



CORPORATE RESPONSIBILITY REPORT 2021



CONTENTS

A. MESSAGE FROM OUR CEO

B. ABOUT THIS REPORT

I. INTRODUCTION

1. Our Business Sector	7
2. Our Company	11
3. Our Shareholders	16
4. Our Products & Services	16
5. Our Memberships & Recognitions	20

II. OUR STRATEGY & MANAGEMENT

Introduction and Summary	21
1. Corporate Governance	22
2. Risks, Compliance & Business Continuity	25
3. Corporate Responsibility Management	29
4. Stakeholder Engagement & Materiality Analysis	31
5. 2021 Targets & Achievements	37

III. OUR CUSTOMERS & SUPPLIERS

Introduction and Summary	38
1. Responsible Competition	39
2. Responsible Marketing & Communication	40
3. Customer Service & Satisfaction	42
4. Data & Information Security	46
5. Responsible Procurement & Supplies	50
6. 2021 Targets & Achievements	53

V. OUR SOCIETY

Introduction and Summary	54
1. Economic Value Distributed	55
2. Digital Divide	56
3. Social Products & Services	59
4. Social Contribution & Support	59
5. 2021 Targets & Achievements	65

V. OUR EMPLOYEES

Introduction and Summary	66
1. Employment & Engagement	67
2. Health, Safety & Security	70
3. Fairness & Diversity	74
4. Training & Development	78
5. Life at Work & Rights	79
6. 2021 Targets & Achievements	81

VI. OUR ENVIRONMENT

Introduction and Summary	82
1. Strategy & Management	83
2. Energy & Climate Change	86
3. Materials & Waste	91
4. Electromagnetic Fields	94
5. Other Impacts	95
6. 2021 Achievements & Future Targets	99

C. INFORMATION ABOUT THE REPORT

1. Summary Table	100
2. GRI Content Index, Global Compact, SDGs and ISO26000 Tables	103
3. Glossary	111
4. Feedback Form	113

A. MESSAGE FROM OUR CEO

Dear all,

On behalf of One Telecommunications, I am pleased to present the company's second Corporate Responsibility Report, which provides an overview of our performance in our journey towards new objectives and technology transformations. In this context, the Report provides insights into our activities and creates a basis for dialogue to strengthen our engagement with our Stakeholders, while it provides the opportunity to closely monitor and record our progress on issues that are of material importance to our company.

Overall, we were able to deliver a strong performance and promote important projects, which are key for our goal to create lasting and sustainable value for the company and its Stakeholders, despite persisting challenges in the telecommunications sector and our operating environment. Being currently on the recovery phase in the post-pandemic period, the telecommunications sector experiences its fair share of challenges, which mainly emanate from technology advancement and extensive technological innovation, such as:

- The proliferation of 5G networks and the related cybersecurity issues.
- The virtualization of network connectivity with the use of augmented/virtual reality (AR/VR).
- The decrease in demand of traditional services.
- The Internet of Things (IoT) and network security.
- The rise of the conscious customer.

Our understanding of Corporate Responsibility aims to align our business operations with our Stakeholders' needs and facilitate a homogeneous culture by employees, as well as create value for all our Stakeholders. Therefore, during this very challenging and busy year, I am very proud of our achievements related to Corporate Responsibility, as our commitment to our Stakeholders remained steadfast in 2021. We commit ourselves to continue with the same dedication, in order to further engage into initiatives that bring positive change among our communities.

We do understand that there is still more work to be done, as part of our efforts to generate long-term value and ensure the delivery of our Vision. We understand that we have to do even more, in order to meet the needs and expectations of all our Stakeholders. Looking forward, in 2022 we will capitalize on last year's achievements and take further steps to materialize our objectives, build a better future for ourselves and the future generations, as well as deliver secure and reliable products and services to our customers.

In this context, I would like to express my sincere thanks to each and every one of our employees and all our business partners, for their commitment and contribution to the company's progress. I do hope you take the opportunity to read this Report and find out more about the exciting developments that are taking place at our company.

Have a pleasant reading,

Emil Georgakiev
Chief Executive Officer

B. ABOUT THIS REPORT



One Telecommunications' present Corporate Responsibility Report is the second Report our company issues. In our annual Corporate Responsibility Report, we display our approaches, programs and initiatives to understand and effectively manage our impacts, as well as the results related to our company's responsible operation

Principles

This Report follows the Global Reporting Initiative's (GRI) 'Sustainability Reporting Standards' (version 2016), while the following have also been used:

- The UN's Global Compact, for the principles of the Report.
- The EFQM's RADAR Card, for the presentation of quantitative data within the Report.

Scope

The Corporate Responsibility Report:

- Refers to the period 1/1/2021 – 31/12/2021 (unless indicated otherwise in certain points).
- Addresses to all activities and all operations of One Telecommunications in Albania (management, provision and support of telecommunication solutions, mobile telephony, mobile broadband, roaming, mobile applications and services, as well as sales of mobile phones, tablets and smartwatches).
- Contains, as a norm, quantitative results for the last three years.
- Includes data from direct measurement, while cases of data estimations or restatements of data provided in the previous Corporate Responsibility Report 2020 are clearly noted.

Restrictions

One Telecommunications recognizes limitations in the Report, which intend to handle in future publications, such as presentation of more quantitative data and objectives, as well as external assurance of the Report's principles and content.

Terms

- The terms 'One Telecommunications', 'company', 'ONE' or 'we' refer to One Telecommunications.
- The term 'Customers' refers to the final users of One Telecommunications' products and services.
- The terms indicated as 'III-2A', 'VI-2B' etc. refers to the Area, Section and Subsection of this Report (e.g. used in the GRI, Global Compact and Stakeholder Tables). For example, the term 'III-2A' makes reference to Area III (Our Customers and Suppliers), Section 2 (Responsible Marketing and Communication) and Subsection A (Applying Responsible Marketing practices).

Option of Report

This Report has been prepared in accordance with the GRI Standards: Core option.

Your feedback

One Telecommunications welcomes your thoughts, comments or proposals through the feedback form at the end of this Report or at the following address:

One Telecommunications SH.A
Corporate Affairs Department
Rruga 'Vangjel Noti', Laprake, Tirana, Albania
E-mail: info@one.al

Main symbols

For convenient reading of this Report, please pay attention to the following symbols, which are widely used:

Good Practice...

Highlights examples of good practices implemented by One Telecommunications.

Policy...

Highlights sections from formal corporate Policies.

Did You Know...

Highlights information of particular interest.

Your Opinion...

Highlights findings from customer surveys.

Development

The Report has been developed in collaboration with STREAM Management
(www.stream-eu.com)



I. INTRODUCTION



1. Our Business Sector

A. The International ICT sector

? Did You Know... Adopting ICT solutions

Despite the sector’s potential negative impacts as a result of its operations (e.g. energy and resources consumption, waste creation from products and their packaging, personal data protection and use of Internet by minors), the sector’s wide array of applications can effectively be implemented in other industries for greater social and economic well-being. According to the ‘SMARTer 2030’ report published in 2015 by the Global e-Sustainability Initiative (GeSI), the international strategic partnership of ICT companies and industry associations, adoption of ICT sector’s solutions from other industries by 2030 is estimated to:

- Connect 2.5 billion more people to ICT services, including access to e-health services for 1.6 billion people (mainly in developing and developed countries) and e-learning solutions for 500 million people.
- Allow 75% of the global population to be connected via smart devices and broadband Internet.
- Generate approximately \$11.4 trillion in economic benefits per year, with \$6.5 trillion of new revenues in key sectors and \$4.9 trillion of cost savings from greater efficiencies and decreased waste.

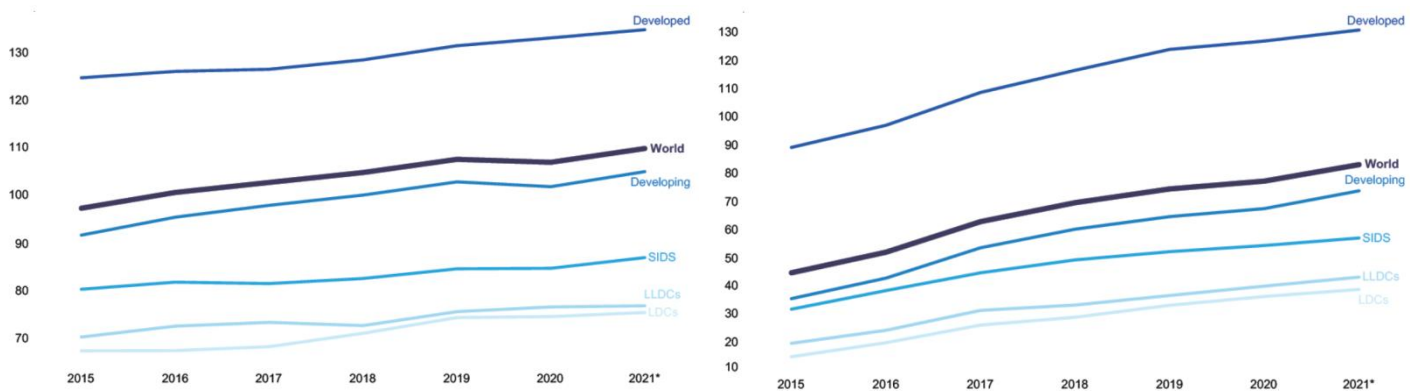
The Information and Communication Technology (ICT) sector is a fundamental sector in today’s society, as it encompasses all devices, components, applications and systems (e.g. mobile networks, Internet, satellite communications, landline communications, radio and television broadcast) that allow people and organizations to access and participate in an increasingly digital world. The sector has to potential for individuals to access high quality communication (regardless of their age, physical health or other differences) and companies to utilize digital skills, in order to promote economic growth and facilitate business operations.

According to data from the International Telecommunication Union (ITU), the United Nations’ specialized agency for ICT, the number of mobile cellular subscriptions worldwide increased in 2021, following a small decline in 2020, and reached a record 110 subscriptions per 100 inhabitants. Mobile broadband subscriptions (3G or better) followed the same trend and reached 83 subscriptions per 100 inhabitants, mainly driven by developing countries in the Asia-Pacific and Americas regions. On the other hand, fixed telephony continued its steady decline, with 11 subscriptions per 100 inhabitants worldwide, which is a trend evident in all regions except the Arab States, where fixed telephone line subscriptions have been growing again since 2015.

Global Subscriptions per 100 Inhabitants ⁽¹⁾

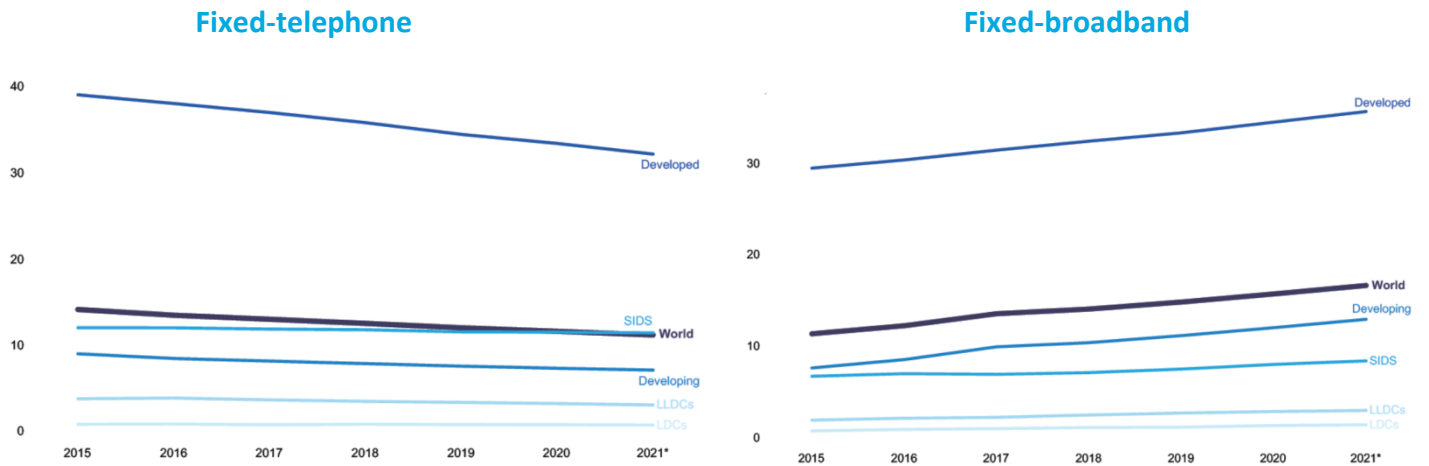
Mobile-cellular telephone

Active-mobile broadband



(1) SIDS: Small Island Developing States; LLDCs: Landlocked Developing Countries; LDCs: Least Developed Countries
 Source: ITU’s Report ‘Measuring digital development: Facts and Figures’, 2021 data are ITU’s estimates (*)

