2022 Corporate Social Responsibility Report

Contents

About this report

Tele Columbus AG, which has its registered office in Berlin, publishes an annual CSR report in order to document the progress of the companies operating under the umbrella of Tele Columbus AG in implementing their sustainability strategy. 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.

Since its complete delisting from the sub-segment of the regulated market with additional post-admission obligations (Prime Standard) in 2021 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 publicly traded within the meaning of 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 [GRI 2-24].

Tele Columbus AG has prepared this report in accordance with the GRI Standards for the period from 1 January 2022 to 31 December 2022 in order to present the sustainability strategy pursued by Tele Columbus AG along its value chain.

The report is based on a materiality analysis that was reviewed externally in 2022 with the aim of identifying any gaps in comparison with peer-group disclosures. The result confirms that the materiality analysis can still be applied to the Tele Columbus Group's 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 2022 unless otherwise stated and include all Group companies that employ staff, as well as 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 elements of the upstream and downstream value chain that relate to items procured in the course of network expansion and to purchased services. The new ESG strategy adopted by the company has led to the creation of additional performance indicators aimed at making it easier to manage 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. [GRI 2-1, GRI 2-3, GRI 2-4, GRI 2-2, GRI 2-5, GRI 2-14]

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 PŸUR, 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. No changes have been made to the business model in comparison with the previous year. Further information on our business model can be found in the Group management report. [GRI 2-1, GRI 2-6, GRI 203-1]

Government grants received as part of the broadband expansion plan are mentioned in the annual financial statements. It cannot be ruled out whether federal subsidies awarded to the applicant were distributed directly to the Tele Columubus Group as part of the individual contractual arrangements for the municipal broadband expansion. Further information can be found in the annual financial statements [GRI 201-4]. The same applies to the topics of tax strategy, tax governance and control framework. [GRI 207-1, GRI 207-2] There is no country-specific disclosure because business activities are limited to Germany. [GRI 207-4]

Key business data as at 31 December 2022	2022
Gross asset value (GAV) in millions	2.022,54
Revenue in millions	446.54

[GRI 201-1]

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 2022, the existing materiality analysis was reviewed by an external consultancy firm and our findings were confirmed. This involved identifying potentially relevant topics, while taking into account external frameworks and industry benchmarking, and assessing them in terms of their business relevance and the impact of the business activities of Tele Columbus on non-financial concerns.

In light of the enactment of the German Supply Chain Act [Lieferkettensorgfaltspflichtengesetz] in 2021, to which Tele Columbus is subject as of 2024, respecting human rights is becoming a key topic for Tele Columbus on the basis of the law. [GRI 2-24, GRI 3-1-GRI 3-2 GRI 3-3]

2.1 Key topics

Non-financial report as per Section 289c HGB	Key topics for Tele Columbus
Environmental concerns	Resources, from p. **Fehler! Textmarke nicht definiert.**
Employee concerns	Employees, from p. 24
Social concerns	Customers & products, from p. 10
Combating bribery and corruption	Responsible business practices, from p. 33
Respecting human rights	Respecting human rights

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 was responsible for managing sustainability projects and reported directly to the Management Board of Tele Columbus AG. Two members of the management team, 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 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. Management Board members are nominated and appointed by the Supervisory Board. Members of the Supervisory Board are nominated on the basis of proposals by the majority shareholders and then confirmed at the general meeting. The details of this

process are set out in the Group's rules of procedure. According to the German Stock Corporation Act [Aktiengesetz], the Management Board is the highest executive body, while the Supervisory Board monitors the Management Board in its role as an oversight and advisory body. [GRI 2-9, GRI 2-10, GRI 2-11, GRI 2-13, GRI 2-14].

governing bodies
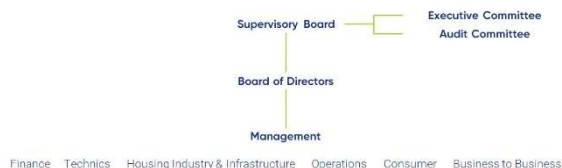
The responsible departments are fully involved in the development of social and ecological measures. A CSR steering committee consisting of representatives from all departments meets several times a year to discuss ways in which operations can be optimised to help achieve sustainability targets. Key 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 2022, the steering committee focused on measures aimed at achieving the ESG Strategy 2030 adopted in April 2022. These include significantly reducing energy

CSR management process
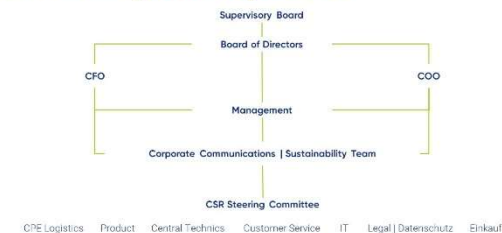
consumption and doubling the proportion of women in management positions by 2030. The steering committee also covered topics such as integrating the UN Sustainable Development Goals, planning the first photovoltaic systems and the result of the GRESB sustainability ranking.

The Corporate Communications department acts as the central point of contact for ESG planning and the reporting process relating to sustainability aspects. In 2022, Corporate Communications worked together with the responsible departments to address the requirements for the timely implementation of Regulation (EU) 2020/852 of the European Parliament and of the Council of 18 June 2020 on the establishment of a framework to facilitate sustainable investment (EU Taxonomy Regulation). The team also looked at how to ensure compliance with the German Supply Chain Act and dealt with enquiries from the departments and external stakeholders.

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. [GRI 2-20]

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 find their way into the wider workforce through managers in order to make sure that they are firmly embedded throughout the company. As part of a sample survey conducted online, responses obtained from CEO 2 managers revealed that 27.1% of all staff pursue a work goal that has an ESG impact. The completed questionnaires covered 55% of the workforce, and the end result is based on an extrapolation. Thanks to the 307 ESG work goals agreed with the Management Board and the management team, the topic of sustainability is gaining ever broader attention within our company. [GRI 2-18, GRI 2-19, GRI 2-24]

2.4 ESG Strategy 2030

Tele Columbus AG has committed to achieving fully climate-neutral operations by 2050. A corresponding commitment has been published on the company's website.
https://www.telecolumbus.com/en/sustainability/ [GRI 2-22]

In April 2022, the Management Board and Supervisory Board of Tele Columbus AG agreed a sustainability strategy up to 2030, which contains two goals for each of the ESG topics (environment, social and governance). [GRI 2-12, GRI 2-17]

The previous ESG goals up to 2024 were carried forward unless they had been achieved ahead of time:

- The switch to green electricity means that network operations no longer produce any Scope 2 CO_2 emissions. Any remaining CO_2 from legacy electricity contracts has already been offset since 2021.

- In 2022, CO_2 from air travel was offset for the third consecutive year.

- The goal of preventing work-related accidents, with an accident rate below the industry average, was achieved twice in a row.

- The goal of providing the best customer service in the industry was largely achieved. In addition to

recording a positive NPS, Tele Columbus and its PŸUR brand came out on top in connect magazine's hotline test for the first time in 2022. This goal has been carried forward in the ESG Strategy 2030, with a greater ambition and a new NPS target.

- Progress was made with the goal of creating a positive employer brand. The target can now be validated using an NPS measurement, and the ongoing development of this goal has been extended to 2030.

- The goal of avoiding compliance cases has been transferred to the ESG Strategy 2030.

- The monitoring of supply chains has been carried forward in the form of a dedicated ESG goal up to 2030, under which the company is to go beyond fulfilling the statutory requirements of the German Supply Chain Act.

- The goal of reducing the vehicle fleet's greenhouse gas emissions by 30% per kilometre has not yet been achieved. The new ESG Strategy 2030 provides for lowering the company's energy consumption, including combustion fuels, by 35%.

- With regard to data protection and IT security, investments in modernising IT infrastructure have been substantially increased.

The ESG Strategy up to 2030 comprises six goals, including a real reduction in the organisation's energy consumption and climate-neutral data transfer (taking into account combustion fuels). Our social goals are to increase the proportion of women in management positions so that half of our managers are female by 2030, as well as to raise the employee net promoter score (eNPS) above the usual level in the industry today. In the area of governance, Tele Columbus intends to avoid all compliance cases that have not been processed and documented in the proper manner. The company also aims to expand its monitoring of the supply chain to cover 90% of its annual purchasing volume, which goes well beyond the requirements of the German Supply Chain Act. [GRI 2-22]

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 in order 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. [GRI 2-24]

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

2.6 Consequences of climate change

In 2022, all climate change-related risks for our networks were subject to an external review that included a geodata-based risk analysis of the major technical equipment in our cable networks (head-ends). A phased action plan designed to strengthen the climate resilience of our networks was drawn up with the aim of managing existing potential threats to the reliable functioning of our networks posed by rising air temperatures or extreme weather events. The measures include extensive reviews as part of location upgrades, severe weather warnings being sent to regional service teams and enhanced requirements for protecting technical facilities. In consideration of the action implemented and planned, no material risks were identified with regard to forest fires, heat waves, droughts or floods. [GRI 201-2]

ESG	Goal for 2030	Target value
Environment	Reduce energy consumption (GHG Protocol Scope 1 & 2) by 35% (base year 2021)	22,710 MWh
Environment	Reduce CO_2 intensity per terabyte transferred (GHG Protocol Scope 1 & 2) to zero (base year 2020)	0 kg/TB
Social	Increase the proportion of women in management positions (base year 2021)	35% Including management/Management Board
Social	Improve the eNPS referral rate (base year 2021)	+5 pts
Governance	No unsolved compliance cases	0
Governance	Assess suppliers for possible environmental and human rights risks	90% of the purchasing volume p.a.

2.7 Procurement risks

To achieve our ESG goals, we must put in place a suitable framework. 2022 showed us that it might not always be possible to procure electricity from renewable sources or obtain the wholesale products required to further reduce greenhouse gas emissions. This leads to elevated cost risks on the procurement side.

2.8 Sustainability ranking

In 2022, Tele Columbus AG took part in an independent assessment of its sustainability performance for the first time. The Global Real Estate Sustainability Benchmark (GRESB) is an international system for assessing and measuring the sustainability performance of businesses and funds in the fields of real estate and infrastructure. The GRESB score is a weighted total of eleven categories. Such ESG scores make a significant contribution to improving the comparability of a company's sustainability performance.

