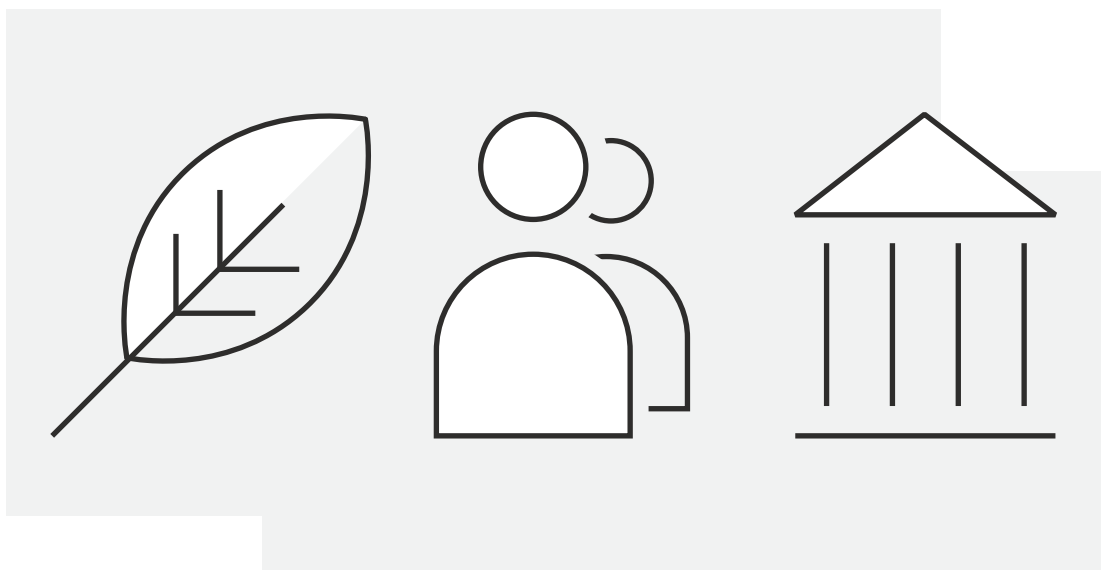




Telelink Business Services Group

ESG 2024 REPORT



tbs.tech | simplify
the complex



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Telelink Business Services Group

Announcement



Telelink Business Services Group Announcement



As we reflect on the growth made over the past year, I'm proud to highlight our progress in shaping a future where technological advancement and sustainability go hand in hand. Innovation has always been at the core of what we do, but true progress is measured not just by breakthroughs in security and efficiency, but by the responsibility we take in ensuring they are developed and deployed sustainably.

Over the past year, we have made significant strides in reducing our environmental impact, optimizing energy consumption across our operations, and integrating cleaner energy sources into our infrastructure. Our approach to hardware lifecycle management has focused on extending the usability of critical components, reducing e-waste, and refining disposal methods to minimize environmental harm. These aren't just adjustments; they are necessary steps in building a more resilient and responsible foundation for the technology we rely on.

Sustainability is also about accountability in the way we handle data, privacy, and emerging technologies. We have continued refining governance structures that reinforce transparency and ethical responsibility, ensuring that as we innovate, we do so with foresight and integrity.

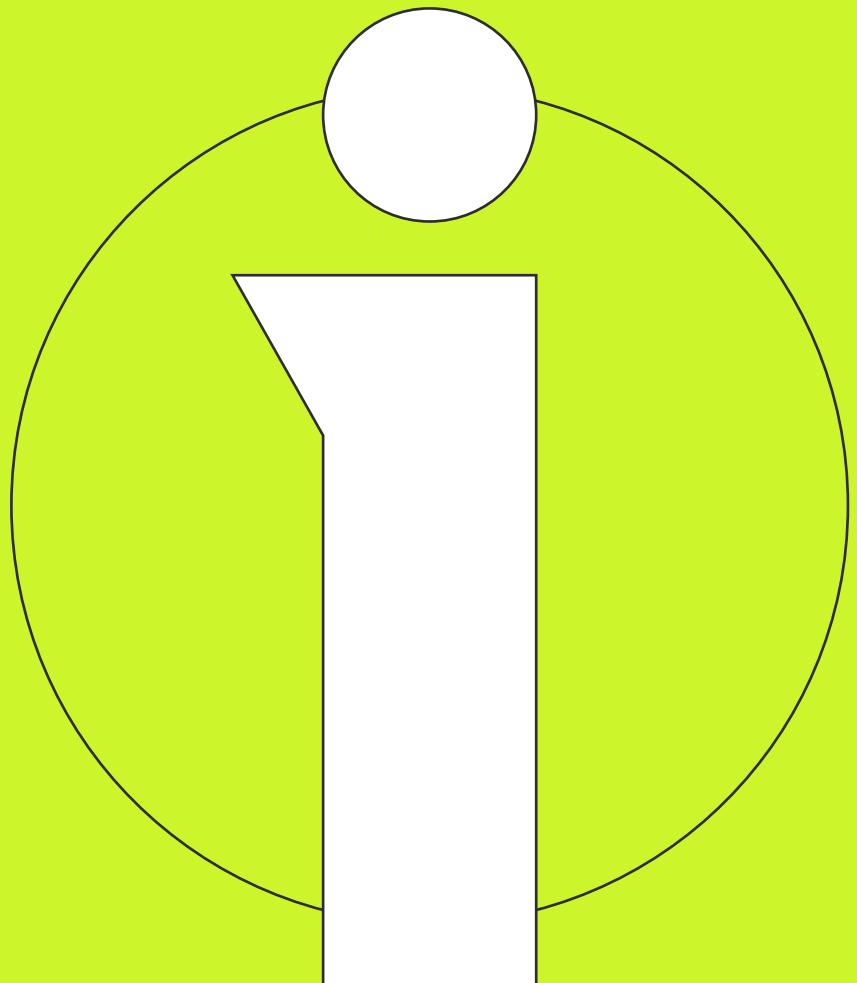
The rapid evolution of technology comes with complex challenges, and our commitment remains to navigate them thoughtfully, integrating best practices that strengthen both security and sustainability.

Beyond infrastructure and policy, this past year has been about investing in people. Expanding access to cybersecurity education, fostering professional growth, and reinforcing inclusive policies are essential to long-term success. A thriving industry is one that reflects the diversity of perspectives shaping it, and we remain committed to creating an environment where opportunity is not limited by background but driven by capability and vision.

The work we do in sustainability is not about reaching a fixed goal—it's about maintaining momentum, adapting as challenges evolve, and ensuring that every step forward is taken with purpose. Technology will continue to advance, and with it, our responsibility to develop and deploy it with care. As we reflect on this year's progress, we remain focused on what's ahead: building solutions that are not just powerful, but enduring.

Ivan Zhitiyanov
Chief Executive Officer

Company **Information**





Company Information

At **Telelink Business Services Group**, we are on a mission to **simplify the complex** and empower organizations to achieve their greatest potential through technology. With a strong foundation in the heart of the Balkans, we proudly extend our reach across **11 countries, serving clients across 4 continents, 45 countries, and 250 cities worldwide.**

Our journey has been one of consistent growth and commitment. Over the past decade, our team has **expanded by 20% annually**, and today, we are a vibrant community of **500+ dedicated employees**. Driven by a shared vision of offering adequate tech solutions, we aim to integrate sustainable practices into every aspect of our operations. And while we're aiming to reach **€125 million in revenue**, we are focused on delivering top-tier technology solutions that not only meet the evolving needs of our global clientele but also **contribute positively to the environment and society.**

