

2021 Corporate Social Responsibility Report

Contents

2 About this report

4 CSR strategy of Tele Columbus AG

- 4 Key topics
- 4 Guiding principles
- 5 Organisation, management, incentive systems
- 6 CSR strategy, goals for 2024
- 7 Non-financial risks
- 8 Involvement of stakeholder groups

9 Customers and products

- 9 Digital inclusion
- 10 Data protection
- 11 Customer satisfaction and service quality
- 12 Products and innovation
- 12 Communication and transparency

15 Resources

- 16 Electricity consumption
- 18 Mobility
- 19 Hardware recycling
- 20 Material purchasing
- 20 Logistics
- 20 Product usage
- 21 Water and wastewater
- 21 Carbon footprint

22 Employees

- 22 Tele Columbus as an employer
- 22 Employer attractiveness
- 23 HR development
- 24 Occupational health and safety
- 26 Collaboration with employee representatives
- 27 Diversity and equal opportunities

29 Compliance

- 30 Compliance cases in 2021
- 30 Notes on political influence

31 Dates and facts

About this report

Over the course of 2021, Tele Columbus AG revoked the admission of its shares to trading on the regulated market of the Frankfurt Stock Exchange. Following its complete delisting from the sub-segment of the regulated market with additional post-admission obligations (prime standard) and the relisting of Euronext Dublin bonds on The International Stock Exchange, Guernsey, Tele Columbus AG is no longer listed on the stock exchange or capital market orientated in terms of Section 264d of the German Commercial Code [Handelsgesetzbuch – HGB]. Accordingly, it is no longer required to publish a sustainability report or non-financial Group report. This sustainability report is therefore published on a voluntary basis.

This CSR report is Tele Columbus' fifth, documenting the company's progress in implementing its sustainability strategy for the year 2021 under the umbrella of Tele Columbus AG. The investments made by Tele Columbus AG in fibre-based network expansion are aimed at meeting future demand for bandwidth and safeguarding media diversity. In our sustainability strategy, we have set ourselves clearly defined goals in all relevant areas to help shape this future development in a sustainable and socially responsible manner. Our aim with this report is to create the necessary transparency to serve as a basis for our interactions with our key stakeholder groups.

This report has been prepared in accordance with the German Sustainability Code (GSC) and references the standards of the Global Reporting Initiative (GRI) to delve

into the Tele Columbus AG sustainability strategy along the company's value chain. This report is based on a materiality analysis that is continuously compared against the development of our business model.

Information on topics categorised as key can be found in section 2.1.

The figures and information in this report describe the situation as at 31 December 2021 unless otherwise stated and include all Group companies that employ staff and majority shareholdings in which Tele Columbus holds a controlling interest. The most important companies operating as part of Tele Columbus AG are Tele Columbus Betriebs GmbH, Tele Columbus Vertriebs GmbH, HL komm Telekommunikations GmbH, Kabelfernsehen München ServiCenter GmbH, Tele Columbus Multimedia GmbH and RFC Radio-, Fernseh- und Computertechnik GmbH. For a full list of all participations in other companies, please refer to the information on the scope of consolidation in the management report.

This year's report contains additional information on heating energy, customer hardware merchandise logistics and data for the upstream and downstream value chain. Additional key performance indicators provide greater comparability with peer-group companies and also facilitate the management of our sustainability goals. No external audit of the content of this report is carried out by an independent third party. The report is reviewed by the specialist departments and approved by the Management Board.

Business model and vertical integration

Tele Columbus regards itself as a network operator that provides telecommunications services for residential and business customers. Together with its housing association partners the Tele Columbus Group offers tailored models of cooperation and state-of-the-art services such as telemetric and tenant portals. With its brand PÝUR, the company offers its customers high-speed internet including telephony and more than 200 TV channels delivered through a digital entertainment platform that combines linear TV with video-on-demand entertainment. As a full-service partner for municipalities and regional utilities, the company is actively supporting the fibre-based infrastructure and broadband internet expansion in Germany. We offer the full range of services, from planning and construction and passive and active network operation all the way through to product marketing and customer service. For business customers, the Group offers carrier services and corporate solutions on its proprietary fibre network as well as data centres that meet the highest security

requirements. Further information on our business model can be found in the Group management report.

CSR strategy of Tele Columbus AG

Tele Columbus AG acknowledges its responsibility for the consequences of business activities across the entire value chain. Our employees take into account the impacts of their decisions on social and environmental aspects of sustainability. In the context of our corporate responsibility, the effects of our business operations should be reconciled with the expectations and requirements of our customers, partners and investors. We have summarised the main requirements for sustainable orientation of our business activities in our CSR mission statement.

The concerns of our stakeholder groups have been ascertained in a materiality analysis and subjected to regular examination in the context of continuous dialogue. In 2021, the materiality analysis was reviewed by an external consultancy firm and our findings were confirmed as part of our preparations for inclusion in a sustainability ranking. This involved the identification of potentially relevant topics in consideration of external frameworks and benchmarking and the assessment thereof in relation to their relevancy to the company and their impact on the business operations of Tele Columbus in terms of non-financial concerns.

The concern about “respecting human rights” has been assessed as non-material to date in accordance with the provisions of Section 289c HGB. The Group has already elected to carefully observe the “respecting human rights” concern irrespective of its classification as non-material. In light of the enactment of the German Supply Chain Act [Lieferkettensorgfaltspflichtengesetz] in 2021,

to which Tele Columbus is subject as of 2024, the precautionary measures we have taken to date in the form of a code of conduct on human rights and environmental aspects, which is part of our General Terms and Conditions, will pay off in full in the future.

2.1 Key topics

Non-financial report as per Section 289c HGB

Environmental concerns
Employee concerns
Social concerns
Combating bribery and corruption

Key topics for Tele Columbus

Resources, from p. 14
Employees, from p. 21
Customers & products, from p. 8
Responsible business practices, from p. 28
Immaterial for Tele Columbus as per Section 289c HGB on account of the business model.

2.2 Guiding principles

To give our corporate social responsibility measures a holistic and strategic dimension, the Management Board and Supervisory Board of Tele Columbus AG have adopted a sustainability strategy that contains binding targets for each area of activity identified as material. Our sustainability strategy highlights our commitment to our corporate responsibility and close partnerships with our key stakeholders to meet their requirements.

We take responsibility for our partners: For our partners in the housing industry, our broadband networks ensure value retention of properties, make homes better places to live and allow residents to engage in social discourse.

We take responsibility for our customers: We provide high-performance and clearly structured products for our end customers. Our commitment here is to communicate transparently and on an equal footing with the users of our services at all times.

We take responsibility for our employees: Family-friendly working arrangements, occupational health and safety and support of employees through training opportunities matter to us. As a modern employer, we take our diversity and gender equality obligations seriously. We also promote humane working conditions in our supply chain.

We take responsibility for the environment and society: As a company, we invest in sustainable, and therefore future-proof, technologies and are increasingly gearing all our activities towards sparing use of natural resources.

2.3 Organisation, management, incentive systems

Major strategic decisions relating to social responsibility and sustainability are taken directly by the Management Board and the management team.

The management team is responsible for managing sustainability projects and reports directly to the Management Board of Tele Columbus AG. At the end of 2021, two members of the management team, namely Chief Financial Officer and Member of the Management Board, Eike Walters, and Chief Operations Officer, Roland Schleicher, were appointed to positions of core responsibility for the management of sustainability

CSR Steuerungsprozess



projects. They have been tasked with monitoring target attainment on behalf of the management team and ensuring direct lines of communication along with full involvement of the Management Board and Supervisory Board.

The responsible departments are fully involved in the development of social and ecological measures. A CSR steering committee consisting of representatives from all departments meets several times a year to discuss ways in which operations can be optimised to help achieve sustainability targets. Key performance indicators (KPI) are applied to all projects. Additional key

performance indicators with long-term targets have been created to reinforce the significance of the environment, social issues and corporate governance.

In 2021, the steering committee discussed ensuring sustainability performance and looked ahead to future reporting requirements, such as the ones arising from Regulation (EU) 2020/852 of the European Parliament and of the Council of June 2020 on the establishment of a framework to facilitate sustainable investment (in short: EU Taxonomy Regulation). Issues involved in implementing the German Supply Chain Act and questions related to the announced delisting of our

shares from the regulated market were also discussed. The progress of inquiries for the planned GRESB sustainability ranking were likewise addressed.

Questions from the various departments and external stakeholders were posed to the Corporate Communications department, which acts as a central interface for planning and reporting for sustainability topics.

The Supervisory Board laid out principles for the remuneration of the Management Board of Tele Columbus AG based on the long-term success of the company in consideration of the relevant stakeholder objectives. In doing so, the Supervisory Board followed the recommendation to base variable pay on long-term targets and sustainability aspects.

The leadership quality of directors and the management team was assessed on the basis of anonymous employee surveys concerning the company values of simplicity, efficiency and fairness. The results of the assessment flow into the bonus calculation.

In order to increase awareness regarding sustainability topics, various projects on matters such as personnel development, IT modernisation and internal control systems were launched. Sustainability goals will find their way into the wider workforce through managers in the future to make sure they are firmly embedded throughout the company.

2.4 CSR strategy, goals for 2024

Tele Columbus AG has committed to achieving fully climate-neutral operations by 2050 in a letter to its new owners.

To give our corporate social responsibility measures a holistic and strategic dimension, the Management Board and Supervisory Board of Tele Columbus AG have adopted a sustainability strategy applicable from now until 2024 that contains binding targets for each area of activity identified as material.