The initial comparison pitted Tele Columbus AG against six comparable European telecommunications providers. In the end, the company was ranked third in the group. With a score of 88 out of 100 points, Tele Columbus achieved a four-star rating right out of the box. Tele Columbus achieved a perfect score of 100% in terms of sustainability performance, with special mention of its cautious use of resources, employee relations and occupational health and safety. When it

comes to the quality and scope of ESG reporting, Tele Columbus leads the pack. [GRI 2-18, GRI 207-2]

2.9 Involvement of stakeholder groups

Tele Columbus engages closely with all stakeholder groups.

A stakeholder survey was conducted in 2022, the results of which form part of the strategic focus of our sustainability management.

We informed the customer relationship managers in our housing industry business, as well as our housing industry advisory board, in detail about the goals of our ESG Strategy 2030 while also setting out the potential options to expand fibre optics to the distribution networks and their effect on the CO_2 footprint within Tele Columbus, taking into account the housing industry's perspective.

New agreements were entered into with broadcasters to distribute their programmes across our networks. Dialogue with the relevant media authorities in the German federal states ensured the regionally correct transmission of windows for local content on radio and TV. We communicate with the regulatory authorities on the requirements for suitably identifying such public value programmes. In the field of investor relations, we maintained 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 June 2022, as planned. [GRI 207-3, GRI 2-29]

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	CSR report
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.

Greater demand for high bandwidths

An end customer survey shows that the bar is being raised further when it comes to the quality of supply and availability. Today, 85% of PŸUR's new internet customers already choose tariffs providing 200 Mbit/s or higher.

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, PŸUR Business, delivers wholly fibre turnkey development concepts for municipalities and businesses [GRI 203-2].

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. Football camps and charity football tournaments are part of our activities throughout Germany in the Easter and summer holidays. In 2022, Tele Columbus and its PŸUR brand were socially active across the length and breadth of the country, from Hamburg to Dresden and from Greifswald to Nuremberg. In our network areas, we continued the court concerts at retirement homes in Chemnitz that we introduced during the pandemic, organising four events at different institutions. Another cornerstone of our social commitment is our close bond with Elternhilfe krebskranker Kinder Leipzig e.V., a charity supporting parents with children suffering from cancer. In addition to making a donation, we again put on a fundraising concert at the Leipzig Gewandhaus and gave the proceeds of a football tournament at SV Stotterik to the cause. We also sponsored media-related educational events organised by HABA Digitalwerkstatt (PŸUR BitKids) for children, as well as the inclusive festival of sport in Köthen. The Arche federal association enjoys access to the internet via a full fibre-optic connection provided 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.

In 2021, another donation was divided equally between the local food banks run by the Tafel, as well as Médecins Sans Frontières and the German Children's Fund.

Our purchasing activities also help empower local communities and safeguard jobs. For example, Germany accounts for 86% of our purchasing volume and is where our customer service call centres are located. What is more, the tasks that were previously outsourced to external staff have now started to be firmly reintegrated into the company by the IT department. [GRI 204-1, GRI 413-1]

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.

The Legal department oversees all data protection topics and is supported in matters relating to data protection by an external data protection officer. Furthermore, the IT Operations department has appointed an IT security officer to ensure state-of-the-art security of our IT systems, identify vulnerabilities and close security gaps quickly.

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.

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 2022, with a key focus being placed on harmonising the level of data protection across the entire Group.

The COVID-19 pandemic meant that regular coordination of the various federal and state legal requirements from general rulings and other regulatory requirements related to data protection was again necessary in 2022.

The design of a new erasure and blocking concept that is to be rolled out across the Group in 2023 was instrumental in continuously enhancing the Tele Columbus Data Protection Policy. The data protection team was also required to help with the further integration of the external IT service provider in key tasks such as joint process development and harmonisation.

Mandatory annual training ensures that employees are continuously made aware of the need to treat sensitive and personal data carefully. Despite the substantially heightened cyber threat situation, no data protection incidents with the ability to inflict significant damage were recorded in 2022.

In the course of the year, the data protection team processed 61 requests for information under the GDPR. The company also reviewed 501 complaints about a possible violation of privacy. In thirteen 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. All reported cases relate to 2022. No data was stolen with criminal intent, and no misuse of data was able to be established from the cases in question. As a result, the supervisory authorities did not issue a warning, and no fine was imposed on Tele Columbus. [GRI 418-1]

3.2.2 Cyber security

During the fourth quarter of 2022, an attack on our IT infrastructure was simulated in an exercise aimed at testing our communication and decision-making paths so that we can maintain our ability to act internally if our IT services are severely restricted. Based on the findings, we came up with additional work packages that will allow us to take effective and efficient action in the event that our systems are compromised.

To minimise the likelihood of a potential attack, we asked penetration testers to actually try and breach our security in December 2022. Such simulations make it possible to assess how successful a deliberate attack will be. The analysis will be used to develop necessary security measures.

3.3 Customer satisfaction and service quality

To give its customers an outstanding customer experience, Tele Columbus AG is paying 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 of +88 since the introduction of the NPS in 2018 and a rise of +7 percentage points in 2022. [GRI 2-29]

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 in November 2022,

showed that our PŸUR brand achieved a much greater improvement in its results than its competitors.

In 2022, PŸUR was named the winner of a service hotline conducted test by the magazine connect, after finishing in second place in the previous year. This marks the third consecutive year in which connect's testers have rated our telephone customer service as "very good". The availability of the PŸUR service hotline and the quality of the information on offer were found to be particularly strong.

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 customer experience lies with the Customer Experience Management department and was assigned to the portfolio of the Chief Operations Officer in 2022.

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. Predominantly short-term promotions have led to the successful acquisition of new internet and telephony customers in particular. Greater emphasis has been placed here on target group-specific communication via social media channels.

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

Gigabit switchover

As part of the DOCSIS 3.1 transmission technology roll-out in our networks, the Tele Columbus Group upgraded more than 50% of all existing internet connections to gigabit-speed broadband by the end of 2022. At local and regional level, the gradual gigabit switchovers and the introduction of the related speeds (500 Mbit/s and 1,000 Mbit/s) were accompanied by a media campaign and appropriately discounted starter packages.

The conversion to gigabit speeds is being implemented by Central Technics. Responsibility for the product launches lies with the Campaigning team at Brand Marketing Communication.

Wholesale and open access

Products from Telefónica (O2) are already available in our network under what is known as a wholesale agreement. This product offering is ground-breaking and marks a turning point in the provision of cable internet, putting an end to the situation that had evolved over time where the cable company selected by the property's owner also provided high bit-rate internet connections for residents and tenants. Infrastructure competition is therefore opened up between providers of telephone lines and cable connections, which gives tenants freedom of choice when it comes to both services.

Furthermore, fibre-to-the-home (FTTH) technology enables infrastructure to be shared under a fibre-optic lease (open access).

Overbuilding

In partnership with the housing cooperative Wohnungsgenossenschaft „Treptow-Süd" eG, Tele Columbus started converting its existing cable network into FTTH fibreglass connections. For the Tele Columbus Group, the project marked the first time that it converted an existing DOCSIS cable network to full fibre optics – an approach known as "overbuilding".

DE-CIX internet hub in Leipzig

A new DE-CIX internet hub went live in Leipzig in October 2022. PŸUR Business offers a corresponding access point to DE-CIX at its Leipzig data centre. The new DE-CIX Leipzig internet hub ensures direct data exchange with Europe's largest internet hub, DE-CIX Frankfurt, and is therefore seen as providing a major boost to the competitiveness of business locations in central Germany. The management of HL komm Telekommunikations GmbH (PŸUR Business) is responsible for structuring our products for business customers.

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.

The Marketing department has published a Gender Guideline, which is now part of our guide to communication. Since many employees were uncertain about whether they had to use gender-neutral spelling, it was time for the company to issue recommendations on this subject. Our communication should be respectful and inclusive, addressing everyone as they are, while also being effective and easy to read. Consequently, we recommend a mixture of neutral formulations, gender-neutral spelling and addressing people personally.

Special communication formats

We continued to offer the fibre optics information page titled "Facts about fibre optics", which features facts and figures on the expansion of fibre-optic networks in Germany and was successfully launched in 2021.

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

In September 2022, PŸUR unveiled an animated infographic called "Digital speed – online consumption in one minute", which illustrates the otherwise scarcely believable volume of data used and number of platform interactions in a real-time simulation.

https://www.pyur.com/digital-speed.html

The facts about fibre optics and the digital speed graphic were developed by the Brand Marketing Communication department.

The special page at https://www.pyur.com/darum-pyur.html explains to our customers how we devise improvements based on the wide range of customer surveys conducted after service contacts. The content was created by Brand Marketing Communication in cooperation with Customer Experience and Corporate Communications. It is flanked by videos in which 15 colleagues introduce themselves and their area of work:

https://www.pyur.com/darum-pyur/video-gallery.html

The careers section of the Group's website, www.telecolumbus.com, has been expanded to support the targeted search for suitable job applicants to advance the company's digital transformation.

https://www.telecolumbus.com/digitale-talente/

The content was created by the IT Operations department in cooperation with Human Resources and Corporate Communications.

More video productions

The in-house video studio also has a mobile configuration that enables the company to record video sequences anywhere. 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. We are making

greater use of video formats on our intranet, while also producing and successfully utilising a growing number of our own videos for training purposes. Employees have used the intranet, including its comment and rating features, significantly more than in previous years. A culture of transparency and trust has emerged thanks to the live Q&A sessions with the management via Intranet TV.

Social media

The increased production of content in the form of videos and special pages was one of the main ways in which the company further extended its reach across its social media channels in 2022. A particular focus has been placed on strengthening PŸUR as an employer brand. Employer attractiveness also has a direct effect on our CSR goals for 2024 and 2030. In this respect, we are pleased to have grown our number of followers on LinkedIn by 150% compared to the end of 2021. The Tele Columbus AG Group, our PŸUR brand and our B2B division PŸUR Business have their own presences on the relevant social media channels.

Trade fairs, events, publications

Following the pandemic-related hiatus, we were able to resume our dialogue with trade and industry journalists at major trade fairs and conferences in 2022. Our experts in customer service, accounting and digital transformation were invited to speak at the established events ANGA COM and Fiberdays, as well as at a number of other industry get-togethers.

Tele Columbus offered trade journalists compact webinars on the topic of broadband and network expansion, which were well received once again. Other key developments were addressed in articles written for the trade.

