alliance, the Environmental Protection Alliance, the Fair Competition Alliance and the Property and Investment Alliance, by contributing to the creation of policies that foster sustainable and competitive development.



## 1.8 Contribution to the United Nations Sustainable Development Goals

The United Nations Sustainable Development Goals (SDGs) represent a universal call to action to end poverty, protect the planet and improve the quality of life and prospects of future generations around the world. In 2015, the United Nations adopted 17 goals under the 2030 Agenda for Sustainable Development - a 15-year plan to achieve these goals.

These goals integrate the economic, social and environmental aspects of development and encourage responsible consumption and production. They focus on the equitable distribution of the benefits of technological, social and economic progress, while preserving natural resources, protecting forests and oceans, and fighting climate change.

Yettel is committed to implementing and respecting the eight Sustainable Development Goals (SDGs) by integrating sustainability principles into its daily operations.

The telecommunications industry, founded on the availability of mobile and fixed networks and the widespread use of mobile internet, has a key role to play in achieving Goal 9: Industry, Innovation and Infrastructure. In addition, the telecommunications sector contributes significantly to the achievement of Goal 1: No poverty, Goal 2: Zero hunger, and Goal 4: Quality education, enabling an increasing number of people to access basic services, education and financial services via mobile devices. Telecoms also play an important role in achieving Goal 13: Climate Action, by reducing emissions from their own operations, but also by providing digital solutions that help other industries manage their carbon footprint more efficiently.

Through our operations, we contribute to the following objectives:

Table 5: Contribution to the United Nations Sustainable Development Goals

	Goal	Our contribution
SDG 4	<b>ENSURE INCLUSIVE AND EQUITABLE QUALITY EDUCATION AND PROMOTE LIFELONG LEARNING OPPORTUNITIES FOR ALL</b>	Through telecommunications and information technology, we encourage the development of traditional and digital literacy, as well as numeracy skills. Our goal is to contribute to increasing the number of young people and adults with skills that are crucial for the modern age, including information and communication technologies (ICT). In addition, through targeted campaigns and educational programs, we support employees in gaining knowledge about the challenges of sustainable development.
SDG 5	<b>ACHIEVE GENDER EQUALITY AND EMPOWER ALL WOMEN AND GIRLS</b>	In our day-to-day business, we foster equality and gender equality, creating equal opportunities for leadership development. Through our expertise and information and communication technologies, we actively affirm and empower women.
SDG 7	<b>ENSURE ACCESS TO AFFORDABLE, RELIABLE, SUSTAINABLE AND MODERN ENERGY FOR ALL</b>	The deployment and increase of more energy-efficient telecommunications technologies, along with the increased use of renewable energy sources in business activities, enable the transition to sustainable and affordable energy.
SDG 8	<b>PROMOTE SUSTAINED, INCLUSIVE, AND SUSTAINABLE ECONOMIC GROWTH, FULL AND PRODUCTIVE EMPLOYMENT, AND DECENT WORK FOR ALL</b>	Our technologies, products and solutions support productivity gains, while respecting the protection of human rights and the promotion of a safe and healthy working environment.
SDG 9	<b>BUILD RESILIENT INFRASTRUCTURE, PROMOTE INCLUSIVE AND SUSTAINABLE INDUSTRIALIZATION AND FOSTER INNOVATION</b>	By building and developing high-quality, reliable and sustainable telecommunications infrastructure, we support economic development and the well-being of citizens. We are particularly focused on strengthening technological capacities to enable better access to information and wider internet accessibility.
SDG 11	<b>MAKE CITIES AND HUMAN SETTLEMENTS INCLUSIVE, SAFE, RESILIENT AND SUSTAINABLE</b>	Our solutions foster the establishment of positive economic and social connections between urban, peripheral and rural areas, helping to overcome the digital wage that can exist between them.
SDG 12	<b>ENSURE SUSTAINABLE CONSUMPTION AND PRODUCTION PATTERNS</b>	We encourage sustainable management and efficient use of natural resources through the improvement of waste management systems, responsible recycling and product repair. Where possible, we support and deploy eco-designed products, while using harmless chemicals in our infrastructure and services to reduce the overall impact on human health and the environment.
SDG 13	<b>TAKE URGENT ACTION TO COMBAT CLIMATE CHANGE AND ITS IMPACTS</b>	We support the sustainable management of natural resources in all business units through the implementation of strategies for environmental management, recycling and waste reduction. In this way, we contribute to the improvement of human health and the achievement of sustainability in environmental protection. Our Environmental Management System (EMS) is certified according to ISO 14001.



## 2. ENVIRONMENT:

Reducing  
the negative  
impact on the  
environment



## OUR AMBITION

We are aware that preserving a healthy living environment and reducing the environmental footprint are the basis for a better quality of life for present and future generations. In line with the strategic objectives of e&PPF Telecom Group, Yettel has adopted an Environmental Policy that applies to our operations and the entire value chain. We apply modern technologies to protect the environment, with a special emphasis on reducing energy consumption, more efficient use of fuel and transition to renewable energy sources. By doing so, we directly contribute to the reduction of greenhouse gas emissions and other pollutants in the air, but also to the saving of energy as a key resource. In addition, among our main priorities are the responsible management of materials and waste, as well as the continuous improvement of business processes to comprehensively reduce

the negative impact on the environment.

Proof that our efforts are recognized is that for the second year in a row, we have been recognized as the most environmentally responsible company on the market. We have identified key areas where we can make the most significant positive impact, and we remain committed to taking further action and developing solutions to address these challenges. Material topics on which we focus our efforts include:

- Climate change (greenhouse gas emissions and climate change mitigation) and energy;
- Waste and resource management, as well as the development of the circular economy.





## 2.1. Climate change, energy and emissions

### OUR FOCUS (IRO-1, SBM-3)

Climate change, as one of the key challenges of our time, represents an important issue and one of the key material topics for the telecommunications sector and its stakeholders.

Our focus and ambitions remain connected to key issues and topics related to climate change:

**Climate change mitigation** - Yettel has recognized several aspects of its impact on climate change mitigation. The construction of the physical infrastructure needed to operate, as well as the production and transportation of the electronic equipment that Yettel uses and sells, requires energy and fuel, which results in greenhouse gas emissions in supply chain (upstream) and use and disposal (downstream). Operations related to network management, data centers, offices, retail locations and fleet management also require energy, resulting in greenhouse gas emissions, further contributing to global warming.

Yettel strives to reduce its environmental and carbon footprint in its own operations and through entire value chain, with actions that focus on the responsible use and management of energy, products and waste.

**Climate change adaptation** - Climate change poses a significant risk to infrastructure that is critical to Yettel's business. Climate physical risks, such as increased temperatures, extreme weather events and floods, can cause damage and significant financial costs. In addition, there are also climate transition risks such as increased energy costs due to political and regulatory trends and requirements. Meanwhile, we also recognize opportunities such as implementing energy efficiency measures and increasing revenues through the design and provision of green digital

services. Finally, due to the improvement of our ESG performance, we are creating the opportunity to access more favorable financing conditions provided by various financial institutions.

Although climate change adaptation was not identified as a material topic in the double materiality assessment, we are aware of these climate-related risks and opportunities. We continue to work on their more detailed analysis and planning of actions to ensure the long-term resilience of our operations.

**Energy** - Yettel's operations, including data transmission, network connectivity and data storage, as well as equipment such as computers, cooling systems, servers, terminals, transmitters and other electronic equipment result in additional energy consumption. Also, the management of our buildings and shops, as well as transport, are activities in which there is a significant consumption of energy.

As energy is an indispensable resource for the sustainable functioning of the economy and society, our ambition is to reduce our carbon footprint through sustainable energy management measures, while continuing to provide our customers with a reliable and stable service.

### OUR TARGETS (E1-4)

The greenhouse gas emission targets committed by e&PPF Telecom Group, and thus Yettel, are:

- Achieve carbon neutrality by the end of 2050;
- Reduce greenhouse gas emissions in Scope 1 and Scope 2 by 42% by 2030, compared to 2022 as a base year;
- Reduce greenhouse gas emissions by 25% in Scope 3 (for purchased goods and services, capital goods and energy- and fuel-related activities) by 2030, compared to 2022 as a base year.





## HOW WE MANAGE (E1-2, E1-3)

To effectively manage climate change issues and achieve the set targets, we have put in place policies and continue to implement the necessary measures and activities:

- The Environmental Policy is a strategic document by which Yettel demonstrates concern for environmental protection and a high degree of responsibility towards the community. The policy also includes general principles related to climate change and energy management. In addition to this policy, Yettel has established and maintains an Environmental Management System in accordance with the international standard ISO 14001:2015, for which we are certified.
- For the third consecutive year, we have been using electricity from renewable sources to operate our mobile network. Starting in 2024, all our stores, administrative building, regional centers and warehouses are supplied with electricity from renewable energy sources thanks to the purchase of certified green energy from the hydroelectric power plant "Đerdap 1".
- Through the "Green Office" initiative applied in all phases of construction and exploitation - from design and construction to adaptation and reconstruction of buildings, by applying measures for the efficient use of energy in all our facilities. The measures we implement are proper design, the use of modern materials with a low coefficient of thermal conductivity, maximum adaptation of equipment and installations according to the requirements of users, installation of only high energy efficiency rating (class A) equipment and regular maintenance of equipment and facilities. In 2024, "multi-split" air conditioners were used, in which the motor operation is adjusted instead of frequent shutdowns and starts, thus achieving high energy efficiency. We are also working on changing habits and encouraging desirable behavior in energy management in our buildings through personal contributions to energy saving (turning off lights, setting the thermostat to a narrow temperature range, limiting excessive use of printers, etc.).
- We are committed to energy efficiency and the use of energy-saving equipment, which is also a criterion in the equipment procurement process. We use low-emission vehicles with a start-stop system, and by utilizing the latest telecommunications tools for collaboration and information exchange via mobile phones and the Internet, we reduce the number of business trips.

- At Group level, we are developing a comprehensive supply chain management plan to address Scope 3 greenhouse gas emissions. This includes collecting data on the carbon footprint of purchased products and integrating GHG emission criteria into procurement procedures. Over time, we intend to adjust our product portfolio based on the carbon intensity of the goods and services we procure.
- Every year we participate in the action "Earth Hour", and on the last Saturday in March, we turn off the lights for an hour in the administrative building in Belgrade, as well as in Yettel stores throughout Serbia, including illuminated advertisements.
- We educate our employees about environmental protection, the fundamentals of sustainability and our corporate values. During the warmer months of spring and summer, we enable employees to use electric scooters and bicycles, thus promoting the concept of sustainable urban mobility, reducing congestion and noise in cities, as well as reducing the use of fossil fuels for transport.
- We continue to develop comprehensive climate risk analysis and resilience plans to mitigate the risks associated with climate change. More information is available in Table 6, which shows the identified risks and opportunities at the level of e& PPF Telecom Group. In planning its activities, Yettel has considered these risks and opportunities and, through its responsible business practices, actively contributes to their mitigation.





Table 6: Identified material risks and opportunities

IDENTIFIED MATERIAL RISK/OPPORTUNITY	PHYSICAL / TRANSITIONAL <sup>10</sup>	WHY IS THIS IMPORTANT?
Temperature-related risks (risk)	Physical (chronic)	Rising average annual temperatures, heat stress, and heat waves can increase cooling demands, reduce the efficiency of smart cooling solutions, and cause some technologies to damage due to overheating.
Extreme weather (risk)	Physical (acute)	Snowstorms (blizzards) and strong gusts of wind can damage towers and cables, causing local disruptions to mobile and internet services.
Flood (risk)	Physical (acute)	Flooding can temporarily disrupt mobile and internet services. The damaged assets would have to be replaced, resulting in significant capital expenditures.
Introduction of carbon pricing and emissions (risk)	Transitional (policy)	Mechanisms aimed at reducing greenhouse gas emissions (e.g. the introduction of the Emissions Trading Scheme) lead to increase of the energy costs. As the European Union is committed to net-zero targets, we expect this trend to be applied in Serbia as well. Without proper measures, this could have an impact on our long-term profitability.
Energy Efficient Infrastructure (Opportunity)	Transitional (resource efficiency)	We expect energy costs to rise along with technological developments. Energy efficiency measures (e.g. low-power network equipment, data centers, and cooling systems) can therefore bring significant cost savings.
Green digital services (opportunity)	Transitional (products and services)	If a “climate-conscious scenario” <sup>11</sup> prevails, buyers will become more sensitive to offers with a lower environmental impact.
Access to green finance (opportunity)	Transitional (Markets)	Improving ESG performance can qualify for sustainability-linked loans or green bonds, given that these are often offered on more favorable terms, which could reduce our financing costs.

10 Physical risks arise from the direct physical impacts of climate change, such as floods or extreme temperatures, while transition risks arise from political processes of economic and social transformation aimed at reducing greenhouse gas emissions.

11 A “climate-conscious scenario” is a scenario in which the market and society increasingly focus their actions towards reducing greenhouse gas emissions, in line with the Paris Agreement goal of limiting global warming to 1.5° above pre-industrial levels, while achieving net zero emissions by 2050.

### 2.1.1. Energy consumption data (E1-5)

Yettel's total energy consumption in 2024 was 6,526.8 MWh, which, given the revised methodology used, is an increase of 8.3% compared to last year. The reasons for the increase in energy consumption are due to the growth and expansion of the scope of business, which entails more intensive use of existing capacities. Despite the increase in total energy consumption, the consumption of energy from fossil sources decreased by 11% compared to last year, due to our focus on using 100% electricity from renewable sources, for which we are officially certified.

Energy intensity per unit of revenue in 2024 amounted to 0.65 MWh per million RSD of revenue, or 76.8 MWh per million EUR of revenue<sup>12</sup>.

Table 7: Data on energy consumption and production

	2023.	2024.
Total energy consumption (MWh)	6,026	6,527
Total energy consumption from fossil sources (MWh)	4,445	3,961
Share of energy from fossil sources in total energy consumption (%)	74	61
Energy consumption from nuclear sources	24	0
Share of nuclear energy in total energy consumption (%)	0.4	0
Total renewable energy consumption (MWh)	1,557	2,566
Fuel consumption from renewable sources, including biomass	0	0
Consumption of purchased or acquired electricity, heating, steam and cooling from renewable sources (MWh)	1,557	2,566
Consumption of self-generated non-fuel renewable energy	0	0
Share of energy from renewable sources in total energy consumption (%)	26	39



Yettel does not operate in sectors with a significant impact on the climate, as telecommunications services are classified in NACE Section J. Accordingly, data on additional breakdown of consumption from such sources are not included in the table. However, to allow a transparent presentation of changes compared to the previous year, we provide the relevant data below:

- In 2024, Yettel used fuels from crude oil and petroleum products in the amount of 3,952 MWh (compared to 3,664 MWh in 2023), and from natural gas in the amount of 8.7 MWh (compared to 22 MWh<sup>13</sup> in 2023). During 2024, Yettel did not use purchased or acquired electricity, heating, steam or cooling from fossil sources (compared to 760 MWh in 2023). Yettel does not use coal or other fossil fuels.

Yettel does not currently produce energy from renewable or non-renewable sources.

We emphasize that compared to 2023, a different methodology was applied for the calculation of part of the data related to energy for 2024, so the data for 2023 were adjusted accordingly.

12 The calculation was made using the middle exchange rate of the National Bank of Serbia for December 31, 2024.

13 The decrease in the value of natural gas consumption compared to 2023 is a consequence of the methodological change, i.e. the transfer of part of gas consumption to Scope 3 emissions, because in certain facilities the consumption of energy products is controlled by the lessor.

## 2.1.2. Greenhouse gas emissions data (E1-6)

When calculating greenhouse gas emissions, we used the GHG protocol standard methodology<sup>14</sup>, a globally recognized standard for measuring and managing greenhouse gas emissions. Specifically, we use the GHG Protocol Corporate Standard and the GHG Protocol for the Corporate Value Chain (Scope 3).

### Scope 1 - Direct Emissions

- fuel used for company-owned and leased vehicles;
- Fuels used to heat facilities and water.

### Scope 2 - Indirect emissions from purchased energy

Emissions from electricity and heat used to power office premises and retail stores. We calculated Scope 2 emissions using a market-based approach.

### Scope 3 - Other indirect emissions

Emissions that are not under the direct control of the company, but which the company can influence through its engagement through the value chain:

- emissions from suppliers who supply goods and services to us;
- Network Infrastructure Provider (CETIN) emissions.

Table 8: Greenhouse gas emissions in tonnes of CO<sub>2</sub> equivalent

	Retrospective		Milestones and target years			
	2022. (base year)	2023 (year for comparison)	2024.	% N / N-1	2030.	Annual Target Percentage/Reference Year
Scope 1 GHG emissions						
Gross Scope 1 emissions <sup>15</sup>	782	862	926		NA	NA
Scope 2 GHG emissions						
Gross location-based Scope 2 emissions	2,015	1,915	1,781		NA	NA
Gross market-based Scope 2 emissions <sup>16</sup>	1,436	660	0		NA	NA
Significant Scope 3 GHG emissions						
Total Gross indirect Scope 3 emissions	298,553	280,795	170,583		NA	NA
1 Purchased goods and services	205,544	179,659	118,485		NA	NA
2 Capital goods	19,494	36,797	21,933		NA	NA
3 Fuel and Energy-related activities	788	494	255		NA	NA

<sup>14</sup> Source: Greenhouse Gas Protocol Standard

<sup>15</sup> No Scope 1 emissions included in regulated emissions trading schemes

<sup>16</sup> All purchased electricity has a certificate of origin from renewable sources, and the amount of energy purchased in this way is 2,566 MWh.

	Retrospective		Milestones and target years			
	2022. (base year)	2023 (year for comparison)	2024.	% N / N-1	2030.	Annual Target Percentage/Reference Year
4. Transport u lancu snabdevanja	89	201	430		NA	NA
5. Waste generated in operations	108	91	18		NA	NA
6. Business travel	58	105	104		NA	NA
7. Employee commuting	1,079	1,030	1,094		NA	NA
8. Upstream leased assets	-	-	266		NA	NA
9. Downstream transportation <sup>17</sup>	'	-	-		NA	NA
10. Processing of sold products	'	-	-			
11. The use of sold products	70,652	61,609	19,227 <sup>18</sup>			
12. End-of-life treatment of products sold	22	83	31			
13. Downstream leased assets	-	-	8.739			
14. Franchises	718	727	0,00			
15. Investment	-	-	-			
<b>Total GHG emissions</b>						
Total GHG emissions (location based)	301,349	283,573	<b>173,290</b>			
Total GHG emissions (market based)	300,771	282,318	<b>171,509</b>			

**To ensure consistency and comparability of the 2024 greenhouse gas emissions inventory with previous years, and considering changes and improvements in methodology, we have recalculated and corrected the 2022 emissions data presented in this Report, in accordance with the requirements of the GHG protocol standard.**

<sup>17</sup> According to the GHG Protocol Standard, the transport and distribution of products (goods, materials) are included only if the transport costs are borne by a third party, such as a customer or other company. As our company does not charge for the delivery of products to users, this category is considered irrelevant (N/A).

