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# We Care.

## Responsible business report

# Table of contents



I.	<b>Our Responsibility</b>	<b>2</b>
II.	<b>Together for the planet</b>	<b>3</b>
III.	<b>Our values</b>	<b>4</b>
	<b>Sustainable Development</b>	<b>4</b>
	<b>Diversity &amp; Inclusion</b>	<b>5</b>
	• Gender equality	6-8
	• Mental health and wellbeing	9-10
	• Climate action	11-13
	• Industry, innovation and infrastructure	14-17
IV.	<b>Corporate Social Responsibility</b>	<b>18-20</b>
V.	<b>Activities supporting the fight against COVID-19</b>	<b>21-23</b>
VI.	<b>Transparent communication</b>	<b>24-25</b>
VII.	<b>SafetyFirst – Employee safety</b>	<b>26-27</b>
VIII.	<b>Group Compliance Policy</b>	<b>28-29</b>
IX.	<b>Plans for 2022</b>	<b>30-31</b>

# Our Responsibility



We operate in a group of companies responsible for building, maintaining and managing open fibre-optic networks, as well as providing telecommunications services. Thanks to us, every day hundreds of thousands of people can use fast and secure fibre-optic Internet, which is now an essential tool for work, study, communication and entertainment. We also support companies and public institutions.

We are keenly aware of the importance of our work as we are making a real impact on the digital and technological landscape of our country today. This sounds serious, but thanks to us, optical fibre and high-speed Internet reach not only hundreds of thousands of homes, but also such important places as hospitals, institutions, local government units and companies. Every day, hundreds of employees in our Group do everything to make our infrastructure and services work as they should (or even better).

However, that's not all. Our responsibility goes much wider, and we are aware of it. That's why for years we have been involved in activities that support local communities, aim to protect the planet's resources, and minimise our carbon footprint. All of this also translates into how we operate as an organisation – in what way we communicate (with the environment, but also internally), and how our employees are treated.

This report summarises 2021 in the areas of sustainability, diversity, security (in daily life and work, but also cybersecurity, which is very important today), organisational culture, and engagement in community initiatives. This is the first edition, and we hope that it will inspire at least a few people to reflect, change their habits and behaviours.

Have a good read!

# Together for the planet

Sustainability, diversity, and working on oneself are now very popular topics appearing in advertising campaigns, public debates, and publications. In our Group, we have been focusing on sustainable development and conscious and responsible actions for several years now, not because these are trends, but because we all believe that this is an essential element of our actions. I am convinced that these issues should also be reflected in the strategies of all organisations and the way of thinking of the people who not only manage them, but above all create them.

The decisive factor here is the scale effect – about 1,000 people work in our Group. Imagine each of them convincing 3 people to change their habits or behaviours to better, more conscious ones, and those people will pass that knowledge on.

I believe this is how we can realistically change the world for the better. Let me repeat a point I heard some time ago, which stuck with me very strongly: sustainability is easier than we think, cheaper than we expect, and more important than we imagine. We are a tremendous force, and we need to take advantage of that.



**Marta Wojciechowska**  
President of the Management Board  
Fiberhost S.A.

High-speed Internet opens a lot of possibilities for learning, working, medicine, communicating, exploring the world, developing our passions. We have a very important and powerful tool at our disposal.

As a Group, we counteract digital exclusion by reaching places where high-speed Internet has never been available before. We support schools, institutions – we do this very important work consciously, keeping in mind the issues of responsible, sustainable functioning, not forgetting about diversity and inclusiveness. We are leading the green digital transformation, and it starts with ourselves, because by digitising our service and sales processes, we save about a million sheets of paper a year.

Moreover, we encourage our business partners and suppliers to do the same as well. We also focus on people – through numerous initiatives, webinars and training courses we support their potential, taking care of their development, self-awareness and work-life balance. Our organisational culture and values are based on transparency, open communication, diversity and mutual respect. In this way, we create a strong and above all conscious organisation for which nothing is impossible.



**Maciej Piechociński**  
President of the Management Board  
INEA Sp. z o.o.



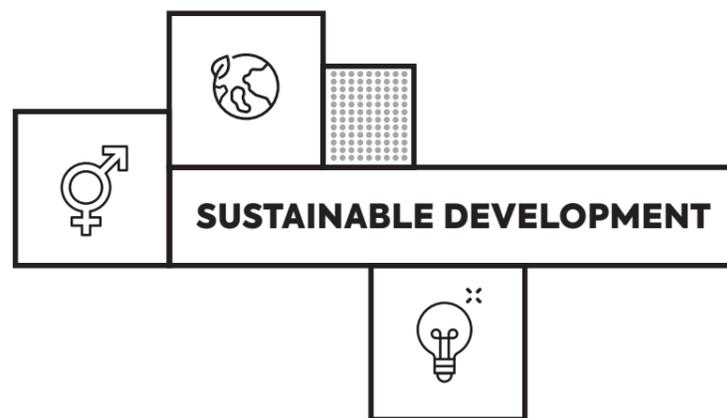
# Our values

Every organisation has values that are central or particularly important to it. One such focus is sustainability and diversity in our Group.

Sustainable development means managing our planet's resources in such a way that meeting the needs of the present generation will not reduce the chances of meeting the needs of future generations. What we do, how we act and think has a huge impact on how our planet functions and will continue to function. What shape future generations will find it in depends on us. What we need is not only a change in habits, but also awareness-building and education. However, the success of these activities depends on how many people get involved.

We began our sustainability efforts with workshops in early 2020. During this meeting, we selected three pillars of our sustainable development strategy from among the 17 goals identified by the United Nations in its resolution of September 25, 2015.