Investor relations

Alongside the regular publication of our quarterly figures and annual financial statements, our investor relations activities in 2022 included the announcement of a new Chief Executive Officer of Tele Columbus AG. On 9 September, Tele Columbus disclosed that Dr Daniel Ritz would be stepping down at his own request at the end of the agreed term of his contact, handing over to Markus Oswald in February 2023. On 18 November, Tele Columbus AG announced the issuance of up to 24,147,009 new shares under a capital increase. The majority shareholder Kublai GmbH then stated its intention to subscribe to all the shares offered to it. The gross proceeds of the issuance amounted to around EUR 75 million.

Over the course of the year, dialogue with stakeholders in particular was strengthened by virtual and in-person participation at investor conferences. Interest in our sustainability initiatives remains strong among credit investors. For this reason, the result of our first GRESB sustainability ranking was also brought to the attention of the financial markets on 2 November 2022.

The 2022 Annual General Meeting was held virtually on 28 June 2022.

The Corporate Communications department is responsible for internal and external communications, whereas the Investor Relations department is responsible for financial market communication. [GRI 2-29, GRI 207-3]
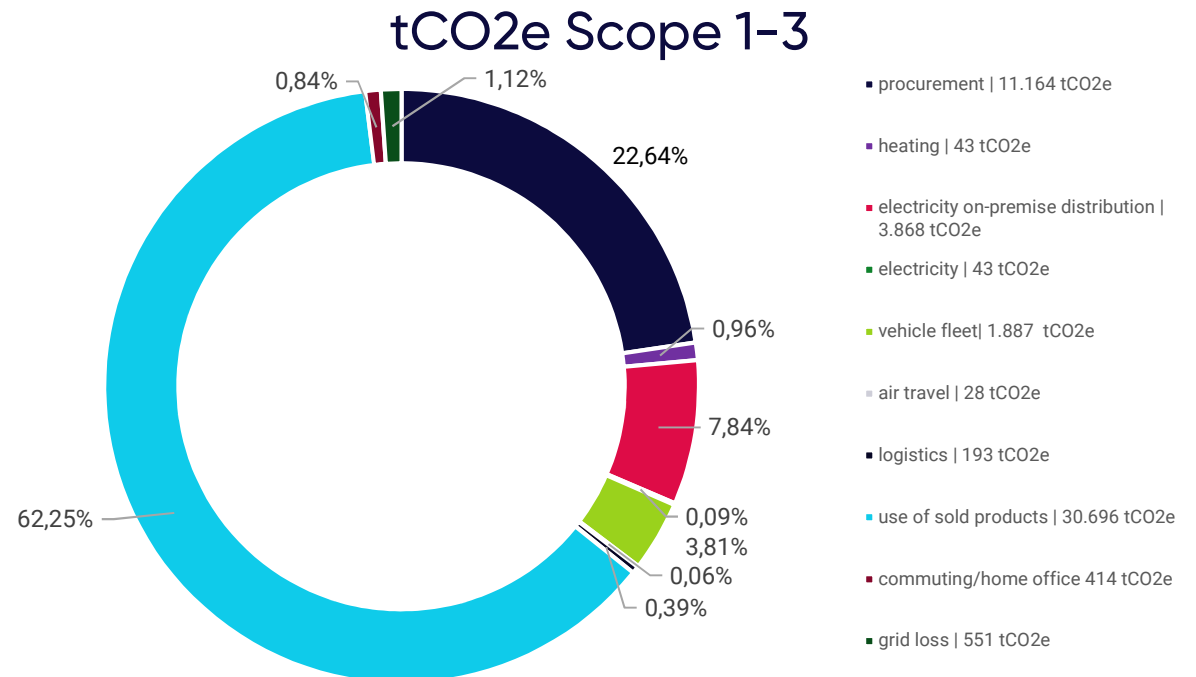
Resources

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. The calculations are based on the control approach used in operations. [GRI 305-1, GRI 305-2, GRI 305-3]

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. 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 & Logistics department, which reports to the Management Board on these matters.

tCO2e Scope 1-3

- procurement | 11.164 tCO2e
- heating | 43 tCO2e
- electricity on-premise distribution | 3.868 tCO2e
- electricity | 43 tCO2e
- vehicle fleet| 1.887 tCO2e
- air travel | 28 tCO2e
- logistics | 193 tCO2e
- use of sold products | 30.696 tCO2e
- commuting/home office 414 tCO2e
- grid loss | 551 tCO2e

0,84% 1,12% 22,64% 0,96% 7,84% 0,09% 3,81% 0,06% 0,39% 62,25%

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 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 for 2022 was used as a guideline. [GRI 305-1, GRI 305-2, GRI 305-3]

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. In the coming years, the accelerated fibre-optic expansion will contribute to a decline in the energy consumption of our networks. [GRI 302-5]

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 23,130 MWh was used to operate Tele Columbus Group networks, with 1,264 MWh attributable to administration and stores. The amount of certified green electricity used to supply our networks and properties increased to 99.7% in 2022. This resulted in residual carbon emissions of 43 tonnes for the Group's power supply. The 43 tonnes of GHG emissions incurred are offset through a carbon certificate.

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. PŸUR Business uses rented data processing facilities and its own data centre in Leipzig, as well as technical facilities in Saxony and Saxony-Anhalt whose electricity supply is secured by Tele Columbus. The electricity consumption amounted to 4,944 MWh.

Internet-capable networks

The share of internet-capable networks of Tele Columbus AG that are operated on the company's own internet backbone infrastructure stands at 71.5%.

HL komm also operates an additional data centre in Berlin. Tele Columbus ensures that the electricity needed by this facility is also covered in full by renewable sources. Total consumption amounted to 2,404 MWh in 2022. This electricity was purchased by the data centre's operational service provider. [GRI 305-1]

In 2022, the Tele Columbus Group recorded further growth (+16% year on year) thanks to a transferred data volume of 1.21 exabytes, corresponding to a data volume of 155 GB per active connection and month.

KPI	2020	2021	2022
Power consumption kWh/terabyte	27.2	21.9	**19**
GHG intensity kg CO_2e/terabyte	8.2	1.9	**1.4**
Percentage of renewable energies	66.7	99.4	**99.7**

If we divide the total electricity consumption of our networks by the volume of transferred data, energy consumption per terabyte comes to 19 kWh. Taken together, all emissions relevant to the climate (Scope 1 & 2) emitted 1.37 kg CO_2 for each transferred terabyte in relation to Tele Columbus Group networks. [GRI 305-1, GRI 305-2, GRI 305-3]

Energy consumption outside the organisation includes not only the electricity needed to operate the customer hardware provided [see 4.6], but also an extrapolation of the power required by the on-premise distribution systems. We now calculate the carbon footprint resulting from the energy consumption of remote workstations [see 4.2]. The power required by the data centre operated on our behalf in Berlin-Mahlsdorf is also stated.

Type	Activity	MWh
Upstream	External data center	2,404
Downstream	Use of sold products	71,719
Downstream	Electricity used by on-premise distribution systems	9,039

Total energy consumption outside the organisation stood at 83,162 MWh in 2022, which is equivalent to 299,383 gigajoules. [GRI 302-1 GRI 302-2, GRI 302-3]

Energy consumption for network operation and data centres

Energy in MWh	2020	2021	2022
Total Group	29,515	29,466	28,073
TC networks	22,897	22,514	23,130
HL komm network	677	401	894
Data processing facilities, technical facilities, Leipzig data centre	5,701	5,112	4,944
Berlin data centres			2,404

Energy consumption in office buildings and shops

Energy in MWh	2020	2021	2022
Total Group	1,258	1,317	1,500
TC offices	1,030	1,060	1,264
HL komm offices	228	257	186
RFC offices	-	-	50

Planned use of photovoltaic energy

After adopting the ESG Strategy 2030, we launched a plan to set up initial photovoltaic capacity. A study identified the first large cable head-end facilities that are suitable for being upgraded with a photovoltaic system. The systems are to be installed at the network locations in Naumburg, Altenburg and Grimma in central Germany, with the planned electricity yield amounting to around 34,000 kWh per year.

The Network Service & Development department is in charge of the project.

Energy audit

The first recommendations from the last energy audit were implemented in order to realise additional energy optimisations. The target temperature of the air-conditioning units was raised to 22 degrees in the head-ends and server rooms.

Train instead of plane

In 2022, the number of kilometres travelled by train was tripled compared to the previous year, while the distance covered by aeroplane was again reduced by a third.

Furthermore, any equipment that is no longer used was taken out of service. Savings potential of 2.5% is expected from the air-conditioning systems at the technical facilities. The last energy audit estimated the savings potential of such measures at 239,000 kWh. [GRI 302-4, GRI 305-1, GRI 305-2, GRI 305-3]]

Heating and air conditioning

Despite low office attendance, the energy required to heat the buildings occupied by the Tele Columbus Group rose by 14% year on year to 2,255 MWh in 2022. In total, the different energy sources contributed 543 tCO_2 to our carbon footprint. This outlay also includes a ventilation cooling system powered by district heating.

In 2022, an investigation was completed 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 CO_2 equivalent of which would require this aspect to be included in the carbon footprint. The result of a worst-case calculation and random checks of maintenance records made it clear that leaks of fluorinated gases are not capable of contributing significantly to our CO_2e footprint. We are therefore not publishing the amounts of any leaks, nor are we including them in our carbon footprint. [GRI 305-1, GRI 305-2, GRI 305-3, GRI 305-4, GRI 306-3]

In the course of an inventory of refrigerants used, it was recommended that the widely deployed R410A refrigerant be actively replaced by the much less environmentally harmful R32. In September 2022, the renovation of PŸUR Business's central network hub in Leipzig was taken as an opportunity to modernise and reinstall air-conditioning units. In doing so, 150 kg of refrigerant was changed to R32. [GRI 305-4]

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. As the pandemic abated, a much larger number of staff chose the train as a means of transport, leading to a tripling of the distance covered by rail to 699,887 passenger-kilometres. In the years affected by coronavirus, 2020 and 2021, this figure was merely 231,000 kilometres.