<sup>18</sup> The significant reduction in GHG emissions in this category is the result of a change in the calculation methodology. Namely, routers, STB and other equipment for home internet and TV services were shown in the use of sold product category in 2023, while in 2024 they were classified in the category of rented equipment, given that users return devices to us after the end of using services.

## e& PPF Telecom Group's decarbonization strategy (E1-1)

In 2024, e&PPF Telecom Group continued to work on the development of the Climate Transition Plan, which aims to reduce its carbon footprint and reduce the impact of climate risks on its operations. The primary responsibility for the adoption of this plan is at the Group level, and Yettel will actively work to adapt and implement strategic objectives at its business level. Submission of the Climate Transition Plan to Executive Management and the Board is scheduled for the beginning of the second half of 2025. We emphasize that the Group is not excluded from the benchmarks of the Paris Agreement and that our climate transition efforts are aligned with our emission reduction targets. We are proud to point out that our decarbonization targets were validated by the Science-Based Target Initiative (SBTi) in early 2024. In addition to decarbonizing our own operations, we have also committed to reducing emissions in the value chain (Scope 3 emissions), which has also been confirmed through certification by SBTi. Please note that no assets have been identified that could generate emissions in the future that would jeopardize the achievement of the targets set.

The plan includes targets, decarbonization levers (with specific actions to be implemented in the short, medium and long term) and a governance framework. Two key targets are:

**Target 1:** Reduce absolute Scope 1 and Scope 2 greenhouse gas emissions by 42% by 2030 compared to 2022 as a base year.

**Target 2:** Reduce absolute Scope 3 greenhouse gas emissions from purchased products and services, capital goods and fuel and energy-related activities by 25% by 2030 compared to 2022 as a base year.

The targets are aligned with SBTi for all three emission scopes and apply to all companies within the Group. Apart from the stated targets for 2030, no other short-term targets have been set at this time.

We have identified several key opportunities for decarbonization that would also lead to the achievement of our targets:

### Decarbonization of our own operations (Scope 1 and 2)

• **Improving energy efficiency:** e&PPF Telecom Group is focused on optimizing energy consumption within our networks and other operating assets, which, in addition to decarbonizing operations, will enable mitigating the impact of rising energy costs and price volatility. We are currently exploring opportunities to improve energy efficiency through network-sharing agreements.

• **Clean energy procurement:** e& PPF Telecom Group purchases electricity produced from certified renewable sources, and where possible, priority is given to direct procurement from renewable energy producers through power purchase agreements (PPA).

• **On-site production of renewable energy:** e&PPF Telecom Group invests in the production of electricity from renewable sources and on-site energy storage, and one example of such investments is the installation of photovoltaic systems in data centers. At the same time, we are strengthening our energy independence and resilience.

• **Electrification of the vehicle fleet:** e& PPF Telecom Group is exploring the possibilities of wider inclusion of electric vehicles in our fleet.

We remain committed to ensuring that, while contributing to the transition of the entire economy from fossil fuels to renewable energy, our efforts are aligned with the expectations of our key stakeholders and do not compromise the safety, reliability and quality of our services.

### Decarbonizing our value chain (Scope 3)

• **Decarbonization in the supply chain:** Decarbonization of the supply chain remains a significant challenge, as purchased products and services account for 80% of Scope 3 emissions and 69% of e&PPF Telecom Group's total emissions. We continue to work towards the target of developing a comprehensive approach to the engagement of suppliers and the procurement of electrical equipment needed for our operations, which will incorporate clear criteria related to the carbon footprint of products at all stages, from supplier to end-user.

• **Collection of data from suppliers:** e&PPF Telecom Group collects data on the carbon footprint of its suppliers to better differentiate the products in their portfolio based on their impact on climate change, as well as on the environment.





## 2.2. Waste and the circular economy (E5)

Although digital communication technologies are generally less burdensome to the environment than some other activities, we are aware that our business operations generate waste and use significant amounts of resources, which is a material topic for us.

### OUR FOCUS (IRO-1, SBM-3)

Impacts related to resource use and waste generation are present along the entire value chain and have implications in the short, medium and long term. If not managed effectively, they can lead to serious consequences for the environment and society, which is why we consider this topic material for Yettel.

**Waste** - Waste from our business includes discarded telecommunications equipment, mobile devices and other electronic devices used by our employees, packaging and other by-products, as well as old devices handed over to us by users. Different types of waste arise from all aspects of our business, including the construction, renovation and maintenance of offices, warehouses and points of sale, the generation of packaging waste for the products we sell, and the generation of waste in the day-to-day operations of offices and other locations. Technological progress and changed consumer habits have shortened the lifespan of mobile phones and other electronic equipment, and the shorter usage of certain devices by customers leads to increased demand, and thus the production and waste generated. It is important to note that electronic waste (e-waste) is one of the fastest growing waste streams globally, which is especially evident when devices are not properly disposed of. Such devices, discarded in landfills, can release hazardous substances, which can contaminate soil and groundwater, posing a risk to ecosystems and public health. We have recognized this impact in the downstream value chain.

**Resource use** - Increased production, combined with growing data traffic and the ongoing need to upgrade infrastructure, is fueling increased demand for raw materials such as copper, lithium, cobalt, and rare earth metals. These scarce resources are often exploited in environmentally sensitive areas, where mining can lead to deforestation, water pollution, and ecosystem degradation and biodiversity loss. The production of devices, network equipment and packaging are highly dependent on these metals, which further intensifies their negative impact on the environment. As used devices mostly end up in landfills, the opportunity to recycle the valuable metals in them is lost, putting more pressure on the exploitation of resources. We have identified this impact in our supply chain.

As we are aware of these negative impacts, we have decided that our key priorities will be directed towards increasing the recycling rate of generated waste by improving waste collection and recycling methods, promoting the circular economy through eco-design, repair, reuse and recycling of electronic equipment used by our users, employees, and our suppliers. Together with our stakeholders, we actively organize activities and initiatives to reduce the negative environmental impact.

### OUR TARGETS (E5-3)

Our targets follow the best industrial practices in the field of circular economy and the waste hierarchy - waste prevention, reduction, reuse and recycling. The targets are developed in accordance with our business indicators to ensure that they are measurable and have a clear impact.

Targets:

- Reach 1,600,000 e-bill users by the end of 2027;
- Reach 2,700,000 recycled devices by the end of 2027 through:
  - an annual return and recycling rate of 40% for mobile phones when selling new devices,
  - an annual amount of 12,000 kg of recycled devices (besides mobile phones) handed over by users through the device recycling program.

We would like to point out that we reached last year's target of reaching one million recycled old devices by the end of 2025 as early as 2024, so we have set an even more ambitious target: to reach 2,700,000 recycled appliances by the end of 2027. We can proudly say that we are on the right track to achieve it.





## HOW WE MANAGE (E5-1, E5-2)

Aware of the negative impact of waste and our responsibility to limit it, we are committed to reducing waste generation, reusing and extending the life cycle of products, as well as their subsequent recycling in accordance with applicable national legislation. With such an approach, we contribute to the reduction of resource exploitation, the reduction of energy consumption and greenhouse gas emissions associated with the exploitation of raw materials and the production of electronic equipment. Our waste management plan is applied in all areas of operations, and given the growing importance of e-waste, we pay special attention to the disposal of hazardous materials, such as batteries and motherboards as components of electrical and electronic equipment. Certain waste management techniques can be applied at each stage of the waste hierarchy to reduce emissions to air, water and land during disposal. Due to the specific composition of the materials used in electronic devices, proper management at the end of their life cycle is essential to protect human health and the environment. The Waste Directive (2008/98/EC), as well as the relevant national regulations, prescribe a waste management hierarchy that places emphasis on prevention, preparation for re-use, recycling and other forms of recovery, while disposal is considered as a last resort.

We actively encourage users to engage in collection and repair initiatives when their devices reach the end of their useful life. To effectively manage resource and waste issues and achieve the set targets, we have established policies and continue to implement the necessary measures and activities:

- Our Environmental Policy is the basic document of environmental impact management. The policy is comprehensive and applies to all our processes and business units. Environmental policy has been created in accordance with regulatory requirements regarding waste management, packaging planning and disposal of products at the end of their life. The policy reflects management's focus on environmental protection, including through waste reduction, reuse and recycling. In addition, Yettel has an Environmental Management System in place in accordance with the international standard ISO 14001:2015.
- In accordance with the Environmental Policy, a Waste Management Plan has been adopted, which precisely defines internal rules and responsibilities in the field of waste management, including the obligations of employees and procedures for sorting, collecting, disposing and transporting waste. All employees are expected to actively participate in waste reduction efforts, through consistent and proper sorting and collection of waste, whether it is hazardous or non-hazardous waste. Our waste management plan is designed to reduce the amount of waste generated within our business, with a particular focus on reducing electronic waste. We apply a variety of methods and activities, in full compliance with applicable laws and regulations, especially in the waste disposal phase. To achieve this, we work with specialized and reputable partners who guarantee the reuse or recycling of electronic waste.



## Data on resource use and waste (E5-4, E5-5)

The total weight of the product, as well as the technical and biological materials used during the reporting period, was 520.93 tons. Table 9 shows the amount of waste generated by type, as well as data from the previous year for comparison.

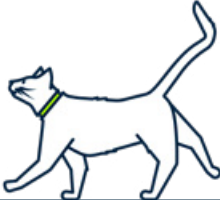


Table 9: Generation of waste according to the method of disposal (in tons) per year

Waste	2023.	2024.
Total waste generated	99.6	8,372.2
1. Total waste recycled	37.3	8,327.9 <sup>19</sup>
1.1. Hazardous waste - recycled	26.6	49.5
1.2. Non-hazardous waste - recycled	10.7	8,278.5
2. Total waste non-recycled	62.3	44.2
2.1. Non-hazardous waste diverted to disposal	62	44.2
2.1.1. Non-hazardous waste - incineration <sup>20</sup>	No information	16.7
2.1.2. Non-hazardous waste - landfill	62	27.5
Percentage of non-recycled waste	62	0.53

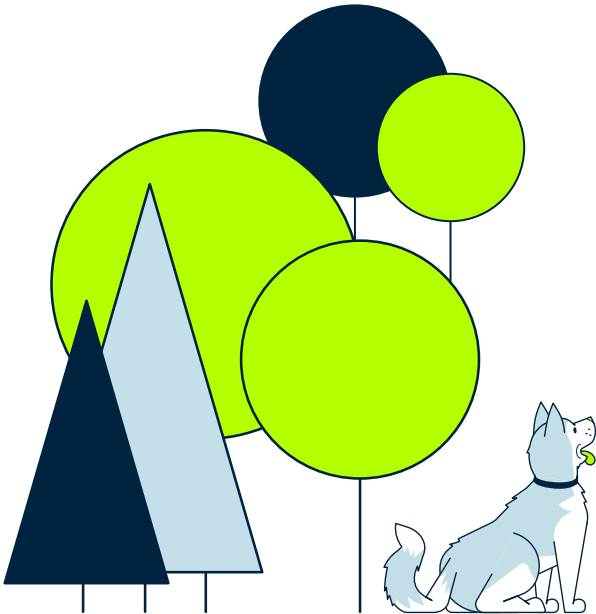
Table 10: Waste generation by type (tonnes) per year

Waste <sup>21</sup>	2023.	2024.
Total amount of hazardous waste	27	49.5
Total amount of mixed waste	1	56
Total amount of plastic waste	0.33	0.8
Total amount of paper waste	9	47.8
Total amount of e-waste	27	49.6
Total amount of industrial waste	No information	8,217.9

19 The increase in total waste generated is due to a change in the calculation methodology. Consumed water, which was previously shown through the category of water consumption, is now classified as waste, which has directly affected the growth of the total amount of reported waste. This has also affected the large reduction in the percentage of non-recycled waste. Please refer to section 2.4. Water resources management for more information on water consumption.

20 In previous reporting period different methodology approach was used where the data on incinerated waste were not collected..

21 The increase in total waste generated compared to the previous year is the result of a change in the methodology in data calculation. In 2024, a more accurate estimate of the amount of paper used in stores has been applied, while the estimated amounts of municipal and paper waste are no longer counted as completely non-recycled. Instead, the waste was divided into recycled, incinerated, reused and landfilled, according to the share for the EU market, which directly affected the total amount declared.





## 2.3. How we help customers in supporting the circular economy (E5-2)

### ESG educational workshops for customers in stores

In 2024, we will continue to organize educational and entertainment events in our stores. Field coaches held over 1,000 online consultations for 342 candidates with the aim of further strengthening competencies in the field of sustainability, with a special focus on the green network initiative and recycling practices. Retailers are trained to educate users about recycling and motivate them to recycle old appliances. Thanks to these efforts, 724,170 old devices were collected in the retail channel alone, which equals to 44,779 kilograms of electronic waste, and is reflected in the large increase of hazardous waste recycled in relation to the previous reporting period (Table 9 and Table 10).

In addition, through a podcast-like Sales Experience format, salespeople are educated on how to encourage customers to switch to a digital way of using our services - from paying bills online to solving basic requests through digital channels. This directly contributes to the reduction of unnecessary arrivals to stores, which further reduces CO<sub>2</sub> emissions.



### Promoting sustainability through device recycling

In 2024, we marked the third anniversary of our electronic device recycling program, positioning the company as a leader in sustainable practices in the Serbian telecommunications market.

Through initiatives such as "The more you recycle, the more discount you get", we have incentivized customers to recycle their old devices while offering discounts on new ones. This effort is in line with the company's broader ESG targets, combining environmental responsibility with an innovative customer engagement.

The challenge lay in designing ESG-aligned initiatives that seamlessly integrated into Yettel's commercial strategy. Navigating local recycling regulations and securing partnerships with reliable, licensed operators added complexity. However, these challenges presented an opportunity to strengthen the company's market differentiation and enhance its brand perception as an environmentally responsible leader.

The company has established partnerships with local recycling operators to implement the device recycling program and the "Eco Bonus" initiative. These collaborations ensured the proper collection and recycling of electronic waste, paper and plastics. Recycling campaigns actively involved customers, encouraging personal participation in Yettel's green agenda. In 2024, the company, in cooperation

with an authorized waste management operator, through the "Eco Bonus" initiative, collected and recycled more than 725 tons of plastic and more than 347 tons of paper or cardboard waste on behalf of our customers, achieving a measurable impact on the environment, with a strong customer involvement.

Today, the company is widely recognized as the most environmentally responsible in the Serbian market, as well as a leading promoter of sustainable development and recycling initiatives across all industries. Through dedicated and innovative communication strategies, it has successfully differentiated itself from the competitors while amplifying the positive impact of its circular economy efforts.

Approximately 80% of the company's marketing and commercial campaigns now include a sustainability element, from green network initiatives and device recycling to "Eco Bonus" and paperless operations. Sustainability has become an integral part of the customer experience, with 98% of handsets and 20% of wearables sold with a recycling discount.

As the company continues toward its target of recycling 2.7 million devices by 2027, it remains committed to integrating sustainability deeper into its operations, customer offerings and long-term strategy.



**Dejan Marković**  
Consumer Marketing  
Manager

**"Since 2021, Yettel Serbia has been running a successful electronic device recycling program that provides a sustainable disposal system for devices that are no longer in use. When we launched the program, we set a target of one million recycled devices by 2025, and by the end of 2024 we had already exceeded that target, with 1.4 million devices recycled. We are now setting a new challenge and aiming to reach 2.7 million recycled devices by the end of 2027. Our motto "Everything you buy at Yettel can be recycled at Yettel" reflects the way we plan and develop new sustainability initiatives."**

## Eco Bonus

We launched the Eco Bonus digital service in 2022 to enable users to easily and efficiently participate in environmental protection. By activating this service through our mobile application, users choose the option to have an authorized waste management operator pick up and recycle plastic and paper/cardboard waste on their behalf.

The average citizen of Serbia generates about 4.6 kg of plastic and 2.2 kg of paper/cardboard waste per month, which amounts to a total of 6.8 kg of waste<sup>22</sup>. In 2024, thanks to the users who activated the service, more than 725 tons of plastic and 347 tons of paper and cardboard were recycled.<sup>23</sup> Eco Bonus is available through tariff packages or as an additional service, and allows users to contribute to environmental protection without the need for physical participation in the recycling process - everything is done digitally, quickly and easily. By the end of 2024, over 13,500 of our customers have activated this service.

## E-invoice and paper savings

We offer users the opportunity to switch to an electronic invoice instead of a paper one, actively contributing to the reduction of waste and the preservation of the environment. During 2024, the number of e-invoice users increased by more than 140,000, which enabled savings of about 1.76 million sheets of paper and 1.54 million envelopes.

Our target is to reach 1.6 million e-bill users by the end of 2027, aiming to further reduce the use of paper, advance digital transformation, improve user experience and make a positive contribution to environmental protection.

<sup>22</sup> Estimate of monthly waste generation based on publicly available data of the Environmental Protection Agency (waste management in the Republic of Serbia in the period 2011-2020) and the Statistical Office of the Republic of Serbia (estimated population, 2020 as of 01.07.2021).

<sup>23</sup> Waste collection and recycling is carried out in cooperation with the Hamburger Recycling Center.

## Reducing waste in retail

We are constantly working to improve all aspects of sustainable business and strive to make it easier for customers to make sustainable choices, with minimal impact on their daily lives. In 2024, we continued with our program started in 2023, where we introduced the use of environmentally friendly bags in our stores. The bags that users use to carry purchased products are made of 50% recycled material and are suitable for further recycling. In this way, together with our customers, we promote the principles of the circular economy and actively contribute to the preservation of the environment.



## Solving the problem of electronic waste - Over one million recycled devices in Yettel

Three years ago, we launched a device recycling program, which initially included only mobile phones. Over time, we have expanded it, so users can now recycle any type of devices and equipment purchased in Yettel stores. We recycled more than 720,000 devices in 2024 and reached a total of 1,000,000 recycled devices at the beginning of December, achieving our target set for the end of 2025 significantly ahead of schedule.





## 2.3.1. How we enable employees to support the circular economy (E5-2)

Yettel believes in the power of collective action as a key factor in building a sustainable future. That's why we actively involve employees and rely on the strength of the team to advance sustainable business practices. Employee participation not only strengthens our efforts but also develops a sense of shared responsibility in popularizing the concept of circular economy. This approach brings benefits to both the company and the environment, as we work together to reduce waste and promote recycling.

Initiatives to support the circular economy:

- We have established an efficient waste sorting system in business premises, which encourages the daily participation of employees in recycling. The system allows for easy separation of materials such as PET packaging, aluminum, paper, plastic caps, cigarette waste and batteries, further facilitating employee engagement in sustainable practices;
- To raise awareness of the importance of proper disposal of hazardous waste and prevent it from reaching nature, Yettel organized the Electronic Waste Recycling Day. Employees of Yettel, as well as other companies operating within the e& PPF Telecom Group, handed over more than 200 old devices for recycling, which makes about 155 kg of electronic waste. Employees also cleaned up the Yettel commercial warehouse, which collected and disposed of more than 4,500 kg of e-waste, including old phones, modems, tablets, chargers and other devices;
- We continued to support the "Handicap Cap" program by collecting 87 kg of plastic caps during the year;
- For the third year in a row, our employees participated in the action of cleaning and reforestation of Divčibare mountain. About thirty volunteers collected more than 40 bags of waste, and 100 pine seedlings were planted.