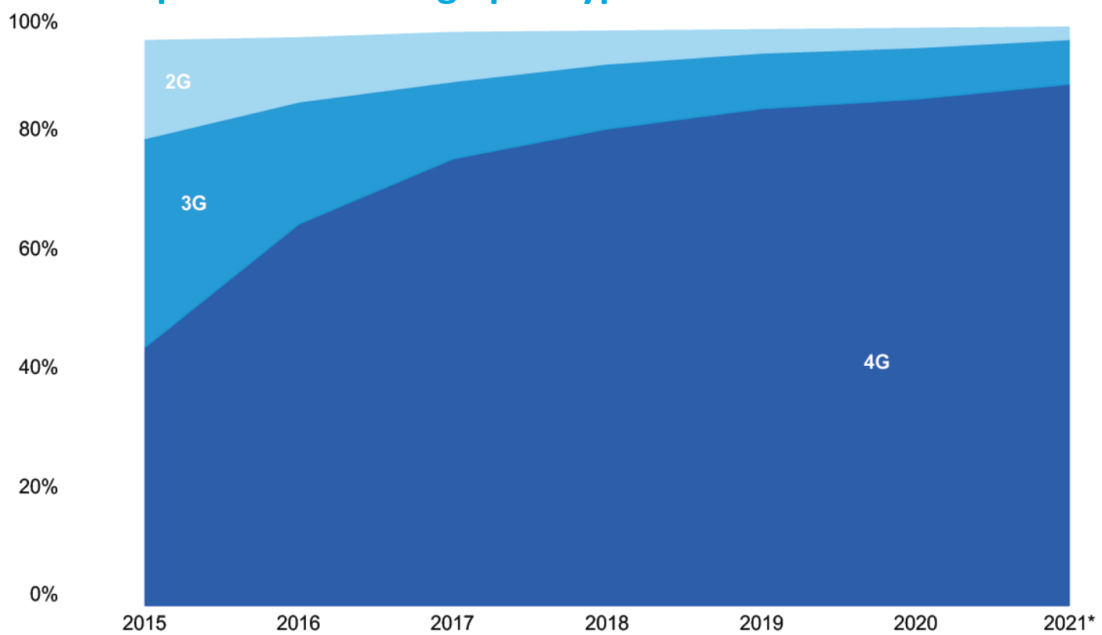
Global Subscriptions per 100 Inhabitants ⁽¹⁾



(1) SIDS: Small Island Developing States; LLDCs: Landlocked Developing Countries; LDCs: Least Developed Countries
Source: ITU's Report 'Measuring digital development: Facts and Figures', 2021 data are ITU's estimates (*)

At the same time, approximately 95% of the world's population had access to a mobile broadband network in 2021, while it must be noted that 4G network coverage almost doubled between 2015 and 2021 and reached 88% of the world's population.

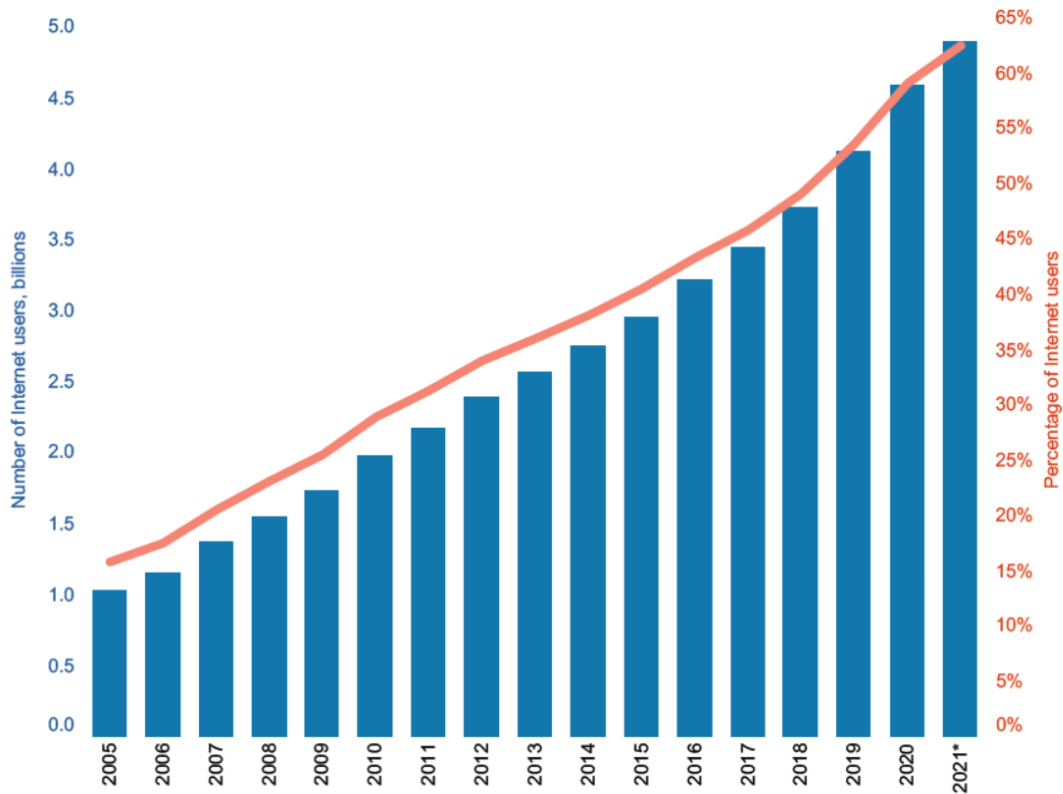
Population Coverage per Type of Mobile Network



Source: ITU's Report 'Measuring digital development: Facts and Figures', 2021 data are ITU's estimates (*)

Internet proliferation continued to increase during the pandemic, since approximately 4.9 billion people were using the Internet in 2021, while the respective figure for 2019 was 4.1 billion people, indicating approximately 800 million additional people.

Individuals using the Internet



Source: ITU’s Report ‘Measuring digital development: Facts and Figures’, 2021 data are ITU’s estimates (*)

B. The Albanian ICT sector

Being considered as highly important sector for greater economic and social development in Albania, the Albanian Government has adopted a series of Policies and initiatives to enhance the ICT sector’s footprint and future growth. According to the Albanian ICT Association’s (AITA) data:

- Most of Albanian ICT companies are small and medium-sized companies.
- Specialization fields for Albanian ICT companies are software design and development, system integration and hardware distribution.
- Approximately 80% of ICT companies collaborate with international companies in the domestic market and ICT companies gradually expand their presence in EU markets.
- The quality of national IT education steadily increases and supports the sector’s future growth.

Furthermore:

- While ICT sector’s turnover volume decreased due to the COVID-19 pandemic, ICT was the least impacted sector in the Albanian services industry, based on Institute of Statistics’ data (INSTAT – the statistical service in the Republic of Albania).
- According to the Albanian Investment Development Agency, there were over 3,000 active companies operating in the ICT and Business Process Outsourcing (BPO) sectors in 2018, with approximately 35,000 employees and an estimated value of over \$130 million.

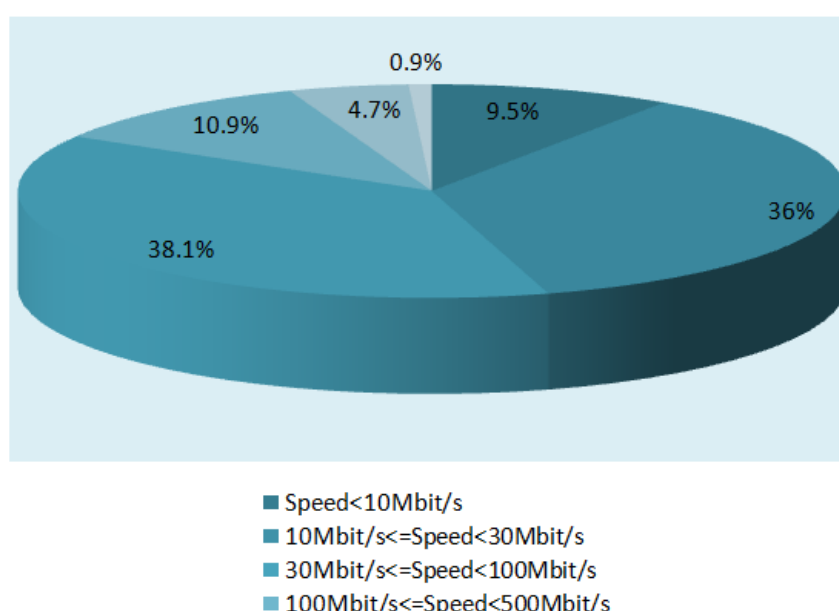
Use of ICT from Companies

	2020	2021
Companies with over 10 employees using computers for work purposes (%)	98.3	98.5
Employees using computer for work purposes (%)	27.2	27.8
Companies with computers for work purposes having Internet access (%)	98.2	98.4
Companies with over 250 employees having Internet access (%)	100	100
Companies using fixed line Internet connection for business purposes (%)	96.3	98.1

Companies with download speed higher than 10 Mbit/s (%)	79.8	90.5
Companies using computers with Internet access and having corporate website (%)	44.6	45
Companies using their website mainly to publish product catalogues or prices list (%)	88.9	92.8
Companies using cloud services (e.g. for storage) (%)	18.2	20.7
Companies using internal automatic information sharing (e.g. between departments for resource planning and management) (%)	35.1	35.8
Companies using customer relationship management (CRM) software (%)	22.5	24.8
Companies using social media (e.g. Facebook, LinkedIn, Twitter, YouTube) (%)	66.6	69
Companies selling products/services via their website or dedicated applications and/or e-commerce marketplace websites (%)	12.8	13.3

Source: INSTAT

Maximum Download Speeds in Companies



It must be noted that, according to AKEP's data (the Albanian regulator in the field of electronic communications and postal service), in 2021:

- The average monthly duration of calls from mobile service subscribers was 178 minutes and 182 minutes of outgoing and incoming calls respectively, and increased by 5.8% and 4.6% respectively compared to 2020.
- The average monthly number of SMS sent by mobile service subscribers was 18 SMS and decreased by approximately 16.1% compared to 2020.
- The average monthly Internet data consumption from mobile broadband subscribers reached 6.4 GB and increased by approximately 64% compared to 2020.
- Number of users with 3G/4G broadband access and volume of data transmitted through mobile networks via broadband connections increased by 12.9% and 74.9% respectively, compared to 2020.
- Overall duration of international incoming calls and number of SMS sent decreased by 23.3% and 15.9% respectively, compared to 2020, due to the massive use of mobile applications, such as whatsapp, Viber, Messenger and Skype, for texts messages, voice calls and video calls.

Electronic Communications Market

Indicators	2020	2021
Mobile subscribers (million)	3.33	3.48
Active mobile services users (million)	2.62	2.64
Active mobile broadband users (million)	2	2.06
Broadband users from mobile devices (million)	1.9	2.04
Subscribers to fixed telephone lines (number)	223,000	197,000
Broadband subscribers with Internet access from fixed networks (number)	508,000	536,000
Subscribers with access to integrated services (i.e. telephone / Internet / TV) (number)	294,000	300,000
Individuals 16-74 years old using the Internet (%)	72.2	79.3
Individuals 16-74 years old using the Internet every day (%)	88.2	91.7
Individuals 16-74 years old using the Internet with access through mobile / smart phones (%)	98.8	98.7
Individuals 16-74 years old utilizing e-commerce for online purchases in the last 12 months (%)	19.5	21.4

Source: AKEP and INSTAT.

2. Our Company

A. Who we are

One Telecommunications was founded in 1995 as Albanian Mobile Communication (AMC) and was the first mobile telecommunications company in Albania. The company operates in Albania and is registered under Law No. 9901/14.04.2008 'On Entrepreneurs and Companies' as amended, with its headquarters located in Tirana. According to the Electronic and Postal Communications Authority's (AKEP) market reports, One Telecommunications is the only operator to significantly strengthen its position in the market over the last three years.

Market Performance

Indicators	2019	2020	2021
Customer base (mobile only, excluding M2M) (million)	1.1	1.23	1.4
Customer base (including M2M) (million)	1.28	1.42	1.57
Internet customers (million)	0.57	0.72	0.83
Post-paid customers (million)	0.11	0.17	0.22
Pre-paid customers (million)	0.99	1.06	1.17
Customer market share (%)	32.6	37	40.3
Market share of all mobile services (mobile subscribers)	32.6	36.9	40.3
Market share of all active users	36.2	38.6	39.4
Market share of mobile active users	33.9	38.6	39.4
Market share of active data users (3G/4G)	31.7	36	40.2
Population coverage (GSM coverage) (%)	99.8	99.8	98.1
Territory coverage (GSM coverage) (%)	92.7	92.7	92.7
Data traffic volume (terabytes)	18,601	23,830	48,601
New/improved offers provided (number)	20	22	34
New services provided (number)	1	4	2
Shops (number)	126	131	135
Own shops	3	3	4
Partner shops	126	128	131

We increased the number of customers by
10.5%

Data traffic volume was **doubled**

B. Our Culture

One Telecommunications' approach reflects its strong customer focus:

Vision

We aim to be the preferred operator for you by bringing:

A better network for you

Better plans with unlimited communications for you

A better way to get a new phone for you

A better experience for you

A better network for you: The network is the basis of everything we do. ONE is bringing you the best of current technology, ready for the future and always improving. We have invested in the One 4G+ Evolved network that is better & safer than ever, with wider and deeper coverage, high speeds, low latencies and better call experience.