The vehicle fleet covered 10.6 million kilometres in total (previous year: 8.02 million kilometres). Its renewal is bearing fruit, with average CO_2 emissions by vehicles falling from 185 to 176 grammes per kilometre. Information on the number of kilometres travelled and the amount of fuel used was collected and tallied by external service providers. [GRI 302-4, GRI 305-1, GRI 305-2, GRI 305-3]

Employees are also given the opportunity to take advantage of offers by the bike leasing service JobRad. In 2022, 78 applications were made, and 56 bikes have been delivered so far. [GRI 302-4]

The Facility, Procurement & Logistics department is responsible for the fleet, business travel and JobRad applications.

Furthermore, the distances travelled by employees to and from work were analysed for the first time in the reporting year 2022. The continuation of internal coronavirus hygiene rules resulted in a significant proportion of remote working. Based on an attendance rate of 30% at the company's locations, a figure of 480 tCO_2 was calculated in relation to staff commuting, of which 319 tCO_2 was due to employer-required presences at the locations and is included in our carbon footprint.

The calculations take into account the different transport methods typically used, part-time work and employee groups who were unable to benefit from the flexibility of remote working. The assumptions on commuter-related emissions are based on the data analysis regarding "carbon footprints in everyday transport" taken from the "Mobility in Germany" study, which was published by the German Environment Agency in 2020.

The calculations were carried out by the Corporate Communications department. [GRI 305-1, GRI 305-3]

Scope 1 mobility	2020	2021	2022
Millions of km driven by car	6.73	8.02	10.6
Car tCO_2	1,269	1,483	1,877
Car gCO_2/km	188	185	176
Millions of km flown by aeroplane	0.32	0.16	0.11
Aeroplane tCO_2	84 [1]	42 [1]	28
Flight offsetting	100%	100%	100%
Millions of km travelled by train	0.23	0.23	0.7
Train tCO_2	0.79	-	-

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, at a rate of over 70%.

Along with customer modems, items such as smartcard modules, CI cards, remote controls, mains adapters and connecting cables were reconditioned. This enabled 211,175 devices and components to be approved for reuse in 2022. Such refurbishment prevented almost 60 tonnes of electronic waste in 2022. 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 stored temporarily and, if appropriate, sold to secondary users. No devices were sold to secondary users in 2022.

A good proportion of reconditioned customer hardware is shipped using the same packaging in which the devices were returned to us by end customers. [GRI 301-3]

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. [GRI 306-1, GRI 306-2, GRI 305-3]

4.4. Material purchasing

The Tele Columbus Group purchased new hardware for its end customers in 2022. Cradle-to-gate CO_2 emissions caused by the manufacturing process are reported in the carbon footprint.

The Facility, Procurement & Logistics department is responsible for this.

The successful implementation of our Fiber Champion Strategy can be seen from the quantities of cable that we procured. A total of 2,566 kilometres of material was purchased to modernise our networks and deliver the fibre-optic expansion agreed in many places. At 82.5%, fibre-optic cables clearly accounted for the lion's share.

	2020	2021	**2022**
Modems	39,000	57,188	**36,391**
DVB-C receivers	18,000	4,614	**-**
CI+ modules	25,000	2,866	**-**
Smartcards	23,098	24,253	**13,646**
Hard drives	1,300	-	**-**
Remote controls	17,148	1,984	**328**
Adapters	13,860	56,313	**40,210**
Connecting cables	147,205	93,930	**119,799**
Attachment adapters	1,341	-	**800**
Total parts	288,233	243,169	**211,175**

PVC protective pipes and distribution cabinets were also included in the CO_2e calculation for material purchasing for the first time in 2022. Such figures are incorporated in Scope 3 wherever points of reference to CO_2 equivalents can be proved.

Overall, material and hardware purchasing was responsible for 11,164 tCO_2e.

The Group does not produce its own materials or use semi-finished products. [GRI 301-1, GRI 301-2]

4.5. Logistics and postal communication

The supply of goods, delivery of customer hardware, delivery of advertising mail and our written correspondence resulted in 193 tCO2e (TTW), a sharp decline of 22.5% compared to the previous year (249 tonnes).

The figure includes 14.7 tCO_2 caused by cargo and freight forwarding as reported by the Facility Procurement & Logistics department. The software-based calculation is carried out by the Sustainability team in accordance with EN 16528 (TTW). [GRI 305-1]

The shipment of packages and letters resulted in 23.2 tCO_2. The amounts were reported by System Operations. We obtained the CO_2 factors from the shipping

providers. At 155 tonnes, letters sent by the Marketing department also accounted for less CO_2e. [GRI 305-1, GRI 305-2, GRI 305-3]

In 2022, selected letter campaigns were delivered for the first time on a fully CO_2-free basis. An information campaign in late summer saw 400 new trees planted in cooperation with Aktion Baum e.V., a charity that supports reforestation. The climate-neutral mailings saved just under 31 tonnes of CO_2e – a reduction that is already incorporated in the 155 tonnes attributable to marketing campaigns.

The positive customer response to CO_2-free mailings has encouraged us to develop a toolbox that makes it possible to flexibly offset CO_2e from paper production, printing and logistics. In view of price and raw material availability, we have made a conscious decision not to stick rigidly to one service provider and single types of paper, without having to make any compromises on sustainability. [GRI 301-2]

The figures were provided by the Campaigning team at the Brand & Marketing Communications department. We obtained the calculation factors from the shipping providers. CO_2 from printing services is still offset through the print service providers engaged by the company. Going forward, it will be possible to offset CO_2 through external partners [GRI 305-1, GRI 305-2, GRI 305-3]

4.6. Product usage

The use of our products results in the hardware we provide consuming energy in customer householders. These hardware elements include routers, cable modems, 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[1]. 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 CO_2 factor per kilowatt-hour is the average figure of 428 g/kWh as calculated by the German Environment Agency. [GRI 305-1, GRI 305-2, GRI 305-3]

End devices used in the field were provided by the Equipment Procurement & Logistics team, part of the Facility, Procurement & Logistics department. In the reporting year, the turnover of equipment was estimated on the basis of customer growth and fibre-optic network upgrades. Calculations relating to use periods and power consumptions were made by the Sustainability team in the Corporate Communications department. As

a result, total emissions amounted to 30,696 tCO_2e. The significant increase in this area is primarily due to the higher amount of CO_2 in Germany's energy mix. [GRI 302-2, GRI 305-1, GRI 305-2, GRI 305-3]

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. [GRI 303-1, GRI 306-1, GRI 306-2]

---

[1] https://www.ard-zdf-onlinestudie.de/files/2021/Beisch_Egger_Schaefer.pdf S. 6

4.8. Carbon footprint

The carbon footprint is calculated on the basis of the GHG Protocol. All figures are rounded up to tCO_2. [GRI 305-1, GRI 305-2, GRI 305-3

Scope 1	2020	2021	2022
Vehicle fleet	1,269 [1]	1,483 [2]	**1,877 [2]**
Heating energy	-	435	**68 [3]**

[1,2] Calculated by external providers (TTW analysis) [GRI 305-1]
[3] only self procured heating energy

Scope 2			
Power procurement			
location-based	10,217	10,785 [4]	12,556
market-based	5,623	70	43

[4] 12,612 tCO_2, taking into account the increased CO_2 factor per kWh in Germany's energy mix

Scope 3			
T&D line losses	663 [5]	560 [6]	551 [6]
Trips taken by aeroplane	84 [7]	42 [7]	28 [7]
Trips taken by train	1	0	0
Staff commuting	-	-	319
Electricity used during remote working			95
Product use	22,840	25,194	30,696
Electricity used by on-premise distribution systems	-	-	3,868
Materials	281	1,693	97
Hardware (CPE)	13,562 [8]	17,933	11,067
Logistics	209 [9]	249 [9]	193 [10]
Heating of rented properties	-	-	475
Carbon offset certificates	-84	-112	**-77**

[5] Defra, UK Conversion Factors on T&D losses 2019
[6] Defra, UK Conversion Factors on T&D losses 2021
[7] Offset through climate certificates
[8] CI+ modules were not included in this calculation
[9] In order to facilitate a comparison, additional information that was only available to us after the press date for the 2020 report was added
[10] Letters, packages & CPE warehouse logistics [GRI 305-3]

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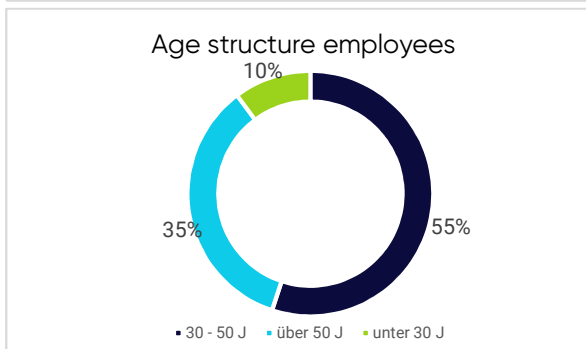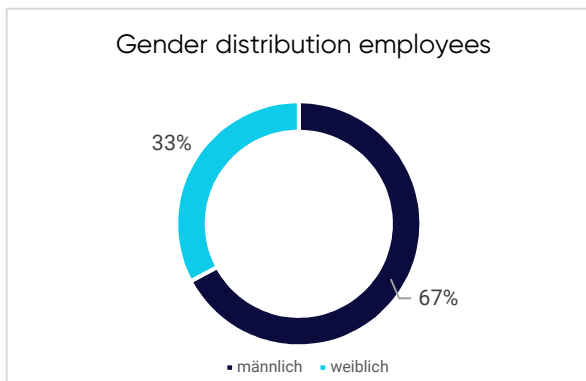
The main employers within Tele Columbus AG are Tele Columbus Betriebs GmbH, Tele Columbus Vertriebs GmbH, Radio-, Fernsehen- und Computertechnik GmbH (RFC for short) and HL komm Telekommunikations GmbH. An overview of the scope of consolidation of all associated companies and subsidiaries can be found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

5.1 Tele Columbus as an employer

As at 31 December 2022, the Tele Columbus Group counted 1,259 full-time equivalent employees among its workforce (previous year: 1,243.5). The workload was distributed among 1,351 (1,336) people. As at the reporting date, there were a further 56 external staff who are not our employees, but who cover a broad range of topics. Essentially, 54 of them perform office-related

tasks, and two are project managers whose work additionally involves travelling and field sales. [GRI 2-8]

Across all company locations, 98.9% of employees with management responsibility have their primary residence in the Federal Republic of Germany. [GRI 202-2]

Gender distribution employees

33%

67%

■ männlich ■ weiblich

Age structure employees

10%

55%

35%

■ 30 - 50 J ■ über 50 J ■ unter 30 J

All personnel issues are managed at Group level by the Human Resources department, which reports directly to the Management Board. Contracts with external staff are managed by the Legal department. [GRI 2-7]

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. The rules on remote working introduced under the hygiene concept continue to apply even after the pandemic has abated.