	Objective	Target achievement
1	CO ₂ -free network operation	●
2	Offsetting the environmental impact of flights	●
3	Vehicle fleet: reducing greenhouse gas emissions by 30% per kilometre	●
4	Best customer service in the industry	●
5	Creating a positive employer brand	●
6	Preventing work-related accidents with an accident rate below the industry average	●
7	Preventing notifiable compliance breaches and monitoring supply chains	●
8	Achieving greater quality and transparency on data protection matters and increasing security in IT architecture	●

● Goal likely to be achieved
 ● Goal is achievable
 ● Goal cannot be achieved without additional measures

Degree of goal achievement

- | | | |
|---|--|---|
| <p>1. <i>CO₂-free network operation:</i> We aim to achieve climate-neutral operation of all of our networks by 2024 at the latest.
Status in 2021: The goal will probably be achieved.</p> <p>2. <i>Offsetting the environmental impact of flights:</i> We have fully offset all greenhouse gas emissions for unavoidable air travel since 2020.
Status in 2021: This goal has been achieved since 2020.</p> <p>3. <i>Vehicle fleet:</i> Reducing greenhouse gas emissions by 30% per kilometre. We aim to reduce CO₂ emissions produced by car journeys by 30% by 2024.
Status in 2021: The conversion of the vehicle fleet is not yet complete, however initial assessments have indicated that we will only be able to achieve a CO₂ reduction of around 15%. Additional measures are required.</p> <p>4. <i>Best customer service in the industry:</i> We aim to provide our customers with the best customer service in the industry. Status in 2021: The goal will probably be achieved.</p> <p>5. <i>Creating a positive employer brand:</i> Tele Columbus aims to be perceived positively as a recommended</p> | <p>employer with the PÿUR brand by 2024.
Status in 2021: This goal will be achieved.</p> <p>6. <i>Preventing work-related accidents with an accident rate below the industry average:</i> We aim to reduce our work-related accident rate to well below the industry average and minimise work-related illness.
Status in 2021: This goal was achieved for the first time in 2021. We now aim to maintain the level of protection reached.</p> <p>7. <i>Preventing notifiable compliance breaches and monitoring supply chains:</i> We aim to further reduce the risk of compliance incidents by 2024 at the latest through further optimisations to our compliance management system. In addition, supply chains are to be examined by means of commensurate measures, and humane working conditions are to be agreed with our suppliers through a Code of Conduct. The Code of Conduct is based on the core standards of the International Labour Organization (ILO).
Status in 2021: The German Supply Chain Act will be taken into consideration until 2024.</p> <p>8. <i>Achieving greater quality and transparency on data protection matters and increasing security in IT architecture:</i> We will have increased the protection level for personal data beyond the legally required level and have situation-appropriate processes in place to address data protection-related enquiries</p> | <p>by 2024.
Status in 2021: The goal will probably be achieved.</p> |
|---|--|---|

2.5 Non-financial risks

Tele Columbus has a Group-wide risk management system in place to identify risks at an early stage and handle them.

The aim here is to ensure systematic recording and assessment and therefore deal with risks and opportunities conscientiously. Risk management allows Tele Columbus to identify adverse developments at an early stage to introduce counter measures in good time and monitor the situation.

Potential non-financial risks relating to the impacts of the company's business activities were assessed, as were the impacts arising in connection with the company's business activities, for instance in the upstream and downstream value chains.

Following the measures implemented by Tele Columbus, no notifiable non-financial risks were identified with regard to the probability of occurrence or severity of impact.

Further information on the risk management system at Tele Columbus can be found in the "Risk report" chapter in the Group management report.

2.6 Involvement of stakeholder groups

Tele Columbus engages closely with all stakeholder groups.

We engage in regular discussions with all our stakeholders through various means. Our sustainability management constantly reflects our stakeholders' concerns.

Intensive negotiations were conducted with our stakeholder groups in 2021, in spite of the restrictions on in-person meetings. This involved constant coordination with our housing industry advisory board regarding the implications of the new Telecommunications Modernisation Act [Telekommunikationsmodernisierungsgesetz – TKGMoG] with regard to contractual relations between network operators and the housing industry and the potential options to expand the fibre-optic network to the house distribution system.

New agreements were concluded with public service broadcasters in line with the new legal and technical requirements. We also increased our involvement in the financial market by attending investor conferences. Regular customer surveys and the annual employee survey complete the scope of contact with our stakeholder groups.

The Annual General Meeting was held virtually on 28 May 2021, as planned.

Partners	Suppliers	Associations	Regulators	Financial market	Customers	Investors
Housing industry	Property lessors	Chamber of commerce and industry and regional economic committees	Mayors and municipal authorities	German Federal Gazette	Shops	Annual report
Housing industry advisory board	Service providers	Housing industry associations	Federal Ministry for Economic Affairs and Climate Action	Financial analysts	Mailings and websites	
Signal sub-suppliers	Suppliers	Telecommunications industry associations	Federal Ministry for Digital and Transport	Investors	Customer surveys	
Cities and municipalities	Third-party line provider		Parliamentary media committees		Local sponsoring	
Broadband initiatives	Software and hardware suppliers		Federal Network Agency		Consumer advice centres	
Radio/TV broadcasters			Federal Office for Information Security			
			Federal Commissioner for Data Protection and Freedom of Information			

Customers and products

3.1 Digital inclusion

Modern fibre networks allow us to provide high-performance connections for businesses in addition to fast internet, telephone lines and high-resolution TV for home customers. Accordingly, the Tele Columbus Group increases the transmission capacity of existing networks on an ongoing basis and campaigns to the housing industry for a transition to a purely fibre-optic network to cover future increases in demand for bandwidth with seamless scalability. The huge data transmission capacity of the fibre-optic cables forms the basis for high reserve capacity, which is crucial to the provision of broadband internet.

Experiences from the COVID-19 pandemic have encouraged Tele Columbus to push ahead with the digitalisation of the world of communications and media in an ecologically sustainable and socially acceptable way. Restrictions caused by the pandemic have accelerated social trends and led to permanent and significant changes in the way in which we learn and work digitally. This trend is fuelling use of the private TV, telephone and internet connections that we provide and is also raising the bar when it comes to the quality of supply and availability.

With the construction of new optical fibre networks, and modernisation of existing networks, we are laying the foundations for regions to profit from this trend towards a digital society. Our networks will not only benefit metropolitan regions, but also mid-sized towns and

districts that previously only had limited access to broadband. Local, fibre-based, high-performance infrastructure has never been so important as a key location factor for business districts and, consequently, for job creation outside conurbations. Our enterprise solutions division, PÝUR Business, delivers wholly fibre turnkey development concepts for municipalities and businesses.

Empowering local communities and social commitment

In addition, our networks ensure the basic TV provision for the receipt of all must-carry services (channels that must be provided according to the legislator). Through supply of ARD programmes from neighbouring federal states and additional local TV stations, our distribution networks are strengthening local and regional diversity of opinions and consequently provide socially important communication forums, even across state and national borders.

Tele Columbus networks therefore play a key role in increasing participation in social discourse throughout the entire social strata and local communities. In light of this, Tele Columbus is a shareholder of Jena TV and actively committed to local media diversity. At the same time, our networks have a high stake in the future-oriented broadband supply throughout Germany. Some of the work we do to empower local communities in our network regions includes promoting sporting associations and popular sports. We currently sponsor

around 25 football clubs. Once again, in 2021 court concerts were organised in retirement homes in our network regions in order to safely provide musical entertainment to brighten their daily lives, which have been severely restricted by the pandemic. We also sponsored media-related educational events organised by HABA Digitalwerkstatt (PÝUR BitKids) for children.



A concert was organised to benefit parent support at a local children's cancer ward at the Gewandhaus in Leipzig, and we sponsored art camps and night-time walks at a wildlife park for young adventurers. We offered tablets for schools as a prize for raffles held in our network regions. The devices were won by the Petrischule school in Leipzig and the Naußlitz primary school in Dresden. Our employees were also given the opportunity to submit suggestions via the intranet. This

resulted in the donation of ten tablets to the Rupert-Egenberger special educational needs centre in Unterschleißheim near Munich.

The Arche federal association will continue to enjoy access to the internet via a full fibre-optic connection free of charge by PÿUR Business. The Bärenherz association which helps finance the children's hospice located in Markkleeberg near Leipzig also receives support from PÿUR Business. We work with the housing industry to support associations such as Vorwind e.V.,



While institutions were closed as a result of the pandemic, the Arche federal association supported the families of children registered with them with items they urgently required.

Photo: Arche federal association.

which helps children and young people in Berlin and Brandenburg; offensiv'91 e.V., which provides social and cultural services for women, families, children and young

people in Berlin, and Deutscher Kinderschutzbund Schwerin e.V.

3.2 Data protection

The Tele Columbus Data Protection Policy applies to all Tele Columbus Group companies in which Tele Columbus AG holds a direct majority interest or the majority of the voting rights. It applies personally to all employees and senior company executives, and pertains to all categories of data subjects (customers, employees, suppliers, etc.) subject to its scope of validity.

Our data protection efforts at the Tele Columbus Group are aimed at meeting the statutory requirements for storage and management of sensitive data at all times, notifying the responsible regulatory authorities immediately in the event of incidents relating to data protection and informing affected customers and advising them on how best to limit any damage.

In view of the processing of personal data and the ever-growing complexity of IT systems, data protection is a hugely important topic for the Tele Columbus Group. The IT Operations department has created the post of security officer to ensure state-of-the-art security of our IT systems, identify vulnerabilities and close security gaps quickly.

IT baseline protection as per ISO 27001 and quality management as per ISO 9001 are ensured at PÿUR Business. Annual re-audits are conducted with

assistance from the Quality and Security Management department.

The Tele Columbus data protection team was once again expanded in 2021. As a result, the data protection teams of HL komm Telekommunikations GmbH and Tele Columbus AG have been merged.

Due to the COVID-19 pandemic, regular coordination of the various federal and state legal requirements from general rulings and other regulatory requirements related to data protection has been necessary.