- GENDER EQUALITY**
- CLIMATE ACTION**
- INDUSTRY, INNOVATION AND INFRASTRUCTURE**



**OOO DIVERSITY & INCLUSION**

Diversity efforts are also integral to sustainability. We want to build an inclusive organisational culture so that everyone who contributes can freely develop their potential. Let's focus on three aspects here:

- GENDER EQUALITY**
- MENTAL HEALTH AND WELLBEING**
- RURAL DIGITISATION**

We implement internal and external activities encouraging as many people as possible to get involved, not only from our organisation but also from the region and the country. A dedicated team is responsible for developing the strategy and coordinating all activities related to sustainability and diversity, reporting directly to the CEOs of our companies.



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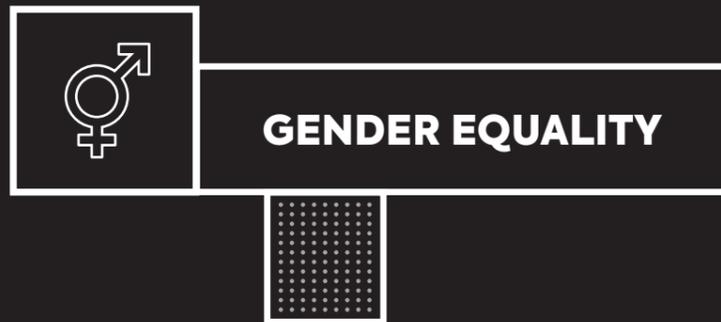
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Our organisation strives to create an inclusive workplace where everyone feels valued and respected for their differences – a place where everyone can fulfil their potential and work together to achieve goals, not just business goals.

We want our organisation to be innovative and provide the best technologies, services and solutions. We believe that diversity is essential to achieving this goal.

By **diversity**, we mean everything that makes us unique. From visible traits such as age, gender, and ethnicity, to more hidden traits such as experience, preferences, opinions – seemingly everything that makes us different. This diversity is the value that makes us important parts of the whole.

**Inclusivity** is about embracing, valuing, and respecting differences, and bringing people who are different together. In doing so, we find new perspectives that enrich our workplace, but also the way we think and how we view the challenges we face.



### An inclusive organisational culture

We care about both men and women in our organisation. We provide an inclusive organisational culture through support in building self-esteem and striving for development. We have equal pay for equal positions, and our open office and flexible working arrangements enable employees returning from parental leave to reintegrate into the workforce. In addition, to support the appreciation of diversity and foster a sense of inclusiveness, we provide equal access to training and development processes (mentoring, coaching). We do not apply any restrictions in access to work. Recruitment is carried out in an open system, and the criterion for selection of employees is solely the desired competencies.

### Rocket Women Project

As a technology partner, we supported the rocket Women Project of the Julia Woykowska Foundation. This initiative has resulted in, among other things, 40 podcasts with inspiring women (including Agnieszka Holland). At the same time we promote professionally active women within our organisation – we periodically publish materials describing their lives and career paths.

### Strengthening workshops

We host webinars and meetings to strengthen self-esteem. During these meetings, we addressed issues important to both men and women – we talked about mental toughness, habits that support healthy sleep, resilience, and protection from overexertion, among others. We also talk openly about mental health, and create awareness in this area.

**In 2021, webinars were held addressing the following issues:**

- Diversity at Work.
- Stories of women’s careers in managerial positions, politics, and prominent social activists.
- Building self-esteem.
- The world of men’s emotions.

### D&I Annual Survey

To collectively build diversity and an inclusive organisational culture, we conducted a survey with questions focused on D&I issues. We asked about the importance of diversity in the work environment, and the extent to which each of us feels included in the life of the organisation. Thanks to the obtained results, we can see how the activities undertaken in 2021 influenced the perception of the topic of diversity, and we can even more effectively plan D&I activities for the following years.

#### D&I Annual Survey Results:

**66%** of us feel part of the organisation and have a sense of belonging.

**56%** of us believe their opinion is valuable to the organisation.

**70%** of us believe that both men and women in our organisation have the same opportunities for advancement.

**50%** of us believe that our organisation provides opportunities to develop talent and gain new competencies.

**85%** of us believe that our organisation provides opportunities to develop talent and gain new competencies.

**71%** of us believe, diversity is important at work.





We want to build a good workplace, and take care of our health and wellbeing. We support each other, in those areas where we have influence. We also regularly organise campaigns to promote healthy habits and attitudes, these include:

# Mental health & Wellbeing

## Health Month

During which we specifically focus on our fitness, and invest time together to take care of ourselves. In this year's edition, we organised a series of motivating sessions under the slogan 'A healthy spine to save your back'. Under the guidance of physiotherapists, we exercised together online. In addition, we focused on the topic of eating healthily. Within this area, 46 individual meetings were held with a dietician.

### Webinars on Mental Health & Wellbeing

We also care about mental health. By participating in Mental Health & Wellbeing webinars, we were able to learn methods to manage stress, take care of our mental health and resilience, and learn more about how to make our sleep healthy and of a higher quality.

### In 2021, webinars were held addressing the following issues:

- Resilience and a sense of inner balance.
- Building flexibility and mental resilience.
- Habits that support concentration.
- Strategies to support good sleep.