Better plans with unlimited communications for you: You need to be connected all the time. We know this, because we have asked you. Therefore, ONE is bringing new plans with UNLIMITED internet for you. With ONE BLUE and ONE BUSINESS you will be connected even after your units are over, and never be charged extra for MB.

A better way to get a new phone for you: You have heard of it from abroad and have asked for it. Finally, for the first time in Albania, we are making possible for you to get your preferred phone coupled with a monthly plan and pay for it gradually. And you can find the best choices at ONE Stores with smartphone selections carefully chosen for you.

A better experience for you: Our shops are designed with you in mind, because YOU are number 1 for ONE. We'll offer you a fair, competent, friendly and painless experience. And if there is a problem, we'll do all in our power to fix it. Why? We are based, live and work here in Albania, with YOU. Our future starts from here. Our clients are our parents, friends and relatives. We are bringing you the best possible experience, and we'll strive to make it better every day.

Values



Integrity: We are honest in every relation we establish. We are transparent with our clients; we are open with each other. We are responsible towards the society where we live. Always, we will promise what is doable and we will deliver!

Competence: We know our job very well; we know what we are able to do. We enable communication and connection between people. We do it better every day.

Relevance: We really understand our audience and we will offer what they need and right now.

Friendliness: We are together in this journey. As employees, as clients, as general public. We know that success needs hard work, but we also will have fun along the way.

Beyond: We are ambitious towards ourselves & our clients. We are trying hard to offer the best network, a wide range of modern & affordable devices, to become the best working place in the country and the preferred operator of Albanians.

C. Our History



Several significant changes also occurred in the telecommunications sector in Albania, as telecommunications authorities and companies launched several initiatives to better serve their customers, which indicatively included:

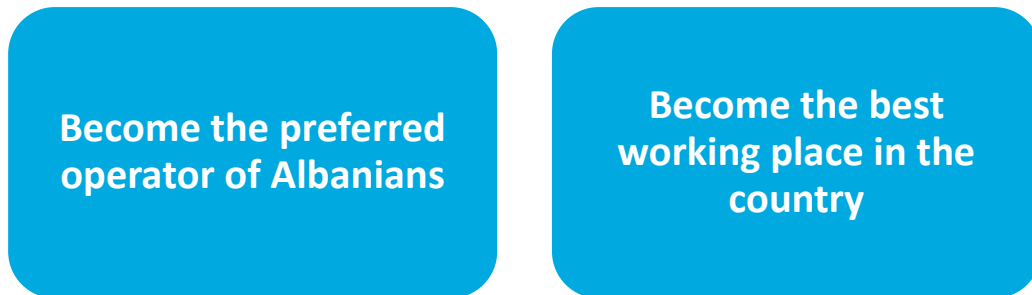
- The Full Roaming Like At Home (RLAH) Implementation between Western Balkans countries in Albania, through which all Albanian subscribers using roaming while in any Western Balkans countries are charged with domestic tariffs (i.e. as in Albania), with no surcharges.

- Drafting a Roadmap document for lower roaming charges between Western Balkans and European Union countries, based on 4 main pillars:
 - Efficient and continuous implementation of the Regional Roaming Agreement (RRA).
 - Increased transparency and monitoring.
 - Integration of the European Electronic Communications Code (EECC) in the Albanian regulatory framework.
 - Improvement of investment climate.
- Approval of the final document regarding the results of wholesale mobile services' costs model by AKEP, which defined the main principles of cost modeling for mobile services according to the LRIC+ and pure LRIC methodology.

D. Our Strategy

We strive to ensure an unparalleled customer experience and service, and aim to have our customers connected anytime and anyplace. As part of our strategic plan, we focus to remain a financially robust company and strengthen our technologically advanced telecommunications network, in order to achieve our main business objectives.

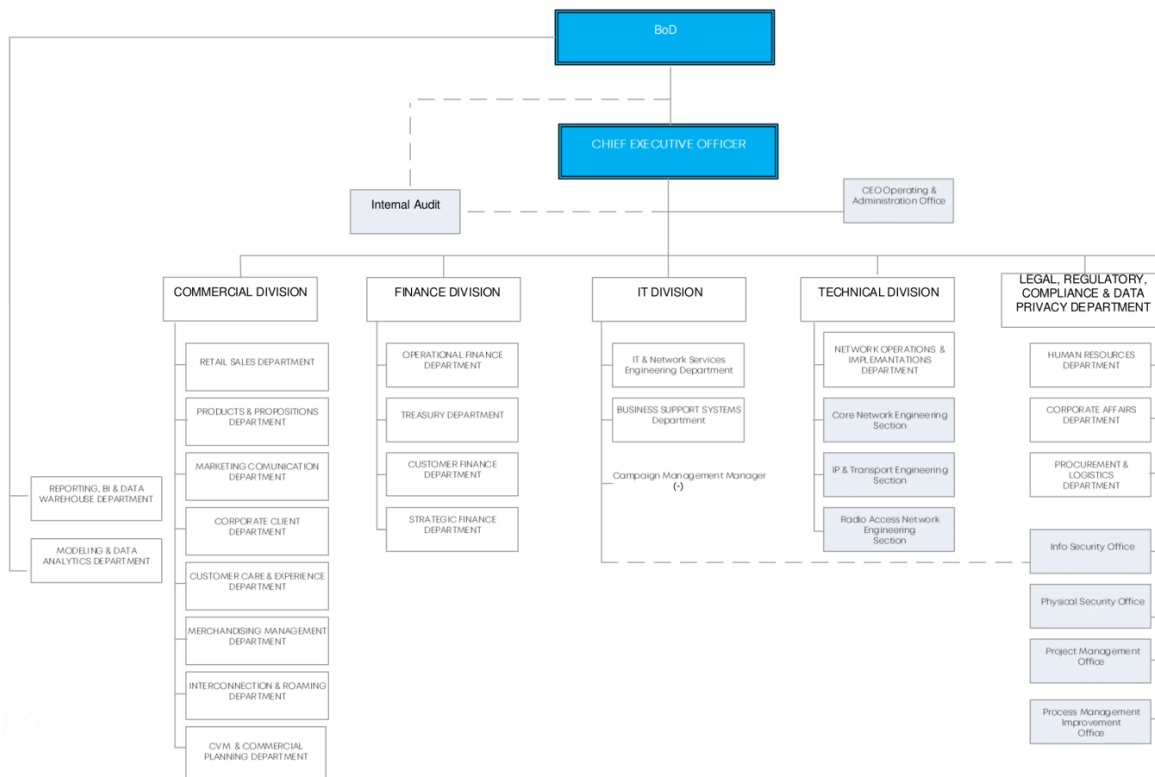
Objectives



E. Our Structure

The company's organizational structure with the main functions and divisions is depicted below:

Organizational Structure



3. Our Shareholders

A. Albania Telecom Invest AD

At the end of 2021, the majority of One Telecommunications' share capital was owned by Albania Telecom Invest AD, representing a group of well-known investors, managed by Mr. Athanas Dobrev, the CEO of Vivacom, which is the largest independent telecom operator in Southeast Europe, and Mr. Elvin Guri, an Albanian-Bulgarian investor.

Shareholder Structure ⁽¹⁾

Shareholder	Share
Albania Telecom Invest AD	99.899%
Small shareholders (former employees)	0.101%

(1) Data refer to 31/12/2021.

B. 4iG Group

Since 2022, One Telecommunications is part of 4iG Group Plc, which is one of the leading companies in the Hungarian telecommunications market, with over 6,900 employees and presence in the telecommunications, satellite communications and infrastructure development sectors. The acquisition of One Telecommunications was carried out indirectly, through the takeover of the holding company Albania Telecom Invest AD.

Following the acquisitions of One Telecommunications and ALBtelecom in Albania, as well as the Montenegrin mobile operator ONE Crna Gora, 4iG Group will become one of the largest Hungarian investors in Albania, while also establishing a regional telecommunications group and a key player in the West Balkans' telecommunications market.

4. Our Products & Services

A. Our Offerings

One Telecommunications offers telecommunication services to individuals, families, public institutions and companies. Our main products and services are described below (for further information, please visit <https://www.one.al/>):

- **Post-paid (contract) and pre-paid products**, for retail and business customers with various rate plans, including unlimited packages and specially targeted products, such as YOUTH Promo for millennials.
- **Roaming services**, where customers can travel abroad, connect to one of our partner networks and contact their families and friends.
- **Mobile phones, devices and accessories** such as tablets, laptops, headsets, Bluetooth products, headphones, chargers and mobile phone cases.
- **Cloud services**, such as Office 365. One Telecommunications is an Office 365 Partner for Albania and offers Microsoft's Office solution and other cloud services (e.g. Skype for businesses), which can be installed in desktop PCs, notebooks, tablets and smartphones and eliminate the need for local IT infrastructure.
- **B2B (Business-to-Business) solutions**.
- **M2M (Machine-to-Machine) solutions**.
- **Other value added services**, such as the One App, with all its features.

Sales of Products

Sales	2019	2020	2021
Total sales of products (number)	13,567	25,035	29,565
Smartphones	10,876	20,799	19,439
Feature phones ⁽¹⁾	1,605	1,928	1,732
Fixed phones	-	-	259
Home Net	-	1,766 ⁽²⁾	6,946
Wearables + Bluetooth Headphones	-	241	560
Tablets	-	128	629

	Netbooks	434	111	0
Sales of products through on line channels (number)	652	62	77	

(1) Includes mobile devices only with buttons.

(2) Data refer to September-December 2020.

Total sales of products increased by **18.1%**

B. Our Infrastructure Network

Our telecommunication network consists of sufficient communication channels (i.e. network capacity) and features simultaneous elimination of all interferences, in order to provide high quality services to our subscribers. At the same time, we continuously monitor network performance and apply suitable and innovative technologies, which allow us to optimize quality of communications. The communications interface between the user's device (either caller or receiver) and the network are handled by our Base Stations (BTS), which are the fundamental elements of our telecommunication network and feature all the necessary signal transmission and reception systems to connect them with the network's central points (i.e. Base Station Controllers and Mobile Switching Centers).

One Telecommunications was the first mobile operator in Albania to launch the 4G+ service in September 2015, which reaches up to 225 Mbps and enables faster Internet access and data transmission. In 2019, the company was awarded the license to use the 800 MHz frequency band, for further 4G network expansion and capacity upgrades. During 2020, ONE Radio Access Network was fully modernized to the latest technology, while enabling 4G in 800MHz and 3G in 900MHz frequency band country-wide, which significantly improved voice and data services.

Currently, One Telecommunications has:

- 545 sites for its 2G network.
- 95.8% territory coverage and 98.8% population coverage in its 3G network, being further deployed in 16 new sites in 2021, for a total of 614 sites.
- 95.1% territory coverage and 98.5% population coverage, being further deployed in 16 new sites in 2021, for a total of 612 sites, as the result of continuous deployment of its services in the 0.8 GHz, 1.8 GHz and 2.6 GHz spectrum with 4G technology.

We achieved **98.8%** and **98.5%** population coverage in our 3G and 4G network respectively

C. Our Sales Network

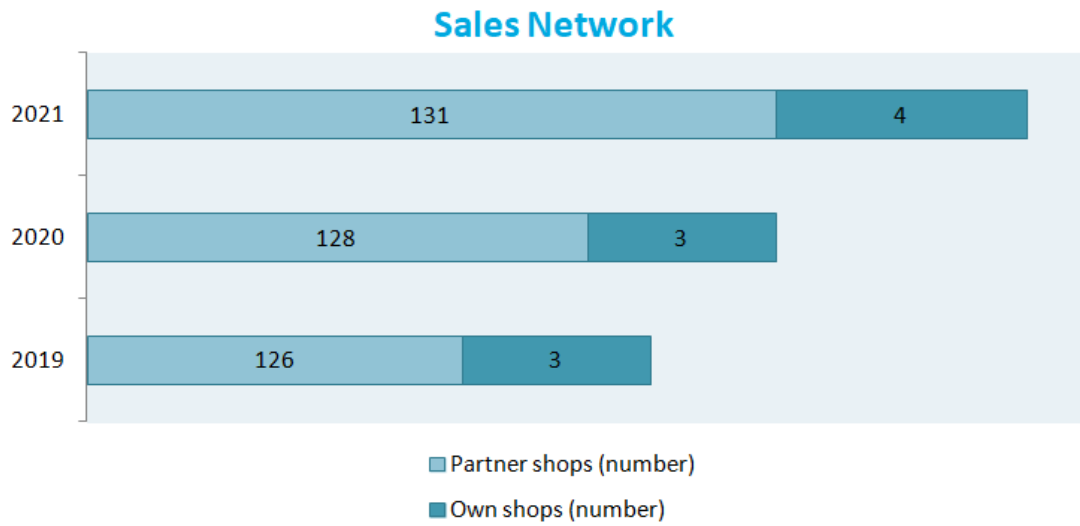
✓ Good Practice... Responding to the COVID-19 Pandemic

In response to the COVID-19 pandemic, during 2021 we implemented various measures to protect our employees' and customers' health, such as:

- Placed disinfectants, antiseptics and masks for employee and customer use.
- Installed glass panels to separate sales representatives from customers.
- Implemented and followed any update on Ministry of Health's recommendations.