BACKED BY TRUSTED PARTNERS AND DIVERSE BASE OF 300+ CLIENTS

 Lufthansa Technik

 INRAM

 KBC

 Sensata Technologies

 VEOLIA

 CONTOURGLOBAL

 A1

 NATO OTAN

 vmware[®]
by Broadcom

 ENERGO-PRO

 ProCredit Bank

 ciena

 UNITED GROUP

 Raiffeisen Bank



23 years
EXPERIENCE



2020
PUBLICLY LISTED
COMPANY



€125.5M
REVENUE



506
EMPLOYEES

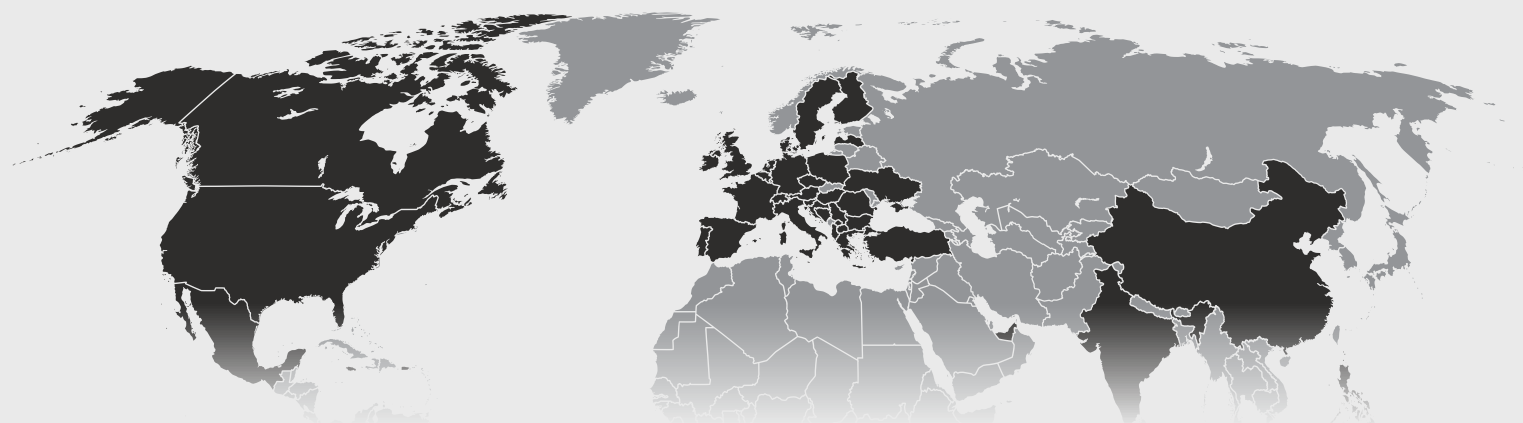
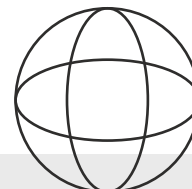


Sofia, Bulgaria

HEADQUARTERS

Presence

Bosnia and Herzegovina
Croatia
Germany
North Macedonia
Romania
Serbia
Slovenia
USA



clients across **45 countries**

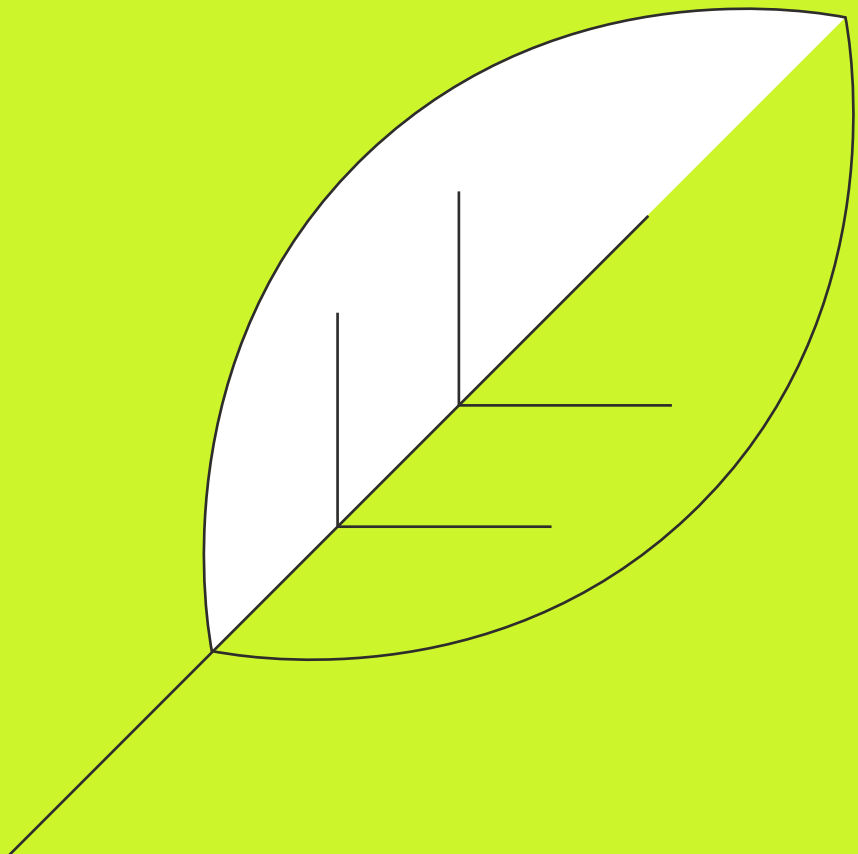
customer coverage

ISO 9001 2015	ISO 45001 2018
ISO 22301 2019	ISO 37001 2016
ISO/IEC 27001 2022	ISO/IEC 27701 2019
ISO/IEC 20000-1 2018	ISO 14001 2015

With **trusted partnerships** and a client base of over **300 organizations**, we strive to leave a lasting, positive impact on both the environment and society. **Telelink Business Services Group** is more than a company—it is a community of problem-solvers, and innovators, working together to enable you to do great things with technology.

As evidence of our strong focus on sustainability and social impact, we have received a **Bronze Medal Sustainability rating from EcoVadis** and we are also a proud **member of the UN Global Compact**. We champion diversity in the workplace, with **women making up 40% of our workforce**, and are committed to creating an inclusive environment where every individual can grow and excel.

Our ESG Strategy 2030



Our ESG Strategy 2030

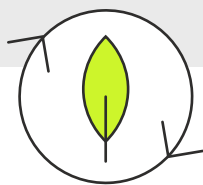
Telelink Business Services Group's commitment to **Environmental, Social, and Governance (ESG) principles** is more than a corporate responsibility—it is a **strategic foundation** that drives sustainable innovation, long-term value, and positive societal impact. As a company operating in an increasingly digital and interconnected world, we recognize that our actions today shape the opportunities of tomorrow.

Sustainability is a key driver of resilience and innovation, ensuring that businesses can thrive while contributing to a more sustainable and inclusive global economy. At Telelink Business Services Group, our ESG framework is built around the three core pillars that align with best practices and international sustainability goals, including elements of the **EU 2030 strategy**.

1 Environmental Responsibility

We are committed to integrating sustainable practices into every aspect of our operations to minimize environmental impact.

*Reducing Our Footprinting,
Driving Change*



Circular economy initiatives

Promoting waste reduction, responsible resource use, and recycling programs.



Energy efficiency

Optimizing our digital and workplace infrastructure to reduce emissions and improve sustainability.



Biodiversity and conservation

Supporting ecological preservation through strategic partnerships and awareness campaigns.

2

Social Impact & Inclusion

A thriving society is built on inclusion, diversity, and opportunity.

*Empowering People,
Bridging Gaps*



Promoting **gender equality and digital education**, supporting initiatives like **Women in Tech** and **TBS Academy** to empower diverse talent.



Fostering **public-private partnerships, bridging business, schools, and universities** to cultivate the next generation of tech leaders.



Supporting **community resilience**, helping refugees, underprivileged groups and fostering employee volunteerism.

*Strengthening
Transparency
& Accountability*

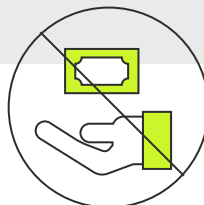
3

Responsible Oversight & Accountability

We are committed to integrating sustainable practices into every aspect of our operations to minimize environmental impact.



Developing ESG disclosures, ensuring compliance with EU sustainability frameworks.



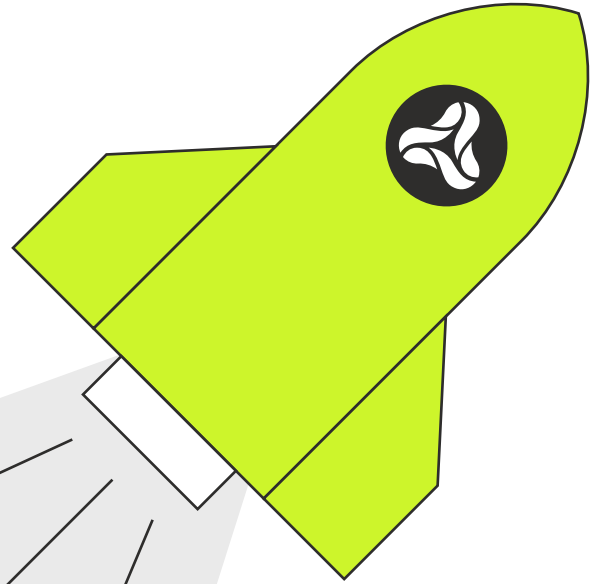
Maintaining ethical business practices, fostering a culture of accountability and responsible leadership.