### WorkSmile application

After such a dose of health and positive energy, it should come as no surprise to see the results achieved in sporting competitions, which the Worksmile app monitors for us. According to this data, we walked as many as 1.7 million steps in 2021. Together we burned more than 269,000 calories, and travelled more than 5,500 kilometres during various activities using only our own muscles

### Wellbeing index survey

Every month we conduct a Wellbeing index survey, the results of which allow us to react to our needs, and properly address activities in this area. As part of the survey, we monitor 6 aspects that are important to us:

- Relationships with people.
- Emotional balance, coping with stress.
- A sense of security.
- Energy level for action.
- Happiness and life satisfaction.
- Work-life balance.



### Mental Helpline

We talk openly about mental health, and create awareness in this area. We provide free access to the Mental Health Help Line support hotline. As a result, everyone in the organisation can benefit from the help of psychologists and psychotherapists, as well as have a conversation with a coach who provides support on topics related to personal and professional development.

# Climate Action and **Net Zero**

We conduct numerous internal and external activities to educate and build environmental awareness. We want our choices and actions to have only a positive or neutral impact on the environment. We plan to have a zero carbon footprint by 2030. We are proving that together we can take care of the environment for ourselves and future generations.





### Together for green future

In the spirit of **Net Zero**, we are pursuing a number of activities to help us achieve zero carbon emissions by 2030. At the end of 2021, we formed a special **Planet Mates** team with people from our organisation who are particularly passionate about the topics of ecology and environmental protection.



**Fleet**

In 2021, we replaced ¼ of the fleet’s internal combustion cars with 67 hybrid cars. This has reduced our current CO2 emissions by 66%. It’s not over yet, though. The project is scheduled to be implemented between 2021 and 2024, and will ultimately reduce CO2 emissions further by approximately 37.5%.

**Local environmental projects**

We believe that going green is not just about big projects and budgets, but more importantly about our mindset and small, everyday choices. That is why we try to act locally, and contribute to building environmentally-friendly attitudes among local communities. In 2021, we supported one of Greater Poland’s apiaries, and gave a home to 150,000 bees. Thanks to the cooperation with the village of Wysogotowo, where our companies are based, we managed to purchase a metal container for caps in 2021. The idea is very simple. Plastic caps are thrown into the container, and when full, they will go to a foundation that will recycle them. The foundation will donate the proceeds to charity.

**Earth Day**

In 2021, as part of Earth Day, we introduced the initiative of planting honey plants in a chosen place: in a garden, on a balcony or in the city, and a cleaning-up-the-world campaign. We also conducted a series of webinars on zero waste, the role of plastic in life, waste separation and global warming.

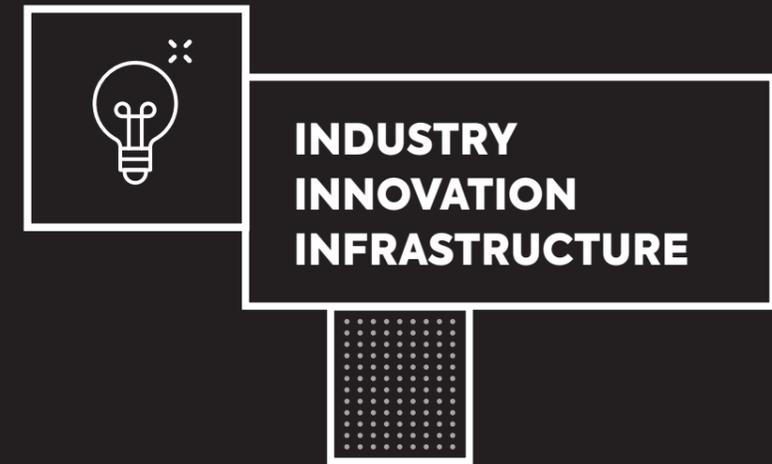
**Webinars held as part of Earth Day:**

- Planet or plastic?
- To the last crumb – zero waste from the kitchen.
- Global warming – a myth or the truth?
- Segregation into 5 fractions of Christmas trash, or what you should know about waste.

**Supplier Code**

Conscious actions and choices begin with us, but we also require others. Our purchasing procedure is based on pro-environmental principles. It defines our expectations of suppliers with whom we cooperate, and establishes that a supplier’s sustainability performance rating may be a criterion for bid evaluation.





This pillar of our sustainability strategy is most closely related to the scope of the Group as a whole. For many years, our goal has been to build a reliable, sustainable and stable fibre-optic infrastructure. We take action, and make investments to ensure that as many people as possible have equal access to high-speed Internet. That is why we build our networks using the latest FTTH technology. We provide access to modern technologies to residents of not only large cities, but also smaller towns.