We strive to effectively serve our customers and therefore continuously invest to develop our nationwide sales distribution network. In 2021, our sales network included 135 shops across the country, compared to 131 in 2020, while it must be noted that we:

- Focus to ensure that our sales network is properly trained, as well as develop their employees' skills, through regular trainings, either in-class or on-the-job.
- Performed quarterly and unscheduled security checks in our shops, with a total duration of 30 hours (out of which 12 hours of scheduled and 18 hours of unscheduled security checks) in 2021, compared to 26 hours in 2020.



We increased the number of shops in our sales network by **3%**

Trainings in our Sales Network

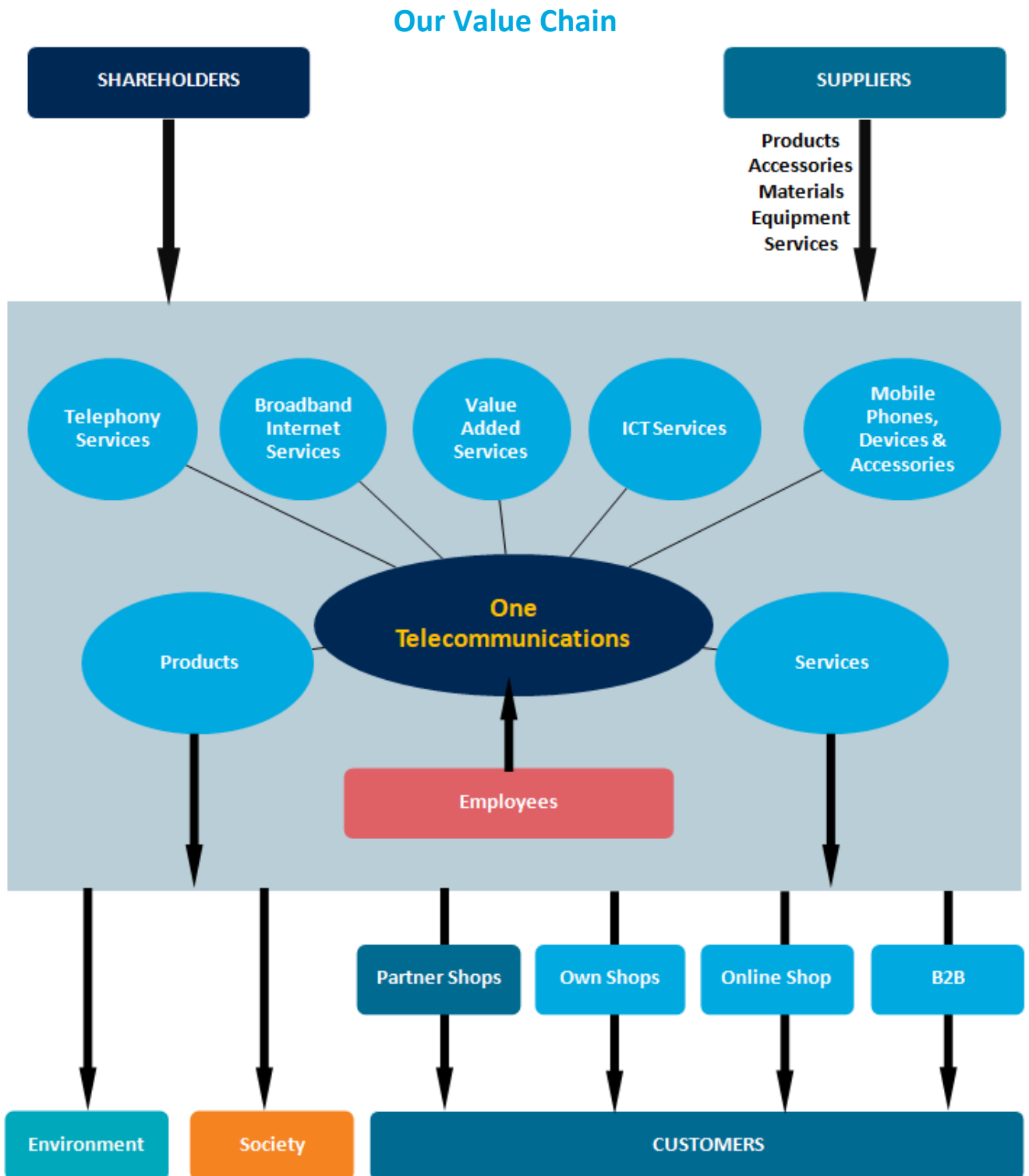
Training	2019	2020	2021
Total training (hours)	NR	22,112	28,978
Induction for sales representatives and promoters	NR	5,758	9,256
New products and services	NR	5,760	6,250
New platforms and features	NR	5,200	4,800
Sales Techniques	NR	3,250	6,268
Train the trainer	NR	524	864
Bonus schema and shop experience	NR	0	0
Shop evaluation visits	NR	1,620	1,540
Type of training (hours)	NR	22,112	28,978
In-class	NR	12,940	16,807
On-the-job	NR	9,172	12,171
Combined in-class and on-the-job	NR	0	0

NR: Not Reported

We increased training hours of our sales network by **31%**

D. Our Value Chain

For our operations, we utilize inputs from our Shareholder (information systems) and our suppliers (products, accessories, equipment, materials and various services). The available products, such as mobile phones, devices and accessories, as well as telecommunication services are distributed and provided to our retail customers through various sales channels, which include partner and own shops and our online shop, as well as the B2B channel for business customers.



5. Our Memberships and Recognitions

A. Our Memberships

We are members in the following institutions and organizations:

- American Chamber of Commerce.
- Foreign Investors Association of Albania (FIAA).

B. Our Awards and Recognitions

We consider the recognition of our efforts related to our responsible operation as an important moral award, which also highlights our commitment to continue our relevant practices and initiatives. Indicatively, in the previous year One Telecommunications was awarded with:

- The **1st Place** among mobile operators in Albania for data performance in the mobile network benchmark test conducted by 'Umlaut', recognizing the quality and offered services within its mobile network, following an independent assessment (see Subsection III-3C).
- An inclusion among the **Top-10** companies with the best performance in the market, being the only mobile operator in the list of most successful companies in Albania, as the result of its investments to implement innovative technologies from Ericsson and modernize its network (see Subsection III-3C), as well as launch of new products and bundles for its subscribers.

II. OUR STRATEGY & MANAGEMENT

Introduction and Summary

Our Size:

5 areas of Corporate Responsibility

10 Stakeholder groups

270 quantitative indicators in the Report

74 GRI disclosures in the Report

'Core' option Report, according to GRI Standards

Our Objective:

To incorporate responsibility into our business operations and daily management activities, as well as create measurable and tangible results to create value for our Stakeholders.

Our Achievements:

- We have communicated our Code of Ethical Conduct to 100% of our employees.
- No violation cases concerning our Code of Ethical Conduct occurred.
- We had no incidents of corruption.
- We had no non-conformities from audits regarding the operation of Management Systems.
- We increased by 1.9% the number of quantitative indicators we make reference to within the Report.

1. Corporate Governance

A. Embedding responsibility into the way we operate

✓ Good Practice... Training on Compliance Policies

Being committed to operate with integrity and in accordance with the highest principles of ethics and legal standards, we conduct trainings on our Compliance Policies, in order to communicate the company's culture of ethics and compliance, as well as enhance respective knowledge. During 2021, we conducted trainings on the company's Compliance and Anti-bribery Policies (including the Code of Ethical Conduct) for new hired employees, as part of their Induction Training.

Code of Ethical Conduct: Our Code of Ethical Conduct highlights our values and principles and sets the framework for our behavior and business relationships with various Stakeholders. The Code applies to all BoD members, directors, managers and employees of One Telecommunications (despite contract type), as well as other partners, such as consultants and contracted employees, and guides our daily work and defines the requirements on the following issues:

- Guiding Principles.
- Behavioral Requirements Pertaining to Integrity.
 - Business relationships with customers.
 - Business relationships with competitors.
 - Business relationships with suppliers.
 - Relationships with third parties.
 - Handling of information.
 - Preventing conflicts of interest.
- Adhering to Behavioral Standards.
- Questions, Advice and Outlook.

It must be noted that the Code of Ethical Conduct:

- Is available on the corporate website and Intranet and has been communicated to all employees, who sign the Compliance Statement to formally commit and accept the company's Compliance Policies (including the Code of Ethical Conduct), with 100% of our employees signing the Compliance Statements during 2021.
- Is incorporated in all employment contracts.
- Respects local laws and regulations, as well as related cultural customs.
- Specifically states adherence to the regulations regarding contracts for public sector orders.
- Requires from employees not to pursue personal interests that conflict with corporate interests, such as the result of any paid or unpaid employment and work outside the company, including self-employment.
- Does not permit the private use of company's property, unless otherwise stated in each individual's rights, in collective or personal agreements or according to operational procedures and regulations.
- Is communicated to business partners and suppliers through the corporate website, as well as in supplier commercial agreements (see Subsection III-5B).
- States that all individuals with intentional and unlawful misconduct may face disciplinary actions for violations, regardless of their rank or position, especially in cases of corrupt behavior or severe damage to the company's assets.

✓ Good Practice... Seeking Advice and Reporting Violations

All employees can seek advice on questions they may have during their daily work activities, which are not covered in detail by the Code of Ethical Conduct, either from their supervisor or submit their questions to the Legal, Regulatory, Compliance and Data Privacy Department via the following channels:

- Send an e-mail to: complianceoffice@one.al.
- Contact the number: +35542275276 (Monday to Friday, 9 AM - 5 PM).

All employees are obliged to adhere to the Code's principles and provisions and in cases of any actual or potential violations (e.g. non-compliance with the Code, corporate policies and procedures, Sarbanes-Oxley and financial statements matters, employee relations, abuses, discrimination, corruption, theft, money laundering, any misconduct which could harm the company's reputation or any attempts to conceal any of the above), they can report them to

their immediate manager or via telephone or regular mail, as well as by fax or e-mail. In cases where employees fear of serious personal, professional or social harm, they can anonymously report violations, through any of the following communication channels:

- Send a mail to: One Telecommunications sha., Legal, Regulatory, Compliance and Data Privacy Department, Rruga Vangjel Noti', Laprake, Tirana, Albania.
- Send an e-mail to: complianceoffice@one.al.
- Contact the number: +35542275276 (Monday to Friday, 9 AM - 5 PM).
- Use the Electronic Whistle-blowing Form at: https://www.one.al/whistleblowing_eng/.

In any case, the company:

- Protects the confidentiality of anyone who reports any violations.
- Ensures that all information submitted are handled and investigated only by specially trained individuals.
- Ensures that there will be no direct or indirect retaliation for the whistle-blower who, on good will, reports any violations.

During 2021, there were no employees' inquiries and no reports or complaints raised through the respective communication channels.

We have communicated our Code of Ethical
Conduct to **100%** of our employees

No violation cases concerning our Code of
Ethical Conduct occurred

B. Upholding corporate governance principles

One Telecommunications complies with the legal requirements related to corporate governance and adheres to the respective principles, as defined by:

- The Government of Albania.
- The Telecommunication Supervisory Authority and other legal institutions.
- Well-recognized national rules of corporate behavior.
- The Corporate Governance Code for unlisted joint-stock companies in Albania.

General Shareholders Assembly: The General Shareholders Assembly is the highest-ranking governance board of One Telecommunications and is responsible to take decisions for important corporate issues, according to Law no. 9901/14.04.2008 'Entrepreneurs and Companies'.

Supervisory Council: The Supervisory Council is responsible to:

- Ensure that the company's activities and operations comply with laws and legislative provisions.
- Review and monitor any actual or potential situations of conflict of interest and legislative compliance.
- Receives all notices of actual or potential conflict of interest that BoD members may have.
- Supervise BoD's activity.

Supervisory Council

Name	Role	Executive member	Term start date	Term end date
Paulina Ivanova Dobрева	Chairman	X	06/11/2020	06/11/2023
Pëllumb Kallaba	Member	X	07/05/2019	07/05/2022
Aigest Milo	Member	X	01/01/2021	07/05/2022

Board of Directors: The Board of Directors (BoD) meets at least quarterly and is responsible to define One Telecommunications' general policies and strategy, as well as supervise the company's operational management and overall activity.