Tele Columbus has audited its records of data processing activities as per Article 30 GDPR and complied with the requirements of the GDPR and the EU Charter of Fundamental Rights for transfers of personal data to the U.S. and other third countries. Prior to concluding contracts with the potential involvement of third countries, Tele Columbus has established a Schrems II audit, named after the ECJ ruling from 2020, as part of the precautionary measures under data protection legislation.

Tele Columbus has introduced a three-stage identity verification process and plans to add a customer PIN in 2021, which constitutes a security measures as per Article 32 GDPR.

In addition, the data protection team was required to help orchestrate a secure replacement of external IT service provider.

Due to steadily increasing awareness among employees and the high degree of diligence with regard to data protection, no data protection incidents with the ability to inflict severe damage have been recorded despite the substantially heightened cyber threat situation.

In eleven cases, a notification was sent to the Federal Commissioner for Data Protection and Freedom of Information following a review of the situation by our data protection team. Along with other incidents, a security vulnerability in the Microsoft Exchange mail servers was reported. The vulnerability was patched as soon as it was detected. As it concerned an incident reported throughout Europe and there was no indication of any damage, the notification was withdrawn. All other incidents reported were less severe and their potential implications were limited to individual customers.

Data protection issues are handled under the leadership of the Legal department. The Tele Columbus Group has appointed an external data protection officer for all queries related to data protection.

3.3 Customer satisfaction and service quality

To give its customers an outstanding customer experience, Tele Columbus AG has paid increased attention to customer service work and customer satisfaction. Our customers are the users of our network connections, as well as customers in the housing industry with whom the requisite operating and supply agreements have been concluded.

Customer satisfaction is measured on an ongoing basis through surveys. The “Net Promoter Score”, or NPS for short, is the relevant measurement method. In addition to the NPS, we also gather information on the availability and problem-solving skills of our employees. In order to gain comprehensive insight into customer satisfaction, the contact volume, product booking trends and cancellation rate are included in the calculations. The appeal of the product portfolio is measured according to the number of products (RGUs or revenue-generating units) sold.

The success of the implemented measures is reflected in an increase in NPS across all customer contact points from +79 when the NPS was introduced in 2018 and a rise of +4 points in 2021.

Tele Columbus conducts a separate survey within its network regions to measure its progress compared to its competitors; this survey deliberately includes non-customer households. The most recent survey, conducted between November and December 2021,

showed that, overall, our PÿUR brand was able to maintain its strong performance from the previous year in comparison to competitors.

In 2021, PÿUR once again confirmed its “excellent” top score from the previous year’s “connect” service hotline test. The availability of the PÿUR service hotline and the quality of the information on offer were found to be particularly strong, earning the company the best results in both categories. According to “connect”, the hotline performed particularly well and won the testers over with excellent advice and service despite store closures in the wake of the coronavirus pandemic.



The major acceleration in the technological shift towards pure fibre-optic networks will likely increase the focus on measuring customer satisfaction in FTTH households in order to emphasize the impact of

investing in the expansion of fibre-optic networks, both in terms of product quality and customer satisfaction.

Responsibility for the project to improve customers experience lies with the Customer Experience Management department and is assigned to the portfolio of the Chief Operations Officer.

3.4 Products and innovation

Fairness, simplicity and efficiency are the benchmarks for our day-to-day work and actions. These three core brand values are intended to create a holistic awareness among employees that a product or a service is more than the mere consideration of price and performance.

Our packages and products are structured transparently and can be booked individually and flexibly. All products have minimum contractual terms of 24 months or 3 months. All contracts can be cancelled on a monthly basis after the minimum contract period.

In January 2021, Tele Columbus was the first German cable operator to introduce the AVM router model Fritz!Box 6660. A Tele Columbus measurement tool was added to the customer website to allow customers to check internet speeds. It features guided support with a dialogue to eliminate errors. If adequate measurements are available, customers are one click away from submitting a related service request. The attached measurement report helps the customer service team to

find the exact cause and solve the issue as quickly as possible.

Since the end of July, households with a Tele Columbus internet-ready cable connection have also been able to order internet and phone products from the Telefónica brand O2. In doing so, Tele Columbus AG is opening up its broadband networks and offering connected end customers the option of selecting products from different providers.

The Marketing Strategy and Products departments is responsible for structuring our TV, internet, and telephone products.

3.5 Communication and transparency

The PÿUR brand values of fairness, simplicity and efficiency present a particular challenge for internal and external communication. We aim to ensure the information we provide is always suitable for the respective situation, comprehensible and clear. In order to put the Group in a position to better meet this requirement, the website www.telecolumbus.com was relaunched in 2021. The new website features a fully redesigned newsroom with a versatile range of information.

A new section on sustainability was also created to highlight the importance of social responsibility issues and acting sustainably for the benefit of future generations. The careers section also contains current information on the Tele Columbus Group as an employer.



The website of Leipzig-based HL komm with its brand PÿUR Business was also fully redesigned in 2021.



Facts about fibre optics available online

Our Marketing department made a key contribution to the success of our communications by launching a fibre optics information page titled "Facts about fibre optics". This page features facts and figures on the expansion of fibre-optic networks in Germany with intuitive illustrations. The information was primarily obtained from independent sources and recent studies conducted by national and international professional associations. Over the course of the year, the Communications department helped the info page gain attention from specialised journalists. Since then, the PÿUR fibre optics facts page has been linked numerous times with high

coverage, increasing the brand awareness of PÿUR in relation to the expansion of fibre-optic networks.

<https://www.pyur.com/glasfaser/glasfaserausbau-deutschland.html>



In-house video studio 2021: Transforming words into film

In light of the reduced presence of employees at our offices, we continued to work on our standard large-format events such as our regular townhall meetings with the Management Board and management team.



Our key focus of the new developments was in setting up our own video studio with several cameras, audio and visual control. The company is now in the position to stream interactive discussion rounds via the Intranet TV. Over the course of the year, numerous departments took advantage of the new technical possibilities to produce video messages and clips for our social media channels and we were also motivated to produce our own short TV announcements.

Successful communication services

The realignment of the Group under the leadership of the new majority owners had to be communicated both internally and externally. In terms of strategy, the primary focus over the coming decade will be on gigabit-compatible networks and the extensive expansion of the fibre-optic networks. These core message were well received by both the public and the employees. According to the results of the employee survey, more employees than ever believe the company will be successful in the long term (up 9 points compared to the previous year's employee survey). Employees have also used the intranet, including its comment and rating features, significantly more than in previous years. A culture of creditability and trust has emerged thanks to the live Q&A sessions with the management via Intranet TV.

Our announcements also receive recognition through external communications. Webinars hosted by journalists in relation to our company were well attended and our open approach to communications received a positive response.

Social media

Our reach via social media channels expanded significantly in 2021. The channels were used by large numbers of visitors and communicated relevant content from the telecommunications industry and recent findings along with the latest company announcements. Our end consumer brand PŸUR also increased its social media presence on Facebook and Instagram.

Tele Columbus AG

<https://twitter.com/TeleColumbusAG>
<https://www.linkedin.com/company/telecolumbus/>
<https://www.xing.com/pages/telecolumbusag/news>

PŸUR

<https://www.facebook.com/pyur.verbindet>
<https://www.instagram.com/pyurcom/>
<https://twitter.com/PYURcom>
<https://www.pinterest.de/PYURcom/>
<https://www.youtube.com/channel/UCPTYaSSzuPtfBi1n08teVA/>

PŸUR Business

<https://www.linkedin.com/company/pyurbusiness/>
<https://www.xing.com/pages/pyurbusiness>

The cancellation of relevant trade conferences removed opportunities for the usual dialogue with specialist and industry journalists. We countered this situation by hosting compact seminars with journalists.

Investor relations

In terms of investor relations, in 2021 we also announced the successful acquisition of the majority shareholding by Kublai GmbH alongside the regular publication of our quarterly figures and annual financial statements. On 17 April 2021, the planned capital increase was announced. The 2021 Annual General Meeting was held virtually on 28 May 2021.

After the meeting, Kublai GmbH announced a delisting purchase offer and the application to revoke the admission of Tele Columbus AG shares to trading on the regulated market was filed. The delisting from the regulated market took place on 8 September 2021.

Over the course of the year, the dialogue with stakeholders was strengthened primarily by participating virtually in investor conferences. We observed significantly heightened interest in our sustainability initiatives on the part of credit investors in 2021.

The Corporate Communications department is responsible for internal and external communications, whereas the Investor Relations department is responsible for financial market communication.