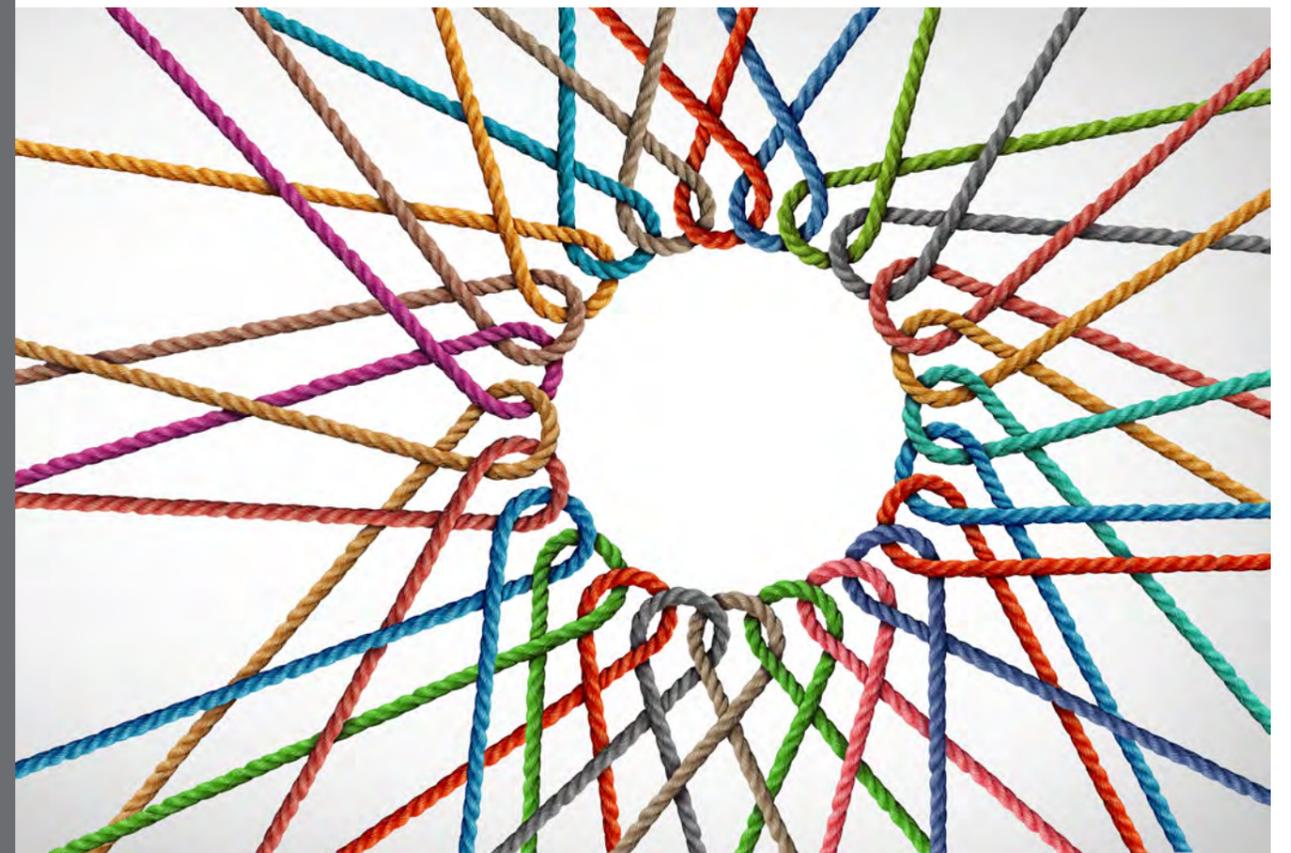
### Development of fibre-optic networks against digital exclusion

We counteract digital exclusion by providing access to safe and modern technologies. We build fibre-optic networks using our own funds and subsidised investments. Currently, most of our activities are carried out under the Operational Programme 'Digital Poland' (POPC). Building telecommunications infrastructure in suburban and rural areas is particularly challenging. This is mainly due to the distances separating individual villages from the main urban centres, as well as due to the dispersed development. Thanks to the funds of the Operational Programme 'Digital Poland', we can extend the coverage of our network to areas which have been challenging for investment reasons, and thus have a real impact on the digital landscape of our country. Currently, the expansion of the fibre-optic network is being carried out in 8 voivodeships.



### Collaboration for the digital world

The networks we manage and build are open networks, which means we make them available to all telecommunications service providers concerned. This model is not only the future of telecommunications, but also the best use of our planet's resources. No-one builds the same two highways side by side, after all. By sharing the network, residents can take advantage of fibre-optic services from a variety of providers. We also strongly focus on education and building awareness of the many opportunities offered by fibre-optic Internet, and how to use new technologies wisely and well. That is why, together with the operators who provide services on Fiberhost networks, we created an informational brochure that shows the advantages and possibilities of fibre-optic Internet.





### Internal activities in the area of Cybersecurity

In 2021, we also placed a strong emphasis on online safety education. These activities were conducted primarily within the organisation. We launched the Security Awareness programme, which consisted of a series of educational webinars and hands-on exercises and tests. A competition simulating phishing activities put our vigilance to more than one test.

Our organisation also mandates dedicated cybersecurity training for every new employee as part of onboarding, led by a cybersecurity specialist. In this way, each employee starting work is equipped with knowledge and tools that allow them to perform their duties safely and react quickly in case of any irregularities.



### Safer Internet Day

As an ISP, we feel a special responsibility to promote appropriate online attitudes among its users. That is why, on Safer Internet Day 2021, we brought awareness to the internetzdobrejstony.pl project that we are implementing. Internet z Dobrej Strony [Good Side of the Internet] is a directory of good websites for students of all ages, parents and teachers. It contains ready-made scenarios of educational lessons, useful tools for e-learning, as well as plenty of knowledge and inspiration for all young explorers. Safer Internet Day inspired us to create new materials – scenarios for classes on Internet safety. They are completely free, and include reliable materials for teachers. The Internet z Dobrej Strony website also has a Security category with verified cybersecurity resources.

### Cooperation with the Nationwide Education Operator Foundation – the Cyfrowy Skok na GOK project

Another activity in which we showed how to use the Internet wisely and consciously was the ‘Cyfrowy Skok na GOK’ project, which we implemented in cooperation with the ‘Nationwide Education Operator’ Foundation. It is with great pleasure that we became a technological partner of this project, because its main goal was to support the development of digital competencies in children aged 10–18. The project was addressed to students of Poznań’s schools. Training courses concerned mobile web and game design, and artificial intelligence development.