Board of Directors

Name	Role	Executive member	Term start date	Term end date
Ralitsa Agayn-Guri	Chairman	X	14/05/2019	07/05/2022
Emil Petkov Georgakiev	Chief Executive Officer (CEO)	√	07/05/2019	07/05/2022
Borislav Nikolaev Borisov	Chief Finance Officer (CFO)	√	07/05/2019	07/05/2022
Iris Pekmezi	Member	√	01/08/2021	01/08/2024
Athanasios Paraskevas	Member	√	01/08/2021	01/08/2024

- As described in company's statute, the BoD consists of five members for a three-year term and each BoD member can be re-appointed.
- BoD members are nominated and appointed by the Supervisory Council, whose members are appointed by the General Shareholders Assembly. At the moment, there are no diversity factors considered for their nomination in pursuance to the Albanian Law requirements.
- The Chief Executive Officer (CEO) is responsible for the company's operational management.
- At the moment, there are no BoD Committees to support and assist the Board of Directors.
- BoD members' wages and other compensation are defined according to General Shareholders Assembly's decisions.
- The General Shareholders Assembly approves the employment contracts of Executive Directors, which define their compensation, including performance-related compensation procedures.
- Employees may communicate economic, environmental and social issues to the BoD through the formal dialogue of Top Management with employee representatives and the formally established processes (e.g. environmental issues are reported to the Environmental Management Team, which reports directly to the Top Management). However, it must be noted that there were no critical concerns communicated to the BoD within 2021.

C. Conducting Internal Audits

The Internal Audit function conducts its activity in compliance with One Telecommunications's Articles of Association and the Internal Audit Charter, while also complying with the Institute of Internal Auditors' (IIA) 'International Standards for the Professional Practice of Internal Auditing'. The Internal Audit function reports directly to the Supervisory Council and the Board of Directors, and its main responsibilities are:

- Perform internal audits in all corporate functions following an Annual Internal Audit Plan.
- Assess the System of Internal Controls' efficiency and effectiveness.
- Audit specific activities according to management requests.

In 2021:

- 20 internal audits were conducted, which included assessment of the company's Internal Control System.
- The audits resulted in 106 management actions overall, aiming to improve the current control environment.
- 95% of all management actions were implemented within the year.

2. Risks, Compliance and Business Continuity

A. Identifying and managing risks

Due to the nature of the sector's activities, One Telecommunications is exposed to certain risks, which can be outlined below:

Risks	Category	Description
Strategic		Long-term effects on brand and reputation or delivery of strategic corporate objectives
		Effect on brand and reputation due to negative media reports
		Impact to delivery of strategic initiatives and strategic priorities
Financial		Economic impact on company's revenues, corporate assets and market share
		Market price changes based on currency exchange rates, interest rates, liquidity and commodities
		Possibility that a borrower or counterparty will fail to meet its obligations in accordance with agreed term
		Delayed payment of customer obligations
		Intense competition in the telecommunications sector
Operational		Supply chain impact (i.e. negative impact on operating service level, time to market delays due to over dependency on a specific supplier, internal inefficiencies in purchasing and logistics cycles)
		IT systems' service and availability (i.e. critical IT systems failure, service unavailability)
		Conditions which affect network quality and availability (i.e. unavailable network to subscribers, low call quality)
Regulatory		Regulatory decisions, which could adversely affect the company's business and financial situation
Legal and Compliance		Violations of legal provisions, internal regulations and guidelines by institutions or company employees
Labour		Conditions which affect normal working operations and work-life balance
		Health and Safety hazards of employees engaged in work activities of the supply chain, especially for high-risk job profiles such as climbers, electricians and call center operators
Social		Economic and social inequalities regarding access or use of telecommunication services (digital divide)
		Breaches of network security and information systems, which can result to access to personal and sensitive data
		Use of telecommunications services with physical and non-physical hazards to children
Environmental		External environmental conditions for business continuity (e.g. earthquakes, floods)
		Environmental impact caused by the company's activities (generation of hazardous waste and other associated materials, consumption of natural resources, CO ₂ footprint)

B. Contributing to anti-corruption

✓ Good Practice... Prohibiting Gifts and Donations

The Code of Ethical Conduct strictly prohibits employees to offer, promise or grant illegal benefits to national or international public officials or to decision-makers in the private sector, in order to achieve preferential treatment or to influence a decision. At the same time, employees are not allowed to be influenced or accept any offers by suppliers or request illegal offers from our suppliers, in order to gain illegal advantages.

In cases of doubt whether or not accept a gift or in cases of accepting a gift (other than flowers, sweets, drinks, coffees and music CDs/DVDs) of over €150 per calendar year per business partner, an invitation to a business meal or to an event from a customer or supplier, employees can consult their direct supervisor and the Compliance Officer, in accordance with the Policy of Accepting and Granting of Benefits. Likewise, if there are any illegal gifts or benefits from or to employees, they are required to inform their immediate managers or report the incident through the appropriate communication channels.

During 2021, there were no cases raised through the respective mechanisms related to accepting or granting gifts and offers or any other benefits.

Within the context of our efforts to combat and eradicate corruption, the company implements policies and practices to effectively prevent and tackle corruption:

- Employees sign the individual ‘Compliance Statement’ where they confirm to be aware and accept all Compliance Policies.
- All employees have signed the Conflicts of Interest Statement, which is aligned with the Policy on Avoiding Corruption and other Conflicts of Interest.
- We have communicated our anti-corruption policies and procedures to all employees through our corporate Intranet.
- We organize awareness campaigns for our employees regarding anti-corruption, with 2 compliance campaigns conducted in 2021.
- We have adopted Integrity Checks prior to initiate collaboration with new suppliers (see Subsection III-5B).
- Our Compliance Office thoroughly investigates any actual or potential cases of corruption, through clearly defined criteria.
- We require sufficient degree of detail in any allegations regarding actual or potential cases of corruption, in order to initiate investigation.

Anti-Corruption Training Program

	2019	2020	2021
Targeted employees (number)	0	0	0
Employees trained (number)	0	0	0
Participation rate (%)	0	0	0

It must be noted that within 2021, there were:

- No public policy positions and participation in public policy development and lobbying.
- No incidents of corruption.
- No legal actions or pending legal cases related to corruption and fines or other non-monetary sanctions imposed by the respective authorities.

We had **no** incidents of corruption

C. Maintaining compliance

✓ Good Practice... Compliance Committee

We have established the Compliance Committee to provide support regarding Compliance and Corporate Governance issues. The Committee:

- Defines Compliance-related strategic issues and observes Compliance best practices.
- Determines and monitors the Compliance Management System's (CMS) effective operation.
- Ensures the effective communication of the CMS's implementation to employees and Management and authorizes the Compliance Office to implement an overall communication plan (e.g. employee questionnaire, articles in corporate Intranet and newsletters, meetings, workshops). Furthermore, the Compliance Office communicates the annual CMS reports to employees and Management, which include issues such as compliance cases, improvement of CMS, status of Compliance Risk Assessment measures (Annual Compliance Program), as well as statistics on trainings and the respective mechanism for employees to seek advice and report violations.
- Discusses and approves the annual plan or strategy submitted by the Compliance Officer to minimize operational risks.
- Supports and approves actions proposed by the Compliance Officer (e.g. measures for recommended enforcement, remedial actions, settlement and conciliation agreements), in order to eliminate unlawful employment practices and human rights breaches (e.g. regarding health and safety, freedom of association and right to collective bargaining, non-discrimination, disciplinary practices, avoidance of child and forced labour).
- Supports company business units to analyze their procedures and identify any risks, as well as proposes a Measure Plan to mitigate relevant risks.
- Assigns responsibilities to Chief Officers, Directors, Department Managers and Head of Offices after the Compliance Officer submits his reports, regarding conducting investigations of non-compliance related tip-offs, monitors the investigations' implementation and completion and recommends appropriate measures and sanctions to business units in case of misconduct, within the context of the CMS Program.
- Reviews reports and results of Compliance procedures and assesses the completeness, correctness and accuracy of reports submitted by the Compliance Officer at least semi-annually to Chief Officers, Directors, Department Managers and Head of Offices for approval.
- Submits briefings/reports to the competent corporate bodies regarding Compliance issues.
- Proposes measures/procedures/policies to the competent corporate bodies within the areas of its responsibilities.

The Chairman of the Committee is the Chief Executive Officer and the Committee members are:

- The Chief Financial Officer.
- The Compliance Officer.
- The Head of Internal Audit.
- The Human Resources Manager.
- The Manager of Corporate Affairs.

All Committee members may authorize another official of their respective business unit or another Committee member to act as their deputy.

One Telecommunications has adopted and implements a Compliance Management System (CMS) to ensure that all Directors, managers and employees comply with the legislation in force, the Code of Ethical Conduct and internal policies. The CMS defines employees' responsibility boundaries and the behavioural rules required to avoid legal implications and potential conflict of interests, with the following applied Policies and Codes:

- Code of Ethical Conduct.
- Whistle-blowing Policy.
- Code of Ethics for Senior Financial Officers.
- Supplier Code of Conduct.
- Policy on Insider Trading.
- Donation Policy.
- Sponsoring Policy.
- Policy on Accepting and Granting of Benefits.
- Anti-Fraud Policy.

- Event Policy.
- Policy on Avoiding Sexual Harassment.
- Policy on Avoiding Corruption and Other Conflicts of Interest.
- Policy on Employee Relations.

One Telecommunications' CMS:

- Has been certified in accordance with ISO 37001:2016 (Anti-Bribery Management System), ISO 19600:2014 (Compliance Management System) and ISO 37301:2021 (Anti-Bribery and Compliance Management Systems) by an independent certification body.
- Is reviewed by independent external auditors to confirm the effectiveness of its procedures.
- Has been certified by independent auditors in 2013 and 2016, according to the German Institute of Public Auditors (Institut der Wirtschaftsprüfer) Assurance Standard 980 (IDW AssS 980). The audits were mainly focused on anti-corruption and demonstrated the CMS's effectiveness to identify corruption risks and prevent violations.

D. Complying with legislation

✓ Good Practice... Prohibiting Political Involvement

Our Code of Ethical Conduct firmly dismisses any monetary donation or granting any monetary value-added benefits to political parties or elected public officials. The company has established transparent procedures regarding sponsoring of State institutions and bodies, which can verify the associated marketing effect (e.g. clearly indicating the company as a sponsor). It must be noted that in 2021, no donations were made to politicians, public officials and political parties.

We closely monitor the regulatory and legal framework related to our activities, in order to apply its relevant provisions. It must be noted that within 2021, there were no written notices regarding compliance issues by respective authorities or relevant legal cases, while no fines or other non-monetary sanctions were imposed for non-compliance with laws and regulations.

E. Ensuring business continuity

Being committed to maintain stable growth and continuous supply of quality telecommunication services, we strive to ensure our business continuity, in order to secure prompt and efficient recovery of essential operations from any incident or physical disaster. For this reason, we:

- Have established a framework and process to systematically identify threats and assess their potential or actual impact, as well as determine the respective persons to manage any adverse situation.
- Have developed our Business Continuity Management Policy and Business Continuity Management Framework Policy, which have been uploaded on our corporate Intranet.
- Have adopted and implement a Business Continuity Management System (BCMS), aligned with the ISO22301 international standard, which emphasizes the importance to:
 - Understand the organization's and Stakeholders' needs in terms of Business Continuity.
 - Implement and operate the necessary controls and measures to deal with interruptions in our operations.
 - Implement a systematic approach to manage the Business Continuity Management process.
 - Continuously monitor and review the Business Continuity Management System's performance and effectiveness.
- Have established the Information Security & Business Continuity Management Steering Committee, which consists of:
 - The Chief Executive Officer, as the Committee's Chairman.
 - The Chief Financial Officer.
 - The Chief Commercial Officer.
 - The Chief Legal Regulatory Compliance & Data Privacy Officer.
 - The IT Director.
 - The Network Director.
 - The Information Security & Business Continuity Management Officer.
 - The Internal Audit Officer.

