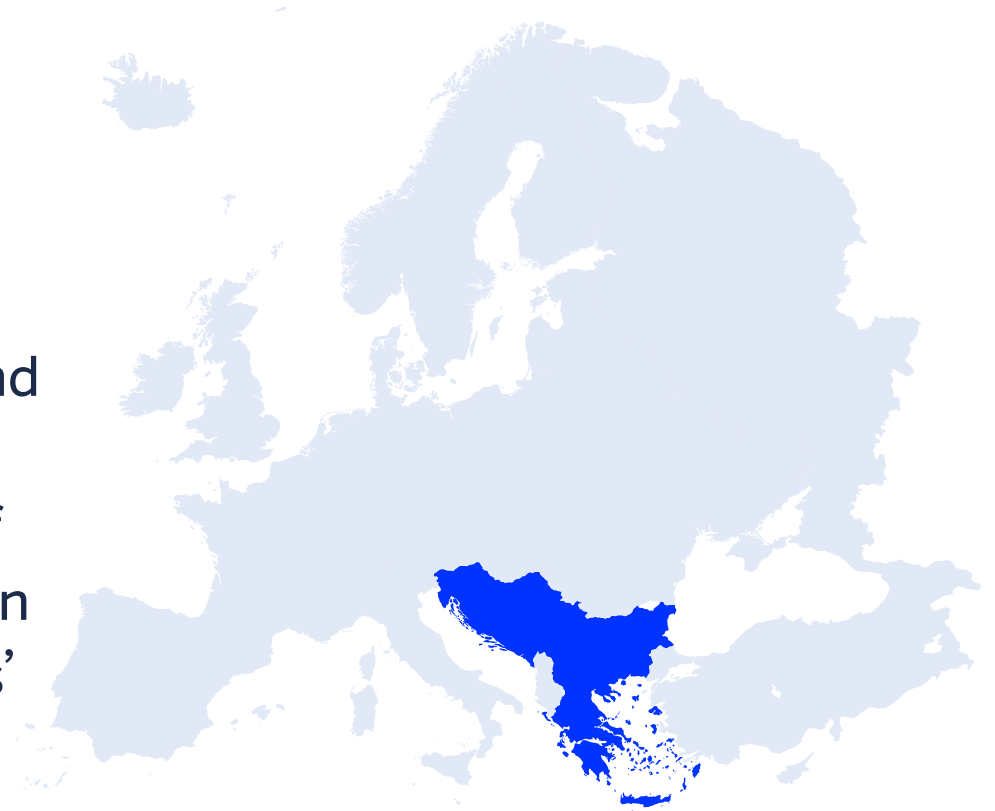


A woman with long dark hair, wearing a black beanie and large black headphones, is shown in profile, smiling and looking upwards. She is holding a black computer mouse in her right hand. The background is a blurred city street with colorful, wavy lines in shades of blue, green, and purple flowing across it, suggesting a digital or musical theme.

Environmental, Social and Governance: 2021

As United Group has grown, we have increased our emphasis on integrating Environmental, Social and Governance (ESG) policies throughout our decision-making and reporting processes.

Our main business goal is to provide fast and reliable connections to information, knowledge and entertainment. This in itself represents the infrastructure of the modern world on which many of the United Nations' Sustainable Development Goals are built.



As part of our continued commitment to our customers and our planet, this report showcases some of the key focus areas for 2021 that have helped us to improve existing practices.



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Environmental sustainability

Our long-term goal is to make United Group and all its companies carbon neutral and energy independent.

We have a responsibility to minimise our environmental impact. To promote sustainability in all of our operations, we are taking active steps to minimise our environmental footprint, collect and analyse Group data, and have committed to the Science Based Targets initiative (SBTi). This is helping us manage our major environmental risks, reduce our carbon emissions, set climate change policy, and explore different solutions for our energy use and energy sourcing. We have also committed to reduce CO₂ emissions by approximately 60% by 2030 versus 2020 levels. To help with this transition, and knowing that electricity represents the greatest source (83%) of our carbon emissions, we are switching to clean energy.