### Together we can do more

We also undertook cooperation with the ‘Okulistyka21’ [‘Ophthalmology21’] Foundation, which together with the Poznań Municipality and the Poznań Poviát has carried out an educational campaign concerning prevention of myopia in children. The aim of the project was to increase awareness and knowledge of myopia as a serious problem that can affect the development of the youngest children.



Graphic promoting the Skok na GOK project.

## Corporate Social Responsibility

As a Group, we are happy to engage in activities that support others. Helping and acting for the benefit of local communities is permanently inscribed in our corporate culture. In our daily operations, we realise the importance of the company and its employees being socially responsible and attentive to the needs of the environment.

## Activities for the benefit communities

### Donation of computer equipment and furniture

As part of our support for sustainable development, we donated furniture and computer equipment to orphanages and friendly institutions in our region. The equipment and furniture used to serve us in our daily work, it was cleaned, refurbished and went to children in need. This allows them to learn remotely, and play in fully equipped rooms.



**„We donated 10 000 PLN to support the Szlachetna Paczka project”**

### Becoming a Social Investor in the Szlachetna Paczka project

We are committed to ensuring that our assistance reaches local communities first and foremost. That is why we became a Social Investor for two Poznań regions – Poznań Grunwald and Poznań Łazarz. This means that the funds we donated to Szlachetna Paczka support volunteer efforts in these very areas.



### Support for Poznań shelter residents

We didn't forget about pets in our activities either. In December 2021, the animal shelter in Poznań received our special parcel, which contained, among other things, almost half a ton of dry food, and more than 800 cans and sachets of wet food.

### We support responsibly

We are pleased that in the past year we were able to partner with organisations whose purpose is to help and support others. By working in partnership and providing modern technology, we make helping easier and more effective. We must admit, that we are doing this with great pride. In 2021, we were a partner of the Julia Woykowska Foundation and supported a charity initiative organised by Fundacja sceny na piętrze Tespis.

**„We donated 600 kilograms of food to an animal shelter in Poznań”**

## Activities supporting the fight against COVID-19

The time since March 2020 has been a period of intensive efforts to counteract the COVID-19 pandemic and to take care of our own health as well as that of our colleagues, customers and business partners. As an organisation, we put a number of safety measures in place that have allowed us all to perform our daily tasks safely:

- 80% of us switched to remote working mode.
- The companies headquarters were adapted to the prevailing epidemiological conditions. An unmanned reception desk was put into operation, and entrance to the premises is always preceded by an automatic temperature measurement.
- We handle much of our mail through a collecting machine.
- Our security is overseen by a COVID Officer who is responsible for monitoring and countering pandemic-related threats that directly impact the organisation.



### Employee health support

While our work - its procedure and the way it is organised look very different today than they did back in early 2020, one thing hasn't changed: as an organisation, we are more than happy to engage in activities to care for health and safety. First of all, we focus on our health and immunity. We have arranged for flu vaccinations on our premises, and we continue to encourage COVID-19 vaccinations. Additionally, despite the fact that most of us work remotely, we remember to boost our immunity and well-being. This autumn, each person working in our organisation received a special delivery – a package to support healthy living.





**„We donated 18 000 face masks to Poznań hospitals”**



**„We donated 27 000 bottles of water for patients and staff to Poznań hospital”**



**„We donated 700 dinners for nursing homes in Poznań”**

### Support for institutions

As part of our Covid support, we also conducted a number of outreach events. We focused our efforts on supporting companies and institutions whose services and assistance we had previously used, and which Covid prevented us from continuing to use. So, we decided to take action with Secret Garden, a company that operates the canteen at our headquarters. Unfortunately, due to Covid and the closure of offices, it was unable to function normally. That is why together we prepared several hundred meals, which were delivered to those in need from the nursing homes in Poznań. Also, we did not forget the cultural institutions that could not function normally during this time. We bought tickets for one performance at the Musical Theatre in Poznań. Additionally, we supported those who cared and still care about our health – we donated 18,000 masks and 27,000 bottles of water (they took up the entire space of one truck!) to Poznań hospitals. We also supported the ‘Razem dla Medyków’ [‘Together for Medics’] campaign of the Poznań International Fair, whose funds allowed providing meals for the medical staff working at the temporary hospital.

### Hybrid work

As a result of the pandemic, nearly 80% of our employees have gone into remote work mode. We handled this challenge very well, and today this form remains our primary form of work. Implementing an open office design, has given us much more flexibility in how we approach and manage our work time. The project is based on three pillars: home office work, using flexible working hours, and rearranging our office spaces so that everyone can work in conditions that suit them (this applies, of course, to those who could not work from home). Even though we work in different locations, we try to take every opportunity to celebrate important moments together. Every year, we all receive Christmas packages with gifts that are delivered directly to our homes. In this way, even though it is at a distance, we try to be together, and each of us can feel part of the organisation.