Upholding strong data protection and cybersecurity standards, reinforcing trust in digital transformation.

Looking Ahead **Innovation with Purpose**

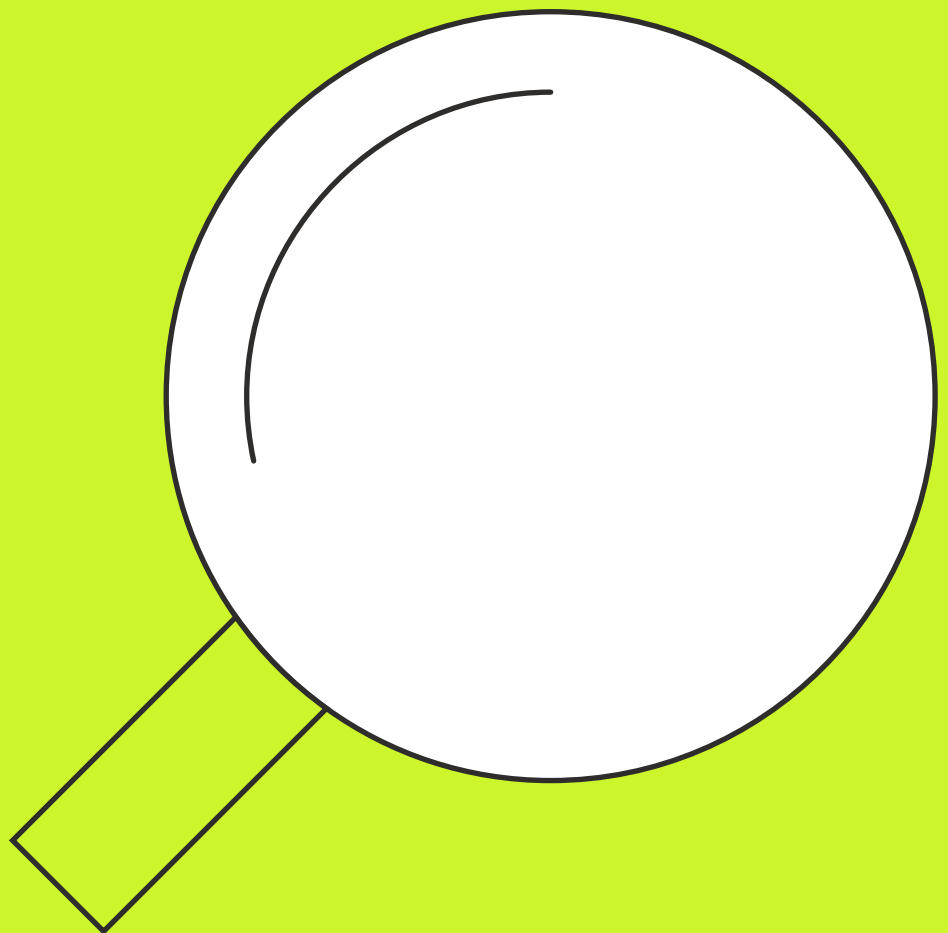
As we continue our **ESG journey**, we remain committed to integrating **sustainability** into our **core business** strategy. Our focus is not just on meeting regulatory requirements but on creating long-term value for our stakeholders, employees, and the communities we serve. By prioritizing environmental stewardship, social responsibility, and strong governance, we are shaping a future where **technology drives progress responsibly**.



**Together, we are building
a sustainable, inclusive,
and forward-thinking
future**



2024 ESG Initiatives



Driving Sustainable Impact Through **Innovation** and **Responsibility**

4.1.

ESG Commitment

At Telelink Business Services Group, sustainability is not just a commitment—it's embedded in our corporate strategy and daily operations. In **2024**, we continued to integrate **Environmental, Social, and Governance (ESG)** principles into our business model, ensuring long-term value for our stakeholders.

Through "**Strategy 2030**" we set 11 sustainability goals, focusing on responsible business growth, and community impact. Our approach balances ambitious long-term targets with short-term, actionable steps.

Our Key ESG Focus Areas:



Environmental Impact & Sustainability Initiatives

Reducing our footprint and promoting conservation efforts.



Social Responsibility & Inclusion

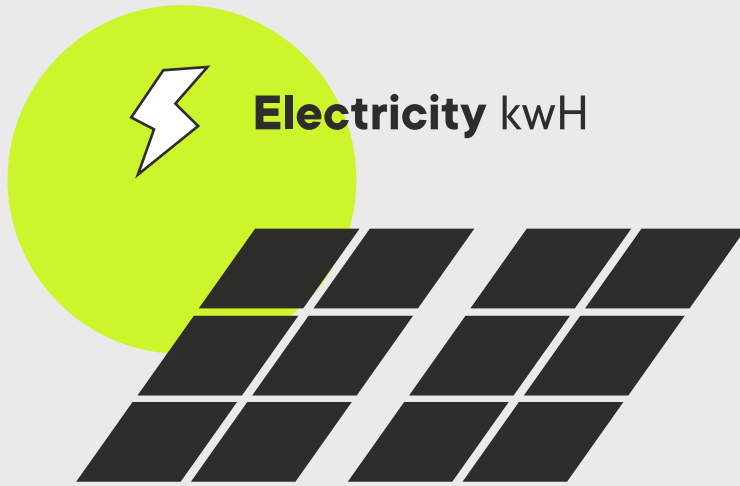
Investing in education, inclusion, and community support.



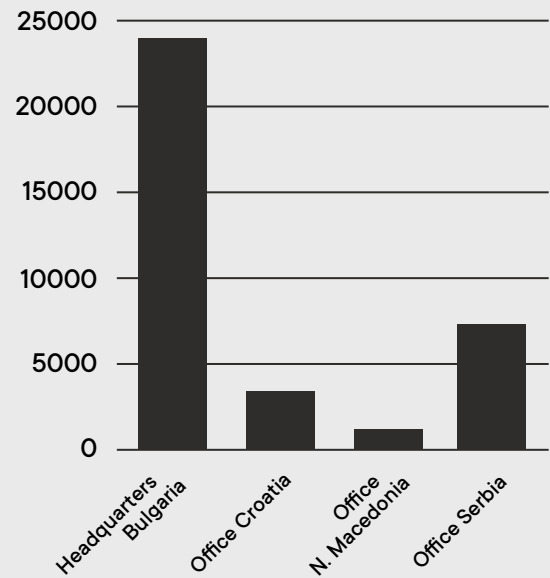
Responsible Oversight & Accountability

Cultivating transparency while fostering accountability

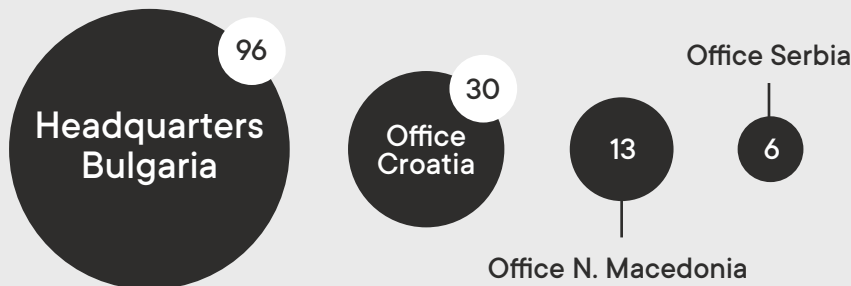




Electricity kWh



Water m³



Data presented covers January–December 2024, with all figures subject to rounding.



Expired Medicines Initiative

Through **the Expired Medicines Initiative**, Headquarters Bulgaria collected **54 kilograms of expired medical waste**, working in collaboration with local communities and TBSG employees to support environmental responsibility and promote awareness for public health.



4.2.