Resources

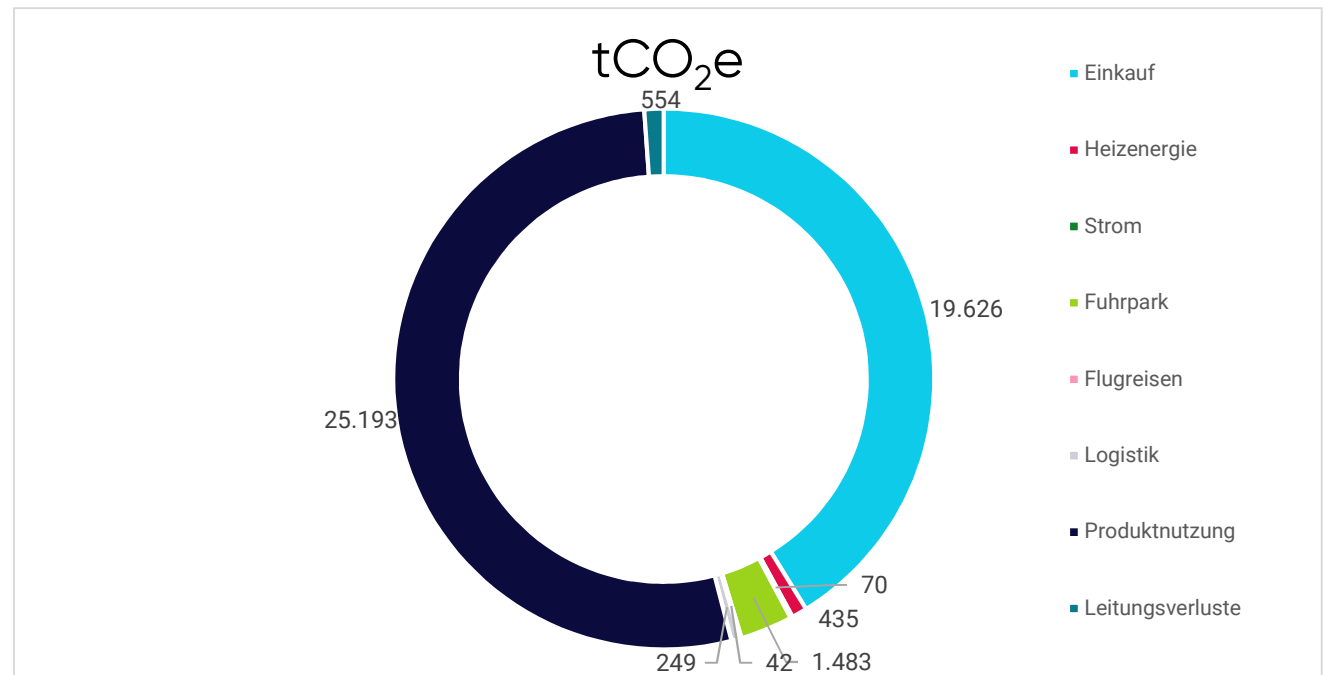
Environmental responsibility is a key part of sustainability management for Tele Columbus. Electricity consumption and energy procurement are of particular importance in terms of reducing greenhouse gas emissions. Procurement and product usage are also major influencing factors on our carbon footprint.

Materials used to expand our networks and the procurement of hardware provided to customers were included in the calculation of indirect emissions. Another calculation is used to determine emissions generated from the use of our products by end customers. In 2021, reporting requirements increased in customer hardware warehouse logistics, which now also records the entire flow of goods to our central warehouse. Our carbon footprint is governed by the Greenhouse Gas Protocol. The calculation draws on available emissions factors, consumption bills and projections.

Our end customers use hardware such as modems and digital cable TV receivers (set-top boxes) to access our services. Tele Columbus mainly rents out the requisite hardware. When the contract expires, the rented items are returned to us.

As a result of this, we benefit from the opportunities of professional reprocessing. This has given rise to a recycling process that helps to reduce electronic waste. The aim is to use resources as efficiently as possible, thus reducing negative impacts on the environment.

Logistics and purchasing are handled by the Facility, Procurement and Logistics department, which reports to the Management Board on these matters.



4.1 Electricity consumption

Within the Tele Columbus Group, operation of the networks and data centres accounts for a large amount of the electrical energy used. The Facility, Procurement & Logistics department is responsible for energy procurement. Other responsibilities are assumed by ANTEC Servicepool GmbH Hannover, HL komm Telekommunikations GmbH Leipzig and RFC Radio-, Fernseh- und Computertechnik GmbH Chemnitz. Carbon footprint data is determined on the basis of electricity supply contracts. In the case of partial quantities for which the power quality could not be verified beyond doubt, the average value published by the German Environment Agency was used as a guideline.

Electricity reductions in our networks stem from network construction projects that involve energy-efficient fibre technology from the outset. The modernisation of existing networks has also played a major role. Tele Columbus works towards the greater use of fibre technology here.

Fibre-optic data transfer is considered to be particularly energy-efficient. The decline in the amount of energy used to operate our networks can be attributed to the modernisation of hardware and the accelerated expansion of the fibre-optic networks.

The Technology division is in charge of the design of network construction and modernisation. Investment in our networks is geared towards enhancing performance while increasing energy efficiency even further.

A total of 22,514 MWh was used to operate Tele Columbus Group networks, with a further 1,066 MWh attributable to administration and stores. The amount of certified green electricity used to supply our networks and properties increased to 99.4% in 2021. This resulted in carbon emissions of 69.9 tonnes for the Group's power supply, which equates to a 99.3% reduction in comparison to the previous year following a site-based approach. The residual GHG emissions incurred were offset through carbon offsetting certificates.

Year	2018	2019	2020	2021
MVV Energie carbon emissions in g/kWh	379	267	235	0

The business customer division PÿUR Business (HL komm Telekommunikations GmbH), a Tele Columbus Group company based in Leipzig specialising in IP services, has been committed to the use of renewable energies in the operation of its fibre-optic networks and data centres since 2019. Data-centre energy consumption fell slightly to 5,112 MWh (previous year: 5,701 MWh). A total of 401 MWh was used to operate networks.

The total energy consumption of ANTEC Servicepool GmbH in Hanover amounted to 19 MWh, all of which is procured from renewable sources. Thereof, 10 MWh was used to operate networks.

The share of internet-capable networks of Tele Columbus AG, which are operated on the company's own internet backbone infrastructure, increased to 71.5%.

	2017	2018	2019	2020	2021
Internet-capable networks with their own connection in %	64.8	68.9	69.6	71	71.5

In 2021, the Tele Columbus Group set a new data record (+25% compared to the previous year) with a transferred data volume of 1.03 exabytes, corresponding to a data volume of 142 GB (compared to 138 GB in the previous year) for each active connection per month.

KPI	2020	2021
Power consumption kWh/terabyte	27.2	21.9
GHG intensity kg CO ₂ e/terabyte	8.2	1.9
Percentage of renewable energies	66.7	99.4

If we divide the total electricity consumption of our networks by the volume of transferred data, energy consumption per terabyte comes to 21.9 kWh. Taken together, all emissions relevant to the climate (Scope 1 & 2) still emitted 1.9 kg CO₂ for each transferred terabyte in relation to Tele Columbus Group networks.

Our electricity consumption for network operations and data centres is as follows:

Energy in MWh	2017	2018	2019	2020	2021
Total Group	33,026	32,570	30,538	29,515	29,466
TC networks	25,588	25,404	23,183	22,897	22,514
HL komm network		68	85	677	401
Data centres	6,866	7,166	7,257	5,701	5,112
ANTEC network			13	13	10 ¹

¹ Variance due to the separation of the technical and office sites. A total of 19 MWh in comparison to the previous year (LFL).

Energy consumption in office buildings and shops

Energy in MWh	2017	2018	2019	2020	2021
TC Group	-	-	-	1,030	1,066
HL komm	-	-	-	228	257
ANTEC	-	-	-	-	9

Operating data centres

The business customer division PÿUR Business (HL komm Telekommunikations GmbH) operates two of its own data centres. HL komm ensures that its energy requirements are covered by renewable energy sources. HL komm continues to operate data processing facilities at rented data centres in Leipzig.

Energy audit

An energy audit was conducted to realise additional energy optimisations. Potential ways to save energy were found in increasing the permitted room temperature in server rooms and air-conditioned technical facilities. Lighting could also be converted to energy-saving LED technology at certain sites. This resulting energy savings was estimated to be 239,000 kWh.

Heating and air conditioning

This year, for the first time we have obtained figures on energy consumption required to heat buildings operated by the Tele Columbus Group. From the energy input of 1,793 MWh, 435 tCO₂ was obtained from various energy providers. This outlay also includes a ventilation cooling system powered by district heating.

The data centre in Leipzig uses an air-to-air cooling system for the purposes of air conditioning. Air-to-air cooling is a form of direct ventilation cooling where warm air is taken from the IT room and cooled down through an air-to-air heat exchanger using cool air from

outside. This method of air conditioning does not require the use of harmful fluorinated greenhouse gases.

In 2021, an investigation was launched into whether a notable amount of refrigerant escapes into the atmosphere from air-conditioning units in data centres, server rooms and the large network signal distribution centres (cable head-end facilities), the CO₂ equivalent of which would require this aspect to be included in the carbon footprint. We are still awaiting the results.

Energy required for cooling is covered by our power consumption, but cannot be listed separately at present. We aim to report this separately over the coming years.

4.2. Mobility

Much of the mileage covered by car is due to customer service and customer contact. Some of the journeys are unforeseeable, and not all destinations can be easily reached by public transport. Cars are also essential for technical field staff. Vans are used to troubleshoot line routes, with tools and spare parts also having to be transported in case a repair is necessary. Another factor is that many employees have to travel between the two biggest company locations, Berlin and Leipzig. The hygiene measures to combat COVID-19 infections implemented on a company-wide scale continued to impact travel undertaken by employees in 2021. The amount travelled by train remained almost the same as

Mobility	2017	2018	2019	2020	2021
Millions of km driven by car	9.03	9.99	8.64	6.73	8.02
Car tCO ₂	1,727	1,909	1,630	1,269	1,483
Car gCO ₂ /km	-	191	189	188	185
Millions of km flown by aeroplane	-	0.92	1.05	0.32	0.16
Aeroplane tCO ₂	-	286	324	84 ¹	42 ¹
Flight offsetting	-	-	-	100%	100%
Millions of km travelled by train	0.98	1.06	0.99	0.23	0.23
Train tCO ₂	-	-	3.50	0.79	-

¹ Offset through climate certificates.

the previous year in 2021 at 231,154 kilometres (231,381 kilometres in the previous year).

On the other hand, the vehicle fleet saw an uptake in travel, with a total of 8.02 million kilometres travelled over the course of the year. Nevertheless, the fleet's CO₂ per kilometre of travel fell from 188 to 185 grams. Information on the number of kilometres travelled and amount of fuel used was collected and tallied by an external service provider.