## Transparent communication

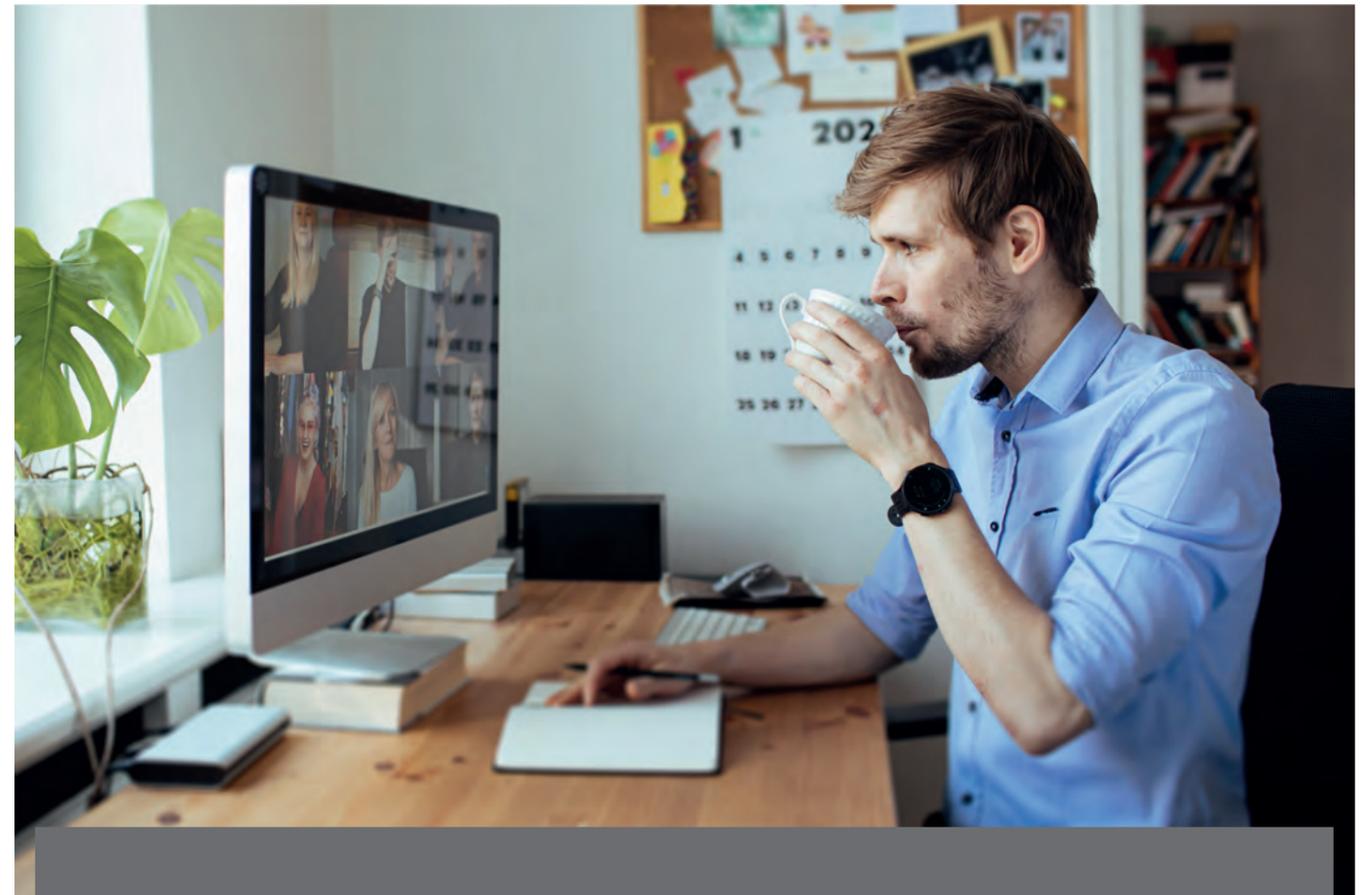
We pay very close attention to communication. We make sure that it is transparent, open, and accessible and understandable to all.





### Town Hall

Once every quarter, our organisation holds a Town Hall meeting, during which the Group's Management Board presents the financial results, discusses the most important issues related to the operation of the companies, and answers questions that employees could ask anonymously beforehand. This way, we all have up-to-date and complete knowledge of what's going on throughout the company.



### Internal communication

Communication within the organisation is primarily done using the Microsoft Teams platform. All important information is published on the company's public channel. During the last quarter of 2021 alone, 55 messages appeared on it, with 209 people responding, and as many as 1288 reacting! This result shows the importance of a transparent workflow that makes everyone more likely to identify with and engage with the organisation.

## Safety first

The safety of our employees, customers and clients has always been our top priority. Building fibre-optic networks, as well as providing fibre optic services, requires many, sometimes very risky, steps. We set very high expectations for ourselves in this regard. That's why we are constantly raising knowledge and awareness through numerous meetings, webinars, and training sessions related to the topic of security. We are committed to making everyone in our organisation feel that they are working in a safe place.



### We focus on safety

However, theoretical knowledge isn't everything. We also place a very high value on reporting. Each accident at work is carefully analysed – we draw conclusions from each of them to help us avoid similar incidents in the future. To be able to do this even better, we also report the so-called 'near misses'. This eliminates unsafe events that did not result in injury, which realistically reduces accidents, and thus increases safety.

In 2021, we conducted as many as 1,047 audits to control the quality and health and safety (H&S) metrics of the fibre-optic networks under construction. In addition, there were as many as 120 detailed health-and-safety audits performed by the EHS team. In addition to building the infrastructure, the audits also monitored the work in the showrooms, of technicians while performing field tasks, and at our company's headquarters. The audits ended with a list of recommendations that were systematically implemented within the organisation.

As part of the audits, the organisation achieved 79.97% OSH compliance, giving us a good rating. 234 Safety Walks were also conducted, in which designated individuals in the organisation walked through all departments in the headquarters to check and monitor safety levels in specific positions. Each of the 234 walks ended with a short survey that was discussed at weekly debriefing meetings.

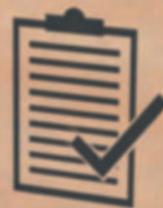
### #safetymoments series

In 2021, we released nearly 50 internal messages providing reminders of the most important safety rules. Our #safetymoments series was not only about work, but also about leisure. Additionally, in order to consolidate the knowledge of the messages, our employees participated in training sessions on human and animal first aid, safe driving, and fire safety rules. Each of these training sessions was held as a webinar.