Environmental Impact & Sustainability Initiatives

➤ Wildlife Conservation Initiative

OUR INITIATIVES INCLUDED:



A **teambuilding event** to prepare a warm habitat for tortoises



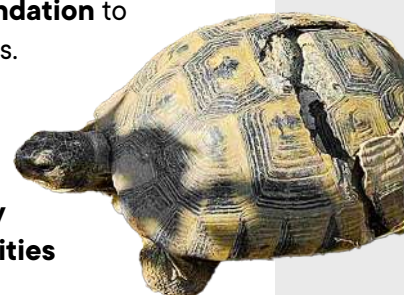
World Turtle Day awareness activities



Employees had the chance to **buy a book which resulted in raising 400 BGN** for tortoise adoption.



The company added an **additional 1000 BGN** to the initiative.



This partnership underscores our commitment to preserving wildlife and supporting local conservation efforts, empowering both employees and communities to take action.



➤ Caps for the Future Initiative

We were happy to **partner with Caps for the Future** for the first time in 2024 by supporting their mission to turn everyday plastic waste into impactful healthcare funding! With our new plastic cap collection box, we're gathering items that directly **benefit vital medical treatment programs** while also **reducing plastic pollution**—proving that small actions can make a big difference for people and the planet alike.



➤ Green Talks ESG Event

Telelink Business Services Group co-hosted the Green Talks ESG Event with the Bulgarian Stock Exchange, bringing together industry leaders to discuss ESG challenges and opportunities. The event highlighted our initiatives, including Cybernest, Women in Tech, and TBS Academy, reinforcing our leadership in sustainable business practices.



What Happened at Green Talks?

The event kicked off with an inspiring opening by our CEO, Ivan Zhitiyanov, who set the tone for the day. The formal session, lasting about 2½ hours, featured insightful presentations from notable speakers:

- **Risk & Compliance expert** from our GRC team illuminated key perspectives through **ESG insights**
- **“Cybernest”** was introduced by one of our **Senior Solution Architects** as an internal initiative spotlighting cybersecurity
- Our **HR Director** shared engaging details for **“Women in Tech”** and **“Manager for a Day”** initiatives
- Last but not least, the **TBS Academy Director** wrapped up the session by presenting the latest achievements of the Academy

Following the formal presentations, an additional hour was dedicated to informal networking, creating an environment ready for continued discussions and exchange of ideas.

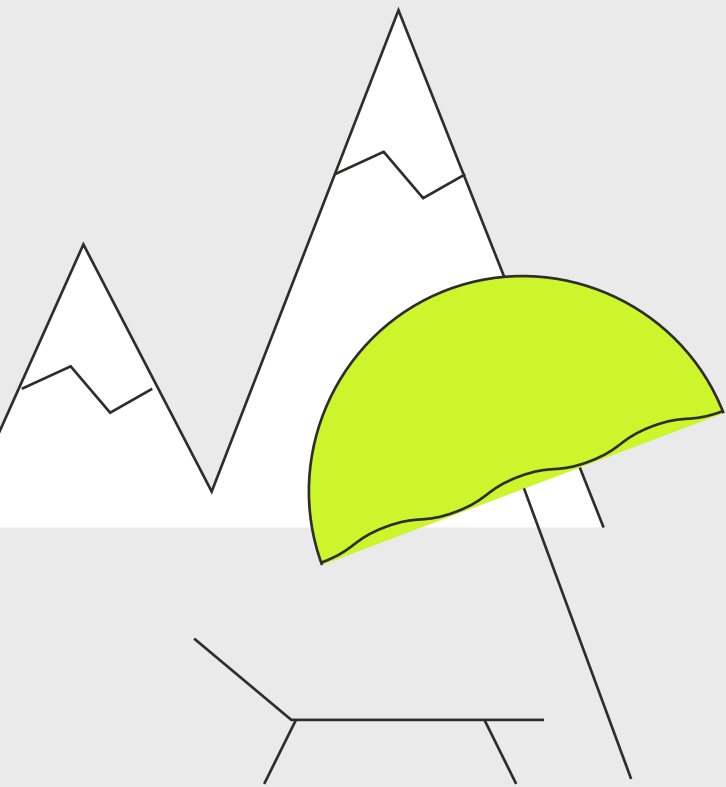
Our Aim and Achievements

From Telelink Business Services Group’s perspective, **Green Talks** was much more than an event—it was an opportunity to redefine **ESG as a comprehensive approach to social responsibility**. We aimed to extend the traditional ESG framework by focusing on social impact and nurturing an inclusive cultural mindset within the business landscape. The event successfully **facilitated dialogue** among industry leaders, enriched our understanding of sustainable practices, and underscored our **commitment to driving positive change**.



➔ Looking Ahead

Green Talks not only marked a significant milestone in our journey toward sustainable business practices but also reinforced our vision of integrating ESG principles into every facet of our operations.



➤ Sustainable Vacation Campaign

From **June 15 to October 1**, employees engaged in a sustainability challenge, sharing their experiences in:

- Eco-friendly travel
- Sustainable food choices
- Environmental responsibility

The campaign encouraged **green habits** among employees, creating an impact beyond the workplace.



4.3.

Social Responsibility & Inclusion

➤ Women in Tech Open Doors Event

50 high-school girls attended our **Women in Tech event**, exploring tech careers through:

- Mentorship sessions
- Panel discussions with female industry leaders
- Future career planning workshops

The event not only sparked interest in technology but also gave young women the tools and inspiration needed to pursue careers in tech.

➤ SheLeadsTech Bulgaria Conference

Telelink Business Services Group was the General Sponsor of SheLeadsTech Bulgaria, promoting diversity in the IT sector.

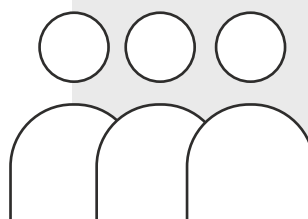
Our experts participated in:

- Keynote speech from Daniela Sokolova (Director GRC) on how leaders can grow Corporate Culture
- Panel discussions on cybersecurity and leadership

The conference fostered an environment of inclusion, encouraging more women to take leadership roles in the tech industry.



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01101000



➤ Manager for a Day

Through mentorship and career guidance, we encouraged **gender diversity** in tech leadership. Our programs enabled young talents to experience management roles and career development in IT.

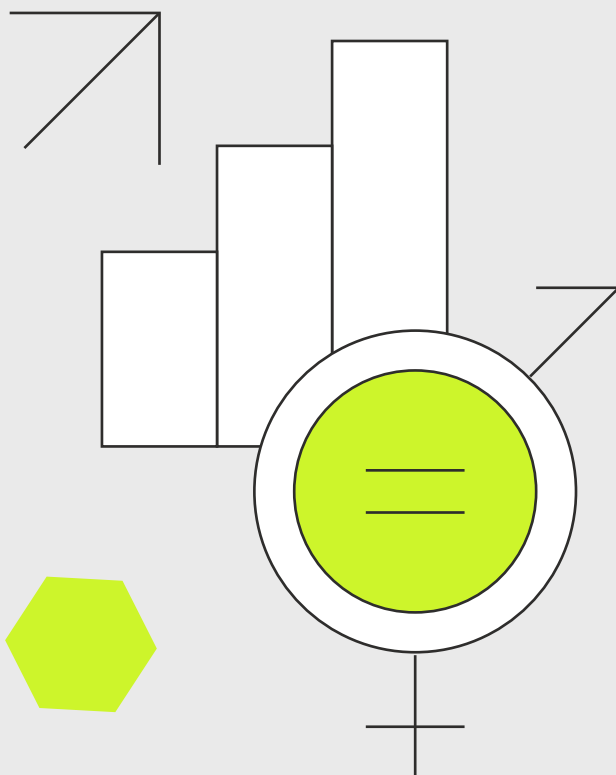


➤ Women Empowerment Principles (WEPs)

As a proud **signatory of the UN's Women Empowerment Principles**, Telelink Business Services commits to:

- Creating an inclusive workplace for women
- Supporting female career growth
- Advancing gender equality within our industry
- Creating awareness of the subject

By empowering women and promoting equal opportunities, we continue to break barriers and create lasting change within our workforce.



➤ Girls' Day (Germany)

Our **German branch** participated in **Girls' Day**, inspiring schoolgirls to explore **IT careers**. Activities included:

- Vocational training in software development
- Hands-on low-code programming with OutSystems
- Developing a real-world PWA application

This initiative opened the doors for young girls to realize their potential in tech and encouraged them to pursue careers in a traditionally male-dominated field.



