ESG STRATEGY 2030

TELELINK BUSINESS SERVICES GROUP

Mission statement

Creating a sustainable global future while simplifying the complex.

How do we recognize United Nations Sustainable Development Goals?

We strongly support United Nations Sustainable Development Goals (SDGs), adopted by UN Member States in 2015 to confirm the global vision for peace and prosperity for people and the planet. Technology could play a really important role in realizing these interconnected and ambitious goals. We, as part of the technology sector, strongly believe that we could contribute to positive social and environmental impact.

Our goals are connected to the specific SDGs that we believe they contribute to.

Ensuring sustainability

We set our goals for 2030 with nature and people in mind. While reducing our environmental impact, we are working for better conditions for our employees and our clients. Together with our suppliers and partners, we will stay accountable for creating a better world for the people with whom we collaborate every day. Sustainable development is an integral part of our business, and we will continue to integrate it in all we do.

Inclusion culture

Too many lines divide our society. The factors that influence this division are different in origin and importance, but all of them together cause social and economic inequalities. We will address inequalities, create and maintain an inclusive culture, to develop different skills and opportunities, so we could have a variety of talent pools. We are committed to taking actions today that ensures opportunities tomorrow.

Our goals

1. Reduction of Environmental Impact

1.1. Zero waste and responsible consumption in office space

❖ Reduction of workplace plastic waste

As per World Economic Forum study, globally, we produce about 400 million tons of plastic waste yearly. And as per OECD Global Plastics Outlook, for 2019 only 9% of the plastic waste is recycled. OECD data shows that more than 90% of waste up until 2040 will be from plastics produced before 2019.[1]

We are taking the responsibility to motivate our employees to use less plastic in their everyday life and we, as a company, provide plastic free office environment.

In addition, we aim to recycle the main part of the plastic waste which is generated in the office with daily activities.

❖ Reduction of e-waste

As per World Economic Forum, electronic waste, or e-waste, is the fastest-growing source of waste globally. "Globally, e-waste volumes grew to 53.6 million metric tons in 2019, an increase of 21% since 2014. Only 17.4% of e-waste discarded in 2019 was recycled." [2]

Our company declared its responsibility and all e-waste generated, including equipment, devices and batteries are recycled.

❖ Responsible consumption of electric energy and water

Why we should be responsible in water consumption? Because only 3% of the water on Earth is, so-called fresh water. This is water that we see in rivers and lakes, and though we think of water as a renewable resource we should take into consideration that its limitless exploitation can lead to water scarcity.

An office is a place where our employees spend 1/3 of their time, so we are motivating them to consume water and electricity in a responsible way.

Installing proper equipment and creating of good employee culture for use of water could minimize excessive water consumption. The same approach is valid for electricity. We are strongly committed to realization of this goal.

1.2. Our planet – our home

❖ Support for water-resilient communities

As we stated above, water is an important resource that should be responsibly consumed. We believe that technology could be the key to increasing water-use efficiency across all sectors and ensuring

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[1] OECD Global plastic outlook https://www.oecd-ilibrary.org/sites/aa1edf33-en/1/3/2/3/index.html?itemId=/content/publication/aa1edf33-en&_csp_=ca738cf5d4f327be3b6fec4af9ce5d12&itemIGO=oecd&itemContentType=book
[2] World Economic Forum, Top 25 recycling facts and statistics for 2022 https://www.weforum.org/agenda/2022/06/recycling-global-statistics-facts-plastic-paper/

sustainable withdrawals and supply of freshwater. At the same time, technology could address water scarcity and substantially reduce the number of people suffering from water scarcity.

Our main goal is to develop and implement technical solutions that provide real-time monitoring for prevention of the water losses in urban and suburban areas.

❖ **Reduction of greenhouse gas emissions**

Actually, naturally emitted greenhouse gases are good for our planet because they are responsible for trapping sun heat and transforming the climate here to be habitable for humans and millions of other species.

At the same time, over the years we are emitting more and more greenhouse gases and this is driving climate change. The biggest part of generated greenhouse gases is carbon dioxide, the most dangerous one. As per Our world in data surveys, in 2019 emitted gases are 40% more than in 1990.[3] This tendency is dangerous and should be considered by business and governmental leaders.