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 204 employees left our company in 2022, and 210 employees were recruited. Staff turnover therefore

increased further to 16.5% in the reporting year. We are very good at attracting young talent, with 55% of our new recruits coming from the under-30 age category. At the same time, this group accounts for the highest level of turnover, at just under 43%. A total of 31% of new employees in 2022 were female (previous year: 42%). [GRI 401-1]

	2020	2021	2022
Incoming staff	194	187	210
Outgoing staff	148	160	204
Turnover rate	12.5%	13.1%	16.5%

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.

Referral rate as an ESG goal

One of our ESG goals is to increase our referral rate. Tele Columbus was able to gain eight eNPS points in the period from 2021 to 2022.

As an example, the eNPS referral rate that defines whether someone would recommend the Tele Columbus Group to a friend or acquaintance as an employer has improved by eight points. This rate has now become a sustainability goal. The company aims to achieve a positive figure that exceeds the current top levels in the industry. The total index value covering all questions (eNPS index) increased once again from 2021 to 2022, rising by an impressive 12 percentage points (previous year: +6).

In particular, our employees are very happy that their supervisors grant them a degree of freedom within which they can take responsibility themselves for the way in which they achieve their targets. The team spirit across all departments is also singled out for praise.

The increased number of training opportunities was very positively received by employees (+25 points). As a result, employee perspectives with regard to their opportunities to grow within the company have significantly improved (+17 points).

eNPS in pp	2020	2021	2022
Change in eNPS	+16	+6	+12
Referral rate	+29	+7	+8

Although the last campaign aimed at reinforcing and asserting our company values of simplicity, efficiency and fairness was a long time ago, support for respecting our values and speaking up when decisions are not taken in line with them has increased tremendously, by 19 and 20 percentage points respectively. This fits to a certain extent with the sharp fall of nine percentage points in the level of agreement with the statement that employees do not have to fear being disadvantaged because of their origin, religion, gender or sexual orientation (although this statement still meets with significant consensus), as well as with the decline of two percentage points in respect of the question about equal advancement prospects for female employees.

Our set of values and the deep commitment we have shown to diversity topics, including setting up mandatory training and appointing a Diversity Officer, has attracted considerable attention and heightened awareness of equality and diversity to a much greater extent. In this respect, the negative development should be seen less as a practical deterioration in the situation within the company, and more as a greater sensitivity fuelled by a desire to actively champion a non-discriminatory working environment.

Our employees are in no doubt that the path we are following with our Fiber Champion Strategy is exactly the right one. Since the NPS surveys were introduced, we have never seen a greater number of our workforce who firmly believe in the company's long-term success (+ 7 percentage points in 2022).

NPS survey method

1	2	3	4	5	6	7	8	9	10

Detractors	Passives	Promoters
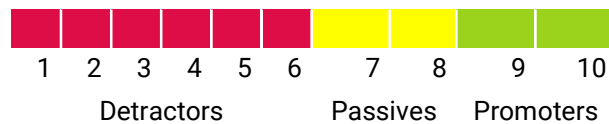
5.3 HR development

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. [GRI 404-3]

Training	2020	2021	**2022**
Courses completed	7,920	5,355	**17,627**
Hours spent training	7,906	17,707	**25,502**
Hours of training per employee/year	6.7	13.25	**22.2**

In 2022, 2,948 staff took part in various elective training and in-service training courses (previous year: 1,530). The number of hours spent in training rose significantly to 18,596. All employees have the opportunity to take part in training measures. The fact that the gender distribution in these training courses matches that of the company as a whole, plus or minus three percentage points, proves how well the offerings are received by all employees.

In addition to the elective training courses, the entire workforce needs 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. Other

In 2022, the time that each employee spent completing training increased from 13 to 22 hours. The employee survey clearly highlighted that our employees highly value our training opportunities.

modules are also available on how to handle information to ensure data security when working from home and on the company's hygiene concept in the workplace. [GRI 403-5, GRI 403-6]

Topics such as fair competition, the Group's policy on information classification and the new procurement policy were also addressed in mandatory job-related training courses in 2022. An impressive 14,679 tests have been successfully completed for the online modules, with over 6,614 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. A new record of 25,502 hours were spent on training in total. On average, each employee completed 22.2 hours of training in 2022. [GRI 2-24, GRI 404-1]

Remuneration policy

The remuneration of the members of the highest executive body and of senior executives is subject to individual contractual arrangements. In all cases, the agreements comprise a fixed and a variable remuneration component. [GRI 2-19]

Our employees are not subject to any centralised collective bargaining agreements. However, the companies in the Tele Columbus Group have entered into numerous collective agreements governing working

hours, IT use, bonus components and fringe benefits. [GRI 2-30]

Remuneration is determined by the Management Board in close consultation with the works council. [GRI 2-20]

In principle, temporary and part-time employees have the same entitlement to benefits as permanent staff with full-time contracts. [GRI 401-2]

The Group employs ten people who receive remuneration in accordance with the provisions on the statutory minimum wage. Compliance with these requirements is verified regularly, or at least once a year. [GRI 202-1]

No company pensions are currently agreed. However, the Group has entered into obligations under pension commitments that are measured in actuarial reports each year in accordance with the German Commercial Code (HGB), the tax accounts and IFRS.

The various pension obligations are covered by a variety of reinsurance policies, and any remaining shortfalls are protected against default. [GRI 201-3]

In the event of operational changes where the thresholds under the German Works Constitution Act (BetrVG, Section 111) are reached, an announcement is made via

the employee representatives as soon as the details of such a change become sufficiently clear. [GRI 402-1]

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.
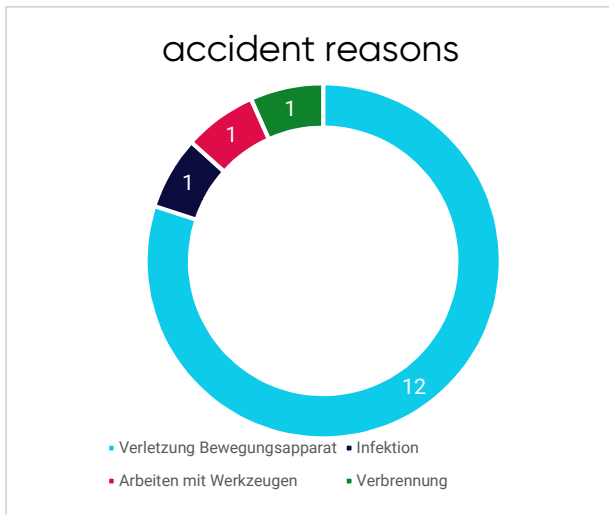
Company safety officers, fire safety assistants and first aiders are designated at the necessary locations and trained in order to ensure safety in the workplace in the interest of optimum accident prevention as well as reducing the potential consequences of fires and accidents. An occupational safety committee is in place at all main company locations as per Section 11 Sentence 1 of the German Occupational Safety Act (ASiG). [GRI 403-8]

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. [GRI 403-1, GRI 403-6, GRI 403-8]

The Tele Columbus Group recorded 15 reportable work-related accidents in 2022. In terms of the number of work-related accidents per 1,000 employees[2], the accident rate was 13.05 (industry average: 17.03) and the number of lost work days totalled 411 days. The number of work-related accidents per 1,000 employees and the number of lost working days per million hours worked (LTIFR) of 7.4 (industry average: 11.06) further verified the effectiveness of the occupational health and safety measures and preventative action taken within

---

[2] Inactive work contracts were not included in the calculation of the company accident rate. The 1.000-Mann-Quote (TMQ) is comparable to the recordable injury rate (RIR)

accident reasons

- Verletzung Bewegungsapparat
- Infektion
- Arbeiten mit Werkzeugen
- Verbrennung

the Group. The values for the industry average within the responsible trade association[3] 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, ArbSchG) 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. [GRI 403-9]

	2020	2021	**2022**
Accident rate per 1,000 employees	13.6	7.3	**13.1**
Lost work days	259	101	**411**
Lost work days LTIR (per 200,000 hours)	1.6	0.8	**1.48**
LTIFR (per 1 million hours)	8.1	4.1	**7.4**

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.

When awarding contracts to external service providers, particularly for assembly and underground construction work, the relevant contracts 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). [GRI 403-3, GRI 403-2, GRI 403-4, GRI 403-7]

Hazardous work

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. Eleven of the 15 recorded work-related accidents occurred at RFC.

[3] https://www.dguv.de/de/zahlen-fakten/au-wu-geschehen/index.jsp

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. The works councils of Tele Columbus actively used their co-determination rights in 2022.

Meetings take up a significant amount of working time. Together with the Group works council, the company has issued a guide to holding meetings as a way of recommending uniform rules. Particular emphasis is placed on limiting meetings to the extent necessary and ensuring breaks between meetings.

In February, the works council was involved in the amendment of customer satisfaction surveys in the housing industry. The revised questions were intended to improve the response rate and reduce opportunities to identify specific PŸUR employees.

In October 2022, the new division of responsibilities in the Sales Reporting team was agreed with the works council.