Education



➤ Dream Space

Dream Space is a STEAM center created by Microsoft Bulgaria and supported by **Telelink Business Services Group** for Bulgarian students and teachers. In Dream Space, every student can discover exciting opportunities to solve global problems. With the help of **Microsoft's digital technologies** and **STEAM tools**, students can:

- Try out solutions in real time.
- Develop their competencies along with essential socio-emotional skills such as empathy, creativity, ethical decision-making, and collaboration.
- Learn what it takes to build a career in the companies of the future—Microsoft and Telelink Business Services.

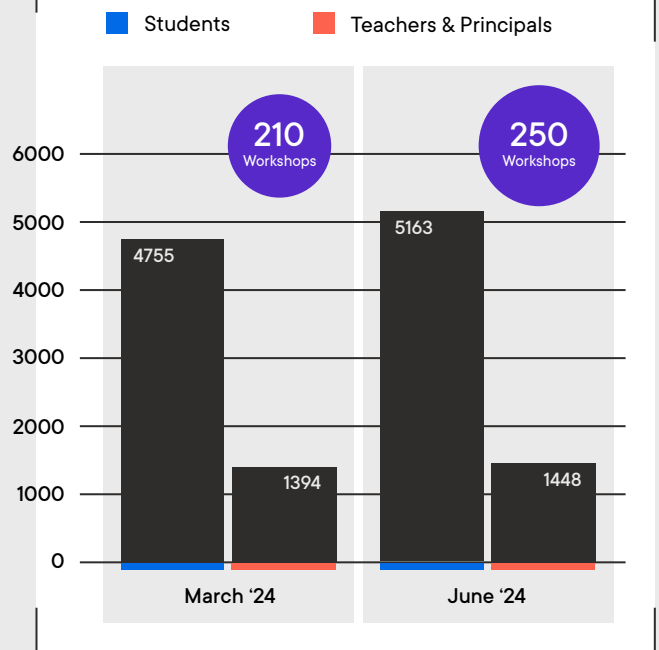
In **Dream Space**, every teacher can observe and experience effective **STEAM learning** and teaching, based on scientific research and Microsoft's global expertise. They leave with ready-to-use lessons and resources to recreate the **Dream Space** experience in their own classrooms, whether during lessons or extracurricular activities.



8.6%

Average increase in participation amongst students

Participants



➤ t'each'one

t'each'one is an innovative educational space designed for students, teachers, school principals, parents, business representatives, government institutions, and anyone interested in exploring the latest technologies and teaching methods. It is a hub for learning, inspiration, and collaboration that supports the development of digital skills and innovations in education.

t'each'one provides opportunities to forge new partnerships with schools, universities, NGOs, and tech companies, expanding its reach and impact by continuously updating its event calendar and serving as a venue for the latest educational solutions and technologies.



TBS Academy

IT end to end



Empowering the next generation of IT talent

Founded in 2021 by **Telelink Business Services** — an organization with over 20 years of extensive experience in corporate and telecom infrastructure across the Balkan region and Western markets — **TBS Academy** is built on a legacy of excellence. Leveraging deep industry expertise, the Academy has

quickly become a cornerstone for IT education and professional development. In January 2022, **Telelink Business Services** further enhanced its training capabilities by opening a Pearson VUE Certification Center, reinforcing its commitment to quality and globally recognized certification standards.

Our Mission & Program Focus

TBS Academy's mission is to equip aspiring system engineers with comprehensive, end-to-end IT knowledge while nurturing the next generation of highly skilled professionals.

Our program is designed to:



Deliver Comprehensive IT Education

Covering all phases of system development, from theory to practical application.



Embrace Modern Technologies

Integrate traditional IT infrastructure with software-defined controls to prepare students for today's dynamic corporate environments.



Personalize Learning Paths

Enable participants to choose development areas that best align with their career goals, ensuring a tailored learning experience.



Our Dedicated Team

The strength of TBS Academy lies in its highly qualified team, consisting of:

➤ 3 Expert Trainers

Specializing in networking, cloud technology, and IT infrastructure, who bring real-world insights to the classroom.

➤ 1 Learning and Certification Coordinator

Ensuring a seamless training experience and alignment with certification standards.

➤ 1 Senior HR Business Partner

Supporting talent development and career placement, ensuring our graduates are well-prepared for the job market.



Martin Lipovski

Director & Trainer, TBS Academy



Yordan Yordanov

Senior TBS Academy Trainer



Konstantin Spasov

TBS Academy Trainer



Hinka Stanimirova

Learning Coordinator Specialist



Vanya Lambeva

Senior HR Business partner



TBS Academy Program

Our curriculum is structured in two distinct phases, ensuring a blend of theoretical learning, real-life application, and soft skill development:

PHASE 1

Foundation

(3 Months, Free of Charge)

1

- In-depth theoretical courses
- Exposure to real-life use cases, bridging the gap between academic knowledge and industry practices

PHASE 2

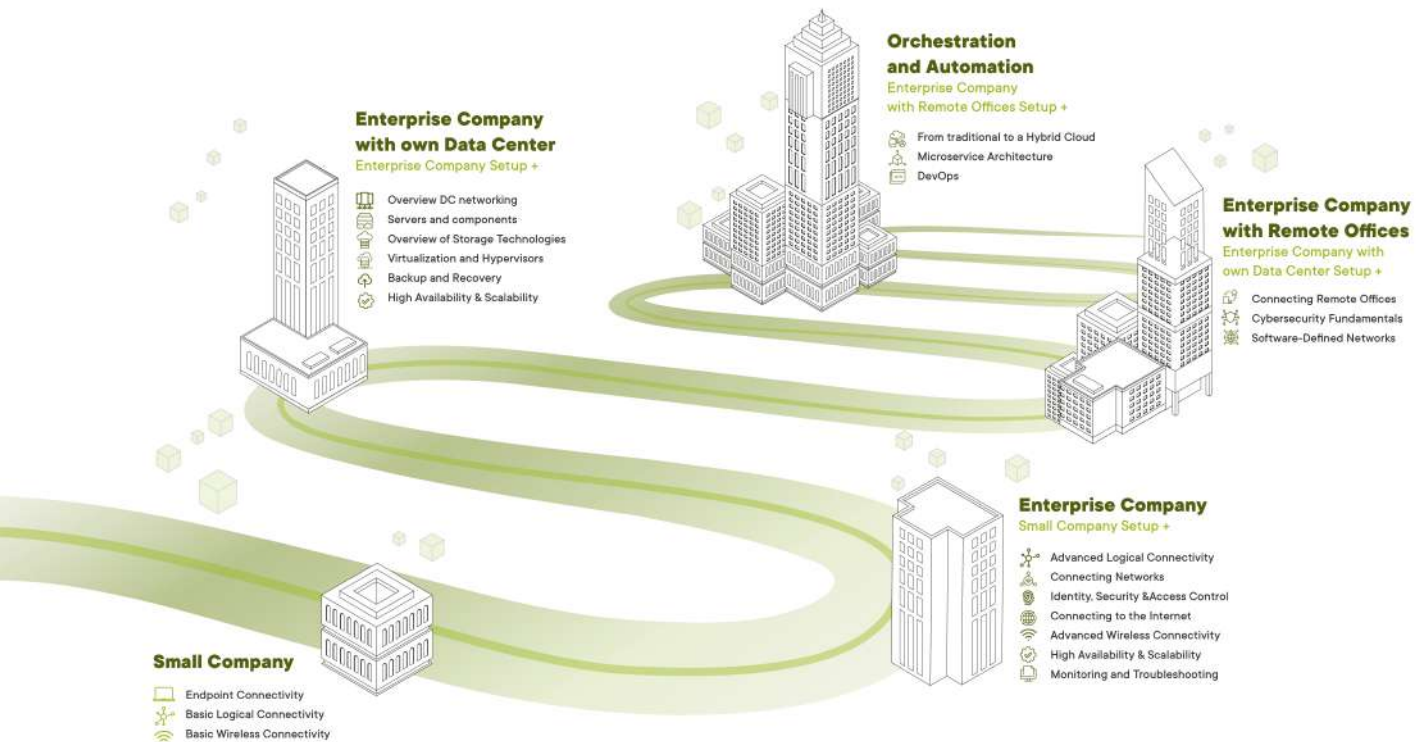
Development

(3 Months, Paid Internship)

2

- Advanced theory combined with practical, hands-on experience
- Corporate soft skills training to ensure readiness for professional environments
- Direct employment opportunities upon successful completion