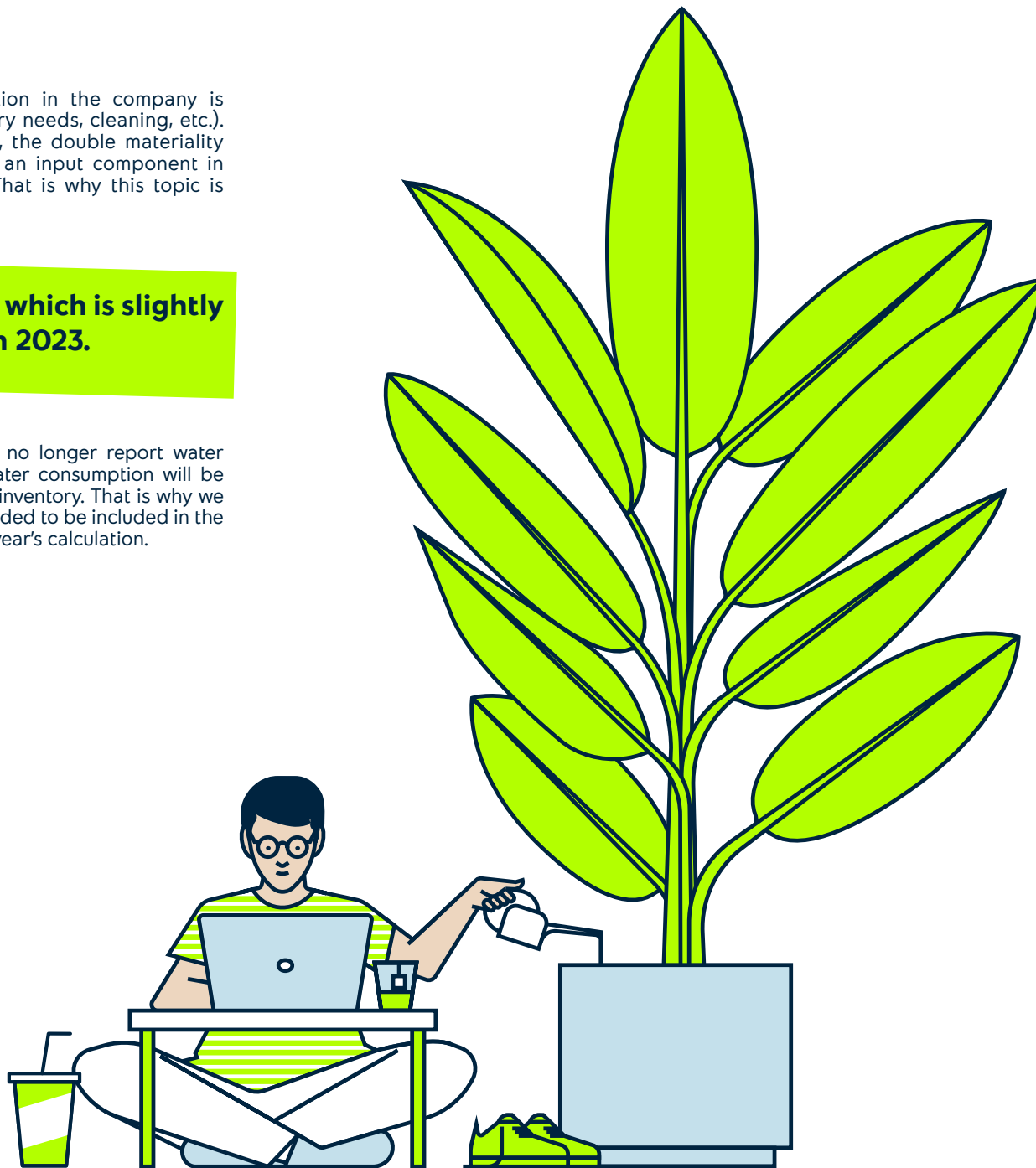
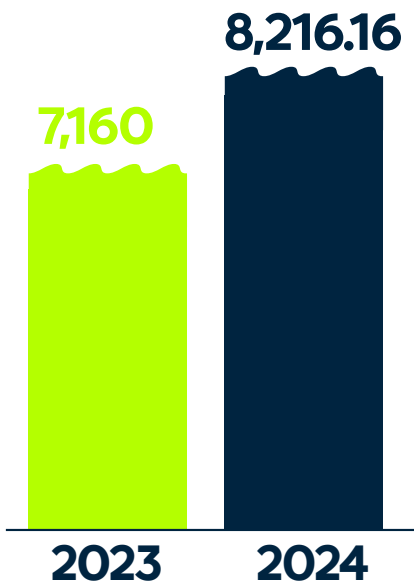
## 2.4. Water resources management

As Yettel does not have production facilities, water consumption in the company is exclusively related to the daily activities of employees (e.g. sanitary needs, cleaning, etc.). Although we have addressed this topic in previous ESG reports, the double materiality assessment has shown that water is neither a raw material nor an input component in production, and total consumption is quantitatively negligible. That is why this topic is considered non-material.

**Yettel consumed 8,216.16 m<sup>3</sup> of water in 2024, which is slightly more than the 7,160 m<sup>3</sup> that was consumed in 2023.**

Accordingly, as of the current reporting period, the company will no longer report water consumption within a separate part of the report, but data on water consumption will be included in the corresponding part of the greenhouse gas emission inventory. That is why we continue to monitor water consumption to have the relevant data needed to be included in the inventory of greenhouse gas emissions, which was also done in this year's calculation.

**Annual water consumption (in m<sup>3</sup>)**



# 3. Putting People at the center of business





Our focus: (IRO-1, SBM-3)

Working conditions, equal treatment, work-related rights, as well as safety, access to information and inclusion of customers are recognized as material topics due to their impact on employee satisfaction and engagement, quality of service, protection of customers rights and long-term loyalty. Irregularities in these areas can jeopardize reputation, cause legal consequences and reduce competitiveness. Through the implementation of fair working practices, promotion of equality and proactive communication with customers, we build a stable and responsible business environment, which respects the needs of all stakeholders.

Our ambition:

**At the heart of our ambition are people – employees, customers and the communities we are connected to.** We strive to build a working environment that is fair, equal and open to all, with constant care for the health, safety and general well-being of all people with whom we come into contact, both inside and outside our company. At Yettel, we believe that our employees are the key driver of any success. Their expertise and dedication allow us to better understand customer needs and improve our services. That is why we nurture a culture that encourages safety, mutual respect and professional development, because we believe that such an environment is the foundation of long-term motivation, satisfaction and commitment of employees.

3.1. Employment and development of employees (S1-1, S1-5, S1-8)

Our focus: (IRO-1, SBM-3)

The success of our company is based on the knowledge, effort and results of our employees. Our goal is to attract and retain people who share our values and ambitions, and to provide them with an inspiring and stimulating environment to work in. We believe that employee engagement, motivation and satisfaction are key to sustainable growth. That is why we create a working environment that is safe, pleasant and supportive, to create a space in which cooperation, mutual trust and the desire for joint progress are encouraged.

Our targets:

- To improve communication with employees by achieving the participation of more than 60% of employees in internal surveys, and working on increasing this percentage on an annual basis;
- To maintain zero work-related fatal or life-changing injuries;
- Supporting the development of local communities through donations and active participation in initiatives;
- Conducting regular customer satisfaction surveys to collect feedback.

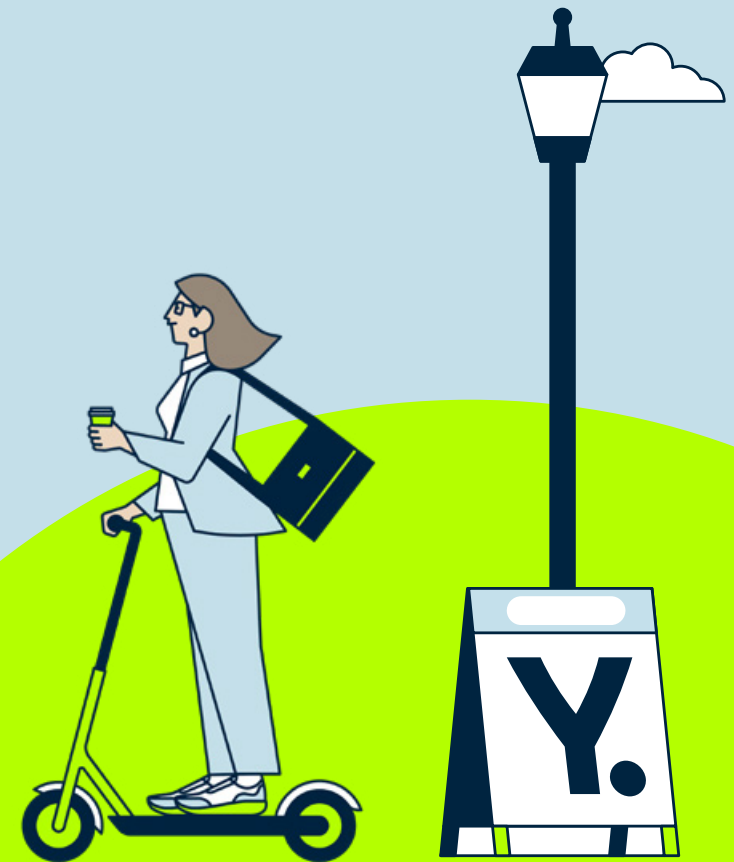


Table 11: Targets from 2023 and performance fulfillment during 2024

Targets from 2023	Performance in fulfillment
Improve communication with employees by achieving the participation of more than 60% of employees in surveys and work to increase this percentage on an annual basis	In 2024, 69% of employees participated in surveys
Maintain zero work-related fatal or life-changing injuries	Long-term target
Establish a Talent Development Program with initiatives aimed at advancing diversity in the talent pool and countering a culture of unconscious bias	The target has been fulfilled
Supporting the development of local communities through donations and active participation in initiatives	Long-term target

How we manage:

We strive to support and care for our employees and people throughout the entire value chain. Our priority is in the following areas:

<p><b>1. Occupational health and safety</b></p> <ul style="list-style-type: none"><li>• Ensuring safe and healthy working conditions for employees.</li><li>• Striving to Maintain zero work-related fatal or life-changing injuries.</li></ul>	<p><b>2. Diversity and gender equality</b></p> <ul style="list-style-type: none"><li>• Striving to create a fair environment consistent with our fundamental goals of respecting human rights;</li><li>• Preventing discrimination and ensuring fair and equitable compensation.</li></ul>	<p><b>3. Training &amp; Skill Development</b></p> <ul style="list-style-type: none"><li>• Implementing practices that aim to ensure that employment, promotion opportunities, training and compensation are based solely on individual skills.</li><li>• We invest in employee development, provide opportunities for upskilling and change and offer clear pathways for advancement.</li></ul>	<p><b>4. Collective bargaining and social dialogue</b></p> <ul style="list-style-type: none"><li>• We respect the rights of our employees and maintain cooperative relationships.</li><li>• We support freedom of association and the right to collective bargaining;</li><li>• Collective agreements are integrated into internal HR policies and guidelines, establishing clear expectations for both employers and employees. This framework includes compensation, which is subject to collective agreements and is described in detail in the company's internal directives.</li></ul>
<p>Managing our social impact is key to our long-term success, competitiveness in the telecommunications sector and value creation for all stakeholders.</p> <p>All employees are provided with adequate and fair remuneration, with access to social protection systems that mitigate the financial consequences of significant life events.</p> <p>Yettel's operations are fully compliant with key international human rights treaties, ensuring the protection of basic civil, political, economic, social and cultural rights. Our operations are compliant with the relevant legislation, with consistent prioritization of respect for human rights in all activities. Consequently, no significant risks of forced, compulsory or child labour have been identified in our operations.</p>			



### 3.2. Occupational health and safety (S1-1, S1-2, S1-3, S1-4, S1-14, S1-15)

#### Why it matters:



At Yettel, the well-being of employees is a priority from the very beginning of their careers in the company. Upon arrival, employees undergo basic training in the field of occupational health and safety, as well as fire protection, which we regularly update to maintain a high level of awareness and responsibility in these areas.

We believe that the mental, physical and social health of employees is an important factor for productivity and job satisfaction. That is why we are continuously developing programs that encourage a healthy lifestyle, self-care and work-life balance. That is why we have introduced a number of measures such as ergonomic arrangement of the workspace and mental health support programs. Our goal is for every employee to feel that they have the support and resources they need to maintain their health and well-being, both on and off the job.

#### Employee Engagement and Well-Being:

At Yettel, we are actively working to create a work environment that supports both the physical and mental health of employees. We recognize that stress and work-life imbalance can have serious consequences, which is why we provide clear guidance and support to both employees and management.

Our benefits package is carefully tailored to the nature and scope of work, and through internal channels we encourage employees to use available resources. We organize workshops dedicated to stress management and emotional well-being, as well as sports activities that nurture physical health and promote team spirit. We regularly monitor the level of workload and take measures to ensure that overtime or complex projects do not jeopardize either the health of employees or the quality of work.

To track the success of these initiatives, we rely on our annual employee satisfaction survey, which consistently records high levels of employee engagement and happiness. In addition, the "Well-being" category achieved an outstanding score of 92 points for 2024 at the company-wide level, which

confirms that our employees feel supported, valued and motivated. These results confirm the positive impact of our initiatives and are an incentive to continue to improve our approach to well-being at work.

We talk openly about mental health and organize dedicated workshops on World Mental Health Day, online and in person, for which we engage renowned medical experts in the field. In addition, sports activities play a key role in preventing burnout<sup>24</sup>, and our teams have actively participated in events such as UNICEF races, Fit Pass challenges, Belgrade Business Race and humanitarian sports tournaments. We are actively working to ensure that mental health remains a topic of open discussion through our social media and LutherOne platform. This platform is particularly useful for our call center colleagues, where we host a variety of interactive challenges to encourage engagement and well-being.

Through these initiatives, our goal is to provide a working environment in which employees feel satisfied and motivated, reduce staff turnover and ensure sustainable work results.

#### Selected activities we are proud of:



##### LutherOne

Conducted every two months, providing insight into the mood of employees. Managers review results and act when necessary.



##### Green Agenda

Activities such as cleaning, reforestation and hiking;



##### Let's Talk & Hackathon

Initiatives that foster company culture and business improvement, highly appreciated by employees;



##### Let's Act

Encourages work-life balance by allowing employees to pitch personal project ideas to management for potential financial support.



##### Summer Friday

Ice cream treats at headquarters and regional centers, plus gifts for all NCF roles; Workshop on Well-being - Organized on World Mental Health Day to promote mental health;



##### Workshop on Well-being

Organized on World Mental Health Day to promote mental health;



##### Watching the Olympics

Screenings of the Olympic Games throughout Serbia.

<sup>24</sup> Burnout is included in the 11th revision of the International Classification of Diseases (ICD-11) as an occupational phenomenon. According to the World Health Organization, burnout is "a syndrome conceptualized as a consequence of chronic stress in the workplace that is not effectively managed. It is characterized by three dimensions - feelings of exhaustion or energy depletion; increased mental distance from work or feelings of negativism or cynicism associated with work; and reduced professional efficiency. Burnout refers specifically to phenomena in a professional context and should not be used to describe experiences in other areas of life. Source: <https://www.who.int/news/item/28-05-2019-burn-out-an-occupational-phenomenon-international-classification-of-diseases>

Working Hours and Work-Life Balance

The telecommunications industry plays a significant role in the modern economy, providing critical communications services that require uninterrupted network operation. To minimize interruptions in the customer services, network maintenance and infrastructure improvement are planned during off-peak periods of network use. In the event of a network outage or other emergency, we hire engineers to restore services as soon as possible. Therefore, employees or technicians may be required to work longer or non-standard working hours, which requires their availability throughout the day. If these working conditions are not monitored and managed properly, they can have a negative impact on employees' health, well-being and work-life balance.

In addition, Yettel is committed to promoting work-life balance for all employees and strengthening social protection. Work-life balance is essential for several reasons: it supports mental and emotional well-being by reducing burnout and stress, promoting physical health through adequate rest and exercise and increasing job satisfaction by showing that the employer values personal time. Employees who manage to maintain a work-life balance are often more productive, focused, and contribute to a positive work atmosphere and teamwork. We pay special attention to employees in the warehouse, contact center and retail, aware of the specific challenges that their jobs bring. Prolonged sitting or standing, repetitive movements, and working under conditions of increased pressure can have a negative impact on health.

Our Policy Approach:

Yettel actively fosters work-life balance and further strengthens the social protection system for employees, especially in the context of long or irregular shifts and the potential risks that such work patterns may have on general well-being.

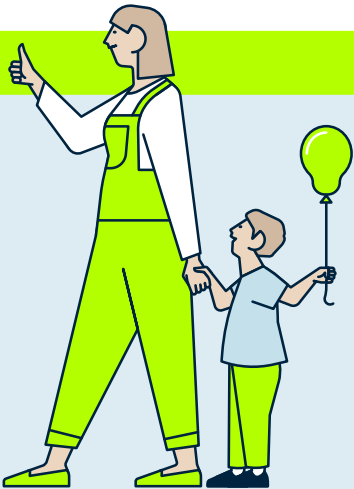
The rights of all members of our team are provided by employment contracts, as well as internal policies and procedures applied to specific workplaces. These policies include clear provisions on overtime, flexible forms of work, and adequate financial compensation.

We use a variety of tools to track working hours, and we regularly conduct internal audits to ensure compliance with labor regulations, including restrictions on weekly working hours, mandatory vacations, and vacation entitlements. All procedures are carried out transparently and in full compliance with the regulations.

Although no specific targets have been set to monitor progress in this area, our primary objective remains consistent compliance with all external and internal regulations. In 2024, Yettel did not have any lawsuits and was not subject to penalties related to violations of working hours regulations.

Benefits for employees:

- 25 days of annual leave (above the legal minimum), holiday allowance above market standards, sports and recreation, health insurance;
- Internal training for the development of skills and improvement of knowledge for all employees. Over 700 employees included, cumulative 120 days of learning. Average training rating: 4.9 out of 5;
- One month of paid leave every 5 years spent at Yettel (the first on the market).



Occupational health and safety in figures

In 2024, there were five work-related injuries and two injuries on the regular journey from home to the place of work or vice versa. There were no injuries at work that had to life-changing consequences, as well as those with a fatal outcome. All employees, including people engaged outside

the employment relationship, are covered by an occupational health and safety management system based on legal requirements or internationally recognized standards and guidelines.