In 2021, the number of kilometres travelled by flying halved to 155,000 kilometres. Associated CO₂ emissions fell to 42 tonnes. Carbon emissions from trips taken by aeroplane were offset through climate certificates. Information on the number of kilometres travelled was collected and tallied by an external service provider.

4.3 Hardware recycling

The supplied customer hardware is returned to us after the contract expires. To make full use of the expected service life and thus reduce electronic waste as much as possible, the used hardware is examined, cleaned and returned to customer circulation. The quantity of reconditioned customer hardware continued to be stable from the previous year, remaining unchanged at a rate of approximately 70%.

Along with customer modems and DVB-C receivers, items such as smartcard modules, CI cards, remote controls, mains adapters, hard drives and connecting cables were reconditioned. In 2021, this involved around 57,000 modems and 4,600 DVB-C receivers. Calculated right down to the last cable, the number of reconditioned components declined from 288,233 to 243,169. In order to limit the impact of disrupted supply chains, orders were adjusted to account for the new delivery periods. Besides increasing inventories, reconditioning customer hardware is also a significant factor in securing supply capabilities. Devices that no longer qualify for use in customer households are sold to secondary users in certain cases. Due to the low number of returned devices, no devices or technical components were sold to secondary users in 2021. Within the company Group,

650 device units were disassembled and properly disposed of by a certified electronic waste disposal firm, ANTEC Servicepool GmbH.

The Equipment Procurement & Logistics team from the Facility, Procurement & Logistics department is responsible for reporting Group-wide figures.

High reconditioning rates cannot be attained with the technical components in our distribution networks. Defective components are repaired by the manufacturer within the warranty periods and returned to use as spare parts. Otherwise, the service lives of the technical equipment calculated by the manufacturers are fully utilised wherever possible. In the interest of maximum supply reliability, no reconditioned hardware is purchased.

	2017	2018	2019	2020	2021
Modems	7,200	18,000	64,000	39,000	57,188
DVB-C receivers		27,800	42,000	18,000	4,614
CI+ modules		7,800	14,500	25,000	2,866
Hard drives		16	8,500	1,300	-
Total parts			531,640	288,233	243,169 ¹

¹ Total parts also include: smartcards (24,253), adapters (56,313), power cables (93,930) and remote controls (1,984)

4.4. Material purchasing

The Tele Columbus Group purchased new hardware for its end customers in 2021. WiFi extenders and optical network terminals (ONT) required for FTTH fully fibre-optic connections were added. Cradle-to-gate CO₂ emissions caused by the manufacturing process are reported in the carbon footprint.

The Equipment Procurement & Logistics team from the Facility, Procurement & Logistics department is responsible for this.

Notably, a substantial number of coaxial and fibre-optic cables were used to extend and modernise our networks. A total of 907 kilometres of cable material was taken into consideration. In 2021, an adjusted CO₂e factor was used for the manufacture of fibre-optic and coaxial cables (copper cables). The new factors used for cable manufacturing came directly from our main supplier. They were significantly higher than previously assumed on the basis of two academic papers. So far it has not been possible to reliably calculate the CO₂ equivalents from the manufacturing process for technical network equipment. As a result, this area of procurement is not included in the report.

The material used in the expansion of our networks is purchased through PÿUR Business.

CPE Procurement	2020	2021
Modems	150,000	211,800
DVB-C receivers	26,000	10,000
CI+ modules	50,000	48,000
Hard drives	9,000	-
Optical network terminals (ONT)	-	14,686
WiFi extenders	-	7800

4.5. Logistics

The supply of goods, delivery of customer hardware, delivery of advertising mail and written correspondence resulted in 249 tCO₂.

This figure includes 25.5 tCO₂ caused by cargo and freight forwarding. Calculation factors provided by CarbonCare were used for this purpose. The shipment of packages and letters resulted in 25.9 tCO₂. The amounts were reported by System Operations. We obtained the CO₂ factors from the shipping providers. Letters sent by the Marketing department resulted in a total of 198 tCO₂. The Campaigning team, part of the Brand & Marketing Communications team, were responsible for reporting these amounts. In this case, the calculation factors were also provided by the shipping providers.

4.6. Product usage

The use of our products results in the hardware we provide consuming energy in customer households. These hardware elements include routers, cable models, WiFi extenders for telephone and internet services as well as DVB receivers or more simple set-top boxes and CI+ modules used to receive digital television.

The calculations in this regard are based on the assumption that a modem is always operational. Data on the average amount of time spent watching TV each day per household was obtained from an online study conducted by ARD/ZDF. The remainder of the 24-hour period was included at the electricity consumption of the various hardware used by customers when in stand-by mode. The assumed CO₂ factor per kilowatt-hour is the average figure of 366 g/kWh as calculated by the German Environment Agency. In total, product usage resulted in 25,194 tCO₂e.

End devices used in the field were provided by the Equipment Procurement & Logistics team, part of the Facility, Procurement & Logistics department. Calculations relating to use periods and electricity consumptions were made by the Sustainability team in the Corporate Communications department.

4.7. Water and wastewater

No water is used in the sense of production-related consumption. Instead, water consumption is limited to the normal extent occurring in an office environment. No hazardous waste is generated either.

4.8. Carbon footprint

The carbon footprint is calculated on the basis of the GHG Protocol. All figures are rounded up to tCO₂.

Scope 1	2017	2018	2019	2020	2021
Vehicle fleet	1,727	1,908	1,630	1,269 ¹	1,483 ²
Heating energy	-	-	-	-	435
^{1,2} Calculated by external provider					
Scope 2					
Power procurement					
location-based	15,641	15,440	14,470	10,217	10,785
market-based	10,260	9,375	6,190	5,623	70
Scope 3					
T&D line losses	-	-	-	663 ³	560 ⁴
Trips taken by aeroplane	-	286	324	84 ⁵	42 ⁵
Trips taken by train	-	-	3.5	1	0
Product use	-	-	-	22,840	25,194
Materials	-	-	-	281	1,693
Hardware (CPE)	-	-	-	13,562 ⁶	17,933
Logistics	-	-	-	209 ⁷	249 ⁸
Carbon offset certificates	-	-	-	-84	-112

³ Defra, UK Conversion Factors on T&D losses 2019

⁴ Defra, UK Conversion Factors on T&D losses 2021

⁵ Offset through climate certificates

⁶ CI+ modules were not included in this calculation

⁷ In order to facilitate a comparison, additional information that was only available to us after the press date for the 2020 report was added

⁸ Letters, packages & CPE warehouse logistics

Employees

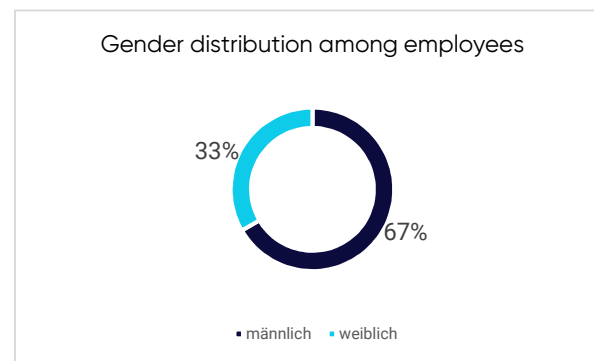
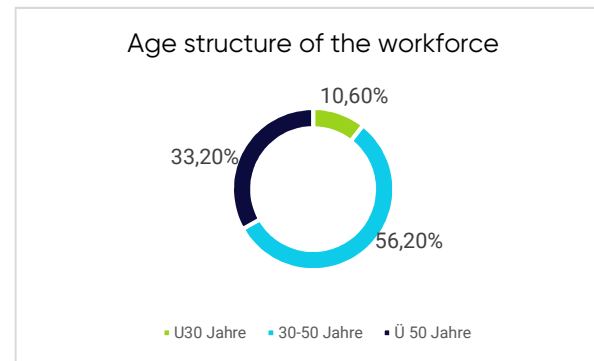
A happy and motivated workforce forms the foundations for long-term success. The attractiveness of Tele Columbus as an employer is a key success factor for our company. The aim is to gain suitable employees for the Tele Columbus Group and retain them long-term by means of a positive company environment and good working conditions. Collaboration with the works councils and the Safety and Health Management team is another fundamental element that regulates Tele Columbus' dealings with its employees.

The main employers within Tele Columbus AG are Tele Columbus Betriebs GmbH, Tele Columbus Vertriebs GmbH, Radio-, Fernsehen- und Computertechnik GmbH (RFC for short) and HL komm Telekommunikations GmbH. An overview of the scope of consolidation of all associated companies and subsidiaries can be found in the combined management report.

5.1 Tele Columbus as an employer

As at 31 December 2021, Tele Columbus Group counted 1,243.5 full-time equivalent employees among its workforce. The workload was distributed among 1,336 people. All personnel issues are managed at Group level by the Human Resources department, which reports directly to the Management Board.

As a modern employer, we allow our employees flexibility in structuring their own working hours.



Wherever possible, employees in all divisions have the option of setting their own clocking-on and clocking-off times within agreed time corridors. Work equipment is almost entirely designed for working remotely. Against

the backdrop of the coronavirus pandemic, an extensive hygiene concept was developed for working at Tele Columbus locations. Remote working provisions included in employment contracts have now been permanently implemented, so will remain in force regardless of how the pandemic progresses. Remote working continued to shape the daily activities of employees in light of the development of the pandemic in 2021.

5.2 Employer attractiveness

Annual job satisfaction surveys have been conducted since 2018, with resulting measures being integrated into the capability, talent and people management programme. These measures are managed by the Human Resources department, which reports its results directly to the Chief Executive Officer.