In November 2022, the Group works council entered into an agreement with the Management Board on one-off payments and a salary increase to help employees with the cost of living in 2022 and 2023.
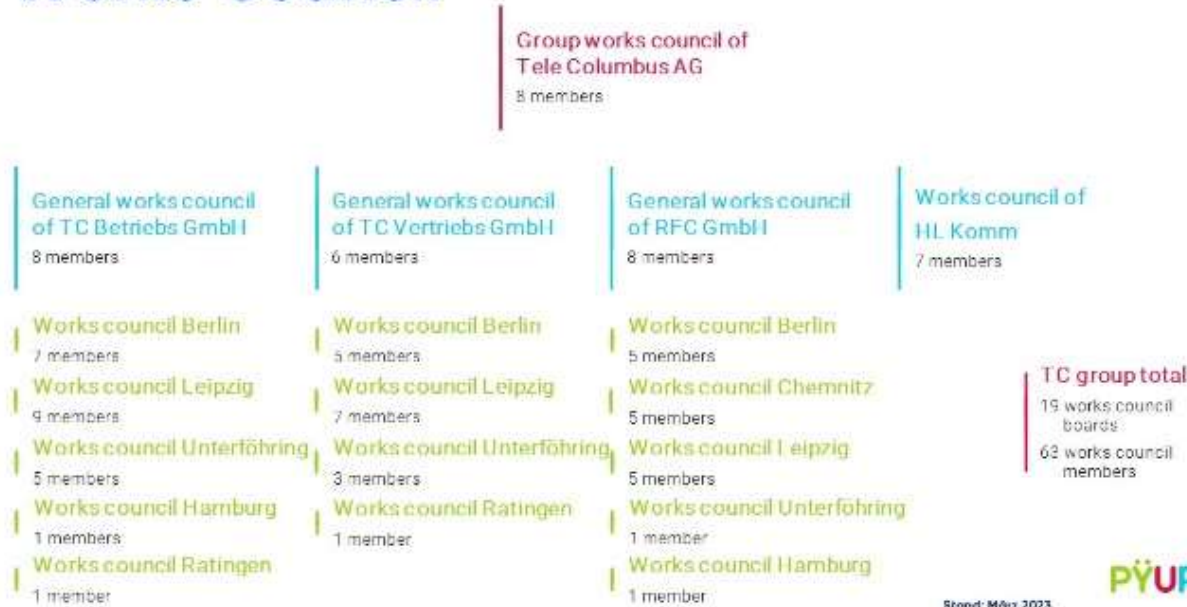
Furthermore, a new, variable remuneration model was adopted in December 2022 for the Consumer area at Tele Columbus Vertriebs GmbH. This enables above-average performance to be rewarded to a greater extent than before. Another goal was to further enhance the attractiveness of Tele Columbus as an employer compared to its competitors.

In addition, the works council kept a critical eye on the introduction of new software throughout the year.

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 works agreements and semi-formal works agreements. Tele

Works Council

Group works council of Tele Columbus AG
8 members

General works council of TC Betriebs GmbH
8 members

General works council of TC Vertriebs GmbH
6 members

General works council of RFC GmbH
8 members

Works council of HL Komm
7 members

Works council Berlin
7 members

Works council Leipzig
9 members

Works council Unterföhring
5 members

Works council Hamburg
1 members

Works council Ratingen
1 member

Works council Berlin
5 members

Works council Leipzig
7 members

Works council Unterföhring
3 members

Works council Ratingen
1 member

Works council Berlin
5 members

Works council Chemnitz
5 members

Works council Leipzig
5 members

Works council Unterföhring
1 member

Works council Hamburg
1 member

TC group total
19 works council boards
62 works council members

PŸUR

Stand: März 2023

Columbus respects employees' rights to organise themselves freely and negotiate collectively.

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. Responsibility for advancing the topics of diversity, inclusion and gender equality is an HR topic and, as such, lies with the Human Resources department, which reports directly to the Management Board. The HR department is supported by our Diversity Officer and an external consultancy firm.

Instances of discrimination and personal attacks can be reported to the Head of the HR department, our external ombudswoman, the compliance management team and our Diversity Officer. One instance of discrimination was reported in 2022. Appropriate awareness measures were initiated at the company in question, and steps were also taken under employment law. [GRI 2-16, GRI 2-25]

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.

Tele Columbus aims to increase the percentage of female employees and would like to see a higher number of women in management positions. This objective has now been made into a sustainability goal. Tele Columbus will double the percentage of women in management positions by 2030 and intends to attract two female executives to the company.

This strategic goal is now giving rise to a wide variety of measures and activities aimed at heightening awareness of the potential and benefits of diversity and inclusion for Tele Columbus within the workforce as a whole.

These measures began with a kick-off training event for all our staff on the subject of diversity and inclusion. Targeted diversity training is included in the range of bookable modules available to managers.

In September 2022, Tanja Linares-Palomino was appointed from within our own ranks as our first Diversity Officer. Promoting diversity and inclusion is part of her job description, not something she does on the side. Furthermore, our intranet contains a dedicated section on diversity, as well as an information box on the homepage.

The "PŸUR Women" network established by employees acts as an independent addition to the works council and as a point of contact and source of input for the HR department. Both committees liaise regularly with each other.

The package of measures implemented by us ensured that the topics of diversity, inclusion and gender equality gained much more attention within the company in 2022. Another important factor is that, regardless of personal views and individual sensitivities, discussing these subjects prompts people to reflect more on their own day-to-day behaviour.

Work/life balance is important to Tele Columbus. In 2022, 65 employees took parental leave. This points to a trend of more and more fathers making use of this entitlement. A total of 42 (previous year: 35 employees returned from parental leave in 2022. All employees who returned from parental leave still worked for our company after 12 months of being back. [GRI 401-3]

At 94.6%, the vast majority of employment relationships are full-time contracts. As at 31 December 2022, the company had a total of 128 part-time agreements in place, predominantly with female employees, who accounted for a share of 84%.

In addition to the possibility of remote working, 310 employees have come to individual agreements regarding location-independent working or working from home (previous year: 288). [GRI 2-7]

As at the reporting date, the Group had 52 employees in a managerial role (previous years: 49, 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 44

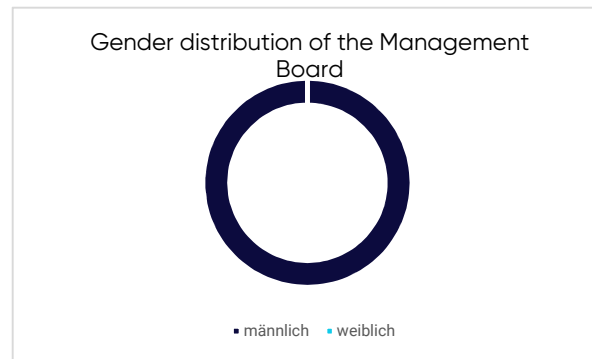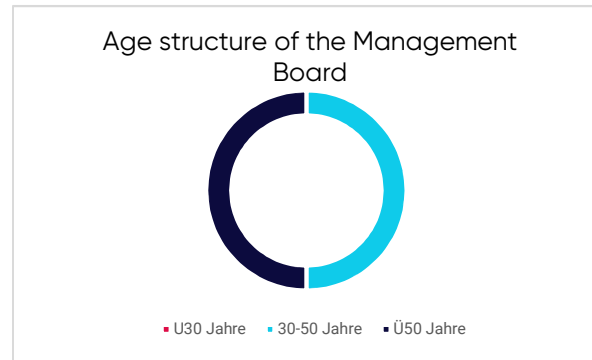in the previous year to 46. Tele Columbus had 39 employees with disabilities in the reporting year.

Excluding managers, 65% of the total workforce is male and 35% female. 10% of employees come from the under 30 age category, 55.4% are aged between 30 and 50 and 34.6% are over 50. The 177 management positions are dominated by men, who hold 79.7% of them, with women accounting for 20.3%. The under-30 age group makes up 1 managers (0.6%), the 30-to-50 age category 59.9% and the over 50s 39.5% [GRI 405-1]

Comparing the average base remuneration of male and female employees with management responsibility at the respective levels of hierarchy, women at management level earn 96.6% (CEO-2), 92% (CEO-3) and 87.5% (CEO-4) of the average target salary. No female staff were employed at the management team level (CEO-1) in 2022. Female employees without management responsibility earn 96.9% of the average target salary. [GRI 405-2]

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 AG earned 18.7 times the average salary of all other employees at the Group.

The Chief Executive Officer's remuneration did not change in comparison with the previous year. The overall pay of the workforce increased by 5.2 percentage points. [GRI 2-21]

Age structure of the Management Board

■ U30 Jahre   ■ 30-50 Jahre   ■ Ü50 Jahre

Gender distribution of the Management Board

■ männlich   ■ weiblich

The Supervisory Board comprises four members, one of whom is female. In 2022, the two members of the Management Board were male and belonged to the 30 to 50 and over 50 age categories. [GRI 405-1]

Age structure of the Supervisory Board

25%   25%

50%

■ 30 - 50 J   ■ 50 - 60 j   ■ Ü 60 J

Gender distribution of the Supervisory Board

25%

75%

■ männlich   ■ weiblich
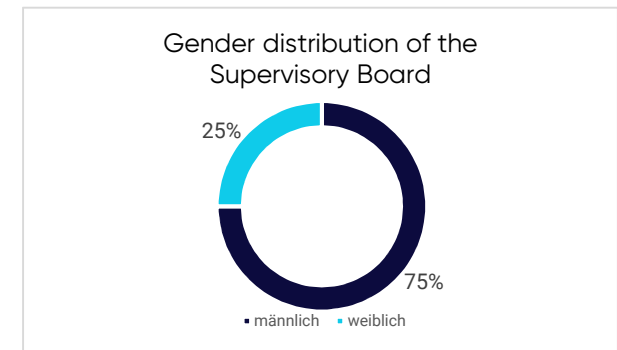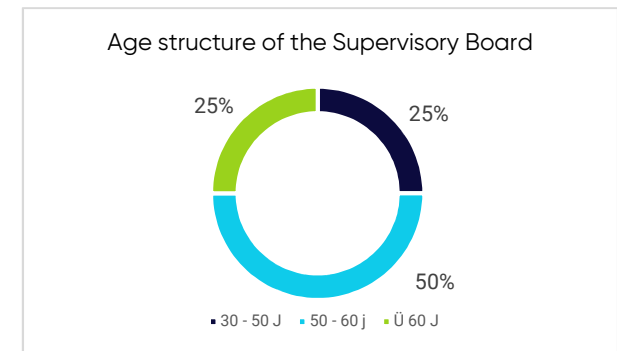
Compliance

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 that is focused on long-term success.

The Compliance Officer is responsible for ensuring compliance with statutory provisions, regulatory standards and internal directives, and regularly reports to the Management Board and to 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 directors 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 local Compliance Coordinators, 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.

All reports are reviewed by the Compliance team. If any information is deemed critical, the Management Board and, if necessary, the Supervisory Board are notified. [GRI 2-25, GRI 2-26]

In 2022, 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.

One instance of discrimination was reported to the highest corporate bodies in the course of 2022. Awareness measures were initiated and steps under employment law were taken at the company in question. [GRI 216-1, GRI 406-1]

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.