Table 12: Key indicators on occupational health and safety<sup>25</sup>

	2024 Employees	2024 Non-employees
Percentage of employees who are covered by an occupational health and safety management system based on legal requirements and/or international standards or guidelines	100 %	100 %
The number of fatal injuries at work	0	0
The number of work-related illnesses with a fatal outcome	0	0
Number of work-related injuries	5	0
Rate of recorded injuries at work	1.4	0
The number of cases of work-related illnesses	0	0
Number of sick leave days resulting from occupational injuries, occupational fatalities, work-related illnesses, or work-related illnesses with fatal outcomes	149	Not applicable

25 Data for 2024 were collected in accordance with ESRS guidelines. Similar metrics published in our previous sustainability reports, with the exception of the 2023 report, are not fully comparable as they were collected using different methodologies.

### 3.3. Gender diversity and equality (S1-3, S1-9, S1-11, S1-12)

#### Why it matters:

At Yettel and within the e& PPF Telecom Group, we are committed to fostering an inclusive atmosphere. We prevent and do not tolerate any form of discrimination, and we implement practices designed to ensure that employment, career development, training and incentives are based on the individual merit and competencies of employees. We recognize the richness that diversity in our talent pool brings to the company, enriching perspectives and approaches to work, as well as work ethics. Embracing diversity reflects the complexity of our society and the needs of our customers, which is key to achieving good business results. The strength and diversity of our leaders are the foundation of our success. In accordance with legal requirements, we maintain records of persons with disabilities or special needs and consider their requirements in communication and operational processes.

The well-being of employees is of the utmost importance, as it has an impact not only on their quality of life, but also on society as a whole. The consequences can be long-lasting, and without careful management, they can bring serious challenges. That is why our work practices promote the long-term prosperity of our employees and, indirectly, the community in which we operate.

#### Our Policy Approach:

At Yettel, the commitment to respect for human rights, as enshrined in the International Bill of Human Rights, is an integral part of our Code of Ethics. In addition to local policies, we are aligned with e&PPF Telecom Group's Diversity, Equity and Inclusion (DEI) Policy, which was approved by the Board of Directors of e&PPF Telecom Group in 2023.

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

The goal of our DEI policy is to establish guidelines to create a workplace where all employees can thrive and give their maximum regardless of differences. We implement DEI policies through equal employment opportunities and career advancement, equitable reward practices, safety, health and well-being of employees, as well as training and development opportunities.

Our goal is to improve the general understanding of the concept of an inclusive work environment and to motivate employees to actively participate in the development of a culture of diversity, equality and inclusion (DEI) within our company. We put a special focus on senior management, because we believe that systemic changes are most effective when initiated from the highest level of management. In 2024, we have partnered with an external contractor to make the training available to all employees in corporate leadership positions, and we will implement it throughout the organization. By the end of the year, 100% of employees in these positions had successfully

completed their training.

Reducing the gender pay gap remains a long-term ambition, supported by initiatives to increase the representation of women in technical and managerial roles. The overall gender pay gap was around 22%, while the gender pay gap within the same position was 3%. The overall gender pay gap is primarily due to the structure of jobs, as engineering and technical positions, which carry higher average salaries, are predominantly filled by men. In working to close this gap, we focus on gaining a deeper understanding of its causes so that our actions are evidence-based, well-targeted, and capable of making meaningful progress.

While we have not yet established measurable targets or a base year to track progress, we track our DEI policy performance through quantitative indicators, such as the proportion of women in leadership, and qualitative feedback from employee engagement surveys.





### Engagement:

Within the organization, we carry out various initiatives that raise employee awareness of unconscious biases, promote health, well-being and inclusion, and develop underrepresented talent.

A grievance mechanism is available to employees, which provides a clear and confidential procedure for reporting cases of discrimination or harassment. The report can be submitted to the direct superior, the

human resources department or via the ethics line available on the internal portal.

Our approach involves responding quickly and decisively to every report, with the aim of ensuring that employees feel safe, protected and supported. We do not tolerate any form of retaliation against employees who raise concerns about misconduct in good faith.

### Diversity, Equity and Inclusion in Numbers:

Diversity is a key aspect of corporate culture at Yettel, and we are proud of the representation of women in managerial positions. We remain committed to supporting women in their professional development within the company. Below is an overview of our diversity metrics for 2024:

Table 13: Structure of employee diversity<sup>26</sup>

Structure of employees by age groups (number of employees)	2024.
Under 29 years old	482
Percentage of employees under the age of 29	28%
Between 30 and 49 years old	1,256
Percentage of employees between 30 and 49 years of age	73%
Over 50 years	145
Percentage of employees over 50 years of age	8.5%
Ratio of women and men at the level of top management (number of employees)	2024.
Percentage of women at the top management level	28.6%
Total number of women at the top management level	2
Percentage of men at the top management level	71.4%
The total number of men at the top management level	5
The Relationship between Men and Women in Positions in Technology	2024.
Women	81
Overall percentage of women in positions in technology	48.5%
Men	86
Overall percentage of men in positions in technology	51.5%

<sup>26</sup> Data for 2024 were collected in accordance with ESRS guidelines. Similar metrics published in our previous sustainability reports, with the exception of the 2023 report, are not fully comparable because they were collected using different methodologies.



### 3.4. Training and skill development (S1-13)

#### Why it matters:

At Yettel, we believe that continuous learning and development are key to the personal and professional progress of our employees, as well as to the success of the company. Through regular performance assessments, we identify the strengths of each team member and identify opportunities for further development. To encourage employee growth and recognize individual contributions, comprehensive talent development programs and a wide range of learning and training opportunities have been developed, aimed at improving the knowledge and skills of employees. Our training initiatives are designed to meet the needs of the business, comply with regulatory standards, and support employees' personal development plans. These activities not only strengthen the professional capacities of employees but also have a positive impact on their job satisfaction and contribute to long-term career building.

We are convinced that engaged and motivated employees directly contribute to customer satisfaction and overall business results. That's why commitment to employee development also brings measurable benefits, such as higher productivity, better employee mood, and sustainable business success. The focus on training and skills development is already showing concrete positive effects within our business, especially on short- and medium-term results.

#### Our Policy Approach:

Based on the principles of compliance with local laws and best market practices, Yettel's Human Resources Policy encompasses various operational areas. The policy covers the following aspects:



**Training and development:** Improving employee skills, performance and job satisfaction;



**Employee Relations:** Maintaining a positive, ethical, and productive work environment.



**Compensation and Benefits:** Ensuring fair and competitive compensation and benefits;



**Compliance:** Ensuring compliance with employment laws and regulations;



**Performance management:** Linking individual performance to the targets and tasks of the organization;



**Human Resource Planning:** Preparing employees for future leadership and key positions.

#### Engagement:

We conduct monthly surveys to gain insight into employees' attitudes about the workplace, everyday experiences at work, relationships with managers and other aspects of the job. The results of the surveys are monitored jointly by the human resources department and managers. If any changes in the parameters signal a potential problem, we create an action plan for improvement.

Learning and development needs are also identified through annual talent assessments conducted as part of the performance management cycle, as well as through direct engagement with leaders. These assessments address key areas such as performance improvement, talent retention, ability development, upskilling and readiness for future roles. To support individual development and

respond to the specific needs of employees, we have developed a wide range of training courses available to everyone. We place special emphasis on the identification and empowerment of employees with high development potential, considering different experiences and skills. Employees, in cooperation with their managers and HR partners, can choose training programs both at the company level and according to their own interests, which enables a personalized and targeted approach to development.

To improve employee engagement and satisfaction, we use LutherOne's engagement and productivity platform and measure participation rates. The 2023 target of achieving more than 60% employee participation in surveys has been successfully met in 2024.

### LutherOne:

At Yettel, managers have been using LutherOne for years to engage and motivate their teams. By collecting feedback on their leadership and monitoring the attitudes of employees, they create an environment that scores high in key areas of day-to-day business and team dynamics. Insights from LutherOne surveys give us the ability to quickly solve specific team problems and find constructive solutions at an early stage.

LutherOne Challenges are organized in the form of monthly challenges throughout the company, with special participation of call center teams, with the existence of prizes for participants.

### Activities:

Yettel Serbia strives to create and maintain an attractive working environment in which all employees can develop their skills and work in appropriate positions. Employee appraisal, development programs, and human resource planning processes are aligned with our strategic business development goals. Employee learning and development needs are identified through an annual performance appraisal process and conversations with leaders and cover areas such as job improvement, talent retention, assessment and improvement of existing skills, and development of new knowledge and skills of employees. Yettel has also put provided clear mechanisms and dedicated channels that allow all employees to raise issues and ensure that they are properly addressed. We are committed to fostering an environment in which employees feel safe to voice concerns, including those related to potential negative impacts such as discrimination.

## To improve existing skills and develop future leaders, we have launched a number of development programs. Among them, the following stand out in particular:

### • **"Leadership and Expert Academy" at Yettel**

The Leadership and Expert Academy is a program designed as a training catalog from which leaders and members of their teams, with the support of HR partners, select courses in accordance with individual and company needs, to create a personal development path for each employee. The Academy is based on three development pillars:

- 1. Skills and knowledge** - Learning and training for employees, such as: leadership development, organizational and business design, finance for non-financial professionals, project management, presentation skills and Excel training.
- 2. New ideas and solutions** - Participation in events such as the Armada JS conference (for IT students), data science conference, hackathons (developing solutions to improve the functionality of internal platforms), Let's Talk (developing ideas that positively affect employees and users).
- 3. Talent** - Mentoring people with high potential to develop their skills, and shadowing to create opportunities for employees to explore work in other departments, looking at the organization from a different angle and improve the necessary competencies.

### • **"Kickstart" internship program**

Every summer we host a summer internship program where students join us for three weeks, working in different departments. This program has gained significant recognition, with 80 applications received in just two days. Due to high demand, we had to close applications a little earlier than envisaged.

Our internship program provides an opportunity for young talents to learn and develop their skills under the guidance of experienced mentors. Interns work on a variety of

projects and gain extensive knowledge in areas such as project management, business communication, financial control, data science, and a range of IT skills.

We are proud of our "Kickstart" internship program, designed to provide young graduates with initial professional experience and insight into the company's operations. Through the Kickstart program, we are expanding our talent pool and positioning Yettel as an ideal place to start a career.

Yettel has developed strong partnerships with relevant educational institutions and student organizations.

In addition to the internship program, we are deeply involved in supporting young talent through events such as job fairs, IT workshops and student competitions like "Slučajevi", "Menadžerijada" and "Elektrijada". These events allow us to connect with the brightest young professionals and bring together top candidates for our Kickstart internship program.

### • **BrAln platform:**

In the past year, we launched brAln, a modern learning platform, which allows colleagues to access training anytime and anywhere from an official mobile device, tablet or laptop. The platform is AI-ready, which enables the introduction of an AI assistant that will further enhance the learning experience and personalization. By creating mixed groups, through bringing together employees from different parts of Serbia, we encourage the exchange of user experiences and the development of sales skills through different perspectives. All sales representatives participated in the Sales Competency

League program, where they had a monthly overview of results and clearly defined KPIs that help them track their progress. Our commitment to innovation in learning and development has been recognized internationally - the training and sales development team has won the "Best Learning and Development Program" award for the internal application brAln. This platform has not only enabled a more innovative method of digital training of sales teams, but also a more efficient and quality relationship with customers through an elastic search for content relevant to working with clients. In addition to the technological solution, the team also developed an interesting model for improving knowledge and skills through the Sales Competency League program, which combines live and digital training, followed by a certification process.

### • **Sales Arena and Sales Forum**

Also, for the fourth year in a row, we are organizing two key events, Sales Arena and Sales Forum 4.0, which support the company's commercial strategy and vision to become a technology partner. These events bring together eminent internal and external interlocutors in the field of digitalization, education and all other areas that can help sales improve customer experience.

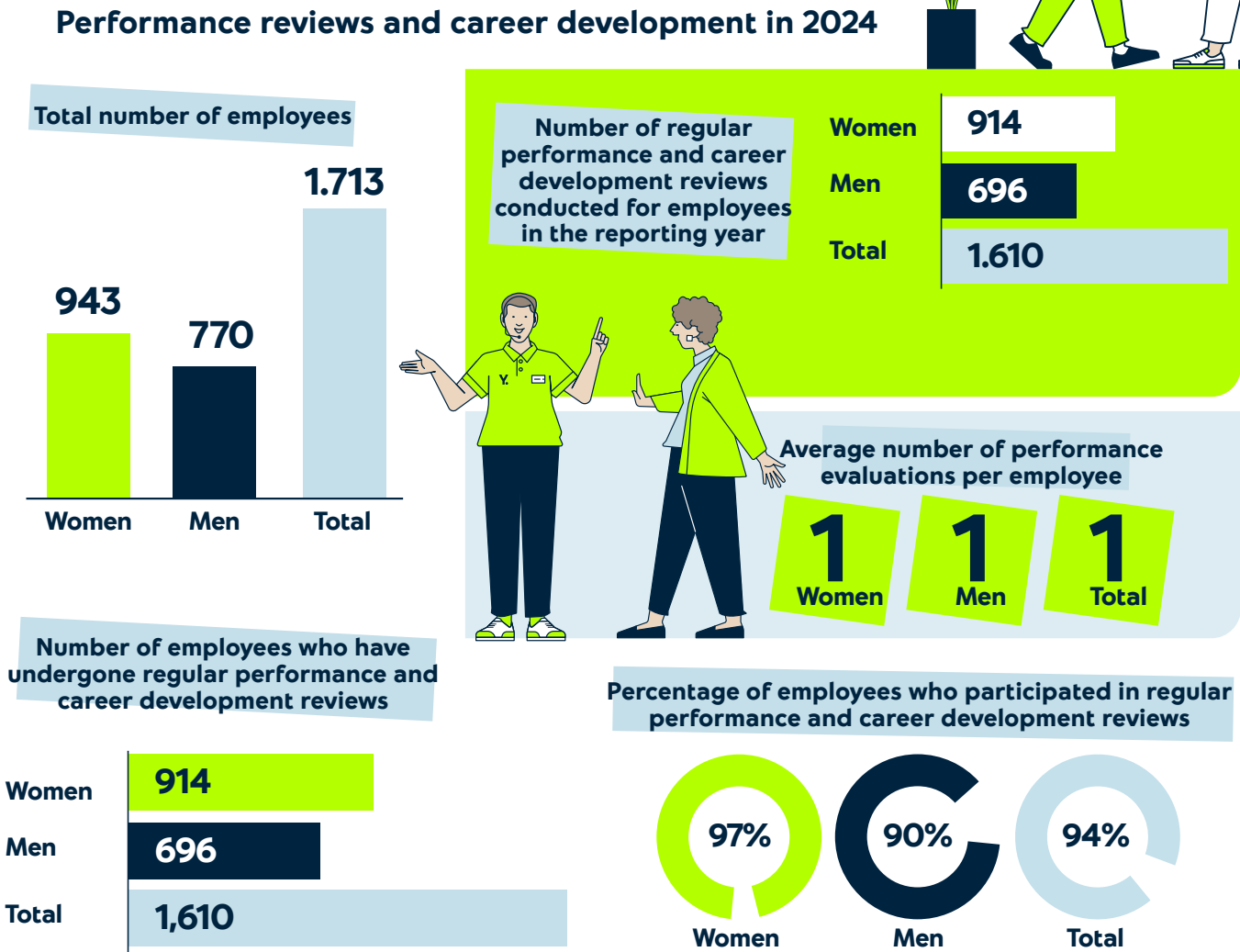
### • **CC Channel Training**

The training team provides a set of trainings and workshops for customer care agents with a focus on developing their business skills, as well as improving their telephone and email communication skills. These workshops aim to equip agents with effective sales techniques, strategies for customizing offers, and professional communication skills, both oral and written.

## Key Metrics of Training and Skill Development:

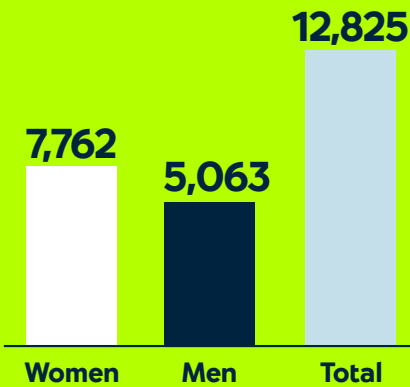
- In 2024, we invested a total of 28,369 hours in training, demonstrating our commitment to employee development.
- In 2024, we met our target of increasing response to our employee survey from 52% in 2023 to over 60% in 2024, providing valuable insights that help shape our strategies.
- During 2024, 59 interns started the “Kickstart” internship, of which 39% signed an employment contract with the company after the internship.

Table 14: Key performance evaluation and career development indicators

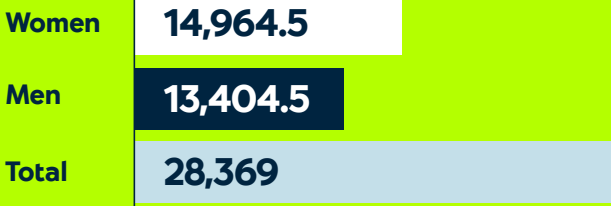


## Education in 2024

Number of hours of compulsory and legally prescribed education attended and completed by employees



Number of hours of career development training and skills attended and completed by employees



Average number of hours spent on education per employee



Table 15: Cooperation with institutions.

Institution/Organization	Our Collaboration
Appworks Company	MapApp: Digital literacy through play and knowledge for more than 1,100 students in Serbia
Science Festival and Faculty of Forestry, University of Belgrade	Science picnic organized by the Science Festival in which scientific stories are presented through interactive settings, workshops and guided tours
UNICEF	Partnering with UNICEF to strengthen the digital competences of students, teachers and parents
	UNICEF Humanitarian Tournament
	UNICEF and Ana Ivanovic on Child Protection in the Digital World
Agency "Fabrika" and the Embassy of Italy	New Year's humanitarian action for children from Belgrade Shelter
FON Student Union	Humanitarian tournament at Ada Ciganlija
Center for Accommodation and Day Care for Children and Youth with Developmental Disabilities	Humanitarian New Year's and Easter Exhibition of the Yettel Foundation
Ministry of Information and Telecommunications	Computers for the IT cabinet of the elementary school "Toplički heroji" in Donji Crnatovo
University Children's Clinic "Tiršova" in Belgrade	Specialized beds for the Department of Cardiac Surgery in "Tiršova"



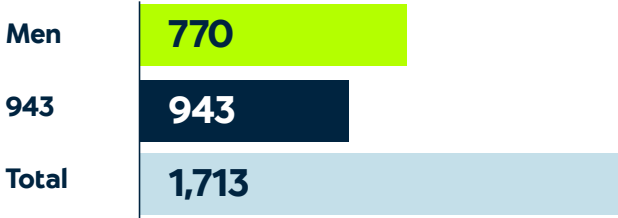


### 3.5. Key internal metrics (S1-6, S1-9, S1-10)

We pride ourselves on strong and dedicated organization, with a good balance between employees who have been with the company for more than 10 years and new team members.