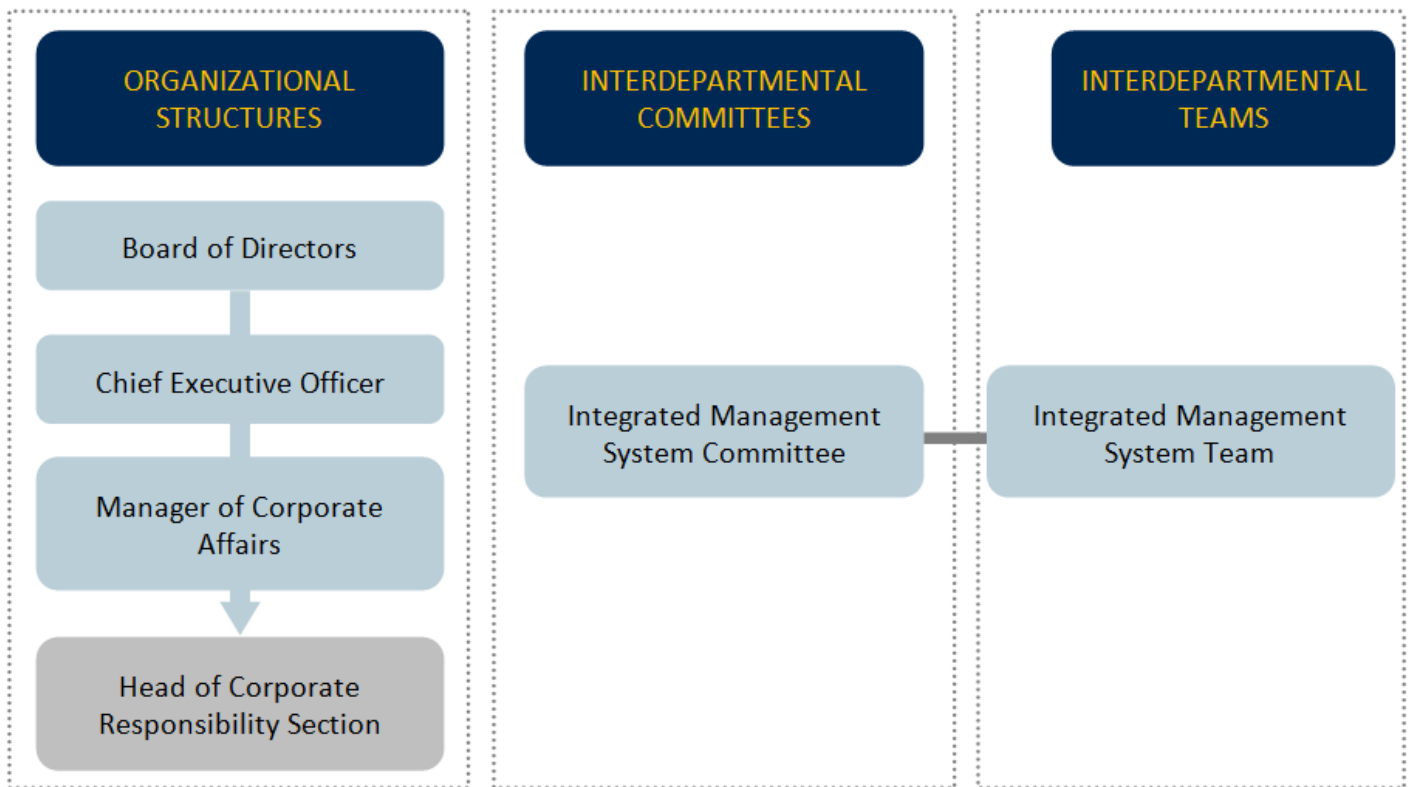
- Conduct regular Business Impact Analyses to assess the impact of any interruptions to our activities, in order to design appropriate Business Continuity Strategies and develop Business Continuity Plans with documented priorities, procedures, responsibilities and resources.
- Implement regular Risk Assessments to identify, analyze and assess potential threats that could interrupt our business activities and apply proper measures to mitigate or eliminate the associated risks.
- Have created a Crisis Management Team for decision-making and management of activities to mitigate the adverse effects of crisis events.
- Have defined an Incident Response Structure and have informed and properly trained its members through various exercises and drills.
- Have communicated our policies, procedures and activities related to business continuity to our employees, as part of the induction sessions for new hired employees and uploads on our corporate Intranet, with several relevant induction training sessions organized for all new employees in 2021.
- Regularly organize awareness and training sessions to ensure understanding of the respective structure and objectives, as well as evacuation drills, with respective drills conducted in our facilities in Lapraka and Kashar in 2021.

3. Corporate Responsibility Management

A. Utilizing appropriate organizational structures

The company has established suitable organizational structures to manage Corporate Responsibility at a strategic, organizational and operational level. The same structure is also used for data collection, in order to report our performance to shareholders.

Managing Corporate Responsibility



- The overall responsible for Corporate Responsibility issues is the Chief Executive Officer, who seeks the respective input from the BoD, as part of the annual review of strategic objectives.
- The Manager of Corporate Affairs reports directly to the CEO and is responsible to develop and implement the company’s Corporate Responsibility strategy, as well as cooperate with the CEO on Corporate Responsibility strategy issues and initiatives and with the interdepartmental Committees to ensure proper implementation of related programs.

- The Head of Corporate Social Responsibility Section is responsible to support the Corporate Responsibility strategy's implementation, coordinate and manage Corporate Responsibility activities throughout the company, collect and process the respective data, monitor the implementation of related measures and targets and communicate the company's Corporate Responsibility performance to external and internal Stakeholders.
- At the same time, we have established the interdepartmental Integrated Management System Committee to facilitate proper implementation of issues related to quality, health and safety and environment, which are incorporated into our Integrated Management System (IMS), as well as the interdepartmental Integrated Management System Team to ensure application of our policies and coordinate operational activities.

B. Operating based on Management Systems

In 2012, One Telecommunications became the first company in the telecommunications market in Albania to hold a triple ISO certification for its integrated Management System (IMS) on Quality, Environment and Occupational Health & Safety, based on ISO 9001, ISO 14001 and OHSAS 18001 respectively. Since 2017, One Telecommunications has certified its Anti-bribery Management System and Compliance Management System according to the ISO 37001 and ISO 19600 respectively, as part of the Integrated Management System, leading to integrate management structure into one Committee, one team and one internal audit. Furthermore, One Telecommunications certified its Risk Management System, according to the international standard ISO 31000 in 2019, in order to improve its business processes and standardization.

Within 2021, we:

- Re-certified our Integrated Management System according to the BS PAS 99 standard.
- Were subject to external audit and certified our Information Security Management System according to the ISO 27001 standard.
- Were subject to external audits and certified our Occupational Health and Safety Management System and Compliance Management System according to the new international versions of ISO 45001 and ISO 37301 standards respectively.
- Were subject to external surveillance audits related to ISO 37001, ISO 14001 and ISO 31000.
- Refined our IMS-related unified objectives and introduced new KPIs and targets to better monitor our Integrated Management System's performance, based on our company's operational changes and strategic objectives.
- Continued the redesign and automation of our business processes according to our corporate strategic and operational plans.





We had **no** non-conformities from audits regarding the operation of Management Systems

4. Stakeholder Engagement and Materiality Analysis

🔍 Your Opinion... Responsible Operation

According to surveys conducted to 1,201 citizens in February 2021 and 1,200 citizens in May 2021, respondents believe that we are a mobile operator who acts responsibly, with high evaluation score in all areas of responsible operation.

Area	February 2021 Evaluation	May 2021 Evaluation
Protecting the Environment	3.6	4.1
Caring about its Employees	3.8	4.3
Respecting its Customers	3.8	4.3
Supporting the Communities	3.6	4.1

Furthermore, according to a survey conducted to 1,201 citizens in February 2021, operators should focus by priority to the following issues related to responsible operation:

- Respecting their customers.
- Protecting the Environment.
- Supporting the communities.
- Operating ethically.
- Caring about their employees.
- Controlling suppliers.

A. Focusing on five main Areas to operate responsibly

Our company transforms its commitment to operate responsibly into action and focuses on the following five main Areas, in order to respond to our Stakeholders’ long-term needs and expectations. These Areas compose our Corporate Responsibility Framework, which is used by our company to manage systematically all respective subjects linked to our business operation and formulate concrete strategic objectives.



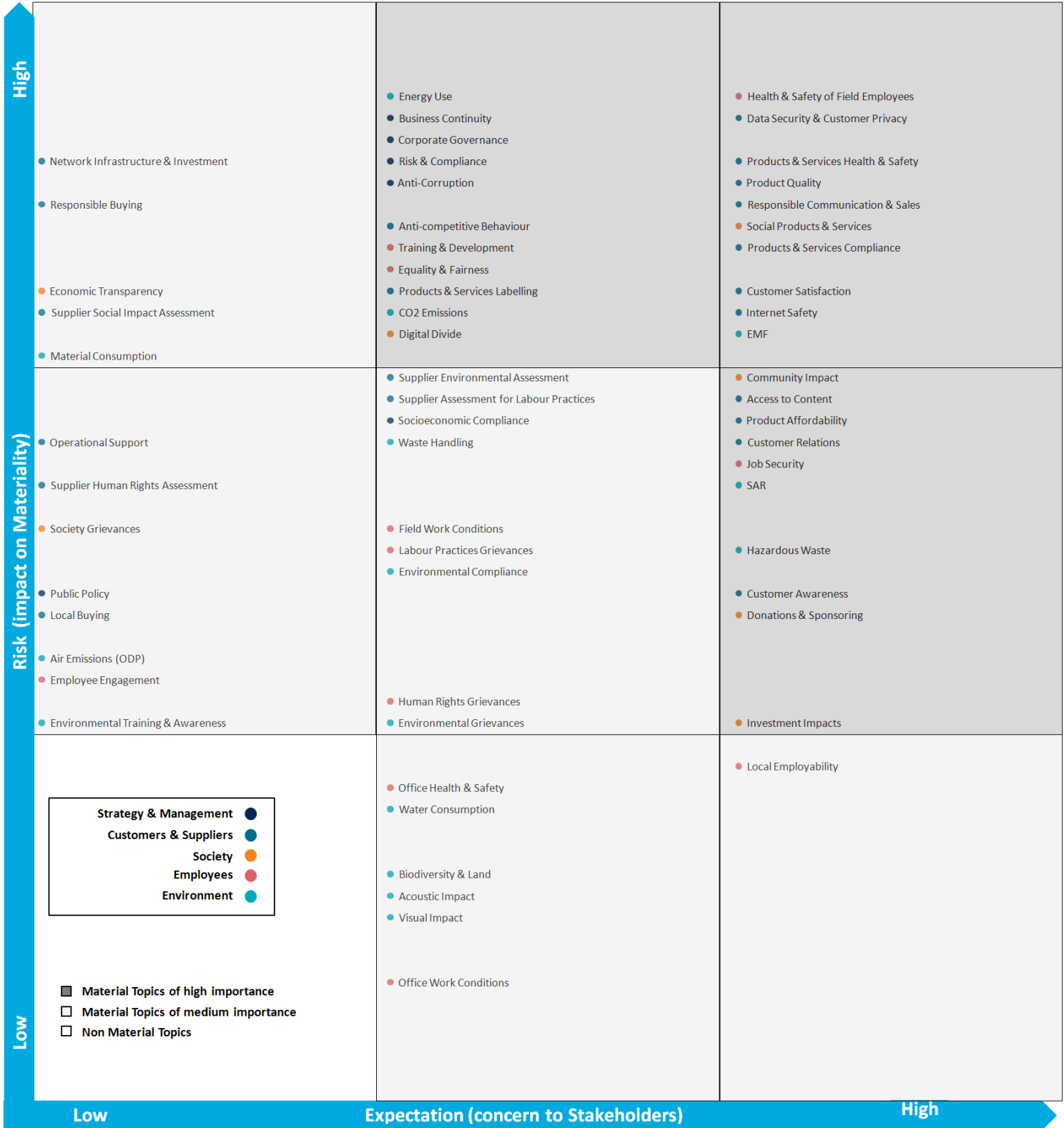
B. Identifying Material Topics

As a result of a Materiality Analysis, the company focuses on Material Topics in each of the above Areas. In order to identify them, One Telecommunications reviewed potential topics, based on the sector’s regulatory environment, current conditions and practices worldwide, as well as future trends. In total, we reviewed over 90 topics, which were prioritized afterwards according to:

- The level of impact on the company, where we examined the economic, environmental and social impacts of our activities, products and operations.
- Our Stakeholders’ expectations, where we identified key requirements of our Stakeholders related to Corporate Responsibility issues. Although, at the moment, we do not conduct a full-scope Stakeholder Engagement Survey on Corporate Responsibility issues, we utilize relevant input from various surveys (such as the quarterly Social Responsibility Surveys), as well as indirect input from the company’s departments which interact with each Stakeholder group.

We used the Materiality Analysis to determine the Corporate Responsibility Report’s content (following GRI’s 4 Report Content Principles) and the Topics’ scope (boundaries), without any significant changes compared to the previous period (e.g. regarding Material Topics). The Materiality Analysis was approved by the Corporate Responsibility Section within the Corporate Affairs Department, through which we have identified the following Material Topics for 2021 (all Topics that were not deemed Material are not mentioned in detail):

Corporate Responsibility Materiality Analysis



C. Interacting with our Stakeholders

The way we operate, as well as our decisions, affect a wide range of people, groups and organizations, who comprise our Stakeholders, i.e. anyone who directly or indirectly influences or is influenced by our activities and operations.

Stakeholder Categories



As these groups require not only transparency but also active involvement of companies in issues related to society development and environmental protection, we systematically identify our Stakeholders' expectations and questions, in order to effectively respond to them. The following table describes our Stakeholder groups, methods we apply to continuously communicate with them and their frequency (without any distinct engagement activities specifically as part of this Report's development), in order to ensure consistent value creation for our Stakeholders, the main issues of interest related to Corporate Responsibility, as well as the sections within our Report, where we respond to these topics. The Corporate Affairs Department is responsible to coordinate the interaction between One Telecommunications and its Stakeholders on issues related to Corporate Responsibility, which is a process that actively involves the entire company, as it is conducted throughout the year.