Evolution of a modern organization's IT Landscape



State-of-the-Art Facilities

Our dedicated training zone and laboratory, located at Telelink Business Services Bulgaria's office, offer a modern and interactive learning environment. These facilities are designed to:

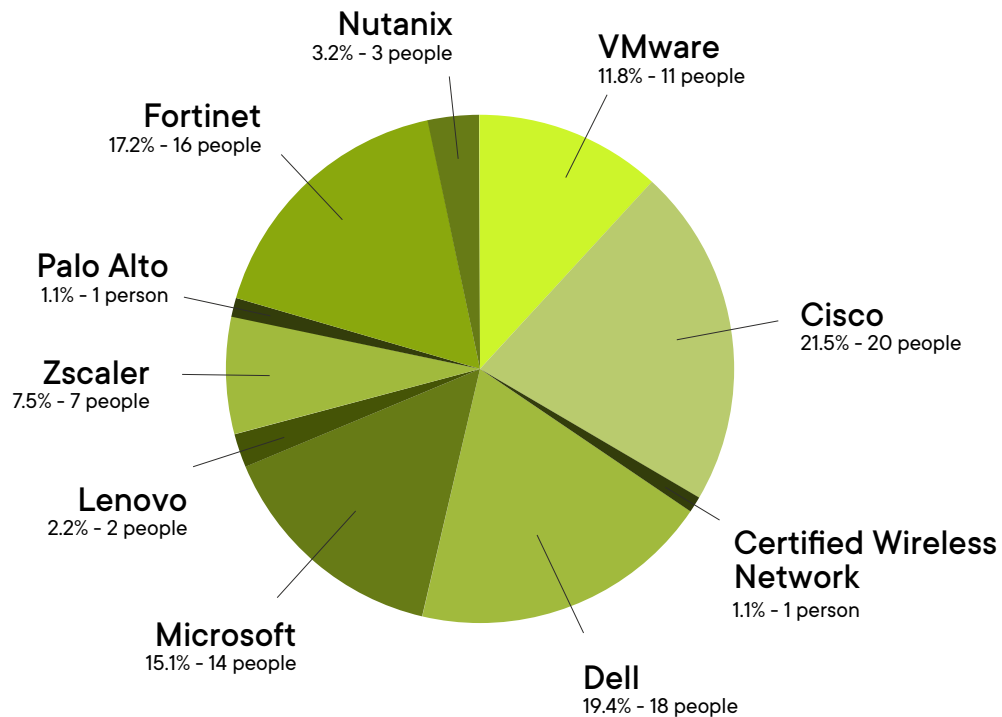
- Facilitate hands-on training and experimentation
- Simulate real-world IT infrastructure scenarios
- Foster collaboration and innovation among participants

10 trainees

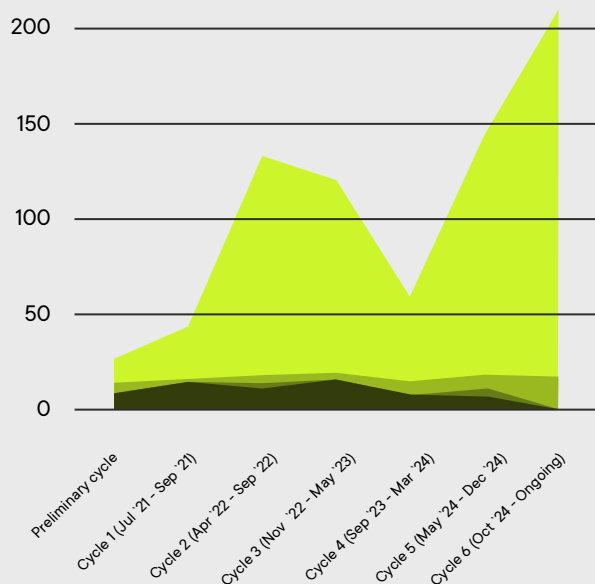
36 employees

69 graduates

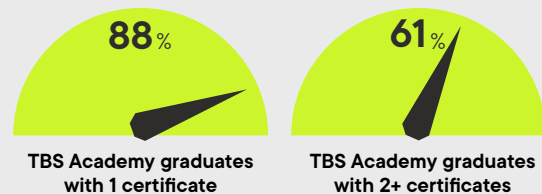
TBS Academy Achievements Graduates Certification



TBS Academy candidates, trainees and graduates (2021 - 2024)



1 year after graduation

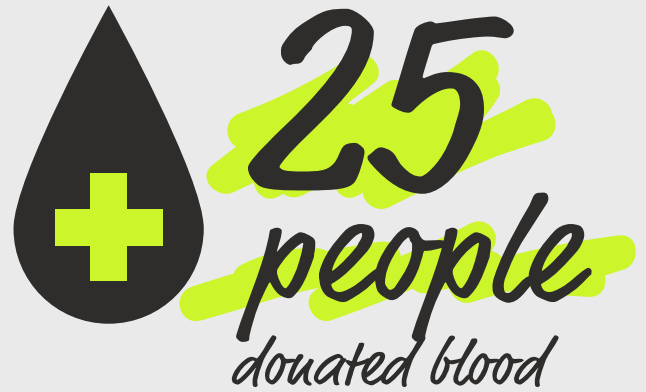


Strategic Impact & Future Vision

TBS Academy not only delivers robust IT education but also strategically positions its graduates for employment opportunities. By combining rigorous academic instruction with industry-aligned internships and certifications, the Academy is at the forefront of producing a skilled, job-ready workforce that drives technological innovation and corporate growth.

➤ Blood Donation Initiative

Telelink Business Services Group hosted **an internal blood donation campaign** in partnership with the **National Center for Transfusion Hematology**, reinforcing our **commitment to community well-being**. A total of **25 people participated**, demonstrating the collective effort and compassion of our team in supporting this important cause.



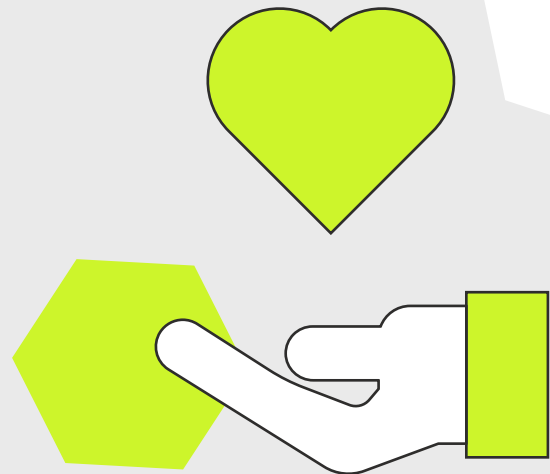
Nurture young
IT talent.

➤ Cybersecurity Battle – Telelink vs. TUES

TUES's team competed against Telelink Business Services Group **cybersecurity analysts** in a real-time **ethical hacking challenge**. The Red Team vs. Blue Team simulation tested cybersecurity skills, reinforcing our partnership with TUES to **nurture young IT talent**.