In 2024, we recorded a 17.68% increase in employee turnover compared to the previous year, mostly in positions that are in direct contact with customers in our retail segment, which is in line with industry trends. That is why we are implementing many specific initiatives aimed at this target group, with the aim of improving career opportunities, employee well-being and reducing the turnover rate in the retail segment. Some of these initiatives are the improvement of the recruitment process, on-the-job training, sales training, improvement of leadership skills of frontline managers, as well as other activities, in comparison with market and sector trends. The initiatives we have taken have already led to a reduction in employee turnover compared to the previous period.

Table 16: Representation of employees by gender (number)



More than 90% of our staff are full-time employees, reflecting our strategic goal to provide safe and stable employment. Consequently, all employees receive an adequate salary and are protected by social security systems that mitigate the loss of income caused by major life events.

Table 17: Key indicators - Employee representation

Representation of employees by type of employment in 2024	Men	Women	Total
Number of employees	770	943	1,713
Number of permanent employees	637	748	1,385
Number of temporary employees	132	196	328
Number of full-time employees	765	941	1,706
Number of part-time employees	5	2	7

Table 18: Employees who are not directly employed by Yettel

Number of non-employee workers	2024.
Number of non-employee workers	4



Employee turnover:

The lower employee turnover rate is the result of higher levels of employee satisfaction and engagement, resulting from continuous investment in working conditions, professional development and open communication.

Table 19: Fluctuation indicators

Percentage of turnover	2023.	2024.
Number of employees who have left Yettel	379	333
Percentage of employees who have left Yettel	22	17.28

Table 20: Work-Life Balance Indicators

Work-Life balance metrics, 2024	Žene	Muškarci	Ukupno
Number of employees in the reporting year	943	770	1,713
Number of employees entitled to family-related leave in the reporting year	1,108	775	1,883 <sup>27</sup>
Number of employees who took family-related leave in the reporting year	164	0	164
Percentage of employees who took family-related leave in the reporting year	15	0	15

27 The number of persons entitled to family-related leave is higher than the total number of employees because it includes employees with the off-registration status, such as employees who are on maternity leave, childcare leave, family leave, or on leave to care for a family member.



## 3.6. Contribution to the community and actions for society (S4-1)

### OUR FOCUS:

Providing support to vulnerable groups and individuals most in need, while strengthening community well-being through employee volunteering, donations and sponsorships.

### OUR TARGET:

Active participation in the development of local communities through specific projects and philanthropic activities that meet their needs.

### HOW WE MANAGE:

Starting from our core business, we focus on activities that promote digital literacy and the development of skills necessary for the safe and responsible use of modern technologies, both in children and adults. We believe that digital empowerment is key to equal access to opportunities in today's society.

Also, one of our priorities is the protection and improvement of the environment, which relies on the strategic orientation of our company. Through partnerships with relevant organizations and with the help of the Yettel Foundation, we strive to contribute to the community, investing knowledge and resources in a way we can make a concrete and long-term impact.

Our goal is to leave a positive mark through socially responsible activities and contribute to the creation of a more sustainable and inclusive society.

### PROJECTS FOR A BETTER COMMUNITY:

#### UNICEF Cooperation - For Useful and Safe Digital Technologies in Schools

At the event "Digital Literacy and Protection from Digital Violence", Ana Ivanović, UNICEF Ambassador talked to primary school students in Serbia about their digital skills and highlighted the importance of child protection in the digital world.

As part of the strategic cooperation with UNICEF, Yettel continued with the implementation of the projects "Bridging Digital Divide" and "Safe Net for the Whole Family", which are being implemented in 30 primary schools across Serbia. The focus of the program is to empower children, parents and teachers through the development of digital skills and raising awareness of online safety. As part of the project, learning clubs and digital technology libraries have been formed, and children and schools have been provided with free internet access through 2,200 SIM cards for the next two years. About 60,000 students, parents and teachers are directly involved in these activities. One of the central events was a meeting with UNICEF Ambassador Ana Ivanović, who discussed with the students the challenges and benefits of digital life, with a special focus on the prevention of digital violence. Through this initiative, Yettel and UNICEF are jointly contributing to reducing the digital divide in education, especially in environments where access to technology and knowledge is limited, thereby improving equal opportunities for children's education and personal development in the digital age.



#### Electronic Waste Recycling

To raise awareness of the importance of proper disposal of hazardous waste and prevent its release into nature, Yettel organized the Electronic Waste Recycling Day on March 25. Employees of Yettel, as well as other companies operating within the e& PPF Group, CETIN and Mobi Bank, handed over more than 200 old devices, i.e. 155 kg of electronic waste, for recycling. On the same day, employees also cleaned the Yettel commercial warehouse. On that occasion, more than 4,500 kg of e-waste was disposed, including old phones, modems, tablets, chargers and other devices.





PROJECTS FOR A BETTER COMMUNITY:

Afforestation and cleaning of Divčibare

For the third year in a row, Yettel employees participated in the action of cleaning and afforestation of Divčibare. About thirty volunteers collected more than 40 bags of waste, and 100 pine tree seedlings were planted.



Humanitarian tournament at Ada Ciganlija

Yettel participated in the Humanitarian Sports Tournament organized by the Student Union of the Faculty of Organizational Sciences. Employees competed in several events, including tennis, basketball, volleyball, soccer, chess, and table tennis. All funds raised during the tournament were donated to the Novak Djokovic Foundation.



UNICEF tournament

The UNICEF basketball tournament is a traditional sports activity that brings together the business community in Serbia. With their participation, the companies support the programs for children and youth that UNICEF implements with its partners in Serbia. This time, the funds raised from the registration fee will be used to purchase assertive technology for children with developmental delays and disabilities, to enable them to learn and progress together with their peers.





## Humanitarian numbers in Yettel

**By activating humanitarian numbers, we found new ways to contribute to connecting humanitarian organizations, foundations, associations and citizens who want to donate funds for humanitarian purposes in a simple way. Most of the actions were aimed at raising additional funds to support the treatment of citizens, mostly children and young people. In 2024, we had 29 active humanitarian numbers, and a total of 385,050,485.13 RSD was donated.**



## Twelve smart watches for the little ones from the Shelter

As part of the New Year's humanitarian action, twelve children from the Belgrade Shelter received smart watches as a fulfillment of the wishes they expressed in letters to Santa Claus. This initiative was implemented in cooperation with the agency "Fabrika" and the Embassy of Italy, as part of a wider social support program that has been implemented since 2011. Yettel, as one of the long-term partners of this initiative, has contributed to the donation and promotion of the values of solidarity, togetherness and support for children from vulnerable social groups. In addition to the presentation of gifts, the program included meeting with public figures, creative workshops, as well as sales exhibition of children's works, which further encouraged the recognition of artistic expression and self-confidence among the youngest.



## 3.7. Projects supported by the Yettel Foundation (S4-1)

### Humanitarian Easter Exhibition of the Yettel Foundation

In cooperation with the Center for Accommodation and Day Care for Children and Youth with Disabilities (Center), a humanitarian Easter exhibition of the Yettel Foundation was held. Employees of Yettel, as well as other companies operating within the e&PPF Group, CETIN and Mobi Bank, had the opportunity to buy handicrafts of the Center's wards, such as decorative bowls, mugs, trays and Easter decorations. The items were made at creative workshops organized by the Center, and which are also part of their work-occupational therapy. This type of therapy enables their socialization and development of skills through painting and making decorative objects from textiles, clay, wood, and recycled materials. Sum of 95,700 RSD was collected at the exhibition. All the money was used to buy materials for the next workshops.



### Specialized beds for the Cardiac Surgery Department at "Tiršova" University Children's Clinic

In accordance with the commitment to contribute to the development of the community and improve the health care conditions of the youngest, the Yettel Foundation donated specialized pediatric beds to the "Tiršova" University Children's Clinic in Belgrade. The equipment is intended for the Cardiac Surgery Department, where children stay after being discharged from intensive care unit. The donation worth more than 30,000 euros aims to improve the conditions of postoperative treatment and recovery of children, on whom around 250 cardiac surgical interventions are performed each year. Modern beds contribute to better quality care of patients and facilitate the work of medical staff. The "Tiršova" University Children's Clinic is one of the key health institutions in the country and the region, with more than 150,000 specialist examinations and up to 7,000 surgeries per year. With this donation, the Yettel Foundation reaffirms its commitment to long-term investment in community health, with a special focus on the most vulnerable groups in society.

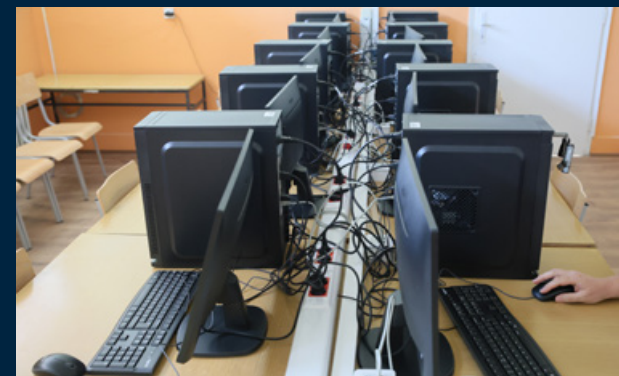


## Computers for the IT cabinet of the Elementary School "Toplički heroji" in Donje Crnatovo

At the beginning of the new school year, the students at the Elementary School "Toplički heroji" in Donje Crnatovo near Žitorađa received an IT cabinet equipped with modern computers. The Yettel Foundation donated 10 desktop computers with accompanying equipment, in cooperation with the Ministry of Information and Telecommunications.

The initiative is part of the company's broader commitment to support the development of digital skills and reduce the digital divide, especially in rural communities. Digital literacy is the basis of active participation in modern society, and investing in educational capacities contributes to equal opportunities for all students. The donation improved the

availability of digital tools in education, which included more than 100 students and teaching staff of the school. The initiative was implemented with institutional support, and with this donation, the school has acquired the conditions for better teaching in the field of computer science and other subjects that involve computer work.



## Third Science Picnic in the Arboretum of the Faculty of Forestry, University of Belgrade

As part of its support to education and raising awareness of the importance of environmental protection, the Yettel Foundation was a partner of the third Science Picnic held on May 17 and 18 at the Arboretum of the Faculty of Forestry of the University of Belgrade. The event, called the Science Festival, attracted more than 5,000 visitors, primarily children, youth and families. During the two-day program, visitors had the opportunity to learn about topics such as climate change, recycling, environmental footprint, biodiversity and the importance of plant life through 18 interactive workshops, exhibitions and scientific exhibitions. More than 130 science communicators participated in the implementation of the program, which had a direct educational impact on many primary and secondary school students, as well as the wider community. Through its "ŠUMA.net" exhibition, the Yettel Foundation educated participants about the concept of plant language and how plants communicate through underground networks, pointing out the importance of preserving forest ecosystems. The Foundation, together with partners, has promoted the practice of recycling, especially aluminum packaging, as an important segment of the circular economy. The Arboretum of the Faculty of Forestry is a protected natural area of local importance and provides a unique environment for the promotion of sustainable development in direct contact with nature. This initiative contributes to the Yettel Foundation's long-term goal of empowering local communities through education, strengthening young people's environmental literacy and motivating behavior change towards a more responsible attitude towards the environment.



# 4. TECHNOLOGY - Accelerating Technology for a Sustainable Future





## OUR FOCUS: (IRO-1, SBM-3)

Cybersecurity and critical infrastructure protection have been identified as material topics for our company, as they directly affect the reliability of services, data protection, user trust and regulatory compliance. Inadequate management of these risks can lead to business interruption, loss of sensitive information, and breach of user security, which can have serious consequences on an operational, financial and reputational level. These topics are particularly important in the context of accelerated digitalization and the complexity of threats in the digital environment.

## OUR AMBITION:

Customers are our primary stakeholders, and their satisfaction is one of the foundations of business success. As a telecommunications company, we play a key role in the development of an inclusive digital ecosystem, ensuring secure, high-quality and affordable connectivity. We enable citizens and businesses to access and benefit from digital services by building modern and reliable networks. This is achieved through continued investments in 5G infrastructure, fiber optic access, digitalization and cybersecurity.

We pay special attention to personal data protection and user privacy. Our processes are regularly reviewed and improved to increase security, strengthen trust and improve customer experience. Managing the impact of products and services on customers is at the heart of our ambition to provide the best network and customer service, while creating long-term value for all stakeholders.

Considering the increasing number of cyber threats, building strong and effective security mechanisms is becoming essential. Cyber security incidents can have significant reputational and financial consequences. These risks are relevant to our business in the short, medium and long term, and their potential financial effects have been assessed as material.

In addition to developing network and digital infrastructure, we are also committed to developing the digital skills of our employees and the wider community, as well as implementing technological solutions that contribute to solving a wider range of social and environmental challenges.

## OUR TARGETS:

- 5G connectivity available to at least 50% and 80% of the population by the end of 2026 and 2028 respectively<sup>28</sup>;
- By 2025, train 90,000 people (including teachers, children and adults) in digital skills.
- By the end of 2025, ensure the protection of 28% of the postpaid base in the segment for individuals with a solution for safe use of the Internet.

## HOW WE MANAGE:

Access to Yettel services and products is easy and transparent. Customers are at the heart of our business, and we strive to provide them with great experience.

### Social inclusion

- We develop modern and reliable networks so that people and companies are connected and use digital services;
- We assist vulnerable groups, such as children and their parents, in acquiring the necessary digital literacy and skills to take full advantage of digital technology, while raising awareness of the potential challenges associated with the use of such technologies;
- We provide access to products and services, including accessibility.

### Personal Security and Cyber Security

- We process and store user data in a secure manner;
- We take care of the safety and health of end-users, as well as other members of the society in which we operate, through compliance with legal limits of exposure to electromagnetic radiation.

### Technology for a sustainable future

- We implement new technologies and services to improve the user experience.
- We build an ecosystem of digital services.
- We develop new services and technologies that address urgent social and environmental challenges and can help other sectors achieve their sustainability goals.

Taking care of the users of our services and products is a key part of our ambition to provide superior user experience and network reliability, thereby creating added value for all relevant stakeholders. At the same time, we are developing a strong system of protection against the increasingly frequent cyber threats, because we know that incidents can seriously jeopardize the reputation and business of operators.

<sup>28</sup> Achieving the target of 5G network availability is highly dependent on external factors. In Serbia, the auction of the 5G spectrum has not yet been enabled.



## 4.1. Social inclusion (S4-1, S4-2, S4-3)

### Why it matters:

In today's digital society, access to information and technology is not a luxury but a necessity. Digital inclusion plays a key role in enabling equal access for all citizens to information and communication technologies (ICT). Our goal is to reduce the digital divide by providing accessible mobile and internet services, but also by developing digital skills through education.

As a telecommunications company, connecting people and communities is at the heart of our business. That is why we continuously invest in network infrastructure, security solutions and technological innovations, to respond to the growing needs of users, in urban, rural and underdeveloped areas. We believe that providing reliable and widely available connectivity can contribute to the revitalization of smaller communities, enable remote work, reduce migration and facilitate access to public services.

Digital inclusion is not only about a technical approach, but also about empowering citizens to use technology safely, efficiently and responsibly. Our digital literacy training helps in the development of practical skills in using digital tools, understanding digital content and navigating the online environment.

### Engagement:

Yettel is continuously improving its work processes to better understand the needs of users and improve the user experience. Customer feedback plays a key role in shaping our offers, and customer satisfaction is one of the basic indicators of the success of our business.

We track our performance using the internationally recognized TRI\*M methodology, which measures satisfaction through the perception of performance and user preferences. In 2024, Yettel's score was 89, based on responses from 3,339 respondents.

We believe that quality customer service means not only responding to the needs of customers but also anticipating their expectations. We regularly conduct research, analyze feedback, and proactively communicate with users through a variety of channels, including media and social media, to provide them with relevant information and facilitate access to services.

### Our Approach:

Our work with customers is based on the company's Code of Ethics and internal policies that adhere to the highest industry standards. We are committed to transparent communication, accurate presentation of our products and compliance with all legal regulations.

We provide services at fair prices, and the information we provide in promotional messages is truthful, clear and useful. We provide users with easy access to information, open channels for communication, complaint resolution and transparent insight into how we store and process their data. We believe that we build trust through responsibility, clarity and readiness to respond to the needs of users at any time.





## MapApp: Digital literacy through play and knowledge for more than 1100 students in Serbia

In cooperation with Appworks, Yettel has implemented an educational program for elementary and high school students across Serbia with the aim of developing digital literacy and safe behavior on the Internet. Through the project, more than 5,300 children accessed digital content, while 1,116 students actively participated in knowledge quizzes.

As part of the project, an interactive educational poster MapApp was developed, which contains QR codes and provides access to the application with educational content adapted to children and young people. The poster was distributed in 300 primary and 150 secondary schools across Serbia, and through texts, videos and quizzes, students learned about topics such as personal data protection, recognizing threats in the digital environment and how to seek help.

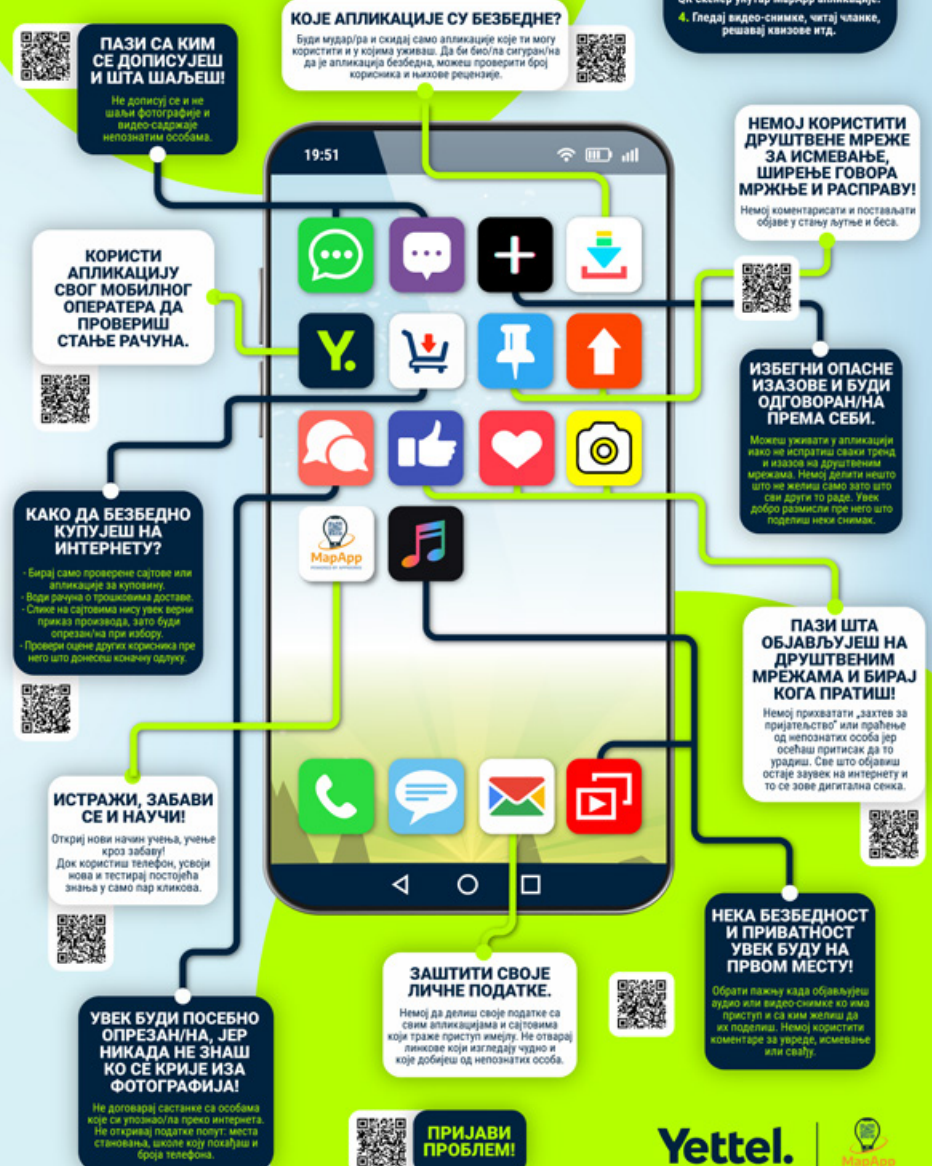
The modern concept of micro-learning, which has been applied within the app, uses short and focused lessons, which has proven to be an effective way to retain information and stimulate curiosity in students. A special focus is placed on the development of practical skills that children need to navigate the digital world safely and responsibly, as well as on empowering teachers to integrate this content into regular teaching.