## Group Compliance Policy

Operating in a constantly changing environment, we adapt to current legal requirements, but we also try to stay ahead of them. 2021 was a year of raising awareness among employees regarding knowledge of compliance issues, i.e. compliance with rules, standards and regulations.



### **Compliance Policy**

To emphasise the importance of compliance within the Group and the importance of all employees adhering to the highest standards, a special programme was developed. Each month, one compliance principle was discussed in the form of a webinar – for example on the topics of internal and external ethics, personal data or cybersecurity. There was also a special game that took us to Planet X09, where we tested our knowledge of Compliance in practice.

### **Compliance Audits**

We also conducted 8 audit projects in 2021 that focused primarily on areas where we identified key risks. We analysed such areas as network maintenance, investments, but also Data Centre and Purchasing. The violations identified during the audit were mainly medium to low risk in nature, and did not result in a direct negative impact on the operation of our organisation.

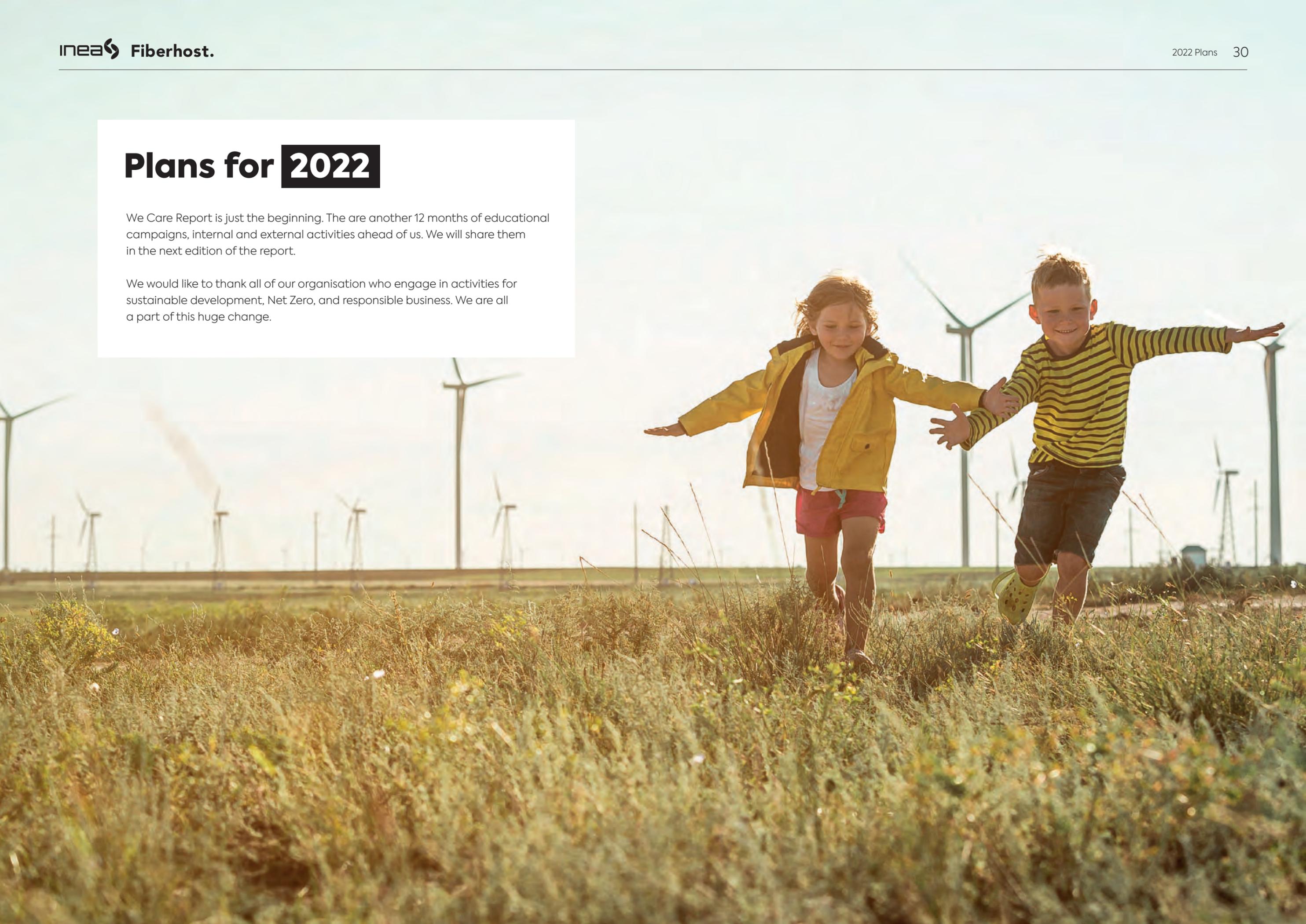


# Compliance

## Plans for **2022**

We Care Report is just the beginning. There are another 12 months of educational campaigns, internal and external activities ahead of us. We will share them in the next edition of the report.

We would like to thank all of our organisation who engage in activities for sustainable development, Net Zero, and responsible business. We are all a part of this huge change.