As an environmentally responsible company, we are strongly committed to reducing our greenhouse gas emissions. We aim to take the following actions to reduce our emissions:

- **Reduction of scope 1 emissions:**
  - Continue using modern and sustainable office buildings;
  - Change of company vehicles with new, generating less CO2;
- **Reduction in Scope 3 emissions:**
  - Decreasing employee commute and fuel-and-energy-related emissions by up to 5% till the end of the Year 2023;
  - Promote online business meetings, in order to decrease business travels emissions by up to 10% till the end of the Year 2023;
  - Minimize generated waste during operations;
  - Recycle e-waste and plastic waste;
  - Collaboration with partners and suppliers committed to environmental sustainability;

2. Our social impact

We at TBS Group aspire to be role models and act in the interest of our company and stakeholders. Responsible business conduct plays a vital role in our company's aspiration to make ethical and responsible decisions in the interest of all our stakeholders. This encompasses our high standards in quality, environmental management, respect for human rights throughout the entire value chain, as well as our determination to foster reliability, fairness, and integrity within our operations and beyond. Our Code of Ethics and Professional Conduct and Equality, Diversity, and Inclusion Policy aims to establish moral norms and standards of conduct for employees by corporate principles such as legality, professionalism, confidentiality, teamwork, responsibility and accountability, mutual respect, respect for personal dignity and exchange of knowledge.

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[3] Our World in Data https://ourworldindata.org/greenhouse-gas-emissions

2.1. Our people - our power

❖ Employees wellbeing

Employees' well-being, healthy work environment and work-life balance are important to us. That's why we provide all our employees with quality healthcare plans and comprehensive solutions. Our company fully support our employees` personal mental and physical health goals.

Each year through 2030 we will stay strongly committed to our goals:

- to provide healthy work environments where people can thrive.
- to provide social benefits system that covers good health and helps in achieving personal health and fitness goals;
- stimulate good levels of work-life balance for all our employees.

❖ Life-long learning in the organization

We believe in the concept of life-long learning, and we are sure that it creates new possibilities for our employees. It provides a variety of possibilities to improve skills that they have and to gain new ones. At the same time, it helps the creation of new pools of talent.

Because of these reasons and not only, we will continue:

- to provide access to global learning platforms;
- to provide the possibility to everybody to participate in courses connected to their job position, to their area of work or to their desired new skills;
- to provide internal trainings for our employees;
- to provide space for sharing of experience and knowledge inside in our organization.

2.2. Culture of inclusion and diversity

Our main goal is to create and maintain a culture of inclusion and diversity in our organization and of course, to spread it everywhere we operate. All of the companies in the technology sector could confirm that we all should work to resolve the lack of diversity in our sector. We need to consider a wide pool of talent, so we could meet future talent needs and be ready to cope with new perspectives that reflect our customers' expectations around the Globe.

Together with supporting our employees, we will continue to work for:

❖ Inclusion of more women in the ICT sector

In 2021, women represented only 15.9% (442 800) of the ICT workforce in the European Union.

Our goal is by 2030, 45% of our organization's workforce to be those who identify as women.

❖ **Giving a chance to all people without gained experience in the technology sector to become part of it.**

We will continue to hire people without gained experience in the technology sector and to give them new opportunities for development and gaining new skills.

Our goal is by 2030 to have at least 100 new hires without previous experience in the technology sector.

❖ **Support the inclusion of people with disabilities**

Our company will continue to hire people because of their talents and skills with no restrictions for people with disabilities.

❖ **Education as the most important part of inclusion**

Education and the gaining of new skills are the most important factor for inclusion. As we already mentioned, we help people to improve themselves and to gain new skills.

In correlation with this, we will:

- equipping potential new employees with appropriate skills - train at least 40 people per year in TBS Academy;

- cooperate with schools, universities, and local and national governments on creating a digital infrastructure for learning for every student;

- conceptualizing and implementing a holistic model for digitizing universities to serve the needs of 21st-century students and young adults.

Partnering to ensure workforce preparedness - College and university students represent a great source of diverse talent.

❖ **Support the diversity of the workforce**

Our company will continue to hire people no matter their gender, race, or ethnicity.