The final phase of the program included knowledge quizzes, online and in-person, in primary and secondary schools. The most successful students were awarded at an event held at the Museum of Illusions in Belgrade, where an educational tour on the topic of digital security was organized.

Thanks to technological solutions and collaboration with experts in the field of education, Yettel and Appworks are building a safer and more conscious digital environment for the youngest Internet users.



## ОТКРИЈ ТРИК ЗА БЕЗБЕДАН КЛИК



## 4.2. Cyber security, digital and personal data protection (S4-2, S4-3)

### Why it matters:

In the digital environment, users' trust in the protection of their data and the security of services is the basis of a sustainable business. Cybersecurity and personal data protection are becoming increasingly important as technology platforms evolve and the volume of information sharing increases. At Yettel, we are constantly improving our security practices to respond to increasingly sophisticated cyber threats and ensure a high degree of resilience in our network.

Transparency in data processing practices and respect for users' rights are core elements of our privacy strategy. In addition to technical protection, it is equally important for users to understand how and why their data is processed, as well as what their rights are in this process. In 2024, we have further strengthened our internal training processes, with a particular focus on colleagues in retail, contact center and new employees, to integrate the importance of data protection into everyday work from the very beginning.

Compliance with legal and regulatory frameworks is not only an obligation, but also a key component of maintaining customer trust. We continue to develop complex mechanisms for managing risks and security incidents, especially given that technologies such as base stations and mobile phones use radio frequency electromagnetic fields (RF-EMF) to communicate. At Yettel, we take great care of the safety and health of our customers and the society in which we operate.

### Our Approach:

Cyber security and data protection are vital to business continuity. To protect operations and maintain customer trust, Yettel continuously strengthens its data protection measures and the network's resilience against cybercrime. Yettel implements a data protection policy in line with international standards, including ISO 27001:2013, ISO 27791, COBIT and other relevant frameworks. We use modern protection methods such as encryption, anonymization and pseudonymization to ensure the security of data in transit and at rest.

Our team includes a Data Protection Officer and specialized units that oversee security processes, fraud protection, and legal compliance. Our information security management system is ISO 27001 certified, and in 2022, our data privacy management system became ISO 27701 certified. We have also invested in state-of-the-art data privacy software used to detect and maintain records of processing, in line with the requirement prescribed by the Law on Personal Data Protection.

### Engagement:

We foster an organizational culture that implies a high level of awareness of cyber security and the importance of data protection among employees and users. Education, prevention campaigns and continuous user engagement and communication are key to maintaining trust and a safe digital environment.

Our approach to personal data protection is grounded in transparency in data processing practices. We provide users with clear information about how their data is processed, how they can access and manage it.

By fostering a culture of security through employee training, phishing and social engineering awareness campaigns, regular testing and internal communications, Yettel strengthens the resilience of its workforce and infrastructure against cyber risks. All employees are required to regularly attend cybersecurity, security, and privacy training. Yettel also implements various initiatives to

enhance awareness of cybersecurity among its customers. Recent statistics show a significant increase in the number and complexity of fraudulent activities targeting Internet and telecommunications network users. The most common threats include malware and phishing attacks delivered via email or SMS, deceiving individuals into clicking on links leading to unprotected websites designed to extract sensitive information. To support customers in protecting their data, Yettel offers customized systems for securing mobile devices, computers and corporate networks.

In addition to digital security, we are also committed to physical health issues related to the use of telecommunications equipment. When planning and constructing new base stations (BTS), we engage in dialogue with property owners and local communities, providing information on potential risks and the measures we are taking to minimize them. Our goal is to provide transparency and build trust in every community in which we operate.





**Yettel is committed to ensure user safety in the real and digital world.**

In cooperation with the Mountain Rescue Service of Serbia, we have mapped and marked hiking and cycling trails throughout Serbia, thus digitizing them and making them easily accessible to everyone. The trails are part of the Yettel app and are located in a section called "Yettel Green Trails" and are divided into easy, medium and difficult. Each trail contains information about the length, duration, altitude, type of terrain, attractions, as well as interesting facts about the site and photos. Integration with Google Maps allows navigation to and along the trails. In the event of an injury or deviation from the trail, users can quickly and easily call the number of the Mountain Rescue Service via the app.

**Safe Net:**

Since the introduction of Safe Net in 2022, 30% of our users have used this service. As users surf the Internet in the Yettel network, Safe Net identifies and blocks malicious websites and protects them from online fraud aimed at stealing personal or financial information. In addition to protecting against common cyber threats, Safe Net offers content access control for specific categories such as social media, inappropriate content, games, and potentially malicious websites. This is especially useful for parents who want to protect their children from unwanted content.



**Action:**

**Cyber Security and Infrastructure Resiliency**

Through continuous education of employees and spreading awareness of cyber risks, we build a culture of security within the company. Employees receive regular training in information security, including topics such as recognizing phishing campaigns and other social engineering methods. Regular audits and internal tests contribute to strengthening the resilience of our infrastructure to increasingly complex cyber threats, while taking a proactive approach to developing preventive security practices.

**Data protection and reporting mechanisms**

We have set up clear mechanisms for reporting complaints, both for users through customer support and web forms, as well as for employees who have a special internal line at their disposal. All complaints, findings and recommendations are recorded and resolved in accordance with internal procedures. We record all data processing activities and report privacy incidents, in accordance with regulations and internal policies, including data protection policy and regular audits.

**Electromagnetic Radiation and Community Health**

We care about the safety and health of the community in which we operate and comply with legal restrictions regarding electromagnetic radiation. Base stations and mobile devices use radio frequency fields (RF-EMF) to communicate, and research confirms that the levels

generated by mobile technologies prescribed by the International Commission on Non-Ionizing Radiation Protection (ICNIRP) does not pose a threat to human health. These guidelines include significant safety margins to protect employees and the public. Our business activities are fully aligned with the guidelines set by ICNIRP, an independent advisory body that works with the World Health Organization (WHO). Mobile devices sold through our retail portfolio must comply with strict health and safety standards and comply with all national and local regulations. Manufacturers and importers must test and prove that mobile phones meet all the requirements of EU directives before they are released to the market.

No cybersecurity or network incidents were recorded during the reporting period within the Yettel network that affected the service liability.

**Legal Compliance and Regulatory Framework**

All our activities are carried out in accordance with the requirements of domestic regulations: the Law on Protection against Non-Ionizing Radiation, the Law on Environmental Impact Assessment and the Law on Electronic Communications. In zones of increased sensitivity (all urban zones: residential areas, business premises, public institutions, etc.), the electromagnetic radiation (EMF) levels must remain less than 10% of the permissible level, as prescribed by regulations.

In most cases (i.e. in all cases with zones of increased sensitivity), the operator is obliged to submit the Environmental Impact Assessment Report prepared by the authorized third entity to the Secretariat for the Environment of the local self-government. Based on the results of the assessment, an environmental permit is issued, and the operator can apply for an individual license for the use of radio frequencies, which is under the jurisdiction of the Regulatory Authority for Electronic Communications and Postal Services (RATEL). Both types of permits (environmental and spectrum) are issued in accordance with the restrictions (in terms of position, power, EMF levels, etc.) specified in the Environmental Impact Assessment Report.

Monitoring and measurement of radiation levels is carried out by CETIN Serbia, which operates in compliance with the Law on Protection against Non-Ionizing Radiation, the Law on Environmental Impact Assessment and the Law on Electronic Communications (including relevant bylaws). As domestic regulations are stricter than the ICNIRP guidelines, we do not introduce additional voluntary codes or standards.

**Network stability**

During the reporting period, there were no incidents within the Yettel network that would impair the availability or quality of services. The provision of services and the installation of infrastructure is carried out in accordance with environmental regulations and urban plans.

### 4.3. Technology for a sustainable future (S4-2)

Why it matters:	Our Approach:	Engagement:
<p>The telecommunications sector plays a key role in the development of technological solutions that contribute to sustainability for individuals, companies and the wider community. By introducing innovations such as artificial intelligence (AI) and the Internet of Things (IoT), we improve the quality of services, increase operational efficiency and reduce the negative impact on the environment.</p> <p>By expanding access to fixed and mobile networks, we are helping bridge the digital divide, reduce inequalities and promote inclusive connectivity. We are committed to ensuring reliable and universal access to information and communication technologies - which are now increasingly recognized as fundamental rights. These efforts not only support the continuity of basic services, but also drive social inclusion, economic development, and technological progress, which benefit individuals and communities alike.</p> <p>The systems we manage are essential to the functioning of society. Disruptions, whether from cyber threats, extreme weather, or other risks, can significantly impact operations and limit access to vital services for public institutions and private businesses that depend on our connectivity. Ensuring the resilience and security of these networks is therefore crucial to maintain the continuity of services and support social stability.</p> <p>The digitalization of customer support, the transition from physical to online channels, enables faster, more accessible and personalized communication with customers. This approach not only brings benefits for users, but also significant environmental and business benefits: lower paper consumption, reduced emissions associated with the operation of retail outlets and travel, as well as resource savings for companies.</p> <p>The Internet of Things (IoT) is a network of interconnected smart devices that transform the way we work, communicate, and manage services. Telecommunications companies play a key role in the development of smart cities, as they provide the infrastructure to connect IoT devices that enable more efficient traffic management, smart utilities, and advanced public safety solutions.</p> <p>As IoT and AI technologies continue to evolve, new opportunities are opening to create a smarter, more connected, and more sustainable society, and the telecommunications sector is at the heart of these changes.</p>	<p>e&amp; PPF Telecom Group considers innovation and digital technology to be key to its development. Various activities, such as consistent reporting of key performance indicators (KPIs) related to the digitalization of the business, new products or services are first tested in one country, and if they achieve the desired results, they are quickly implemented in other companies within the Group, including Yettel.</p> <p>To support the continued provision of services, the Group has implemented a standardized business continuity management framework. This framework prioritizes risk assessment, network redundancy, disaster recovery, cybersecurity, regulatory compliance, and workforce continuity. This includes identifying critical services, establishing disaster recovery options, and preparing for emergencies through clear communication protocols and regular testing.</p> <p>In addition, the growing number of cyber threats requires strong cybersecurity measures to protect against unauthorized access, data breaches, and attacks that could compromise the integrity and availability of our network. The Group's cybersecurity strategy includes advanced security capabilities, regular system audits and employee awareness training. By combining preventive and responsible measures with strong cyber defenses, we provide uninterrupted services and maintaining connectivity necessary for social and economic activities.</p>	<p>At a time when societies, businesses, and individuals rely heavily on technology in their daily activities, the most important thing for a connectivity company is to provide access to reliable, affordable, and secure services for all. Yettel is proud that 98% of the total population in Serbia is covered by the 4G network. Lastly, the entire e&amp;PPF Telecom Group strives to establish connectivity services based on 5G technology. In cooperation with CETIN Serbia, Yettel shares this ambition. Although there is currently no 5G network coverage in Serbia, Yettel is the first telecommunications operator to launch a 5G testbed environment in the country back in 2019 and continues to support the development of this technology:</p> <ul style="list-style-type: none"><li>Yettel developed advanced language models to improve customer service and automate processes. The Yettel app, with over 1.3 million active users, allows you to easily pay bills, change packages and access various services, including parking and public transport in Serbia.</li><li>For the sixth year in a row, Yettel has been awarded the "Best in the Test" award for the best mobile network quality, which is awarded by the international technology company UMLAUT. In the latest benchmark by the international technology company UMLAUT, Yettel received two awards: the best mobile network and the best home internet. UMLAUT conducted independent testing on the territory of the Republic of Serbia in the period from October 2023 to March 2024. Based on the data obtained, the Yettel network achieved the highest overall results in the mobile network test with the best individual score in the mobile internet coverage category. At the same time, it received the highest overall scores in the home Internet test with the best individual scores in the categories of data upload rate and latency.</li></ul> <div><div><div>% of the population covered by 4G:</div><div><div>97%</div><div>97%</div><div>98%</div></div><div><div>2022</div><div>2023</div><div>2024</div></div></div><ul style="list-style-type: none"><li>International Customer Experience Awards - ICEX24 - Yettel participated in the international competition and won two silver medals for the best learning and development program and the best digital transformation.</li></ul><p><b>The Best Learning and Development Program Award</b> focuses on improving the customer experience by improving a model that helps employees easily go through training and improve their skills on a cutting-edge platform through learning and development in new and innovative ways. The brAIIn platform and Sales Competency League reflect Yettel's commitment to meeting the needs of frontline employees and customers. They demonstrate the company's commitment to improving employee and customer experiences while preparing sales talent for the digital future.</p><p><b>The Best Digital Transformation Award</b> focuses on improving the experience by improving the applications and services provided to users. Within the "Yettel Digital Care" program 16 digital initiatives were introduced to improve the self-help capabilities of the Yettel application. Rooted in a deep understanding of customer needs at different stages of their lifecycle, these features address a variety of situations that often lead to customers seeking support. Through this initiative, almost 80% of all calls have been successfully resolved.</p></div>

## Action:

### Yettel and Yettel Bank enable paperless contract signing

Yettel became the first telecommunications company in Serbia to enable the paperless contracts, while Yettel Bank enabled users to digitally authorize loan documentation for interest-free loans for the purchase of mobile devices. In Yettel stores, Yettel and Yettel Bank customers now only have to leave their signatures for certain transactions in three places, while previously they had to do so in as many as 16 places. Customers leave the store without paper documents, as all signed documentation is stored and accessible digitally in the Yettel and Yettel Bank apps. In this way, Yettel aims to reduce the use of paper by more than 90 percent, as well as streamlining the process of signing contracts for users.



### Sustainable Transport - Available Options within the Yettel App

At Yettel, we recognize the importance of applying a sustainable approach to all aspects of business and society. By introducing parking and public transport payment options in our Yettel app, we are taking steps towards a more sustainable future. In the app, Yettel users can access real-time information about parking and bus zones and prices. Tickets can be purchased for public transport in Belgrade, while the parking messaging service covers 45 cities and municipalities. Looking ahead, we are committed to expanding our parking payment services through the Yettel app to all cities, municipalities and zones across the country where parking is charged. In 2024, Yettel app had 1.3 million users every month, of which more than 300,000 used it every month.

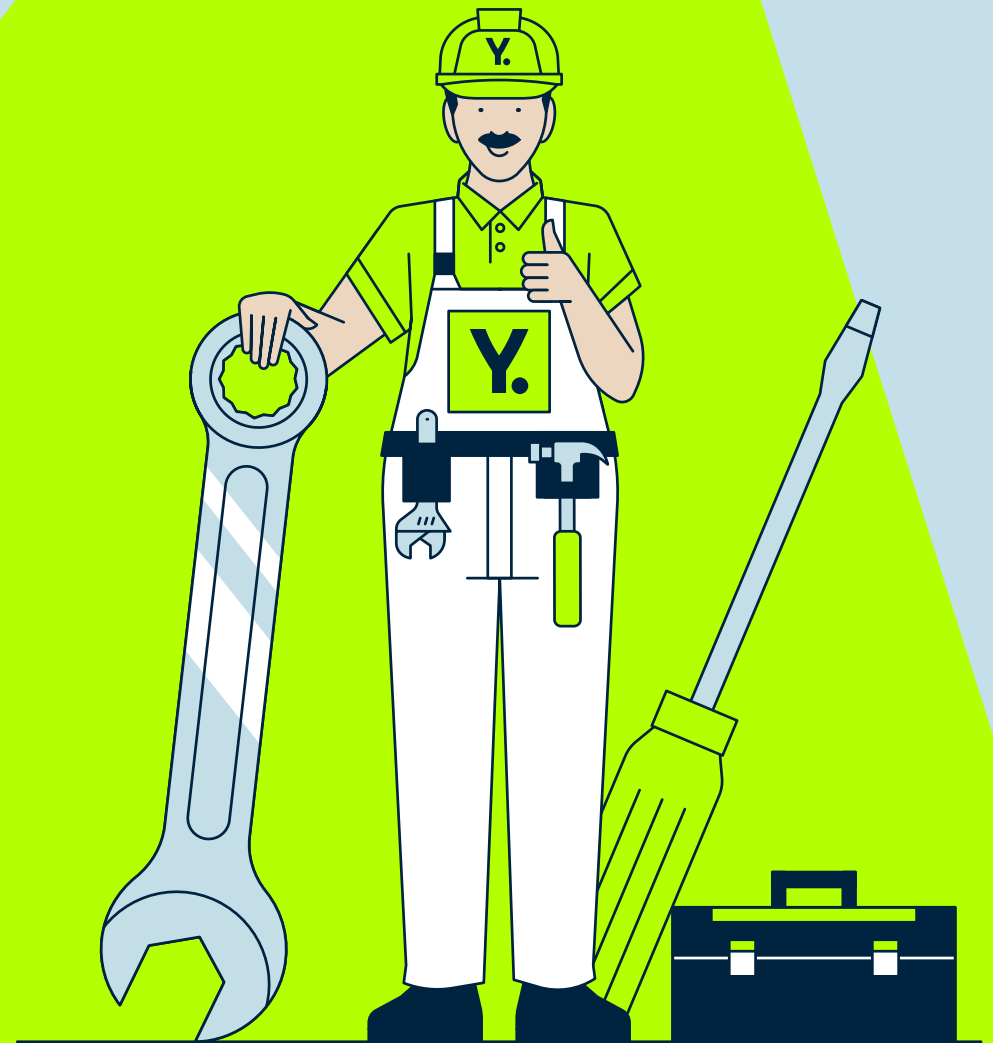
Additional options available within the Yettel application:

1. **Paying bills or parking** through the app without any additional fees. In addition, users can access account information, change packages, or send a top-up.
2. **Yettel Shopping** - a platform for discounts with selected partners, which uses advanced analytics to suggest personalized offers, making it easy to save money and time when shopping.
3. **Yettel Green Trails** - a section with marked cycling and walking trails, where you can find data on 63 pedestrian and 19 cycling trails in Serbia, providing faster and easier access to all information, including the length of the trails, the time needed to cross, altitude, points of interest and many other useful information. The Google Maps app is also built into Yettel Green Trails, making it easy to navigate hiking and biking locations and along the trail itself. In the event of an accident or deviation from the trail, there is an SOS button in the application, through which users can call the emergency service or the nearest local Mountain Rescue Service station.
4. **Yettel Friday** - Yettel has prepared "Yettel Friday" for its postpaid and prepaid users. By clicking on the indicated place, users can get a free phone, smartwatch, gigabytes, more net for applications, minutes, or discounts on phones and accessories, and in addition, gifts from our partners.
5. **Eco Bonus** - a digital service that allows users to approve the recycling of plastic and paper waste produced as citizens of Serbia on their behalf.
6. **Safe Net** - A solution for safe use of the Internet. As users surf the Internet on the Yettel network, Safe Net identifies and blocks malicious websites and protects them from online scams aimed at stealing personal or financial information.