A total of 160 employees left our company in 2021, and 187 employees were recruited. In 2021, staff turnover was slightly above the level recorded in the previous year at 13.1%. However, this figure is in keeping with the industry average. We are glad to have successfully gained a new cohort of young colleagues. A third of the new recruits are under 30 years old. We suspect this may be partially due to the use of social media channels as a recruitment tool. A total of 42% of the new employees in 2021 were female.

	2018	2019	2020	2021
Incoming staff	203	173	194	187
Outgoing staff	247	147	148	160
Turnover rate	14.7%	12.25%	12.5%	13.1%

Employee satisfaction

Employee satisfaction and leadership quality are particularly closely linked. At Tele Columbus, 360-degree feedback is used for directors and the management team as part of their bonus.

An employee net promoter score (eNPS) is calculated annually to assess the success of the measures in establishing an efficient employee structure. The eNPS was calculated for the first time as a baseline in 2018 within the scope of an employee survey. Progress since then has been recorded in the form of surveys.

As an example, the eNPS recommendation rate that defines whether someone would recommend the Tele Columbus Group to a friend or acquaintance as an employer has improved by seven points. The total value across all of the questions (eNPS index) also improved, rising by 6 percentage points between 2020 and 2021.

Tele Columbus is getting younger – and more female!

In 2021, 42% of the new employees were female. A third of the new recruits are under 30 years old.

The increased number of training opportunities was very positively received by employees (+29 points). As a result, employee perspectives with regard to their opportunities to grow within the company have significantly improved (+21 points).

eNPS in pp	2018	2019	2020	2021
Change in eNPS	0	+5	+16	+6
Referral rate	0	+5	+29	+7

Accompanied by an intensive communications campaign by the management team, the Group takeover by the Kublai investor group was viewed positively by employees. More employees than ever before now believe in the long-term success of the company (+9 percentage points in the NPS score compared to the previous year).

The employees once again verified that the Group has achieved a stable level of non-discrimination (unchanged at 71%).

NPS survey method



5.3 HR development

The oft-mentioned shortage of specialist staff is also apparent at Tele Columbus. For this reason, HR development is increasingly important in order to present employees with attractive employment and development prospects through targeted training.

All Tele Columbus employees take part in annual employee meetings in which target agreements are concluded. In the context of the annual target agreements, individual training measures are part of the discussions between employees and their supervisors.

Female employees accounted for 42% of training courses and, considering that female employees make up 33% of the workforce, showed particular interest in further training.

In 2021, 1,530 participants took part in various elective training and in-service training. The number of hours spent in training rose significantly to 15,786 (4,703 in the previous year). All employees have the opportunity to take part in training measures. On top of this, the entire workforce need to complete mandatory annual online

training modules with a test at the end on topics such as compliance, protection against corruption, the principles of data protection and safety in the workplace.

In addition, other mandatory job-related training courses need to be completed on topics such as fair competition, security despite working from home for IT specialists and targeted training on how to handle information and on the coronavirus hygiene concept in the event that employees are required to return to work during the pandemic. A total of 3,825 tests have successfully been completed for the online modules, with over 1,921 hours spent on this by employees. The gender distribution for mandatory online training is the same as the gender distribution for the workforce as a whole. With a total of 17,707 hours spent completing training, the training and employee qualification programme set a new record.

Accordingly in 2021, each employee completed 13.25 hours of training, which constitutes practically double the amount of time spent on training compared to the previous year (6.7 hours).

Training	2019	2020	2021
People reached	3,728	7,920	5,355
Hours spent training	-	7,906	17,707
Hours of training per employee/year	-	6.7	13.25

The sharp increase can likely also be attributed to digital learning formats introduced to accommodate part-time employees and employees who want to achieve an optimum balance between home life and work, along with in-person seminars held over several days. Consequently, we began work in 2021 on low-threshold training courses that require less time to complete than web-based training.

Hungry for knowledge

In 2021, each employee spent almost double the amount of time completing training compared to the previous year. The employee survey clearly highlighted that our employees highly value our training opportunities.

5.4 Occupational health and safety

Preserving health, preventing work-related illness and creating safe working conditions are the aims of the safety and health management system implemented under the stewardship of the Human Resources department.

Safety offices, fire safety assistants and first aiders are designed at the necessary locations and training in order to ensure safety in the workplace in the interest of optimum accident prevention as well as reducing the potential consequences of fires and accidents. An occupational safety committee is in place at all main company locations as per Section 11 Sentence 1 of the German Occupational Safety Act (ASiG).

Occupational health care is provided by external service providers for health protection and occupational safety. All workers, including those who are not employees, are entitled to occupational medical care.

These include consultants, self-employed people and freelancers whose work and workplace are influenced by Tele Columbus.

In 2021, the Tele Columbus Group recorded nine reportable work-related accidents.



In terms of the number of work-related accidents per 1,000 employees, the accident rate was 7.3 (industry average: 16) and the number of lost work days totalled 101 days. The number of work-related accidents per 1,000 employees and the number of lost working days per million hours worked (LTIFR) of 4.1 (industry average: 10.5) further verified the effectiveness of the occupational health and safety measures and preventative action taken within the Group. The values for the industry average within the responsible trade association are included in brackets.

The company attempts to prevent health and safety incidents by offering annual occupation health and safety training (Section 12 of the German Occupational Health and Safety Act) to all employees and providing eyesight check-ups as part of routine company medical care. The aim of these measures, and of safety

inspections and ergonomic workplace design, is to minimise adverse effects on employee health and safety.

	2018	2019	2020	2021
Accident rate per 1,000 employees	14.3	8.7	13.6	7.3
Lost work days	-	-	259	101
Lost work days LTIR (per 200,000 hours)	-	-	1.6	0.8
LTIFR (per 1 million hours)	-	-	8.1	4.1

Occupational health and safety training was conducted as a compulsory online course in 2021 due to the pandemic. Tele Columbus locations were only partially staffed during the summer months in an effort to reduce contact between employees.

Safety first

RFC employees from technical field service perform particularly hazardous work. They are in regular contact with power lines during their deployment, and also repair cables and optical fibre lines on building sites and work in active road traffic environments. Employees' personal protective equipment includes safety boots, gloves, hi-visibility jackets, safety goggles and ear protectors and is checked on a daily basis by the employees themselves. An independent expert is called in to check guardrails and safety barriers, measuring devices, ladders and steps on an annual basis. Due to the increased use of fibre optic technology, a laser safety officer was appointed.

When awarding contracts to external service providers, particularly for assembly and underground construction work, the relevant contracts always include an obligation to comply with German accident prevention regulations and the German Employee Secondment Act (AEntG) as well as a separate agreement regarding adherence to the German Minimum Wage Act (MiLoG).

5.5 Collaboration with employee representatives

Numerous companies and locations of Tele Columbus AG have their own works councils. A Group works council is also in place. As part of the upcoming works council elections in 2022, the subsidiary ANTEC Servicepool also plans to appoint employee representatives. The works councils of Tele Columbus actively used their co-determination rights in 2021.

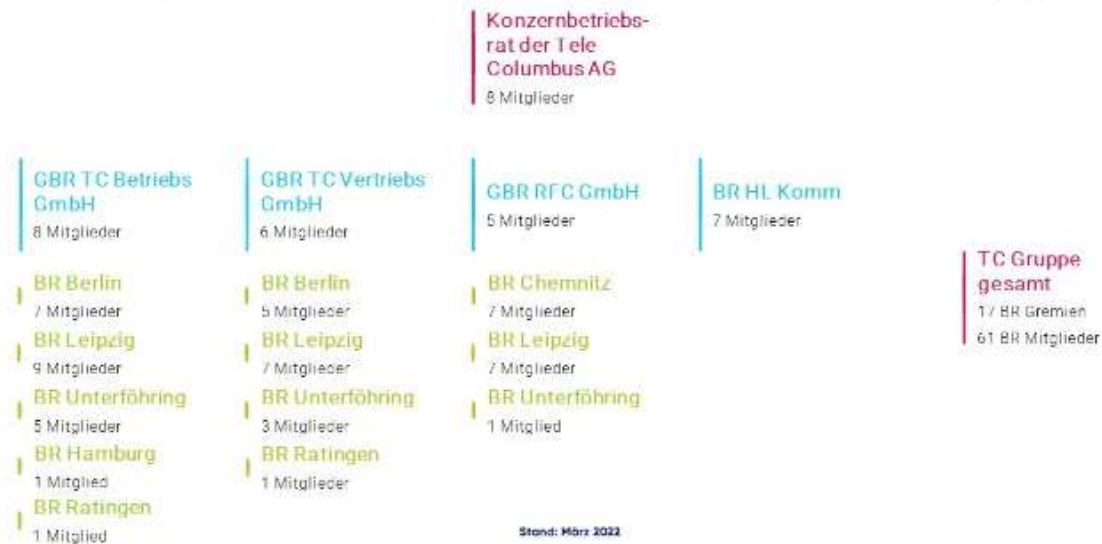
Once again, this included involvement in the coronavirus emergency team, which organised further hygiene concepts to break the chain of infection. The works councils were involved in the general works agreements on structural changes and willingness to travel, along with works agreements on multifunctional devices and night work. In addition, the works council ensures critical support for software launches.

In 2021, a works council newsletter was introduced by the Group works council as an additional source of

information. The works council committees also have their own sections on the company intranet, the content of which they are responsible for with the technical support of the Corporate Communications department, where required.

The relevant regulations for occupational health and safety, including the German Workplace Ordinance (ArbStättV) and the German Working Hours Act (ArbZG) are intended to ensure safety and a minimum standard of working conditions for all employees. Tele Columbus companies are committed to ensuring these rights. Further regulations are agreed with the responsible employee representatives by means of work agreements and semi-formal works agreements. Tele Columbus respects employees' rights to organise themselves freely and negotiate collectively.