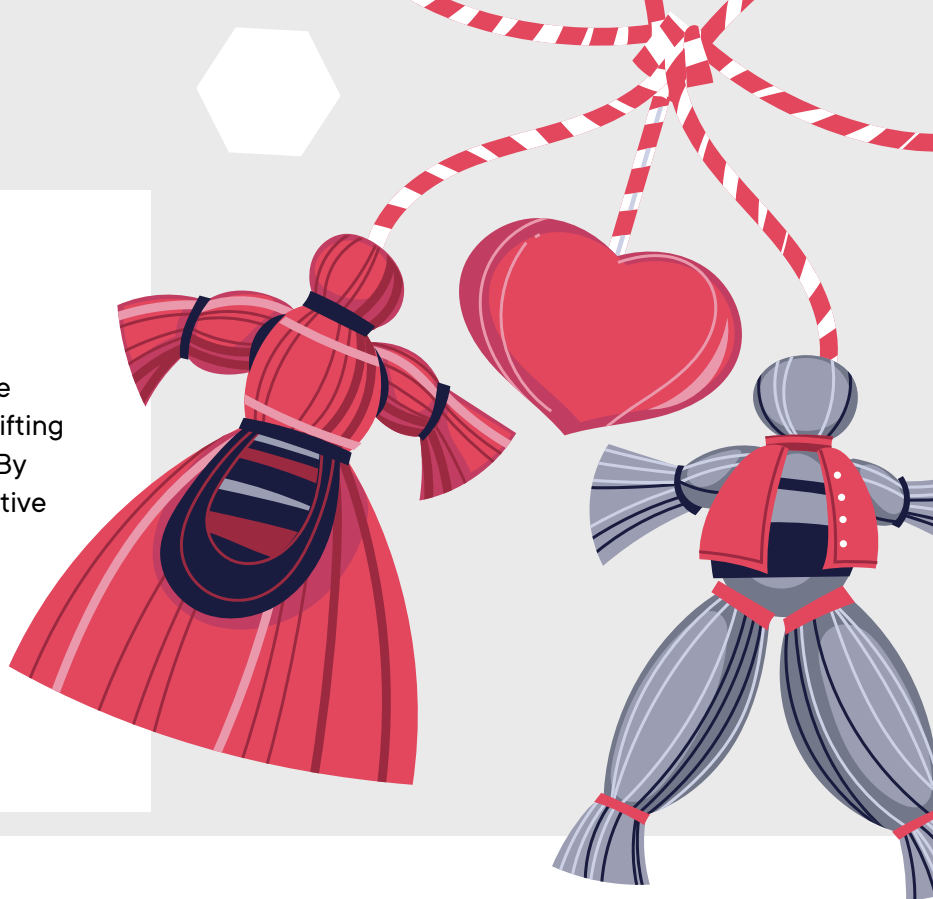
➤ Donation Initiative for Refugee Women

Over a period of **two days**, our colleagues collected **50 boxes** with clothing, toys, and hygiene items for refugee families from **Ukraine, Syria, and beyond**. Thanks to our partner '**cargo-partner**', all donations were transported **pro bono**.



➤ Martenitsa Social Initiative

Welcoming the **first day of spring**, we embraced the Bulgarian tradition of gifting bracelets for **health and happiness**. By sourcing them from **CaritArt**, an initiative that empowers **disadvantaged women and children**, we extended our support beyond our workplace — helping local artisans whose craftsmanship creates opportunities for marginalized communities.



➤ Summer IT Internship Program

We welcomed **students from top Bulgarian schools** for a **two-week intensive networking internship**. Key outcomes:

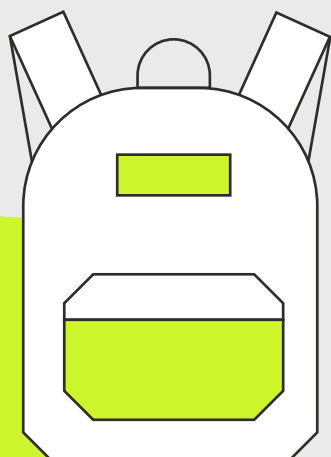
- Hands-on experience with real-world IT systems
- Collaboration & teamwork exercises
- Industry insights from Telelink Business Services Group mentors

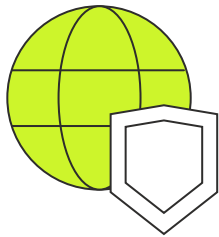
This program provided students with valuable exposure to the tech industry, nurturing their skills and expanding their professional network for future career opportunities.



➤ Back to School – Cool Kit

Telelink Business Services Group employees with school-age children received a **Back-to-School Cool Kit**, celebrating education and family support. The initiative aimed to help ease the transition back to school for both parents and children, reinforcing Telelink Business Services Group commitment to supporting employees in balancing family and work life.





Empowering future generations: “Staying safe on the internet” training for SOS Children’s Villages Bulgaria

In November **Telelink Business Services Group** had the incredible opportunity to welcome the children and youth from **SOS Children's Villages Bulgaria** for a special training session — *“Staying Safe on the Internet.”*

As a company dedicated to technological innovation, we also recognize our responsibility to **help young people navigate the digital world safely and confidently**. Our goal was to provide them with practical cybersecurity knowledge in a way that was engaging, interactive, and, most importantly, fun.

To make the experience memorable, we hosted the session in an unconventional and relaxed setting, complete with a table tennis setup, foosball tables, and PlayStation consoles. This atmosphere helped the children feel **comfortable, enthusiastic, and ready to participate**.

Throughout the session, they impressed us with their **curiosity** and prior knowledge on crucial **cybersecurity** topics, such as:

- How to recognize phishing attempts and browse the internet safely
- Understanding who is on the other side of the screen in online interactions
- The importance of strong passwords and data protection
- Online gaming safety and avoiding cyber threats
- How to prevent malware and computer viruses
- Identifying and addressing cyberbullying



SOS ДЕТСКИ
СЕЛИЩА
БЪЛГАРИЯ

The children's **enthusiasm** went beyond just listening—they actively engaged, asked questions, and even surprised our expert trainers with their **insights!**

What made the biggest impact on us was their **genuine interest** in learning more about technology. Several of them even shared their aspirations to **join our TBS Academy** in the future to explore deeper into the world of IT and digital innovation.

The day flew by with **engaging discussions, hands-on activities, and plenty of laughs**. To make the experience even more special, we prepared a delicious treat for all participants. But the **biggest surprise** was yet to come...

At the end of the event, each child received a special **tech gift** to support their learning and growth! This moment was truly heartwarming, as we witnessed their excitement. We firmly believe that access to technology is key to

unlocking potential, and we are proud to **support these** young individuals on their educational journeys.

As a leading provider of end-to-end IT solutions, we at **Telelink Business Services Group** are committed not only to helping businesses thrive in the digital age but also to make a meaningful impact in our community. Initiatives like this reaffirm our belief that technology should be an opportunity for all, and we are honored to contribute to a **safer, more informed digital future for young minds**.

Following on our promise we organised another training, this time on location and just one month later. Our employees visited Tryavna and Veliko Turnovo where they shared not only our good practices but surprised the children with more gifts.

As the holiday season approached, we at **Telelink Business Services Group** embraced the spirit of giving by organizing two special events in support of **SOS Children's Villages Bulgaria**. These initiatives were not just about raising funds but also about fostering a deeper connection between our team and the incredible young talents within the community.

> A Christmas Bazaar with a Purpose

This year, our **Christmas Bazaar** was a heartwarming celebration of community spirit and creativity. Around 80 of our employees came together to make the event a meaningful success, embracing the holiday season with generosity and enthusiasm.

Beautifully handcrafted gifts made by the children and youth from **SOS Children's Villages** were put on display—ranging from festive decorations to unique **handmade** accessories, each carrying a personal touch and heartfelt message. Employees had the opportunity to purchase these special creations, with 100% of the proceeds going directly back to the young artists themselves.

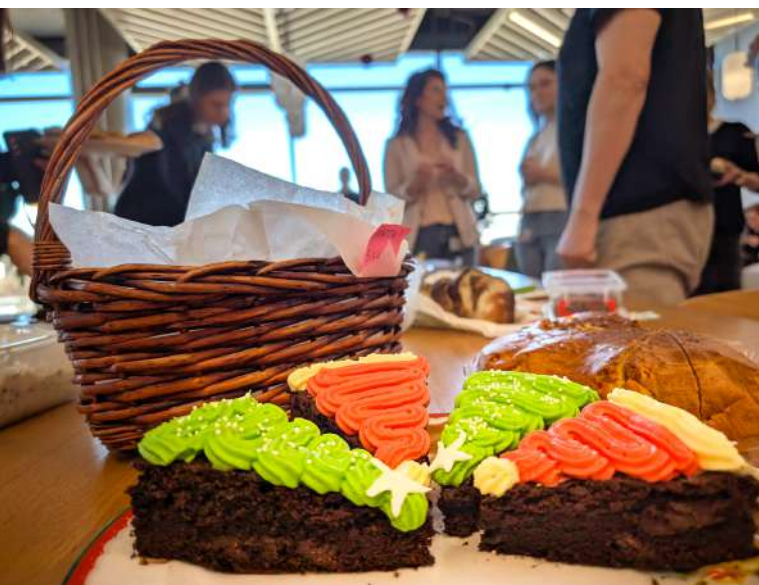
2700 BGN
funds raised



Beyond financial support, the event was about recognition and encouragement — giving the children a sense of accomplishment and showing them that their creativity has value. Thanks to our collective effort, we raised an impressive 2,700 BGN, proving the power of teamwork in making a positive impact. The joy on the children's faces, knowing their work was **appreciated and cherished**, was the best holiday gift we could receive.