Yettel is the best-rated mobile app on the Google App Store.

# 5. TRANSPARENCY

**Acting with  
transparency  
and integrity**





OUR FOCUS: (IRO-1, SBM-3)

Business conduct topics, including corporate culture, whistleblower protection, political engagement, supplier relationship management (including payment practices), as well as anti-corruption, bribery and anti-money laundering, are recognized as material to our company. These topics can have significant implications for our business integrity, reputation, regulatory compliance and stakeholder trust, in the short, medium and long term.

Yettel's business is based on solid ethical foundations. Essential to our long-term success is to conduct business in an ethical and legal manner. Also, as a reliable and responsible business partner, we improve the sustainability of business through transparent business operations and activities. We set strong policies and improve procedures to ensure that our business practices meet both our expectations and those of our stakeholders.

OUR TARGETS:

- Develop and launch online supplier training on sustainability;
  - Develop and launch mandatory sustainability training for all new employees;
- Provide ESG refresher training to all employees, including targeted management sessions, at least once every two years.

Table 21: Targets from 2023 and 2024

2023	Fulfillment
Conduct business ethically, transparently and with integrity, in accordance with the law.	Fulfilled
Compliance with the sustainability strategy of the e& PPF Group	A fulfilled and long-term target
A plan is in place to align suppliers with sustainable development criteria, including environmental, legal and human rights issues, by the end of 2024	Fulfilled
Sustainability Training - 100% Executive Management Participation	Fulfilled
Sustainability training - participation of 50% of employees	Fulfilled

2024	Deadline
Develop and Launch Online Supplier Sustainability Training	2025
Develop and launch mandatory sustainability training for all new hires	Long-term target
Provide ESG refresher training to all employees, including targeted management sessions, at least once every two years.	Current target



## 5.1 Corporate governance: (GOV-1, G1-1, G1-2, G1-3, G1-5)

Well-established corporate governance is the basis of sustainable business and a responsible attitude towards regulatory, ethical and social requirements. Yettel, through a clear governance structure, stakeholder involvement and effective grievance mechanisms, ensures open dialogue and continuous business improvement. Combating unethical and illegal behavior within the organization and throughout the supply chain contributes to the preservation of human rights, environmental protection and strengthening public trust, thereby reducing reputational and legal risks.

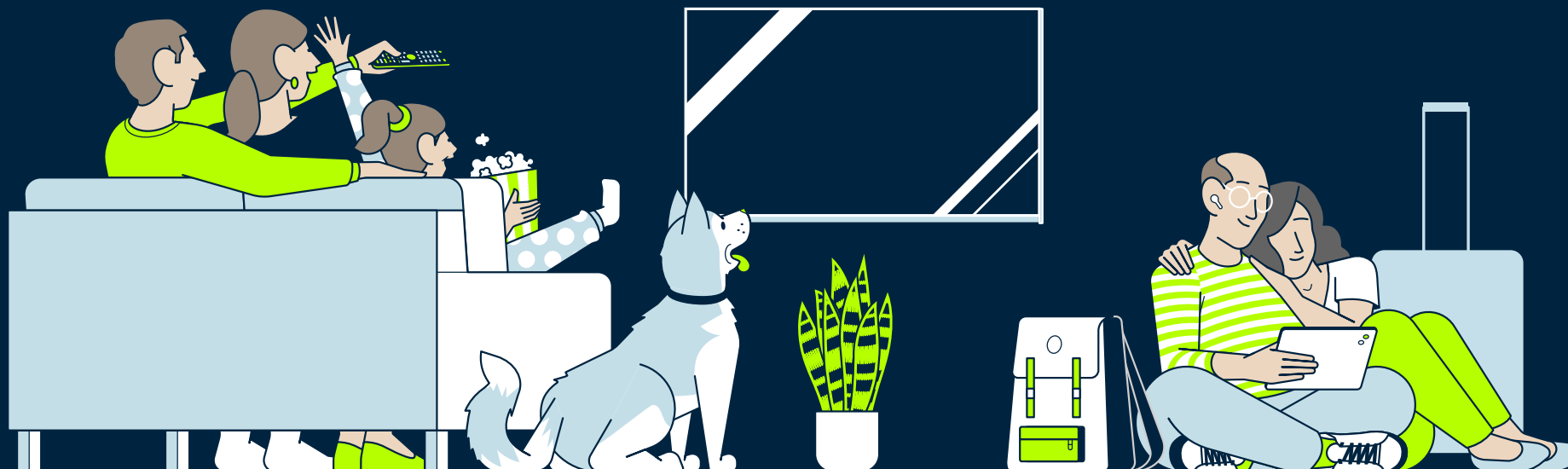
### 5.1.1. Ownership

Yettel was established as a limited liability company with its registered office at Omladinskih brigada 90, Belgrade, Republic of Serbia. The company is wholly owned by the Dutch company PPF TMT BIDCO 1 B.V. from Amsterdam, with its registered office at Strawinskylaan 933. On March 1, 2022, the company changed its name (Telenor) and continued to operate under the business name Yettel. As of August 3, 2018, Yettel in Serbia is owned by PPF TMT BIDCO 1 B.V. PPF TMT BIDCO 1 B.V. is wholly owned by PPF Telecom Group B.V., established on October 16, 2013, as a limited liability company in accordance with the laws of the Netherlands. The General Manager of Yettel in Serbia is a member of the Executive Management, supporting the Board of Directors of e&PPF Telecom Group B.V. in its executive affairs.

### 5.1.2. A Local Approach to ESG Governance (GOV-1)

Yettel manages environmental, social and corporate governance (ESG) topics at the highest level of decision-making in the company, which means that the CEO is the main driver of the ESG agenda, as well as that the entire management is part of it. The sustainable business strategy has been established at the level of e& PPF Telecom Group and integrated locally into our regular business processes, and to ensure the assumption and adequate management of delegated responsibilities, we need a strong approach to managing ESG topics. All strategic sustainability decisions are subject to internal discussions and are adopted by each sector's managers, the ESG team, and ultimately the CEO. Within the ESG team, there is an ESG manager and an ESG expert who are responsible for the cross-sectoral coordination of ESG projects

and initiatives. In addition to this, there are employees in each sector who oversee collecting relevant data related to ESG topics, and who have the responsibility to implement a sustainability strategy in accordance with their competencies. These employees report to the ESG manager. Furthermore, the Legal Department and the Corporate Communications Department have the function of supporting the entire process. To integrate the sustainability strategy into the core of the organization, we have introduced sustainability training for all employees, with the target of achieving 100% participation at senior management level and at least 50% employee participation in 2023. By the end of 2024, we have achieved 100% senior management participation and 61% employee participation. In this way, the targets from 2023 was achieved.



### 5.1.3. Business ethics and integrity: (G1-1, G1-2, G1-3, G1-5)

PPF Group - the former ultimate parent company and current significant minority shareholder - has adopted PPF Group's Corporate Compliance Program, which has been adopted by the Group. This program prescribes the basic principles and rules of conduct for both the Group's employees and external associates, such as contractors and business partners. The program establishes compliance monitoring mechanisms and corrective actions when deficiencies, unethical behavior, or illegal conduct are identified. A key component of the Group's Corporate Compliance Program is the Group's Code of Ethics, which addresses, among other things, the protection of human rights and the prevention of corruption in all the Group's activities. The program is implemented in all companies of the Group through internal policies and processes.

Acting with integrity requires us to exercise caution and carry out regular risk assessments. To operate in accordance with legal regulations, Yettel has adopted the Company Code of Ethics. Yettel has established a Code of Conduct for employees and procedures in case of suspected illegal activities, all with the aim of preventing unwanted or compromising behavior.

All employees and external associates are obliged to report, without undue delay and in accordance with the established organizational rules, any attempt by third parties

to improperly influence their actions, attitudes or decisions within the Company. Such attempts include any behavior that is contrary to good morals or the principles of fair business conduct. Similarly, if an employee or external associate becomes aware of a potential or actual act of corruption, they are obliged to report it immediately through the same channels.



#### Risk management

Yettel has developed a comprehensive risk management system that covers all material aspects of the business, to ensure business continuity and readiness in extraordinary circumstances. The process of identifying and assessing risks is carried out continuously through all organizational units, whereby the potential financial effects and the probability of their occurrence are analyzed. The most significant operational risks are related to network capacity and reliability, critical business systems, and cybersecurity. A special team of executives is tasked with further improving the organization's resilience to such risks. The company strictly implements the Law on Personal Data Protection of the Republic of Serbia. Our risk management system includes an ERM function, specialized tools and guides for employees, as well as management-level risk committees, demonstrating a commitment to continuously improve risk management practices in day-to-day operations and decision-making. In a dynamic and unpredictable business environment, our priority is to identify risks early and react in a timely manner to mitigate negative consequences.

#### Anti-bribery and anti-corruption

Yettel operates in accordance with the highest ethical and professional standards and is resolutely committed to fighting against all forms of corruption. The Code of Ethical Conduct and the Policy on Ethics and Compliance with Legislation are the basic documents that regulate this area and are available to all employees. At least once a year, we carry out activities aimed at educating and raising awareness of employees about the importance of integrity and prevention of corrupt activities. Employees can anonymously or by name report suspected ethical violations or irregularities through open communication channels. A zero-tolerance policy towards corruption is clearly defined through internal acts. All allegations of violation of the Code, regardless of whether they come from within or outside, are thoroughly considered and treated with full confidentiality. Investigations shall be conducted by the Ethics and Compliance Officer and, where appropriate, by other competent authorities within the organization, depending on the nature and severity of the case. Education in the field of ethics and anti-bribery is carried out when there is a need for it. Also, the obligation of employees to report possible conflicts of interest, which are then considered by a specially formed committee, has been established. In cooperation with external partners, a standard contractual clause is applied, which defines their obligations in terms of ethical conduct.

In 2024, there were no convictions or fines handed down for violations of anti-corruption and bribery laws.

#### Human Rights and Fair Working Conditions

Yettel is strongly committed to protecting, respecting and advancing the fundamental human rights of all individuals with whom we come into contact. We have a clear zero-tolerance stance towards all forms of human rights violations, including child and forced labour, as well as human trafficking. We actively support the rights of women and minorities and strive for a system of fair remuneration, with full respect for employees' rights to association and collective bargaining.

#### Combating all forms of violence, i.e. harassment in the workplace

Our goal is to create a working environment dominated by mutual respect, tolerance and professionalism. We do not accept any form of violence or harassment, including discrimination based on gender, race, religion, nationality, disability or sexual orientation. Any form of misconduct must be reported immediately to the competent authorities, i.e. direct managers, human resources or ethical complaint channels. Our policy requires a quick response to each case so that all employees are safe and protected.

## Fighting discrimination

To educate management and employees, the company organizes trainings on the prevention of discrimination. Mechanisms for reporting and resolving complaints, monitoring compliance with laws and protection against mobbing are in place, thus enabling a systemic fight against inequalities in the work environment.

In 2024, there were no reported or established cases of discrimination.

## Internal Whistleblowing Mechanism

At the time of employment, employees are provided with a copy of the Code of Ethical Conduct. Since the Code forms an integral part of the Employment Contract, Yettel has made sure that all employees read it. The policy on ethics and compliance is available on the company's internal portal. The Policy contains basic information, applicable rules and procedures, name and contact details of the person authorized to receive information, and an e-mail address to which a suspected violation of the Code of Ethical Conduct can be reported (anonymously, or by name and surname). All reports, whether received internally or externally, are handled with due care and treated confidentially in accordance with the Code of Ethical Conduct and the local Ethics and Compliance Policy. Each report of a suspected violation of the Code of Ethical Conduct is initially examined to determine whether it is non-compliant with the law. Cases of non-compliance with legal regulations are examined by the officer responsible for ethics and compliance and other competent persons, i.e. units within the organization, depending on the material significance and complexity of each individual case. If suspicion is justified, the evidentiary procedure is terminated, corrective/reactive legal measures are imposed, and sometimes supervisory measures are imposed, which include, but are not limited to, disciplinary measures to improve the root cause process, training and awareness-raising campaigns, and other related measures.





## 5.2. Our value chain (G1-2)

Value chain mapping is the process through which Yettel identifies key activities related to its services or product lines. The aim of this mapping is to identify opportunities to improve performance and assess the company's impact in areas such as procurement, transportation, development, consumption and disposal of used products. Given the extensive and complex nature of the telecommunications value chain, which involves hundreds of businesses, it is important to have a thorough understanding of these factors. The environmental impact of the telecommunications sector arises from various stages of the value chain, including the extraction of raw materials, processing, production and assembly of electronic devices and equipment, packaging and transportation. It also affects the energy used to operate the network and use the device. In addition to environmental issues, the value chain also includes social issues, such as the protection of human rights and access to connectivity and digital services. Responsible and transparent business in accordance with applicable laws and regulations is crucial, and falls under the area of management, but also affects environmental and social outcomes.

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

- 1. Supply (upstream)**
- 2. Business Activities (own operation)**
- 3. Use and disposal (downstream).**

Throughout every stage of the value chain, Yettel complies with applicable laws and regulations and operates in accordance with its Code of Conduct. CETIN Serbia is one of our main partners. CETIN is a leader in telecommunications infrastructure in Serbia, managing a large network of 1,800 radio base stations, 9,300 kilometers of fiber optic cables and two data centers. CETIN Serbia operates an optical infrastructure that provides significant redundancy at all points of high concentration through annular topologies in the national backbone. They are a key data service internationally, working with e&PPF Telecom Group companies and many other partners around the world. Network infrastructure is the basis of CETIN's business, services and user experience. By investing in the latest technologies and improving its services and network infrastructure, CETIN ensures the installation and maintenance of key equipment such as base stations, nodes, central and network cables. This guarantees uninterrupted network functionality, reliability and connectivity, easing the path to digital transformation. The rapid evolution of technology requires continuous improvements to CETIN's network and systems, which in turn generates electronic waste. However, advances in technology, especially the introduction of 5G, allow for improvements in energy efficiency, despite the increase in data transmission volumes and energy consumption.



## 5.3. About the report

The 2024 Sustainability Report has been prepared together with our financial report. This report highlights Yettel's commitment to sustainability and creating a better future. We prioritize environmental, social and governance issues, recognizing their importance in fulfilling our responsibility to society and ensuring long-term success. As a brand that prioritizes people, Yettel combines technology and connectivity with a simple mission - to be their partner in the world of technology. As the leading telecommunications company in Serbia, we plan to continue to grow and develop the Serbian market with newer generation technologies, which are aimed at creating a positive impact on society. The report contains basic data on Yettel and its relationship with environmental and social issues, as well as information on a sustainable business strategy that will focus our efforts and resources on the areas where we can make the greatest impact. The double materiality assessment, which forms the basis of this sustainability report, was prepared in 2024 in accordance with the requirements of the European Sustainability Reporting Standards (ESRS) and the guidelines issued by the European Financial Reporting Advisory Group (EFRAG), to be aligned with the new EU Corporate Sustainability Reporting Directive (CSRD). The 2024 Sustainability Report contains references to the ESRS and has been further adjusted in structure, information provided and terminology as part of Yettel's progress towards meeting CSRD requirements. All data included in the report are considered material. In accordance with the transitional provisions of the ESRS, certain information on the value chain was omitted where the integrity of the data was not satisfactory at the time of reporting. As part of the e&PPF Telecom Group, our company works closely with the members of the Group to define sustainability goals and ensure their consistent implementation. Accordingly, we were guided by the e&PPF Telecom Group's 2024 Sustainability Report, which reflects the performance of eight operating telecommunications and network providers in Central and Eastern Europe, one of which is Yettel. Metrics are typically derived from process data systems, measurements, calculations, and procurement data. Checks are carried out to ensure the completeness and accuracy of the reported information. However, the absence of universally accepted reporting standards and practices for certain data and the scope of the sustainability statement may create uncertainties in this information. We regularly review our use of assessments and conclusions based on experience, developments in ESG reporting, and various other factors. Changes in estimates are noted during the review process and are described in the notes next to the corresponding

metrics. All data on greenhouse gas emissions (Scope 1, 2 and 3) shall be reported in accordance with the Greenhouse Gases Protocol. Estimates are used to report specific data, such as Scope 3 emissions. The reporting period covers the period from January 1 2024, to December 31 2024, and covers the entire Yettel value chain. Operations that are sold or divested during the year are excluded unless otherwise stated. Data from discontinued or closed business activities are included for the portion of the reporting period during which they were operational, unless otherwise stated. The report contains information on the Management's attitude towards environmental protection, social responsibility and corporate governance, the company's core activities, as well as the overall progress of the company achieved in 2024. Furthermore, the report also contains information on how the company manages these issues, describes the structure of these issues, and the policies in place. In our future reports, the quality and quantity of published data will be improved, as we will strive to further improve the transparency of our work. Comparative data presented in this report is taken without corrections from previously published reports in accordance with the ESRS standard. In addition to the statements of fact, this report contains certain forward-looking statements, including, but not limited to, those relating to Yettel's financial position, business strategy, management plans and objectives for Yettel's future business. These forward-looking statements involve known and unknown risks, uncertainties, and other factors that could cause Yettel's actual results, performance, or achievements to differ materially from those expressed or implied. Factors influencing these differences include, but are not limited to, global socio-demographic and economic trends, climate-related conditions, legislative and regulatory changes, and unforeseen events. These forward-looking statements are based on assumptions about Yettel's current and future business strategies and the environment in which Yettel expects to operate. Therefore, certain information in this report related to objectives, intentions or expectations is subject to change, and no guarantee can be given that such objectives, intentions or expectations will be met or will not be changed in the future. For this reason, it is recommended that the above be considered when interpreting the statements on future expectations stated in the Report. The Report was prepared in English and Serbian and was published in on November 6th, 2025. If you have any further questions or need further information, please feel free to contact us at [esg@yettel.rs](mailto:esg@yettel.rs). We will be happy to answer any questions you may have about our Report.