Employee surveys revealed that Compliance and CSR enjoy the highest level of satisfaction at 49 points (previous year: 47) and that the mechanisms and reporting channels for compliance issues are well known, which significantly boosts the work of compliance management and the effectiveness of our protective measures.

The establishment of an effective internal control system, corresponding reporting duties and the provision of a whistle-blower system are key parts of the management and control environment at Tele Columbus that allow conflicts of interest involving the highest executive body to be monitored. An internal audit department was also set up within the scope of the three-line model implemented by the company. [GRI 2-15]

6.1. Compliance cases in 2022

In 2022, 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.

With regard to corruption or breaches of antitrust and competition law, no judgments were issued against Tele Columbus and no fines were imposed. Two actions alleging behaviour in breach of competition law are pending. [GRI 2-27, GRI 205-1, GRI 205-3, GRI 206-1]

New employees receive compliance training. In addition, training on protection against corruption is refreshed on an annual basis. A 77.3% participation rate was achieved in 2022. Staff who miss any online training courses must undergo them at a later date.

All our business premises are located in the Federal Republic of Germany. No review of location-based corruption risks was carried out. [GRI 205-1]

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. [GRI 2-28, GRI 415-1]

6.3. Fair supply chains

The social and environmental requirements laid down in our Code of Conduct were agreed as part of the contracts entered into with all new suppliers. The Code of Conduct is available in German and English on our website. Employees can find the Code of Conduct and a declaration on its significance signed by the Management Board on the intranet. [GRI 2-23]

The Code of Conduct includes requirements such as banning forced and child labour, fair pay, freedom of assembly and compliance with national and international environmental standards. This document, together with our general terms and conditions of purchase and individual contractual agreements, ensures fair working conditions and sustainable product purchasing. [GRI 2-24]

In the case of contracts awarded following a tender process, reviews were carried out in 2022 and information on environmental and social standards was requested. This review covered 3% of the net purchasing volume in 2022. [GRI 414-1]

Around 10% of all our suppliers have been made aware of our anti-corruption policy. [GRI 205-2]

At 86%, the vast majority of the procurement budget is accounted for by suppliers from Germany. This means that the materials and services we use originate from our own sales and network distribution area. [GRI 204-1]

Tele Columbus maintains selected direct supplier relationships with firms based outside the European Union. In one of the production countries, the right of employees to freedom of association is restricted. A review of the supplier countries did not reveal any elevated risks of child or forced labour in any cases. All countries of origin have ratified at least seven of the eleven core standards of the UN International Labour Organization. [GRI 407-1, GRI 408-1, GRI 409-1]

No negative findings with regard to environmental impacts or working conditions were made at any of our new suppliers. Nor did any corresponding findings come to light within the supply chain for which we are responsible. [GRI 308-1, GRI 308-2 GRI 414-2]

Monitoring supply chains is part of our ESG Strategy. By 2030, we aim to conduct a review process at all suppliers that together make up more than 90% of our annual purchasing volume.

The Facility, Procurement & Logistics department is responsible for this.

Facts and figures

EMPLOYEES	Unit	2017	2018	2019	2020	2021	**2022**
Total workforce	Number of FTE employees	-	-	-	1,203.8	1,243.5	**1,259.2**
Part-time employees	Number of people	-	-	-	103	111	**128**
Part-time female employees	Number of people	-	-	-	-	95	**107**
Part-time male employees	Number of people	-	-	-	-	16	**21**
Full-time employees	Number of people	-	-	-	-	1,041	**1,042**
Full-time female employees	Number of people	-	-	-	-	294	**277**
Full-time male employees	Number of people	-	-	-	-	747	**765**
Permanent employees	Number of people	-	-	-	-	1,163	**1,166**
Percentage of	permanent employees	-	-	96	95.6	95.2	**94.6**
Number of	Number of people	-	-	-	-	58	**67**
Percentage of	permanent employees	-	-	4	4.4	4.8	**5.4**
Employees with disabilities	Number of people	-	-	44	43	41	**39**
Trainees and students	Number of people	-	-	-	13	44	**46**
Percentage of	female employees	-	-	-	33	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	**52**

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	**96.2**
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	**89.5**
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	**82.9**
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	**95.2**
Incoming staff	Number	-	203	173	194	187	**210**
Outgoing staff	Number	-	247	147	148	160	**204**
Turnover rate	in %	-	14.7	12.25	12.5	13.1	**16.5**
Employees who have taken parental leave	Number	-	-	-	50	60	**65**
Employees who have returned to work and remain employed by the Group 12 months after coming back	in %	-	-	-	100	100	**100**

HEALTH PROTECTION AND OCCUPATIONAL SAFETY

	Unit	2017	2018	2019	2020	2021	**2022**
Occupational accident rate per 1,000 employees	in %	-	14.3	8.7	13.6	7.3	**13.1**
Lost work days	Days	-	-	-	259	101	**411**
Lost work days LTIR (per 200,000 hours)	in 200,000 hours	-	-	-	1.6	0.8	**1.48**
LTIFR (per 1 million hours)	in 1 million hours	-	-	-	8.1	4.1	**7.4**

EMPLOYEE REPRESENTATION

	Unit	2017	2018	2019	2020	2021	**2022**
Total number of works council committees	Number	-	-	-	17	17	**19**
Total number of works council members	Number	-	-	-	61	61	**63**

HR DEVELOPMENT

	Unit	2017	2018	2019	2020	2021	**2022**
Completed training measures	Number	-	-	3,728	7,920	5,355	**17,627**
Total hours spent training	Number of hours	-	-	-	7,906	17,707	**25,502**
Hours of training per employee/year	Number of hours	-	-	-	6.7	13.25	**22.2**
Participants in elective training and in-service training Each employee may have taken several courses	Number of participants	-	-	-	-	1,530	**2,948**
Hours spent completing elective training and in-service training	Number of hours	-	-	-	4,703	15,786	**18,596**
Hours spent completing mandatory training	Number of hours	-	-	-	3,203	1,921	**6,906**
Completion rate for mandatory training	in %	-	-	-	88.3	76	**77.3**

EMISSIONS OVERVIEW	Unit	2017	2018	2019	2020	2021	2022
Purchasing	tCO$_2$	-	-	-	-	19,626	**11,164**
Heating energy	tCO$_2$	-	-	-	-	435	**68**
Self-procured heating energy	MWh	-	-	-	-	1,793	**302**
Power	tCO$_2$	10,260	9,375	6,190	5,623	70	**43**
Market-based power procurement, the strong reduction can be attributed to the increased procurement of green electricity							
Vehicle fleet	tCO$_2$	1,727	1,908	1,630	1,269	1,483	**1,887**
Trips taken by aeroplane	tCO$_2$	-	286	324	84	42	**28**
Logistics Data incomplete	tCO$_2$	-	-	-	209	249	**193**
Product use	tCO$_2$	-	-	-	22,840	25,193	**30,696**
Line losses	tCO$_2$	-	-	-	663	554	**551**

ENVIRONMENT	Unit	2017	2018	2019	2020	2021	2022
ENERGY AND CO$_2$ EMISSIONS							
Total power consumption	in MWh	33,026	32,570	30,538	29,515	29,466	**29,337**
thereof TC networks	in MWh	25,588	25,404	23,183	22,897	22,514	**22,235**
thereof HL komm network	in MWh	-	68	85	677	401	**894**
thereof HL komm technical facilities + Leipzig data centre	in MWh	6,866	7,166	7,257	5,701	5,112	**4,943**
thereof Tele Columbus offices and shops	in MWh	-	-	-	1,030	1,066	**1,028**
thereof HL komm offices and shops	in MWh	-	-	-	228	257	**186**
Percentage of renewable energies	in %	-	-	-	66.7	99.4	**99.7**
Emissions from non-renewable energies	in tCO$_2$	-	-	-	-	69.9	**43.4**

ENVIRONMENT	Unit	2017	2018	2019	2020	2021	**2022**
MOBILITY							
Car	Million kilometres	9.03	9.99	8.64	6.73	8.02	**10.6**
Car	tCO$_2$	1,727	1,909	1,630	1,269	1,483	**1,877**
Car	gCO$_2$/km	-	191	189	188	185	**176**
Aeroplane	Million kilometres	-	0.92	1.05	0.32	0.16	**0.11**
Aeroplane Offset through climate certificates since 2020	tCO$_2$	-	286	324	84	42	**28**
Flight offsetting	in %	-	-	-	100	100	**100**
Train	Million kilometres	0.98	1.06	0.99	0.23	0.23	**0.7**
Train	tCO$_2$	-	-	3.50	0.90	-	**-**

ENVIRONMENT	Unit	2017	2018	2019	2020	2021	**2022**
Internal internet backbone infrastructure	in %	64.8	68.9	69.6	71	71.5	**71.5**
Transferred data volumes	Exabytes	-	-	-	0.84	1.03	**1.21**
Data volumes for each active connection per month	Gigabytes	-	-	-	138	142	**155**
Energy consumption	Terabytes in kWh	-	-	-	27.2	21.9	**19**
Scope 1+2 emissions	Terabytes in kg CO$_2$	-	-	-	8.2	1.9	**1.4**
T&D line losses Defra, UK Conversion Factors on T&D losses for 2019 and 2021	tCO$_2$	-	-	-	663	560	**551**

ENVIRONMENT	Unit	2017	2018	2019	2020	2021	2022
HARDWARE REFURBISHMENT | DISPOSAL							
Refurbishment total parts incl.: smartcards, adapters, power cables, remote controls	Number	-	-	531,640	288,233	243,169	**211,175**
Modems	Number	7,200	18,000	64,000	39,000	57,188	**36,391**
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	-	-
Refurbishment rate	in %	-	-	-	70	70	**>70**
DISPOSAL							
CPE Tele Columbus	Number	-	-	-	-	0	**0**
CPE PROCUREMENT							
Modems	Number	-	-	-	150,000	211,800	**123,227**
DVB-C receivers	Number	-	-	-	26,000	10,000	-
CI+ modules	Number	-	-	-	50,000	48,000	**42,000**
Hard drives	Number	-	-	-	9,000	-	-
Optical network terminals (ONT)	Number	-	-	-	-	14,686	**36,935**
WiFi extenders	Number	-	-	-	--	7,800	**4,608**