In line with our commitment to reducing greenhouse gas emissions across our offices and infrastructure, we have made significant investments in our own renewable energy sources (RES) power generation assets across United Group countries of operation:



A rooftop solar power plant in Slovenia with an annual production capacity of 254 MWh operational since 2019



A rooftop solar power plant in Bulgaria with an annual production capacity of 85 MWh operational since 2021



Three rooftop solar power plants in Bulgaria under development with expected annual production capacity of 670 MWh – expected to be put into operation in 2022-2023



A 70 MW wind farm in Bulgaria scheduled to become operational in 2023 with expected annual production capacity of 238,500 MWh

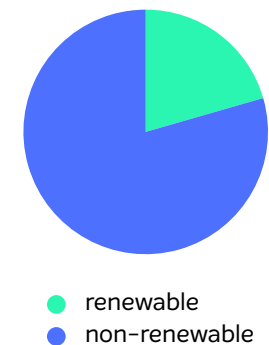


Three photovoltaic power plants in Bulgaria scheduled to become operational in 2023 with joint installed capacity of 44.5 MW and expected annual production capacity of 68,300 MWh

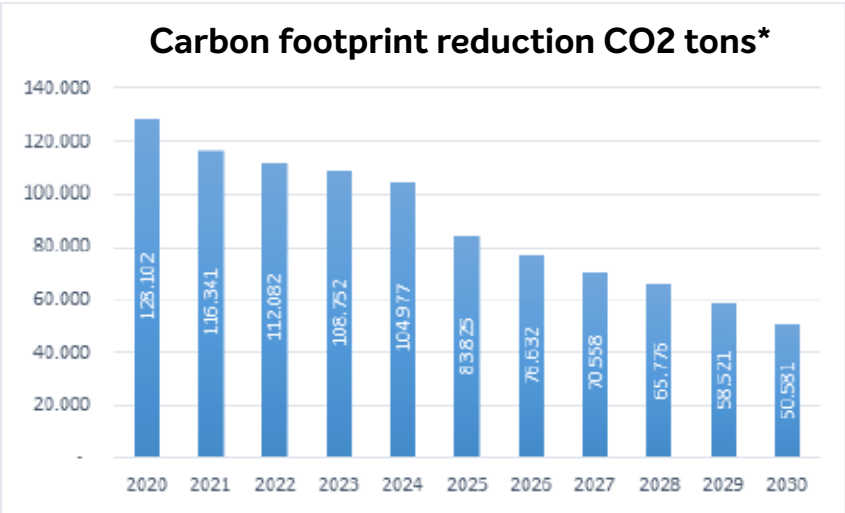
The Group will be continuing to inspect, monitor and reduce our emissions to ensure we mitigate against risks that impact our operations now and in the future

When completed and operational, our total RES power generation assets are expected to reach an annual production capacity of up to 310 GWh, which will fully cover United Group's current electricity consumption. In 2021 the electricity from renewable sources accounted for 20.54% of all procured electricity in 2021 (53,948 MWh).

Electricity Sourcing



From 2021, we are sourcing green energy in the way reported to SBTi, with a 10-year carbon reduction plan of 60.5% on 2020 as a base year:



* For the accuracy of the comparison and the projections, the 2020 carbon footprint as a base year includes the entire annual carbon emission for the acquired companies, regardless of the month of acquisition.

We use electric vehicles in our operations where feasible and work to exchange old, less-energy efficient equipment for more energy-efficient devices. Furthermore, as the rapid development of broadband, television and IT technology necessitates the continual replacement of legacy network elements, we have introduced waste management procedures to recycle obsolete equipment. In 2021, we recycled 720 tons of network telecom equipment, batteries, and cables. This is in addition to the 750 tons of paper and cardboard we recycled. We also repurpose, reuse, or recycle 100% of returned customer devices and accessories. This has helped some of our larger telecommunications operations to achieve ISO 14001:2015 certification, a global standard for environmental management.



Community engagement

United Group is supporting the development of communities in a market of approximately 40 million people.