❖ **Promote Policies to Support Job Creation and Growing Entrepreneurs**

- We contribute to economic growth in high-value-added technology-driven industries by equipping potential new employees with appropriate skills to create new jobs. We will continue doing so by creating, funding, and managing the TBS Academy. We work with potential new hires in the industry, the majority of whom have not worked in tech before, to upskill them and certify them in computer programming and computer network engineering.

- We will continue our support for our employees who engage in mentorship and advisory activities that increase the capacity and viability of start-ups and potential new entrepreneurs.

- We will continue to collaborate with the government for more efficiency, transparency, and diversity in vocational (incl. software and hardware tracks) and STEM education policy.

3. Governance

Telelink Business Services Group shows zero tolerance toward corruption, violations of the principles of fair competition and other breaches of the law. Ethics and privacy, as well as information security are incorporated in our culture and all of our processes and projects.

❖ Code of Ethics and Professional Conduct

Telelink Business Services Group realizes that corporate sustainability begins with the value system of the Company and an approach to conducting business, which is based on ethical principles and professionalism.

The Code of Ethics and Professional Conduct of Telelink Business Services Group aims to establish moral norms and standards of conduct for employees in accordance with corporate principles such as legality, professionalism, confidentiality, teamwork, responsibility, and accountability, mutual respect, respect for personal dignity and exchange of knowledge.

The Code of Ethics and Professional Conduct of Telelink Business Services Group applies equally and with equal weight to all employees of Telelink Business Services Group, including all the employees of each company in which Telelink Business Services Group owns more than fifty percent (50%) of the voting shares, regardless of the country in which the business is conducted.

Telelink Business Services Group also applies the Code to all subcontractors and service providers with which the Company cooperates in providing the agreed services to its customers, regardless of the territory in which the activities are performed.

❖ Anti-bribery Policy

Telelink Business Services Group is committed to ethical business practices and we expect our employees and the employees of our partners to conduct business with high ethical standards and in compliance with the law.

Telelink Business Services Group only does business with trustworthy and ethical partners. In our daily dealings with others, our actions individually and collectively create and sustain our reputation. That means making business decisions and taking appropriate actions that are ethical and in compliance with applicable legal requirements.

Company's employees must therefore take great care to exercise good judgement at all times and should never put themselves or others into a position that may violate the Policy or applicable anti-corruption law provisions. The Policy also aims to provide employees with guidance on how to handle various situations relating to bribery and corruption issues.

The Policy applies equally and with equal weight to all employees of Telelink Business Services Group, including for the employees of each company in which Telelink Business Services Group controls more than fifty percent (50%) of the voting shares, regardless of the country in which the business is conducted.

The Policy also applies to all third-party service providers. Partners shall conduct themselves with high ethical standards and comply with all applicable anti-corruption laws.

❖ Information security and privacy

Telelink Business Services Group has proven itself to be a sustainable system integrator in the European region. The company's team is constantly evolving to learn more and become even better at delivering the highest quality solutions and services.

Telelink Business Services' experience is to provide complete solutions and services in the area of network infrastructure, data centers, productivity and collaboration, information security and data privacy, digital transformation, cloud solutions, big data, consulting and managed services.

Telelink Business Services has established, implemented, and is currently maintaining the appropriate technical and organizational security measures within its processes and information security and data privacy policies as per the requirements of the international standard ISO/IEC 27001:2013, ISO/IEC 27701:2019 and the applicable legislative and regulatory requirements concerning information security and data privacy.

The implemented measures and processes are designed to ensure the confidentiality, integrity, and availability of information, including personal data, by applying a risk-based approach that provides adequate management of risks.

Our processes and structure are based on the above-mentioned policies and thus guarantee the preservation of information and private data from disclosure to unauthorized individuals, entities, or processes; maintenance of consistency, accuracy and trustworthiness of information and private data; and correctly functioning computing systems and communication channels used to access information and private data.

As a fundamental right, privacy is an aspect that we strongly focus on. We will continue our commitment to transparency so that our customers and employees can easily access, delete and make changes to their personal data when necessary.

Change control

Prepared / Amended current version

Revision	Date	Name, Surname, position
01	11-11-2022	Marina Bogdanova, Business Process Architect

Change control

Revision	Date	Change description
01	11-11-2022	New document

Current version

Approved by (Name, Surname, position)	Ivan Zhitiyanov, Chief Executive Director
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