Stakeholder Engagement

Stakeholder	Methods of interaction through continuous and ongoing activities (unless indicated otherwise)	Main issues of interest	Section in this Report
Customers (retail and business)	<ul style="list-style-type: none"> • Sales network (frequent regional conferences) • Customer Service Center • Customer Satisfaction Survey (quarterly) • Tracking Studies for retail customers (annually) • Tracking Studies for business customers (annually) • Call Centers • Social media • Website 	<ul style="list-style-type: none"> • Data Security & Customer Privacy • Product Quality • Customer Satisfaction • Anti-competitive Behaviour • Internet Safety • EMF • Responsible Communication & Sales • Access to Content • Product Affordability 	Customers & Suppliers: III-1B,2A-2C,3A-3C,4A-4C,5D Environment: VI-4A,4B

		<ul style="list-style-type: none"> • Customer Relations • SAR • Customer Awareness • Products & Services Labelling 	
Sales Network	<ul style="list-style-type: none"> • Customer Satisfaction Survey (quarterly) • Information systems • Verbal communication • Interaction 	<ul style="list-style-type: none"> • Product Quality • Customer Satisfaction • Products & Services Compliance • Responsible Communication & Sales • Products & Services Labelling 	Customers & Suppliers: III-2A-2C,3A-3C,4C,5D
Suppliers	<ul style="list-style-type: none"> • Procurement activities • Contracts • Meetings • Corporate announcements • Press releases 	<ul style="list-style-type: none"> • Supplier Assessment for Labour Practices • Supplier Environmental Assessment • Local Buying • Responsible Buying • Operational Support • Supplier Human Rights Assessment • Supplier Social Impact Assessment 	Customers & Suppliers: III-5A-5D
Government & Authorities (e.g. AKEP)	<ul style="list-style-type: none"> • Consultations on regulatory framework • Formal communication • Business meetings and reports • Cooperative projects • Dialogue with representatives at local and national level 	<ul style="list-style-type: none"> • Data Security & Customer Privacy • Anti-Competitive Behaviour • Products & Services Compliance • Internet Safety • EMF • Responsible Communication & Sales • Digital Divide • Risk & Compliance • Anti-corruption • Socioeconomic Compliance • Public Policy • Network Infrastructure & Investment • Economic Transparency 	Customers & Suppliers: III-1B,2A-2C,4A-4C,5D Environment VI-4A Society: IV-1A,2B Strategy & Management: II-1A-1C,2A-2E Introduction: I-4B
Employees	<ul style="list-style-type: none"> • Employee Satisfaction and Engagement Surveys (semi-annual) • Trainings • Performance Appraisal (annual) • Informative publications • Events • Meetings • Volunteer activities • Website 	<ul style="list-style-type: none"> • Health & Safety of Employees • Equality & Fairness • Job Security • Labour Practices Grievances • Local Employability • Training & Development • Work Conditions 	Employees: V-1B,2A,2B,3A-3C,4A,4B,5A-5C

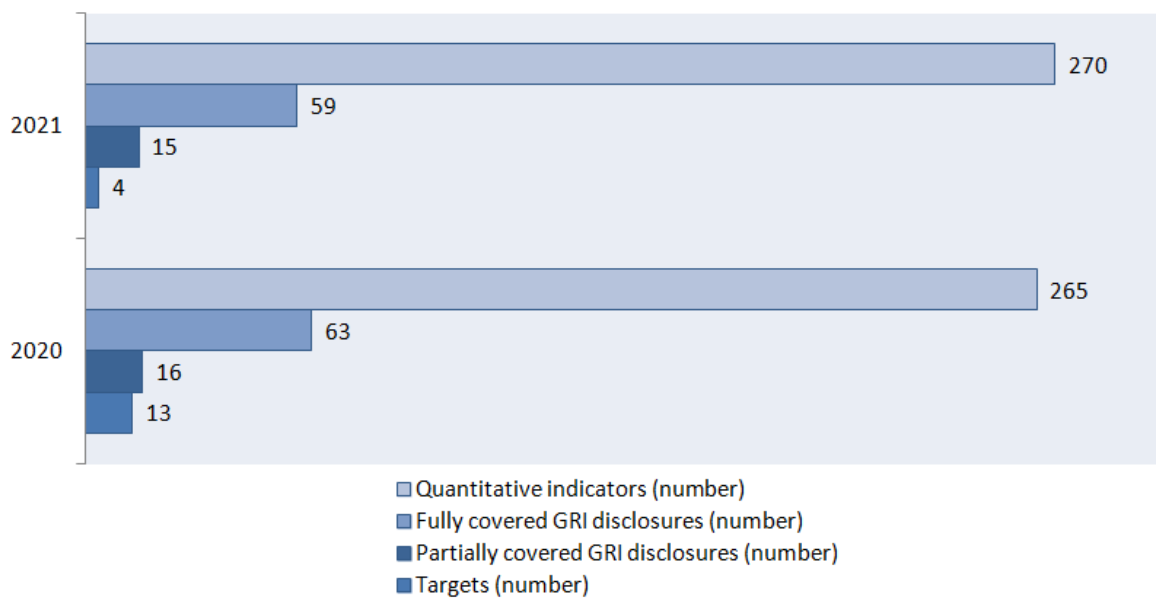
	<ul style="list-style-type: none"> • Intranet • OneHR Portal • E-mails • One employees (Facebook) 	<ul style="list-style-type: none"> • Employee Engagement • Human Rights Grievances 	
Local Communities	<ul style="list-style-type: none"> • Dialogue with local representatives • Visits • Local events, festivals and projects • Meetings 	<ul style="list-style-type: none"> • Social Products & Services • EMF • Community Impact • Hazardous Waste • Donations & Sponsoring • Investment Impacts • Local Employability • CO₂ Emissions • Waste Handling • Environmental Compliance • Environmental Grievances • Acoustic Impact • Visual Impact • Society Grievances • Air Emissions (ODP) 	<p>Society: IV-3A,4A,4B,4D Employees: V-1B Environment: VI-1C,2F,3A,3C,3D,4A,4B,5A,5B,5E</p>
Citizens	<ul style="list-style-type: none"> • Social Responsibility Surveys (quarterly) • Website • Social media 	<ul style="list-style-type: none"> • Data Security & Customer Privacy • Social Products & Services • Internet Safety • Digital Divide • Energy Use • Material Consumption • CO₂ Emissions • Network Infrastructure & Investment 	<p>Customers & Suppliers: III-4A-4C Society: IV-2B,3A Environment: VI-2A-2D,2F,3A-3C Introduction: I-4B</p>
Non-governmental organizations (NGOs) & Not-for-profit organizations (NPOs)	<ul style="list-style-type: none"> • Meetings • Collaborations 	<ul style="list-style-type: none"> • Data Security & Customer Privacy • Equality & Fairness • Internet Safety • EMF • Digital Divide • Labour Practices Grievances • Environmental Compliance • Environmental Grievances • Water Consumption • Biodiversity & Land • Society Grievances • Human Rights Grievances 	<p>Customers & Suppliers: III-4A-4C,5D Society: IV-2B,4D Employees: V-3B,3C Environment: VI-1C,2A-2D,3A,3C,3D,4A,4B,5C,5D</p>
Media	<ul style="list-style-type: none"> • Corporate announcements • Press conferences • Press releases 	All above	<p>Strategy & Management: II-1-2 Customers & Suppliers: III-1-5 Society: IV-1-4</p>

	<ul style="list-style-type: none"> • Informative publications • Meetings • Website • Information upon request 		Employees: V-1-5 Environment: VI-1-5
Shareholders	<ul style="list-style-type: none"> • General Shareholders Assembly • Meetings • Financial reports • Adoption and utilization of policies and principles 	All above	Strategy & Management: II-1-2 Customers & Suppliers: III-1-5 Society: IV-1-4 Employees: V-1-5 Environment: VI-1-5

D. Focusing on quantitative results

We focus to continuously include and publish more quantitative indicators and objectives, in order to respond to our Stakeholders' requirement for greater transparency and their need to be able to evaluate our performance.

Quantitative Data within the Corporate Responsibility Report



We increased by **1.9%** the number of quantitative indicators we make reference to within the Report

5. 2021 Targets and Achievements

We said	Progress
Redefine KPIs and targets based on introduction of new operating systems and redesign/automation of daily operations and procedures	100%
Further develop our Integrated Management System and certify according to BS PAS 99:2012 System Certificate	100%
Achieve external certification of our Information Security Management System	100%

III. OUR CUSTOMERS & SUPPLIERS

Introduction and Summary

Our Size:

1.4 million customers (mobile only, excluding M2M)

98.8% population coverage (GSM coverage)

51.2% of complaints resolved within 5 days

334 suppliers

46% spending on local suppliers

Our Objective:

To develop products and services which are safe and correspond to the needs of our customers, as well as facilitate the responsible operation of the markets where we conduct our business.

Our Achievements:

- We reduced the drop call rate on our 3G network by 50%.
- We resolved 51.2% of complaints received within 5 days.
- We conducted Information Security Awareness Sessions to 100% of new hired employees.
- We had no incidents regarding customer privacy issues or loss of personal data.
- We successfully blocked over 117,000 Internet security threats.
- We spent 46% of total procurement expenditure to local suppliers.
- We increased the percentage of local suppliers to 76%.
- We communicated our Supplier Code of Conduct to all our suppliers, with 100% of them signing its acceptance.

1. Responsible Competition

A. Operating within the regulatory framework

Since One Telecommunications is designated as a significant market power (SMP) in the wholesale markets, the company follows the Electronic and Postal Communications Authority’s (AKEP, i.e. the regulatory authority regarding electronic communications and postal service, which supervises the regulatory framework in the respective areas) regulatory obligations, which can be summarized below.

Regulatory Obligations per Market

Markets	SMP Undertaking	Regulatory obligations
Retail mobile market (residential and non-residential)	One Telecommunications	<ul style="list-style-type: none"> • Non-discrimination on-net/off net (minutes and rates)
Wholesale fixed termination market	One Telecommunications	<ul style="list-style-type: none"> • Non-discrimination • Transparency (no obligation for publication of Reference Interconnection Offer – RIO) • Access and Interconnection • Price Control
Wholesale mobile call termination market	One Telecommunications	<ul style="list-style-type: none"> • Non-discrimination • Transparency (RIO publication) • Cost orientation • Access and Interconnection • Price Control
Wholesale mobile SMS termination market	One Telecommunications	<ul style="list-style-type: none"> • Non-discrimination • Transparency (no obligation for RIO publication for SMS) • Access and Interconnection • Price Control

These obligations often have a substantial impact on the company’s activities and operations, such as the obligation of price control (i.e. setting a national mobile and fixed termination rate and SMS termination rate), which directly affects the wholesale interconnection prices in traffic measurements between One Telecommunications and other mobile and fixed operators.

Within 2021:

- There were no other fines or other non-monetary sanctions imposed by AKEP, except for an administrative penalty of 1,200,000 ALL (approximately €10,000) imposed in March 2021 after an inspection which took 60 calendar days, regarding the implementation of number portability. After filing an administrative complaint against this decision, which was rejected, the company filed a lawsuit in the Tirana First Administrative Court against AKEP’s decision and the respective administrative act that imposed the fine. The Tirana First Administrative Court revoked AKEP’s decisions and AKEP has filed an appeal, which is currently under review by the Administrative Court of Appeal. On a subsequent note, AKEP conducted another inspection at ONE Telecommunications premises in December 2021 to verify the fulfillment of recommendations as a result of an inspection in January 2021, and ONE Telecommunications expressed the good will to meet these obligations and recommendations.
- Apart from the above case, there were no other written notices from AKEP for non-compliance with its decisions, One Telecommunications did not file any other complaints against AKEP’s decisions and the company was not filed with any other lawsuits, recourses, appeals or other legal actions related to its operation.
- Regarding a previous administrative complaint filed to AKEP from Neofone regarding an increase in international mobile termination rates as part of the interconnection contract with One Telecommunications (which has been rejected by AKEP) and a respective legal action sent to the First Administrative Court on September 2017, with a following specification on November 2017, the lawsuit was rejected. Neofone has challenged the First

Administrative Court's decision in front of Tirana Administrative Court of Appeal, with no hearing date decided at the moment, and the case is considered as closed.