> A Special Christmas Lunch for a Special Cause

Continuing our tradition of meaningful engagement, we hosted a **Christmas Lunch with a Cause** — a heartwarming charity event that brought together colleagues from all departments in a shared effort to give back to the community. But this was no ordinary meal—our own team rolled up their sleeves and prepared a variety of festive dishes, which employees could purchase, knowing that every contribution directly benefited **SOS Children's Villages Bulgaria**.



Thanks to the overwhelming generosity of our team, the lunch raised over 2,000 BGN, which was then matched by additional contributions from the company, effectively doubling the total amount. This brought the total funds raised during our Christmas initiatives to nearly 7,500 BGN—a testament to the power of **teamwork and collective generosity**.

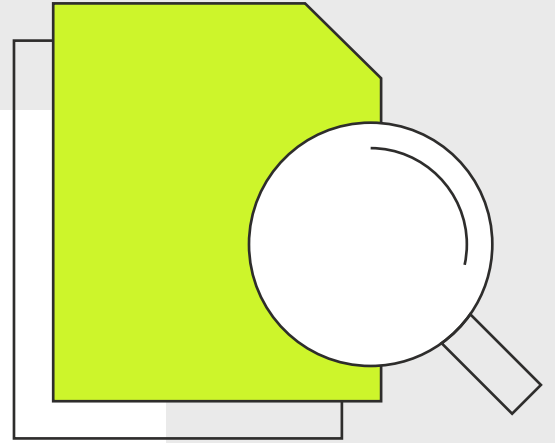
7500 BGN
total funds raised

 **160**
people
participated in the
Christmas charity
events

Beyond the financial impact, the event fostered a strong sense of solidarity among our employees, reinforcing the values of empathy and responsibility that we hold dear as an organization. With **around 160 employees actively participating** in our charity initiatives this holiday season, every small effort came together to create a lasting impact.

4.4.

Responsible Oversight & Accountability



ESG Reporting

In 2024 we focused on developing our **Corporate Sustainability Reporting Directive (CSRD) reporting framework**, setting the stage for more structured and insightful ESG disclosures.

We made substantial progress in aligning our reporting framework with the Corporate Sustainability Reporting Directive (CSRD), which aims to ensure greater transparency in our environmental, social, and governance **(ESG) practices**. This move marks a critical step in enhancing the quality and consistency of our sustainability disclosures, as we establish adequate reporting practices that not only comply with regulatory standards but also foster accountability. By focusing on **clear, actionable metrics**, we aim to provide stakeholders with detailed insights into our sustainability journey and ensure that our long-term strategies are aligned with global ESG goals.



Health & Safe Working Conditions

Our commitment to the health and safety of our workforce remains a top priority as we actively **monitor both local and global regulations** to maintain a safe and inclusive workplace. Special attention has been given to ensuring that our policies are **fully inclusive** of employees with disabilities, offering the necessary accommodations to promote their **well-being**. By providing a **work environment that emphasizes equality**, we foster a culture where every employee feels **valued, respected, and supported**. This holistic approach ensures that our workplace safety measures not only meet compliance standards but also reflect our core values of fairness and respect for diversity.



Expansion into Croatia

Telelink Business Services Group has successfully expanded to **Western Balkans**, completing the acquisition of SedamIT in **Croatia**. This strategic move strengthens our presence in the region and enhances our capabilities in the rapidly growing IT sector. Our entry into **Croatia opens new doors** for cross-border collaboration, innovation, and

talent acquisition, helping us meet the increasing demand for advanced IT solutions. As we integrate SedamIT into our operations, we remain focused on driving both business growth and creating more opportunities for local communities, ultimately reinforcing our **leadership position in Eastern Europe's tech landscape**.



Employee Training & Awareness

We continued paving the way for periodic training programs on:

➤ Health & Safety Training

We offer regular health and safety training, designed to empower employees with the knowledge to prevent accidents and ensure their well-being. Emphasizing both physical and mental health, we support our employees in navigating a balanced and healthy work environment.

➤ Harassment Prevention Training & Ethical Business Conduct

Our training on harassment prevention reinforces our zero-tolerance policy for any form of harassment or discrimination. We also focus on promoting ethical business practices to ensure that our employees understand their roles in maintaining a professional and respectful environment for all.

➤ Anti-Bribery & Anti-Corruption Trainings

In line with our commitment to integrity, we continue to educate our employees on the importance of complying with anti-bribery and anti-corruption laws. These sessions aim to help staff recognize red flags, understand the legal implications of unethical behavior, and ensure that we maintain the highest standards of corporate governance.

➤ Whistleblowing Training

Our whistleblowing training ensures that employees are aware of the proper channels to report any concerns about unethical behavior, misconduct, or violations. We foster a culture of openness and support, making it clear that we encourage transparency and protect those who raise concerns from retaliation, ensuring accountability at all levels of the organization.

Conclusion

Looking ahead, we reaffirm our **unwavering commitment to sustainability, social responsibility, and ethical business practices**, which continue to guide every aspect of our operations. These core values continue to guide our operations as we strive to create a meaningful and lasting impact on our employees, the communities in which we operate, and the planet at large. We understand the critical role our business plays in **shaping a better future**, and we are dedicated to leveraging our resources, and expertise to address pressing environmental challenges, promote social equity, and uphold the highest standards of governance.

In the ever-evolving landscape of information security, we recognize the importance of not only protecting the data and privacy of our clients but also contributing to the long-term well-being of the world around us. Our commitment to sustainability drives us to continuously improve our environmental practices, reduce our carbon footprint, and ensure the responsible use of resources. Through strategic **partnerships, thoughtful collaboration, and the integration of cutting-edge technologies**, we are fostering a more sustainable and secure future for all.

Equally, we believe that the strength of our business is built upon the strength of our people. We remain committed to creating an **inclusive and empowering environment** where employees are encouraged to thrive and grow. By investing in their development,

health training, and well-being, we create a **positive workplace culture** that not only attracts talent but retains it, ensuring that every team member plays a role in driving our shared mission forward.

We understand that businesses have a **responsibility to the communities they serve**. That is why we continue to engage in meaningful initiatives that promote social impact, from supporting local organizations to driving innovation in areas of **public safety, education, and digital inclusion**. We are proud of the contributions we have made, and as we move forward, we will deepen our efforts to create opportunities that benefit society as a whole.

Looking ahead, we are focused on maintaining **transparency**, building **trust**, and holding ourselves **accountable** for our actions. We will continue to integrate these principles into every aspect of our operations, ensuring that our progress is aligned with our values. We remain dedicated to **sustainability, social impact, and ethical business practices**, ensuring a better future for our employees, communities, and the planet.

As we continue to **innovate, collaborate, and lead by example**, we are confident that our commitment to these principles will help us navigate the challenges of tomorrow and create lasting value for all stakeholders. Our journey is ongoing, and we remain resolute in our mission to build **a secure, sustainable, and equitable future for all**.



Overall Score

Percentile
80th

↗ **65** / 100



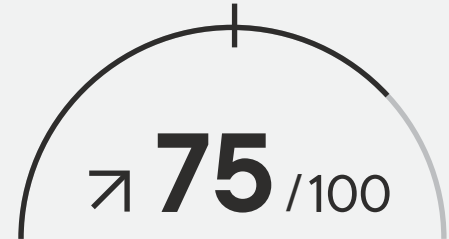
Environment

IMPACT ON SCORE ●●●●



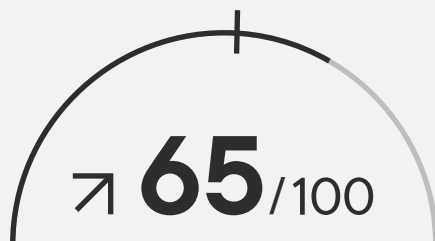
Ethics

IMPACT ON SCORE ●●●●



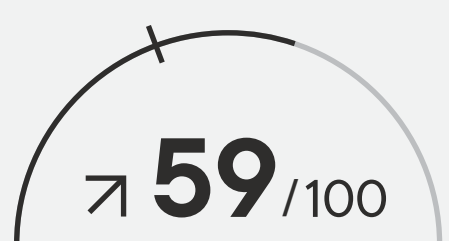
Labor & Human Rights

IMPACT ON SCORE ●●●●



Sustainable Procurement

IMPACT ON SCORE ●●●●





Member of UN Global Compact

since April 2024



Signatory of Women's Empowerment Principles

since March 2024



**telelink
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services**

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