### **Gender Equality, Diversity & Inclusion**

In 2022, we plan to continue our efforts to support mental health and well-being. We will continue using the toll-free support hotline. Additionally, we plan to develop managers' competencies in noticing and managing crisis situations. We want to focus on developing emotional balance. This is a particularly important issue for us because of our long-term remote work. We will be hosting webinars and workshops on dealing with emotions – both our own and those of others. Through education and promoting appropriate work standards, we will be taking care of the balance between private and professional life. Physical fitness is also particularly important to us. We want to take care of ourselves while working from home. To this end, we will be organising online coaching together as an additional form of integration.

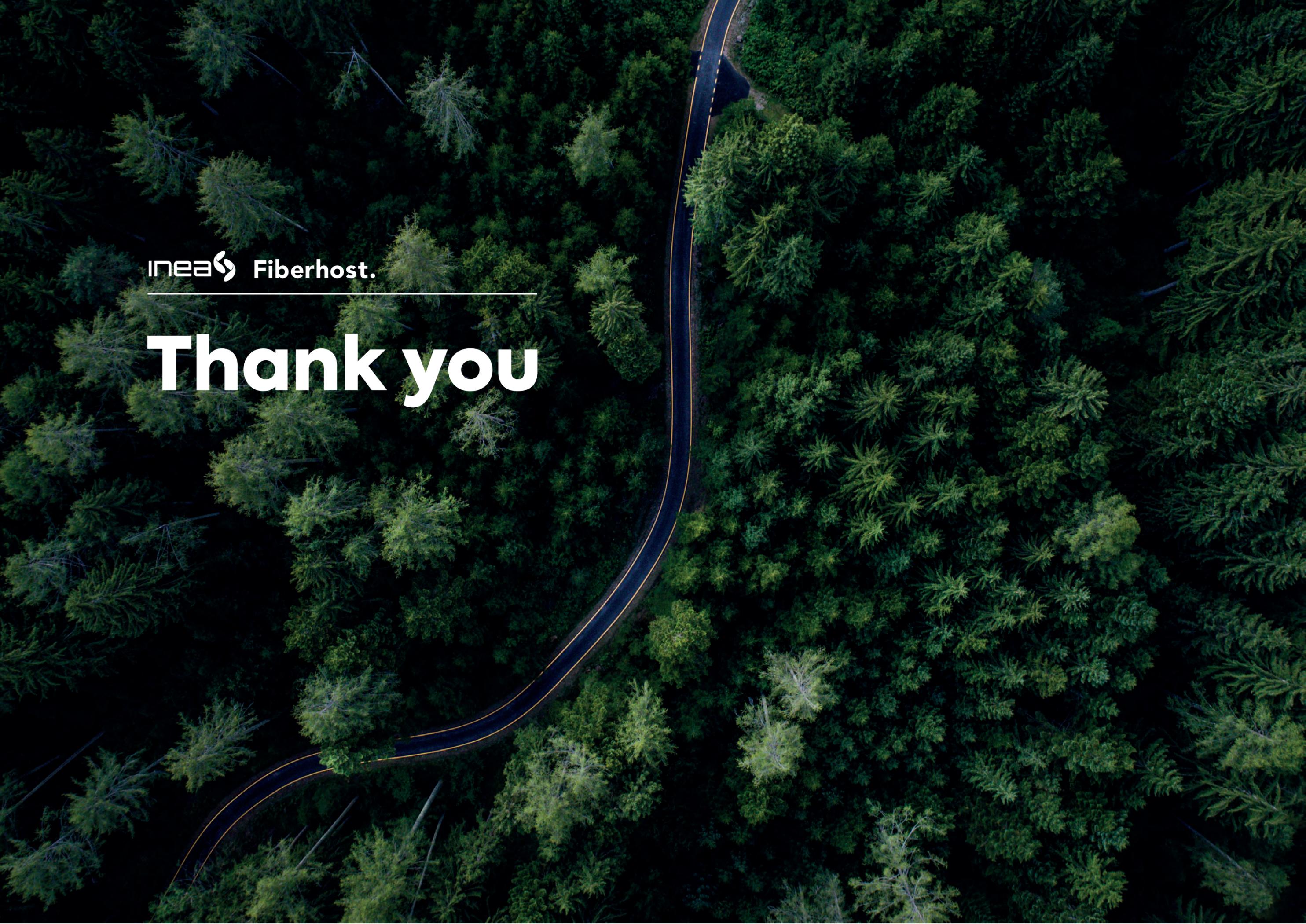
2022 is when we plan to further strengthen the culture of diversity in our organisation. We are committed to ensuring that every employee raises awareness in this area, and has a sense of being heard and important where they work, regardless of their position within the organisational structure. We will target this towards both men and women. As part of Diversity Month, which takes place in May, we have planned a number of activities – both educational and hands-on. Over the consecutive months of the year, we will be inviting conversations, actively recognising diversity, and learning to apply its benefits to our daily work.

### **Industry, innovation and infrastructure**

Our Group's priority for the coming year is the expansion of open fibre-optic networks, especially within the framework of ongoing subsidised programmes, but also new prospects in which we intend to participate. Also, we have been consistently trying to reach the inhabitants of other areas of our country with fibre-optic services.

### **Climate action**

Our priority for the coming years is to reduce CO<sub>2</sub> emissions so as to achieve carbon neutrality by 2030. In 2022, we will focus on replacing the fleet's cars with hybrids. This plan includes replacing over 66% of diesel cars and 57% of LPG cars. In addition, we will continue numerous environmental efforts, and building commitment in our employees, customers and clients. We want to undertake more activities because we know how important it is to protect our planet.

An aerial photograph of a winding asphalt road with yellow lane markings, curving through a dense, lush green forest of tall evergreen trees. The perspective is from directly above, looking down at the road as it snakes through the canopy.

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**Thank you**