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

The tables below show the disclosure requirements in ESRS in ESRS 2 and the standards that are considered material for Yettel and that informed the preparation of our sustainability statements. Disclosure requirements from subject standards E2, E3, E4, S2 and S3 are excluded because they are below our materiality thresholds. The tables serve as a navigational tool to locate the specific information for the disclosure requirement in our sustainability statements. If certain disclosure requests do not have relevant information or the related data is considered intangible, this is marked "NA".

Table 22: Disclosure requirements in the ESRS covered by sustainability statements

ESRS standard	Description	Page
ESRS 2	General Disclosures	
[BP-1]	General basis for the preparation of a sustainability statement	73
[BP-2]	Disclosures in relation to specific circumstances	73
[GOV-1]	The role of administrative, management and supervisory bodies	69
[GOV-2]	Information provided and sustainability issues addressed by administrative, management and supervisory bodies	NA
[GOV-3]	Integration of sustainability-related performance into incentive systems	NA
[GOV-4]	Statement on sustainability due diligence	NA
[GOV-5]	Risk management and internal control over sustainability reporting	NA
[SBM-1]	Market position, strategy, business model(s) and value chain	8-9, 13, 72
[SBM-2]	Interests and Views of Stakeholders	21-22
[SBM-3]	Material impacts, risks and opportunities and their interaction with strategy and business model	11, 19-20
[IRO-1]	Description of the process for identifying and assessing material impacts, risks and opportunities	19-20
[IRO-2]	Disclosure requirements in the ESRS covered by the undertaking's sustainability statement	74

ESRS Standard	Opis	Stranica
ESRS E1	Climate change	
[GOV-3]	Integration of sustainability-related performance in incentive systems	NA
[SBM-3]	Material impacts, risks and opportunities and their interaction with strategy and business model	27, 29
[IRO-1]	Description of the process for identifying and assessing climate-related material impacts, risks and opportunities	19-20
[E1-1]	Transition Plan for climate change mitigation	33
[E1-2]	Policies related to climate change mitigation and adaptation	28
[E1-3]	Actions and resources related to climate change policies	28
[E1-4]	Targets related to climate change mitigation and adaptation	27
[E1-5]	Energy consumption and mix	30
[E1-6]	Gross Scopes 1, 2, 3 and total GHG emissions	31-32
[E1-7]	GHG removals and GHG mitigation projects financed through carbon credits	NA
[E1-8]	Internal carbon pricing	NA
[E1-9]	Anticipated financial effects from material, physical and transition risks and potential climate-related opportunities	NA
ESRS E5	Circular economy	
[IRO-1]	Description of the process for identifying and assessing the material use of resources and the impacts, risks and opportunities associated with the circular economy.	19-20
[E5-1]	Policies related to resource use circular economy	35



ESRS Standard	Opis	Stranica
[E5-2]	Actions and resources related to resources use and the circular economy	35, 37-39
[E5-3]	Targets related to the use of resources and the circular economy	34
[E5-4]	Resource inflows	36
[E5-5]	Resource outflows	36
[E5-6]	Anticipated financial effects from resource use and circular economy-related impacts, risks and opportunities	NA
ESRS S1	Own workforce	
[S1-SBM3]	Material impacts, risks and opportunities and their interaction with strategy and business model	42-43
[S1-1]	Policies related to own workforce	45-48
[S1-2]	Processes for engaging with own workers and workers' representatives about impacts	44, 47-49
[S1-3]	Processes to remediate negative impacts and channels for own workers to express concerns	44, 47-49, 71
[S1-4]	Taking action on material impacts on own workforce, and approaches to mitigating material risks and pursuing material opportunities related to own workforce, and effectiveness of those actions	44-49
[S1-5]	Targets related to the management of material adverse impacts, the advancement of positive impacts and the management of material risks and opportunities	42
[S1-6]	Characteristics of the undertaking's employees	52-53
[S1-7]	Characteristics of non-employee workers in the undertaking's own workforce	52
[S1-8]	Collective bargaining coverage and social dialogue	43
[S1-9]	Diversity metrics	47

ESRS Standard	Opis	Stranica
[S1-10]	Adequate wages	52
[S1-11]	Social protection	52
[S1-12]	Persons with disabilities	NA
[S1-13]	Training and skill development metrics	50
[S1-14]	Health & Safety metrics	45
[S1-15]	Work-Life Balance metrics	45
[S1-16]	Compensation metrics (Pay Gap and Total Compensation)	NA
ESRS S4	Consumers and end-users	
[S4-SBM3]	Material impacts, risks and opportunities and their interaction with strategy and business model	60-61, 63, 65
[S4-1]	Policies related to consumers and end-users	61, 63, 65
[S4-2]	Processes for engaging with consumers and end-users about impacts	61, 63, 65
[S4-3]	Processes to remediate negative impacts and channels for consumers and end-users to raise concerns	63, 64
[S4-4]	Taking action on material impacts on consumers and end-users, and approaches to managing material risks and pursuing material opportunities related to consumers and end-users, and effectiveness of those actions	62, 64, 66
[S4-5]	Targets related to the management of material adverse impacts, the advancement of positive impacts and the management of material risks and opportunities	60

ESRS Standard	Opis	Stranica
ESRS G1 Business Conduct	ESRS G1 Business Conduct	
[GOV-1]	The role of administrative, supervisory and management bodies	69
[IRO-1]	Description of the process for identifying and assessing material impacts, risks and opportunities	19-20
[G1-1]	Corporate culture and business conduct policies and corporate culture	70-71
[G1-2]	Management of relationships with suppliers	72
[G1-3]	Prevention and detection of corruption or bribery	70
[G1-4]	Confirmed incidents of corruption or bribery	70
[G1-5]	Political influence and lobbying activities	NA
[G1-6]	Payment practices	NA

The table below includes all data derived from other EU legislation, as set out in ESRS 2 Annex B, indicating where the data can be found in our report.

Table 23: Data derived from other EU regulations

Disclosure requirement	Datapoint	Sustainability Reports / Attachment	SFDR Reference	Pillar 3 reference	Benchmark Regulation Reference	EU Climate Law reference	Page
ESRS 2							
ESRS 2 GOV-1	21 (d)	Board's gender diversity	Indicator number 13 of Table #1 of Annex 1		Commission Delegated Regulation (EU) 2020/1816 (5), Annex II		47
ESRS 2 GOV-1	21 (e)	Percentage of board members who are independent			Delegated Regulation (EU) 2020/1816, Annex II		NA
ESRS 2 GOV-4	30	Statement on due diligence	Indicator number 10 Table #3 of Annex 1				NA
ESRS 2 SBM-1	40 (d) and	Involvement in activities related to fossil fuel activities	Indicators number 4 Table #1 of Annex 1	Article 449a Regulation (EU) No 575/2013; Commission Implementing Regulation (EU) 2022/2453 (6) Table 1: Qualitative information on environmental risk and Table 2: Qualitative information on social risk	Delegated Regulation (EU) 2020/1816, Annex II		NA
ESRS 2 SBM-1	40 (d) ii	Involvement in activities related to chemical production	Indicator number 9 Table #2 of Annex 1		Delegated Regulation (EU) 2020/1816, Annex II		NA
ESRS 2 SBM-1	40 (d) iii	Involvement in activities related to controversial weapons	Indicator number 14 Table #1 of Annex 1		Delegated Regulation (EU) 2020/1818(7), Article 12(1), Delegated Regulation (EU) 2020/1816, Annex II		NA
ESRS 2 SBM-1	40 (d) iv	Involvement in activities related to the production of tobacco			Delegated Regulation (EU) 2020/1818, Article 12(1), Delegated Regulation (EU) 2020/1816, Annex II		NA



Disclosure requirement	Datapoint	Sustainability Reports / Attachment	SFDR Reference	Pillar 3 reference	Benchmark Regulation Reference	EU Climate Law reference	Page
ESRS E1							
ESRS E1-1	14	Transition plan to reach climate neutrality by 2050				Regulation (EU) 2021/1119, Article 2(1)	33
ESRS E1-1	16 (g)	Undertakings excluded from Paris-aligned Benchmarks		Article 449a Regulation (EU) No 575/2013; Commission Implementing Regulation (EU)2022/2453 Template 1:Banking Ledger-Climate Change Risk Transition: Credit Quality of Exposures by Sector, Emissions and Residual Maturity	Delegated Regulation (EU) 2020/1818, Article 12.1 (d) to (g), and Article 12.2		NA
ESRS E1-4	34	GHG emission reduction targets	Indicator number 4 Table #2 of Annex 1	Article 449a Regulation (EU) No 575/2013; Commission Implementing Regulation (EU) 2022/2453 Template 3: Banking book -Climate change transition risk: compliance metrics	Delegated Regulation (EU) 2020/1818, Article 6		27
ESRS E1-5	38	Energy consumption from fossil sources disaggregated by sources	Indicator number 5 Table #1 and Indicator n. 5 Table #2 of Annex 1				NA
ESRS E1-5	37	Energy consumption and mix	Indicator number 5 Table #1 of Annex 1				30
ESRS E1-5	40-43	Energy intensity associated with activities in high climate impact sectors	Indicator number 6 Table #1 of Annex 1				NA

Disclosure requirement	Datapoint	Sustainability Reports / Attachment	SFDR Reference	Pillar 3 reference	Benchmark Regulation Reference	EU Climate Law reference	Page
ESRS E1-6	44	Gross Scope 1, 2, 3 and Total GHG emissions	Indicators number 1 and 2 Table #1 of Annex 1	Article 449a; Regulation (EU) No 575/2013; Commission Implementing Regulation (EU) 2022/2453 Template 1: Banking ledger - Climate change transition risk: Credit quality exposures by sector, emissions and remaining maturity	Delegated Regulation (EU) 2020/1818, Articles 5(1), 6 and 8(1)		31
ESRS E1-6	53-55	Gross GHG emissions intensity	Indicators number 3 Table #1 of Annex 1	Article 449a Regulation (EU) No 575/2013; Commission Implementing Regulation (EU) 2022/2453 Template 3: Banking book -Climate change transition risk: compliance metrics	Delegated Regulation (EU) 2020/1818, Article 8(1)		NA
ESRS E1-7	56	GHG removals and carbon credits				Regulation (EU) 2021/1119, Article 2(1)	NA
ESRS E1-9	66	Exposure of the benchmark portfolio to physical climate risks			Delegated Regulation (EU) 2020/1818, Annex II Delegated Regulation (EU) 2020/1816, Annex II		NA
ESRS E1-9	66 (a); 66(c)	Disaggregation of monetary amounts by acute and chronic physical risk; Location of significant assets at material physical risk		Article 449a Regulation (EU) No 575/2013; Commission Executive Regulation (EU) 2022/2453, paragraphs 46 and 47; Template 5: Physical risk due to climate change: Exposures subject to physical risk.			NA

Disclosure requirement	Datapoint	Sustainability Reports / Attachment	SFDR Reference	Pillar 3 reference	Benchmark Regulation Reference	EU Climate Law reference	Page
ESRS E1-9	67 (c)	Breakdown of the carrying value of its real estate assets by energy-efficiency classes		Article 449a Regulation (EU) No 575/2013; Commission Executive Regulation (EU) 2022/2453 paragraph 34; Template 2: Banking Book - Transition Risk due to Climate Change: Loans Secured by Movable Property - Energy Efficiency Pledges			NA
ESRS E1-9	69	Degree of exposure of the portfolio to climate- related opportunities			Delegated Regulation (EU) 2020/1818, Annex II		NA
ESRS E2							
ESRS E2-4	28	Amount of each pollutant listed in Annex II of the E-PRTR Regulation (European Pollutant Release and Transfer Register) emitted to air, water and soil	Indicator number 8 Table #1 of Annex 1 Indicator number 2 Table #2 of Annex 1 Indicator number 1 Table #2 of Annex 1 Indicator number 3 Table #2 of Annex 1				NM
ESRS E3							
ESRS E3-1	9	Water and marine resources	Indicator number 7 Table #2 of Annex 1				NM
ESRS E3-1	13	Dedicated policy	Indicator number 8 Table 2 of Annex 1				NM
ESRS E3-1	14	Sustainable Oceans and Seas	Indicator number 12 Table #2 of Annex 1				NM

Disclosure requirement	Datapoint	Sustainability Reports / Attachment	SFDR Reference	Pillar 3 reference	Benchmark Regulation Reference	EU Climate Law reference	Page
ESRS E3-4	28 (c)	Total water recycled and reused	Indicator number 6.2 Table #2 of Annex 1				NM
ESRS E3-4	29	Total water consumption in m <sup>3</sup> per net revenue on own operations	Indicator number 6.1 Table #2 of Annex 1				NM
ESRS E4							
ESRS 2 - IRO 1 - E4	16 (a) and		Indicator number 7 Table #1 of Annex 1				NM
ESRS 2 - IRO 1 - E4	16 (b)		Indicator number 10 Table #2 of Annex 1				NM
ESRS 2 - IRO 1 - E4	16 (c)		Indicator number 14 Table #2 of Annex 1				NM
ESRS E4-2	24 (b)	Sustainable agricultural practices or policies	Indicator number 11 Table #2 of Annex 1				NM
ESRS E4-2	24 (c)	Sustainable oceans / seas practices or policies	Indicator number 12 Table #2 of Annex 1				NM
ESRS E4-2	24 (d)	Policies to address deforestation	Indicator number 15 Table #2 of Annex 1				NM
ESRS E5							
ESRS E5-5	37 (d)	Non-recycled waste	Indicator number 13 Table #2 of Annex 1				36
ESRS E5-5	39	Hazardous and radioactive waste	Indicator number 9 Table #1 of Annex 1				36
ESRS S1							
ESRS 2 - SBM 3 - S1	14 (f)	Risk of incidents of forced labour	Indicator number 13 Table #3 of Annex 1				70



Disclosure requirement	Datapoint	Sustainability Reports / Attachment	SFDR Reference	Pillar 3 reference	Benchmark Regulation Reference	EU Climate Law reference	Page
ESRS 2 - SBM 3 - S1	14 (g)	Risk of incidents of child labor	Indicator number 12 Table #3 of Annex I				70
ESRS S1-1	20	Human rights policy commitments	Indicator number 9 Table #3 and Indicator number 11 Table #1 of Annex I				70
ESRS S1-1	21	Due diligence policies on issues addressed by the fundamental International Labor Organisation Conventions			Delegated Regulation (EU) 2020/1816, Annex II		NA
ESRS S1-1	22	Processes and measures for preventing trafficking in human beings	Indicator number 11 Table #3 of Annex I				NM
ESRS S1-1	23	Workplace accident prevention policy or management system	Indicator number 1 Table #3 of Annex I				44-45
ESRS S1-3	32 (c)	Grievance/complaints handling mechanisms	Indicator number 5 Table #3 of Annex I				71
ESRS S1-14	88 (b) and (c)	Number of fatalities and number and rate of work-related accidents	Indicator number 2 Table #3 of Annex I		Delegated Regulation (EU) 2020/1816, Annex II		45
ESRS S1-14	88 (e)	Number of days lost to injuries, accidents, fatalities or illness	Indicator number 3 Table #3 of Annex I				45
ESRS S1-16	97 (a)	Unadjusted gender pay gap	Indicator number 12 Table #1 of Annex I		Delegated Regulation (EU) 2020/1816, Annex II		46
ESRS S1-16	97 (b)	Excessive CEO pay ratio	Indicator number 8 Table #3 of Annex I				NA

Disclosure requirement	Datapoint	Sustainability Reports / Attachment	SFDR Reference	Pillar 3 reference	Benchmark Regulation Reference	EU Climate Law reference	Page
ESRS S1-17	103 (a)	Incidents of discrimination	Indicator number 7 Table #3 of Annex I				46-47, 70
ESRS S1-17	104 (a)	Non-respect of UNGPs on Business and Human Rights and OECD	Indicator number 10 Table #1 and Indicator n. 14 Table #3 of Annex I		Delegated Regulation (EU) 2020/1816, Annex II Delegated Regulation (EU) 2020/1818 Art. 12 (1)		NA
ESRS S2							
ESRS 2 - SBM 3 - S2	11 (b)	Significant risk of child labour or forced labour in the value chain	Indicators number 12 and n. 13 Table #3 of Annex I				NM
ESRS S2-1	17	Human rights policy commitments	Indicator number 9 Table #3 and Indicator n. 11 Table #1 of Annex 1				NM
ESRS S2-1	18	Policies related to workers in the value chain	Indicator number 11 and n. 4 Table #3 of Annex 1				NM
ESRS S2-1	19	Non-respect of UNGPs on Business and Human Rights principles and OECD guidelines	Indicator number 10 Table #1 of Annex 1		Delegated Regulation (EU) 2020/1816, Annex II Delegated Regulation (EU) 2020/1818, Article 12 (1)		NM
ESRS S2-1	19	Due diligence policies in accordance with the ILO Conventions			Delegated Regulation (EU) 2020/1816Annex II		NM
ESRS S2-4	36	Human rights issues and incidents connected to its upstream and downstream value chain	Indicator number 14 Table #3 of Annex 1				NM
ESRS S3							
ESRS S3-1	16	Human rights policy commitments	Indicator number 9 Table #3 of Annex 1 and Indicator number 11 Table #1 of Annex 1				NM
ESRS S3-1	17	non-respect of UNGPs on Business and Human Rights, ILO principles and OECD guidelines	Indicator number 10 Table #1 Annex 1		Delegated Regulation (EU) 2020/1816, Annex II Delegated Regulation (EU) 2020/1818, Article 12 (1)		NM

Disclosure requirement	Datapoint	Sustainability Reports / Attachment	SFDR Reference	Pillar 3 reference	Benchmark Regulation Reference	EU Climate Law reference	Page
ESRS S3-4	36	Human Rights Issues and Incidents	Indicator number 14 Table #3 of Annex 1				NM
ESRS S4							
ESRS S4-1	16	Policies related to consumers and end-users	Indicator number 9 Table #3 and Indicator number 11 Table #1 of Annex 1				61, 63, 65
ESRS S4-1	17	Non-respect of UNGPs on Business and Human Rights and OECD guidelines	Indicator number 10 Table #1 of Annex 1			Delegated Regulation (EU) 2020/1816, Annex II Delegated Regulation (EU) 2020/1818, Article 12 (1)	NA
ESRS S4-4	35	Human rights issues and incidents	Indicator number 14 Table #3 of Annex 1				70
ESRS G1							
ESRS G1-1	§10 (b)	United Nations Convention against Corruption	Indicator number 15 Table #3 of Annex 1	Number of indicators 15 Table #3 of Annex 1			70
ESRS G1-1	§10 (d)	Protection of whistle-blowers	Indicator number 6 Table #3 of Annex 1				71
ESRS G1-4	§24 (a)	Fines for violation of anti-corruption and anti-bribery laws	Indicator number 17 Table #3 of Annex 1			Delegated Regulation (EU) 2020/1816, Annex II)	70
ESRS G1-4	§24 (b)	Standards of anti-corruption and anti-bribery	Indicator number 16 Table #3 of Annex 1				70

**Yettel.**