ENVIRONMENT	Unit	2017	2018	2019	2020	2021	2022
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	**193**
Cargo and freight forwarding	tCO$_2$	-	-	-	-	26	**15**
Shipment of packages and letters	tCO$_2$	-	-	-	-	26	**23**
Marketing mailings Recorded separately from the shipment of packages and letters for the first time in 2021	tCO$_2$	-	-	-	-	198	**155**

ENVIRONMENT	Unit	2017	2018	2019	2020	2021	2022
PRODUCT USE							
Overall	tCO$_2$					25,194	**34,565**
Energy consumption from product use by customers[4]	tCO$_2$	-	-	-	22,840	25,194	**30,696**
Energy consumption of on-premise distribution systems by housing industry	tCO$_2$	-	-	-	-	-	**3,869**

---

[4] https://www.ard-zdf-onlinestudie.de/files/2021/Beisch_Egger_Schaefer.pdf p. 6

Carbon footprint

Carbon footprint	Unit	2017	2018	2019	2020	2021	2022
Total SCOPE 1							
Vehicle fleet Calculated by external providers	tCO$_2$	1,727	1,908	1,630	1,269	1,483	**1,877**
Heating energy	tCO$_2$	-	-	-	-	435	**68**
Total SCOPE 2							
Location-based power procurement	tCO$_2$	15,641	15,440	14,470	10,217	10,785	**12,556**
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	**43**
Total SCOPE 3							
T&D line losses Defra, UK Conversion Factors on T&D losses for 2019 and 2021	tCO$_2$	-	-	-	663	554	**551**
Heating energy	tCO$_2$	-	-	-	-	-	**475**
Trips by aeroplane Offset through climate certificates since 2020	tCO$_2$	-	286	324	84	42	**28**
Trips taken by train	tCO$_2$	-	-	4	1	-	**-**
Employees' commutes	tCO$_2$	-	-	-	-	-	**319**
Electricity used during remote working	tCO$_2$	-	-	-	-	-	**95**
Product use	tCO$_2$	-	-	-	22,840	25,193	**30,696**
NE4 on-premise distribution systems	tCO$_2$	-	-	-	-	-	**3,868**
Material and hardware purchasing	tCO$_2$	-	-	-	13,843	19,626	**11,164**
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	**193**
CARBON OFFSET CERTIFICATES GRI 305-5	tCO$_2$	-	-	-	-84	-112	**-77**

References to GRI

GRI Index

Statement of use	Tele Columbus AG has reported in accordance with the GRI Standards for the period January 1st - December 31st 2022.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	none

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION		
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION
General disclosures					
GRI 2: General Disclosures 2021	2-1 Organizational details	p. 2, 3			
	2-2 Entities included in the organization's sustainability reporting	p. 2			
	2-3 Reporting period, frequency and contact point	p. 2			
	2-4 Restatements of information	p. 2			
	2-5 External assurance	p. 2			
	2-6 Activities, value chain and other business relationships	p. 2			
	2-7 Employees	p. 24, 30			
	2-8 Workers who are not employees	p. 24			
	2-9 Governance structure and composition	p. 5			
	2-10 Nomination and selection of the highest governance body	p. 5			
	2-11 Chair of the highest governance body	p. 5			

	2-12 Role of the highest governance body in overseeing the management of impacts	p. 6			
	2-13 Delegation of responsibility for managing impacts	p. 5			
	2-14 Role of the highest governance body in sustainability reporting	p. 2, 5			
	2-15 Conflicts of interest	p. 33			
	2-16 Communication of critical concerns	p. 30			
	2-17 Collective knowledge of the highest governance body	p. 6			
	2-18 Evaluation of the performance of the highest governance body	p. 6, 8			
	2-19 Remuneration policies	p. 6, 26			
	2-20 Process to determine remuneration	p. 6			
	2-21 Annual total compensation ratio	p. 31			
	2-22 Statement on sustainable development strategy	p. 6, 7			
	2-23 Policy commitments	p. 33			
	2-24 Embedding policy commitments	p. 2, 4, 6, 7, 26, 33			
	2-25 Processes to remediate negative impacts	p. 30, 32			
	2-26 Mechanisms for seeking advice and raising concerns	p. 32			
	2-27 Compliance with laws and regulations	p. 33			
	2-28 Membership associations	p. 33			
	2-29 Approach to stakeholder engagement	p. 9, 12, 15			
	2-30 Collective bargaining agreements	p. 27			

Material topics					
GRI 3: Material Topics 2021	3-1 Process to determine material topics	p. 4			
	3-2 List of material topics	p. 4			
Economic performance					
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 4			
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	p. 3			
	201-2 Financial implications and other risks and opportunities due to climate change	p. 7			
	201-3 Defined benefit plan obligations and other retirement plans	p. 27			
	201-4 Financial assistance received from government	p. 3		Information unavailable/incomplete	Grants received in connection with the broadband roll-out are disclosed in the financial statements. It cannot be ruled out whether federal subsidies awarded to the applicant were distributed directly to the Tele Columubus Group as part of the individual contractual arrangements for municipal broadband expansion.
Market presence					
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	p. 27			
	202-2 Proportion of senior management hired from the local community	p. 24			
Indirect economic impacts					
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	p. 2			

	203-2 Significant indirect economic impacts	p. 10			
Procurement practices					
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	p. 11, 33			
Anti-corruption					
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	p. 33			
	205-2 Communication and training about anti-corruption policies and procedures	p. 33			
	205-3 Confirmed incidents of corruption and actions taken	p. 33			
Anti-competitive behavior					
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	p. 33			
Tax					
GRI 207: Tax 2019	207-1 Approach to tax	p. 3			
	207-2 Tax governance, control, and risk management	p. 3, 8			
	207-3 Stakeholder engagement and management of concerns related to tax	p. 9, 15			
	207-4 Country-by-country reporting	p. 3			
Materials					
GRI 301: Materials 2016	301-1 Materials used by weight or volume	p. 21			
	301-2 Recycled input materials used	p. 21, 22			
	301-3 Reclaimed products and their packaging materials	p. 20			
Energy					
GRI 302: Energy 2016	302-1 Energy consumption within the organization	p. 18			

	302-2 Energy consumption outside of the organization	p. 18, 22			
	302-3 Energy intensity	p. 18			
	302-4 Reduction of energy consumption	p. 19, 20			
	302-5 Reductions in energy requirements of products and services	p. 17			
Water and effluents					
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	p. 22			
	303-2 Management of water discharge-related impacts			Not applicable	Water withdrawals in the sense of production-related consumption do not occur. Consumption is limited to the ordinary to the normal water consumption of office space.
	303-3 Water withdrawal			Not applicable	see above
	303-4 Water discharge			Not applicable	see above
	303-5 Water consumption			Not applicable	see above
Biodiversity					
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas			Not applicable	Tele Columbus does not directly impact biodiversity and habitat.
	304-2 Significant impacts of activities, products and services on biodiversity			Not applicable	see above
	304-3 Habitats protected or restored			Not applicable	see above
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations			Not applicable	see above
Emissions					

GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	p. 16, 17, 19, 20, 21, 22, 23		
	305-2 Energy indirect (Scope 2) GHG emissions	p. 16, 17, 19, 22, 23		
	305-3 Other indirect (Scope 3) GHG emissions	p. 16, 17, 19, 20, 21, 22, 23		
	305-4 GHG emissions intensity	p. 19		
	305-5 Reduction of GHG emissions	p. 42		
	305-6 Emissions of ozone-depleting substances (ODS)		Not applicable	Possible effects from the use of coolants in air conditioning systems were examined but were not classified as significant.
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions		Not applicable	No such substances in use
Waste				
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	p. 21, 22		
	306-2 Management of significant waste-related impacts	p. 21, 22		
	306-3 Waste generated	p. 19		
	306-4 Waste diverted from disposal		Not applicable	Since Tele Columbus is not a manufacturing company, waste is generated only in the course of office activities and determined as not material.
	306-5 Waste directed to disposal		Not applicable	Appropriate, selectively additional waste, such as file disposal, electronic scrap and bulky waste is disposed of appropriately by waste disposal service providers.
Supplier environmental assessment				

GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	p. 34			
	308-2 Negative environmental impacts in the supply chain and actions taken	p. 34			
Employment					
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	p. 25			
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	p. 27			
	401-3 Parental leave	p. 30			
Labor/management relations					
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes	p. 27			
Occupational health and safety					
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	p. 27			
	403-2 Hazard identification, risk assessment, and incident investigation	p. 28			
	403-3 Occupational health services	p. 28			
	403-4 Worker participation, consultation, and communication on occupational health and safety	p. 28			
	403-5 Worker training on occupational health and safety	p. 26			
	403-6 Promotion of worker health	p. 26, 27			

	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	p. 28			
	403-8 Workers covered by an occupational health and safety management system	p. 27			
	403-9 Work-related injuries	p. 28			
	403-10 Work-related ill health				No case to report
Training and education					
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	p. 26			
	404-2 Programs for upgrading employee skills and transition assistance programs			Not applicable	Transition assistance programs not yet deployed
	404-3 Percentage of employees receiving regular performance and career development reviews	p. 26			
Diversity and equal opportunity					
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	p. 31			
	405-2 Ratio of basic salary and remuneration of women to men	p. 31			
Non-discrimination					
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	p. 32			
Freedom of association and collective bargaining					
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	p. 34			
Child labor					

GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	p. 34			
Forced or compulsory labor					
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	p. 34			
Security practices					
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures			Not applicable	No security personnel deployed
Rights of indigenous peoples					
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples			Not applicable	No business activities in such areas
Local communities					
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	p. 11			
	413-2 Operations with significant actual and potential negative impacts on local communities			Not applicable	No negative impacts on local communities
Supplier social assessment					
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	p. 33			
	414-2 Negative social impacts in the supply chain and actions taken	p. 34			
Public policy					
GRI 415: Public Policy 2016	415-1 Political contributions	p. 33			
Customer health and safety					

GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories			Not applicable	Products are safe to use
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services			Not applicable	Products are safe to use
Marketing and labeling					
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling			Not applicable	No product-specific requirements
	417-2 Incidents of non-compliance concerning product and service information and labeling			Not applicable	none
	417-3 Incidents of non-compliance concerning marketing communications			Not applicable	none
Customer privacy					
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	p. 11			