BR Struktur der Tele Columbus Gruppe



5.6 Diversity and equal opportunities

Tele Columbus regards itself as a diverse and cosmopolitan company. Discrimination on the grounds of age, disability, origin, religion, ideology, gender or sexual orientation has no place at Tele Columbus. The Group is committed to non-discriminatory practices at our workplaces and promotes diversity throughout the entire organisation.

Instances of discrimination and personal attacks can be reported to the Head of the Human Resources department; affected employees can talk in person to the staff of the Human Resources department. No instances of discrimination were reported in 2021.

No raised risk of discrimination was detected in the assessment of the upstream value chain. Consequently, Tele Columbus has not submitted an anti-discrimination concept regarding this.

Led by employees with the support of the management team and HR department, 2021 saw the establishment of the women's network "PÿUR Women". The network acts as an independent addition to the works council as well as a point of contact and sounding board for the HR department. Both committees liaise regularly with each other.

Key issues such as networking, development and mentoring are promoted through various channels and formats in a decentralised structure.

The network gives women the opportunity to network in online meetings and various topic-related teams channels, helping them emerge from (digital) anonymity. In addition, the women's network publishes interesting content for all employees on the intranet to improve awareness of gender issues within the Group.

Mentoring primarily involves the transfer of knowledge between experienced female colleagues and those at the start of their career, or employees interested in moving up the ladder. Relationships based on trust can often make it easier to start out on career paths, and help identify special talents for future professional development.

Tele Columbus aims to increase the percentage of female employees and would like to see a higher number of women in leadership positions. This requires a non-discriminatory work environment. For this reason, we analysed the responses and comments on gender equality issues in more detail as part of the employee survey. Although the assertion that no one in our company needs to worry about discrimination based on their background, religious beliefs or sexual identity received a consistently high approval rating, the analysis also revealed that seven percent of respondents reported negative experiences or observations in relation to gender issues. We aim to identify corresponding action areas and introduce measures in 2022 based on the findings obtained for the first time at the end of 2021.

Work/life balance is important to Tele Columbus. In 2021, 60 (previous year: 50) employees took parental

leave. A total of 35 (previous year: 39) employees returned from parental leave in 2021. Furthermore, 72 parents returned to work in 2021. All employees who returned from parental leave still worked for our company after 12 months of being back.

Most employment relationships are full-time, with 95.2% of employees working full-time contracts. As at 31 December 2021, the company had 111 part-time agreements in place, predominantly with female employees who accounted for a share of 84%.

A Group works council agreement was concluded to permit employees to perform 50% of their work at a location other than their assigned workplace, to the extent that their job permits. In addition to the remote working agreement, 281 employees have also come to individual agreements regarding location-independent working or working from home.

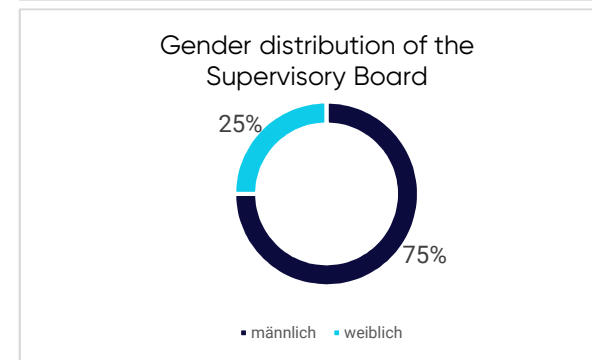
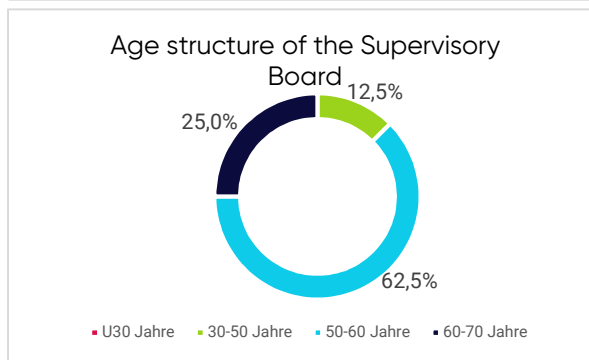
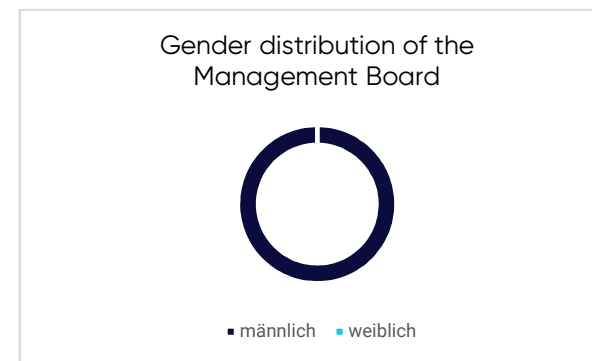
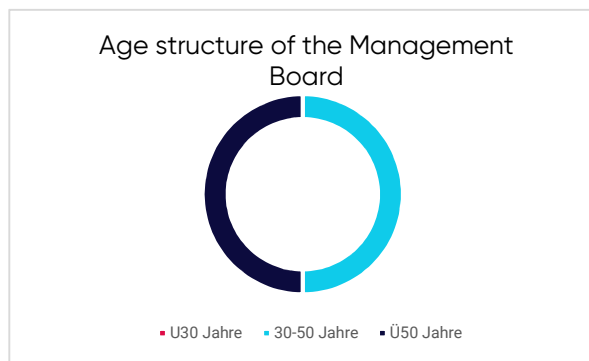
As at the reporting date, the Group had 49 employees in a managerial role (previous year: 52). This figure includes the Management Board (CEO -0), the Managing Directors (CEO -1) and the Heads of Department with supervisory responsibility (CEO -2). The number of trainees and students at Group companies rose from 13 in the previous year to 44. Tele Columbus employed 41 (previous year: 43) people with disabilities in the reporting year. Comparing the average base remuneration of male and female employees with management responsibility at the respective levels of hierarchy, women earn between 97.7% at CEO-2 level (previous year: 95.8%), 94.4% at CEO-3 level (previous year: 89.6%) and 90% at CEO-4 level (previous year:

86.9%) of their male counterparts. No female staff are currently employed at the management team level (CEO-1). Female employees without management responsibility earn 96.7% (previous year: 94.6%) of the average target salary.

It makes no sense to assess the fairness of pay at individual company locations because male and female employees do not work at the same levels of hierarchy at the smaller locations.

As the best-paid person at the company, the Chief Executive Officer of Tele Columbus earns 19.8 times the average salary of all other employees at the Group.

The Supervisory Board comprises eight members, two of whom are female. Both members of the two-person Management Board are male.



Compliance

Tele Columbus pursues the aim of complying with applicable laws and regulations to prevent fraud and corruption effectively.

The Compliance Officer belongs to the Legal department, which is responsible for implementing the legal and practical framework for managing and monitoring the company for the benefit of all relevant stakeholder groups. This includes adhering to laws and regulatory requirements, implementing management and control structures and managing the company in a responsible, qualified and transparent manner.

The Compliance Officer is responsible for ensuring compliance with statutory provisions, regulatory standards and internal directives, and regularly reports to the Management Board along with the Chairman of the Audit Committee. Tele Columbus' main locations in Berlin and Leipzig were examined with regard to corruption risks. No significant risks were determined.

Tele Columbus has introduced a variety of instruments and measures, such as the Compliance Manual, training courses and discussion groups. Furthermore, the Compliance Officer is also available as a contact person for the legally compliant preparation of events and invitations. Eight local Compliance Coordinators act as contact persons at Tele Columbus locations.

The Compliance Manual applies throughout the Group and is available on the intranet. It informs employees and managers of the rules of conduct in line with applicable

laws and guidelines. In addition, training courses tailored to the individual departments are another important measure for raising awareness of potential compliance risks and instilling a sense for the right conduct in delicate situations. Online training courses on the subjects of general compliance, protection against corruption, handling information and the principles of data protection are mandatory for all employees. The training completion level of the Supervisory Board, Management Board and managing directives currently lies at 100%.

In the past, our compliance measures have predominantly been focused on our own employees. Expansion of these measures to the upstream and downstream value chains is also planned in light of the new German Supply Chain Act.

Compliance breaches can be reported to the Compliance Officer or to an external ombudsperson. Whistle-blowers who wish to remain anonymous can make use of our confidential whistle-blower system to pass on information and documents to an ombudsperson.

In 2021, our employees actively approached our Compliance Officer to inform themselves about our compliance regulations and ensure that they conduct themselves correctly when dealing with service providers and suppliers.

A further element of the compliance management system is the Compliance Committee. Its job is to

identify compliance risks and examine the measures already established to reduce the respective risk and how effective these measures are. The Compliance Committee consists of the Compliance Officer and the directors of the Human Resources, Legal and Accounting & Tax departments, as well as the IT Security Officer, the Data Protection Officer and the Chairman of the Group works council.

In 2021, the internal data protection policy and purchasing guidelines were updated. Mandatory training courses were once again offered in web-based form and as refresher courses. Compared to the previous year, the training uptake was lower, which will require the introduction of measures to ensure all employees receive extensive training.

6.1. Compliance cases in 2021

In 2021, several employees contacted the Compliance Officer and the ombudsperson. All reports were carefully reviewed in-house. No cases of corruption were determined. The Supervisory Board, management team and all employees are familiar with the measures introduced to combat corruption. All new hires receive compliance training. In addition, training on protection against corruption is refreshed on an annual basis. A 77% participation rate was achieved in 2021. When we enter into business relationships, future suppliers are required to accept our code of conduct, which contains rules governing fair competition and anti-corruption provisions.

6.2. Notes on political influence

Tele Columbus is involved in legislative consultation processes by invitation. We maintain memberships in interest groups and industry associations. These include ANGA – Association of German Cable Operators, BUGLAS – Association of Germany's Optical Fibre Industry, Breko – German Broadband Association, VATM – Association of Telecommunications and Value-Added Service Providers and other housing industry associations. As a rule, we do not make any donations to political parties or party-related foundations.