We actively support the communities in which we operate, coordinated by a Group-level director for corporate social responsibility. At an operational level, our Group companies provide oversight and delivery of their own community engagement projects that align with their objectives, country, and culture. In 2021 we donated **1,766,049 EUR** to groups and activities dedicated to protecting the environment, supporting educational initiatives, and protecting the socially vulnerable. We have also fostered digital inclusivity by engaging in multiple community programs in the past few years, with a focus on using our platform to deliver knowledge to children (including programs for online safety), students, the general public, and disadvantaged groups by leveraging our core competencies in broadband internet and other telecommunications activities. For 2022, we aim to increase the percentage of staff participating in a community engagement activity (e.g., volunteering time or knowledge), which in 2021 stood at 7%.



**1,766,049
EUR**

DONATED
IN 2021

Data protection

We owe it to our customers to look after their data responsibly

As part of our obligations to protect customer data, we are standardising Group data protection policies and will continue our track record of data compliance. We do this via regular training programs, penetration testing and vulnerability scanning of our IT systems, with some of our Group companies having obtained ISO/IEC 27001:2013 certification in addition.



Investing in our people

We focus on building a safe, fair, and inclusive working environment for our employees

To inform our social management targets, we collect data on our workforce, such as gender mix (57% male, 43% female), percentage of women in management positions (32%, including our Chief Executive Officer) and percentage of disabled employees (1%). In particular, we track gender equality KPIs with the aim of ensuring women's full and effective participation and equal opportunities for leadership at all levels of decision making in political, economic and public life. We also have mandated diversity and inclusion rules and have documented these in employee manuals at our Group companies – this includes statutory requirements related to worker's rights, human rights (e.g., anti-discrimination and anti-mobbing) and annual employee Net Promoter Score ("eNPS") measurements. To facilitate further transparency and accountability, we plan to expand our anonymous suggestion boxes already present in many of our Group companies and

establish whistle-blowing programs as a distinct transparency function. We also offer training programs to employees that are focused on improving job-related technical and management skills, as well as on compliance with our internal policies.

We have established internal training centres which manage the entire training process – from on-boarding to organising advanced technical and management training provided by external experts. In 2021, we invested 19 hours per FTE in education in training, with 83.4% of the employees participating in live or online training across our telecommunications operating companies. Our eNPS training efforts and other initiatives contributed to a significant increase of 46 points in eNPS score from 2019 to 2020, while in 2021 it did drop for 15 points, which we attribute to the network effects of acquiring new companies in 2020/2021



Governance and shareholder support

We do not just talk the talk. We walk the walk.
That starts with our senior leadership

As we continue to make progress in ESG, we are wholly supported in our efforts by our majority shareholder, BC Partners. BC Partners is a primary signatory to the United Nations' Principles of Responsible Investment, adopting these principles in 2009. BC Partners has formalised its commitment to increased standards in its own ESG strategy, and takes an active role in improving ESG awareness, performance and compliance with United Group and its other portfolio companies.

We have also appointed a new dedicated ESG coordinator role at the Group level, a Group Managing Director of Energy Management, and a multi-disciplinary team of senior executives who, together with independent consultants, have finalised a detailed ESG action plan and implementation roadmap.

We annually complete the global disclosure system questionnaire operated by the Carbon Disclosure Project (CDP), maintaining our targets to reduce our carbon output.

In addition to the Group level, we expect the same levels of commitment to ESG from our Group companies and suppliers. So, we have introduced new Procurement rules for all of our companies in the second half of 2021, in order to harmonise the existing processes and standards already in place at some of our group companies.



United Group

Dutch-based United Group is the leading telecommunications and media operator in Southeast Europe. Active in eight countries, the company has approximately 11 million users and more than 14,300 employees. United Group has the widest network coverage in the region and offers users the most attractive selection of TV content from around the world. Significant investments in digital infrastructure, content and technology ensure the excellence of the products and services it provides to customers. United Group has been majority owned by BC Partners, one of the largest global investment companies, since March 2019.

For more information, visit <https://united.group/environment-social-and-governance/>