Dates and facts

EMPLOYEES		Unit	2017	2018	2019	2020	2021
Total workforce	Number of FTE employees		-	-	-	1,203.8	1,243.5
Part-time employees	Number of people		-	-	-	103	111
Part-time female employees	Number of people		-	-	-	-	95
Part-time male employees	Number of people		-	-	-	-	16
Full-time employees	Number of people		-	-	-	-	1,041
Full-time female employees	Number of people		-	-	-	-	294
Full-time male employees	Number of people		-	-	-	-	747
Permanent employees	Number of people		-	-	-	-	1,163
Percentage of	permanent employees		-	-	96	95.6	95.2
Number of	temporary employees		-	-	-	-	58
Percentage of	temporary employees		-	-	4	4.4	4.8
Employees with disabilities	Number of people		-	-	44	43	41
Trainees and students	Number of people		-	-	-	13	44
Percentage of	female employees		-	-	-	33	33
Total number of employees at management levels incl. Management Board CEO-0, the management team CEO-1 and department managers CEO-2	Number of people		-	-	-	52	49

Total wage gap between female and male employees: Percentage of the average target salary for female employees compared to the average target salary at the hierarchy level (CEO-2)	in %	-	-	-	95.8	97.7
Total wage gap between female and male employees: Percentage of the average target salary for female employees compared to the average target salary at the hierarchy level (CEO-3)	in %	-	-	-	89.6	94.4
Total wage gap between female and male employees: Percentage of the average target salary for female employees compared to the average target salary at the hierarchy level (CEO-4)	in %	-	-	-	86.9	90
Wage gap between female and male employees in the rest of the workforce Percentage of the average target salary for female employees compared to the average target salary at the hierarchy level	in %	-	-	-	94.6	96.7
Incoming staff	Number	-	203	173	194	187
Outgoing staff	Number	-	247	147	148	160
Turnover rate	in %	-	14.7	12.25	12.5	13.1
Employees who have taken parental leave	Number	-	-	-	50	60
Employees who have returned to work and remain employed by the Group 12 months after coming back	in %	-	-	-	100	100

HEALTH PROTECTION AND OCCUPATIONAL SAFETY

	Unit	2017	2018	2019	2020	2021
Occupational accident rate per 1,000 employees	in %	-	14.3	8.7	13.6	7.3
Lost work days	Days	-	-	-	259	101
Lost work days LTIR (per 200,000 hours)	in 200,000 hours	-	-	-	1.6	0.8
LTIFR (per 1 million hours)	in 1 million hours	-	-	-	8.1	4.1

EMPLOYEE REPRESENTATION

	Unit	2017	2018	2019	2020	2021
Total number of works council committees	Number	-	-	-	17	17
Total number of works council members	Number	-	-	-	61	61

HR DEVELOPMENT

	Unit	2017	2018	2019	2020	2021
Number of employees who completed training	Number	-	-	3,728	7,920	5,355
Total hours spent training	Number of hours	-	-	-	7,906	17,707
Hours of training per employee/year	Number of hours	-	-	-	6.7	13.25
Participants in elective training and in-service training <small>Each employee may have conducted several courses</small>	Number of participants	-	-	-	-	1,530
Hours spent completing elective training and in-service training	Number of hours	-	-	-	4,703	15,786
Hours spent completing mandatory training	Number of hours	-	-	-	3,203	1,921
Completion rate for mandatory training	in %	-	-	-	88.3	76

EMISSIONS OVERVIEW

	Unit	2017	2018	2019	2020	2021
Purchasing	tCO ₂	-	-	-	-	19,626
Heating energy	tCO ₂	-	-	-	-	435
Heating energy	MWh	-	-	-	-	1,793
Power <small>Market-based power procurement, the strong reduction can be attributed to the increased procurement of green electricity</small>	tCO ₂	10,260	9,375	6,190	5,623	70
Vehicle fleet	tCO ₂	1,727	1,908	1,630	1,269	1,483
Trips taken by aeroplane	tCO ₂	-	286	324	84	42
Logistics <small>Data incomplete</small>	tCO ₂	-	-	-	209	249
Product use	tCO ₂	-	-	-	22,840	25,193
Line losses	tCO ₂	-	-	-	663	554

ENVIRONMENT

	Unit	2017	2018	2019	2020	2021
ENERGY AND CO₂ EMISSIONS						
Total energy consumption	in MWh	33,026	32,570	30,538	29,515	29,466
thereof TC networks	in MWh	25,588	25,404	23,183	22,897	22,514
thereof HL komm network	in MWh	-	68	85	677	401
thereof ANTEC network <small>Variance due to the separation of the technical and office sites. 19 MWh in comparison to the previous year (LFL).</small>	in MWh	-	-	13	13	10
thereof HL komm data centres	in MWh	6,866	7,166	7,257	5,701	5,112
thereof Tele Columbus offices and shops	in MWh	-	-	-	1,030	1,066
thereof HL komm offices and shops	in MWh	-	-	-	228	257
thereof ANTEC offices and shops	in MWh	-	-	-	-	9
Percentage of renewable energies	in %	-	-	-	66.7	99.4
Emissions from non-renewable energies	in tCO ₂	-	-	-	-	69.9

ENVIRONMENT		Unit	2017	2018	2019	2020	2021
MOBILITY							
Car	Million kilometres		9.03	9.99	8.64	6.73	8.02
Car	tCO ₂		1,727	1,909	1,630	1,269	1,483
Car	gCO ₂ /km		-	191	189	188	185
Aeroplane	Million kilometres		-	0.92	1.05	0.32	0.16
Aeroplane Offset through climate certificates since 2020	tCO ₂		-	286	324	84	42
Flight offsetting	in %		-	-	-	100	100
Train	Million kilometres		0.98	1.06	0.99	0.23	0.23
Train	tCO ₂		-	-	3.50	0.90	-

ENVIRONMENT		Unit	2017	2018	2019	2020	2021
Internal internet backbone infrastructure	in %		64.8	68.9	69.6	71	71.5
Transferred data volumes	Exabytes		-	-	-	0.84	1.03
Data volumes for each active connection per month	Gigabytes		-	-	-	138	142
Energy consumption	Terabytes in kWh		-	-	-	27.2	21.9
Scope 1+2 emissions	Terabytes in kg CO ₂		-	-	-	8.2	1.9
T&D line losses <small>Defra, UK Conversion Factors on T&D losses for 2019 and 2021</small>	tCO ₂		-	-	-	663	560

ENVIRONMENT		Unit	2017	2018	2019	2020	2021
HARDWARE REFURBISHMENT DISPOSAL							
Refurbishment total parts incl.: smartcards (24,253), adapters (56,313), power cables (93,930) and remote controls (1,984)	Number	-	-	531,640	288,233	243,169	
Modems	Number	7,200	18,000	64,000	39,000	57,188	
DVB-C receivers	Number	-	27,800	42,000	18,000	4,616	
CI+ modules	Number	-	7,800	14,500	25,000	2,866	
Hard drives	Number	-	16	8,500	1,300	-	
Refurbished ANTEC modems	Number	-	-	-	120	240	
Refurbishment rate	in %	-	-	-	70	70	
DISPOSAL							
CPE Tele Columbus	Number	-	-	-	-	0	
CPE ANTEC	Number	-	-	-	-	650	
CPE PROCUREMENT							
Modems	Number	-	-	-	150,000	211,800	
DVB-C receivers	Number	-	-	-	26,000	10,000	
CI+ modules	Number	-	-	-	50,000	48,000	
Hard drives	Number	-	-	-	9,000	-	
Optical network terminals (ONT)	Number	-	-	-	-	14,686	
WiFi extenders	Number	-	-	-	-	7,800	

ENVIRONMENT		Unit	2017	2018	2019	2020	2021
LOGISTICS							
Total In order to facilitate a comparison, additional information that was only available to us after the press date for the 2020 report was added		tCO ₂	-	-	-	209	249
Cargo and freight forwarding		tCO ₂	-	-	-	-	26
Shipment of packages and letters		tCO ₂	-	-	-	-	26
Marketing mailings Recorded separately from the shipment of packages and letters for the first time in 2021		tCO ₂	-	-	-	-	198
ENVIRONMENT		Unit	2017	2018	2019	2020	2021
PRODUCT USE							
Energy consumption from product use by customers		tCO ₂	-	-	-	22,840	25,194

Carbon footprint		Unit	2017	2018	2019	2020	2021
Total SCOPE 1							1,918
Vehicle fleet Calculated by external provider	tCO ₂	1,727	1,908	1,630	1,269		1,483
Heating energy	tCO ₂	-	-	-	-		435
Total SCOPE 2							
Location-based power procurement	tCO ₂	15,641	15,440	14,470	10,217		10,785
Market-based power procurement The strong reduction can be attributed to the increased procurement of green electricity	tCO ₂	10,260	9,375	6,190	5,623		70
Total SCOPE 3							45,664
T&D line losses Defra, UK Conversion Factors on T&D losses for 2019 and 2021	tCO ₂	-	-	-	663		554
Trips by aeroplane Offset through climate certificates since 2020	tCO ₂	-	286	324	84		42
Trips taken by train	tCO ₂	-	-	4	1		-
Product use	tCO ₂	-	-	-	22,840		25,193
Materials	tCO ₂	-	-	-	281		1,693
Hardware (CPE)	tCO ₂	-	-	-	13,562		17,933
Logistics Additional information that was only available to us after the press date for the 2020 report was added here to facilitate a comparison.	tCO ₂	-	-	-	209		249
CARBON OFFSET CERTIFICATES	tCO ₂	-	-	-	-84		-112