B. Abiding by fair competition rules

We recognize the importance of fair competition, since it promotes efficiency, economic development and innovation. Within this context, we:

- Comply with national legislation and regulation in the Albanian telecommunication market, as outlined mainly in Law no. 9121/28.07.2003 'On competition', which aims to protect free and fair competition, as well as the respective Presidential Decrees, Ministerial Decisions and Decisions from independent administrative authorities, such as the Albanian Competition Authority (CAA) (e.g. the CAA's Decision No.703 dated 06.08.2020 regarding 'Concluding the preliminary investigation procedure in the retail market of mobile services and approving the commitments as mandatory in the form of conditions and obligations for the enterprises Vodafone Albania, Telekom Albania and Albtelecom').
- Comply with the specific regulation related to issues, such as licensing, tariffs, local loop unbundling, interconnection, leased lines and universal service, as well the Law no. 9918/19.05.2008 on 'Electronic Communications in the Republic of Albania', which regulates the company's activities.
- Have signed the Committee of Customer Protection's and AKEP's Code of Conduct related to the protection of customers as a self-regulatory initiative, which states the main principles of fair competition in the electronic communications market.
- Conform to the principles of fair competition for all our operations.
- Support fair dealing with our business partners and competitors.
- Do not engage in price fixing or illegal attempts to gain market influence.
- Do not utilize unfair means to gain a competitive advantage.
- Do not use industrial espionage to obtain information about market competitors.
- Do not disseminate false information about our competitors' products or services.
- Do not unnecessarily communicate information from and about the company to any third parties.
- Train managers and directors on competition law and Anti-Trust Policy requirements, as part of the Annual Compliance Classroom Training, without however conducting any relevant training in 2021.

Within 2021, there were:

- No complaints for anti-competitive behaviour on behalf of One Telecommunications.
- No investigations or legal actions for anti-competitive behaviour or anti-trust practices.
- No fines or other non-monetary sanctions for anti-competitive behaviour or anti-trust practices imposed by the respective authorities.
- No complaints filed by One Telecommunications for anti-competitive behaviour on behalf of other operators.

2. Responsible Marketing and Communication

A. Applying Responsible Marketing practices

Our communication material is legal, appropriate, fair, sincere, corresponds to reality and respects peoples' diversity, in terms of age, gender, race, religion and physical or mental status. Within this context:

- We comply with the contractual obligations regarding communication and marketing activities as defined by the Audio Visual Media Authority, AKEP and the Competition and Consumer Protection Authority.
- Our Marketing Communications Department reviews all promotional material (e.g. advertising messages and campaigns), as well as network communications (e.g. SMS, notifications) before publicly launching them, in order to ensure proper implementation and compliance.
- Our Legal, Regulatory, Compliance & Data Privacy Department reviews crucial materials and confirms their compliance with applicable laws and legislative provisions.
- We do not sell or provide any products and services which are either banned or disputed in foreign markets.

In 2021, there were:

- No cases of non-compliance with regulations and voluntary codes concerning marketing, advertising, promotion, product and service information and labeling.
- No cases of campaigns being withdrawn (after their initial release).

- No investigations or legal actions for non-compliance concerning marketing, advertising, promotion, product and service information and labeling.
- No relevant fines or other non-monetary sanctions imposed by respective authorities.

B. Providing information for our services

We communicate with clarity and transparency on our services, pricing policies and charges, as well as contractual conditions.

Published Information

Information on our website

Reference interconnection offer

General conditions of subscribers' contract

Service level agreement

Indicator of mobile service quality

Indicator of fix service quality

SMS termination tariffs

SMS termination decision

Conditions and terms of use

C. Ensuring transparent pricing practices and affordability of our services

We strive to offer reduced prices or discounts to contribute in our own way to the difficult financial condition many of our fellow citizens face due to the current economic environment. At the same time, we proactively review handset prices and provide a variety of bundles/offers to our subscribers, taking into account market trends, dynamics and competition, in order to provide the most competitive options in the market.

Pricing information: One Telecommunications provides extensive pricing information about its products and services (e.g. prices of products and services, tariff options, charges, fees) in its website and respective advertising materials, as well as through its customer service centers. Customers can control or receive information on their use and pricing through various channels, which include:

- IVR.
- The mobile application.
- Our website.
- Our shops.

Furthermore, we publicly notify all changes in tariffs of services or new tariffs or their amendments at least 7 days before their implementation, which has to last 3 days in succession, except in cases of price reductions, where changes can be done immediately. At the same time, we notify subscribers for any modification at least 30 days before their implementation and inform them about their right to refuse the new terms and conditions and end their contract without any further penalty.

Cost control: Our bill shock prevention service while roaming sends an SMS to the post-paid subscriber who reaches the data usage threshold while roaming and the subscriber is redirected to select the appropriate option. Pre-paid subscribers can check their balance, last call and expiry period via IVR/My One App and post-paid subscribers can check their actual monthly consumption via SMS/My One App.

Development of roaming services: One Telecommunications has established agreements with 394 operators worldwide and all customers can use the roaming services in 147 countries worldwide, through 404 networks, compared to 143 countries and 377 networks in 2017. At the same time, GPRS service is available through 277 networks in 114 countries, compared to 226 networks in 104 countries in 2017. Furthermore, One

Telecommunications offers the Roam Like at Home service within Western Balkan countries since 2021, through which customers can use their bundle or rateplan units even when in roaming as if they were in Albania and roaming tariffs in these countries are the same as domestic tariffs, without any extra costs.

It must be noted that in 2021, we were the first telecommunications operator in Albania who added Afghanistan to the list of destinations eligible for international minutes contained in prepaid packages, as a response to the ongoing refugee crisis.

3. Customer Service and Satisfaction

Your Opinion... Customer Service and Satisfaction

According to a survey conducted to 1,200 citizens in February 2021, our company and our competitors were positioned in the following ranking order:

Issue	1 st Place – Best	2 nd Place	3 rd Place
I trust my mobile provider		Competitor B	Competitor A
My mobile provider offers easy to use products and services		Competitor B	Competitor A
My mobile provider rewards me different bonuses for my purchases	Competitor B		Competitor A

A. Aiming for customer satisfaction

Good Practice... Mobile Application and Corporate Website

One Telecommunications has developed the fully functional self-care mobile application My One for Android and iOS users, who can:

- Check their account anytime, anywhere (e.g. remaining units, active packages, tariff plans, balance and extra costs, billing information) and control their balance for all tariff plans.
- Recharge and add an amount to any pre-paid account through credit or debit card for own or other MSISDN (Mobile Station International Subscriber Director Number) phone numbers.
- Activate the bundle that fits their needs, as well as standard and add-on packages.
- Check their unpaid bills and use credit or debit card to pay them.
- Pay and download their invoices (for B2C users).
- Check their personalized offers.
- Activate or deactivate any service they need or don't need.
- Send a message or call directly our customer support or start a chat conversation or request a callback through the Help & Support section, which also includes a Frequently Asked Questions section (FAQ) available to all customers.

Furthermore, we provide a wide a range of services to our customers via our corporate website, which include:

- A fully functional e-care/e-shop online portal, where customers can purchase their products and either pay with credit/debit card or on delivery, with all items being delivered within 48 hours.
- Electronic bill and e-Payment, which includes the last bill's due amount, the undue amount and traffic information, which customers can use a credit/debit card to pay their bill.
- A Pre-paid eTop-up service, where customers can use a credit/debit card to add an amount to any pre-paid account.
- The My account (Llogaria ime) log-in area, where customers can register and receive real-time information (e.g. remaining credit, credit expiry date, PUK code retrieval), activate or deactivate services and purchase bundles.

- Frequently Asked Questions and Customer Support areas, where we inform our customers about various issues, such as shop location and automatic Internet settings.

We seek to cultivate a reciprocal, sincere and trustful relationship with our customers, in order to be their preferred choice. We consider our customers' satisfaction a strategic growth element and focus our efforts on three main categories:

- Continuously update our technology offering and network.
- Provide innovative and effective solutions.
- Offer the best customer experience through our employees.

For this reason, we closely monitor our performance regarding customer satisfaction, through an annual qualitative and quantitative survey to analyze our company's and brands' strengths, both in both in absolute terms and compared with our competitors.

✓ Good Practice... Customer Experience

Customer Experience refers to the interactions between a customer and an organization throughout their business relationship. We have introduced the Customer Journey concept since 2016, in order to find areas for improvement throughout all customers' phases/steps during a product's or service's lifecycle and, ultimately, improve our performance. Within this context, we have:

- Defined new products with mandatory Customer Journey requirements.
- Introduced Customer Journey as part of the product development stage.
- Conducted Customer Journey exercises for new activations and business roaming.
- Introduced an automated Facebook ChatBot to enhance our self-service approach to customers, being the first company in the telecommunications industry in Albania with such feature.
- Allowed all self-service actions required by customers to be performed through our mobile application.

B. Monitoring sales network's performance

Within 2021, we performed a 'Mystery Shopping' survey to monitor our sales network's performance in 5 dimensions, without any corrective measures as a result of the respective survey:

- Time of Service.
- Sales and Services.
- Customer Care.
- Professionalism.
- Shop Environment.

C. Ensuring service reliability

Our ability to offer reliable and uninterrupted services is an important parameter of customer satisfaction, which we consider one of our main obligations. In 2021, we completed our network modernization and managed to increase our network's potential to the Gigabit LTE level, following an extensive collaboration with Ericsson in preparation of the 5G network using the latest equipment. The modernization of our network is part of a €92 million investment, the largest investment made in the Albanian telecommunications sector, which allows us to guarantee:

- High 4G+ download speeds up to 1.2Gbps.
- 98.5% population coverage for of the population.
- 7x better indoor coverage.
- VoLTE sound quality and speed, everywhere.
- Safer network.

Network Reliability

Rates	2019	2020	2021
Network availability (%)			
2G	99.8	99.5	99.6
3G	99.98	99.7	99.7
4G	99.9	99.8	99.8
4G+	99.9	99.8	99.8
Call success (%)			
2G	99.95	99.8	99.8
3G	99.8	99.9	99.9
4G	99.8	99.7	99.8
4G+	99.8	99.7	99.8
Drop call (%)			
2G	0.87	0.54	0.63
3G	0.18	0.2	0.1
Data drop (%)			
4G	0.2	0.1	0.2
4G+	0.2	0.1	0.2

As a result of our efforts and utilizing Ericsson’s leading mobile technology, we were awarded with the first place (‘Best in Test’) among mobile operators in Albania for our mobile network during the network benchmark test conducted by ‘Umlaut’ (formerly known as P3 communications), following an independent assessment of approximately 22.6 million samples collected from 17,900 users during a 6-month period, in addition to the ‘Best-rated broadband coverage’ and ‘Best-rated user download speed’ distinctions.

Network Performance Assessment

Category	Maximum points	One Telecommunications	Competitor A	Competitor B
Broadband coverage				
Coverage Quality	75	57.7	59.2	34.3
Coverage Reach	150	141.2	143.8	130.3
Time on broadband	275	258.1	252.5	218.3
Download Speed				
Basic internet class	165	131.1	121.6	135.5
HD video class	101	91.8	76.5	86.0
UHD video class	34	30.7	30.7	30.6
Latency				
Gaming class	90	84.6	88.0	51.8
OTT voice class	110	99.8	103.3	90.4
TOTAL	1,000	895	876	777



We reduced the drop call rate on our 3G network by **50%**

D. Monitoring our performance

To improve customer service, we:

- Manage customers with a mobile connection from a separate team, in order to receive a single, integrated service.
- Have established personalized service with increased telephone communication.
- Seek to further utilize digital channels (e.g. chat).
- Have adopted unified procedures and practices to manage customer complaints.
- Seek to increase First Contact Resolution.

We have established mechanisms to communicate and receive comments and complaints (in case of delays, we inform the customer for the reasons of delay and the expected time to resolve his/her complaint), which include:

- Written communication to our offices.
- The e-mail address ankesa@one.al.
- Our Call Centers (139 for pre-paid customers, 144 for post-paid customers and 142 for both pre-paid and post-paid customers).
- Personal contact at the company's points of sale.

Within 2021:

- We received over 2.6 million customer requests, with approximately 58.3% of those being answered and solved automatically from our IVR system.
- We received over 6,800 complaints, without any of them resulting in a fine or other non-monetary sanction.
- The average time to resolve complaints was approximately 12 days, compared to 4.5 days in 2020, due to the continuous growth of customer base and products/services portfolio, which lead to increased number of customer complaints.

Customer Service

	2019	2020	2021
Customer requests received			
IVR (number)	1,106,643	1,452,737	1,556,725
Facebook (number)	67,734	130,088	106,117
Live chat (number)	55,859	80,121	88,925
wapp (number)	NR	129,941	127,754
Chatbot (number)	6,063	6,065	0
Mobile application (number)	27,201	35,907	64,502
Website (number)	1,136	1,363	1,901
Call center agents (number)	526,086	666,333	721,987
Complaints received			
By e-mail and Siebel Ticket			
Complaints (number)	2,143	4,710	6,863
Complaints resolved within 5 days (number)	1,919	4,017	3,511
Average days to resolve (days)	2.8	3.5	12
In written (form in shops) – Protocol Office			
Complaints (number)	376	314	62
Complaints resolved within 5 days (number)	312	272	33
Average days to resolve (days)	3.5	4.8	10
Complaints category (number)			
Product and services	532	941	163
Cost of products and services ⁽¹⁾	1,691	3,489	6,288
Policies and procedures ⁽²⁾	278	548	420
Product and service reliability ⁽³⁾	18	46	54

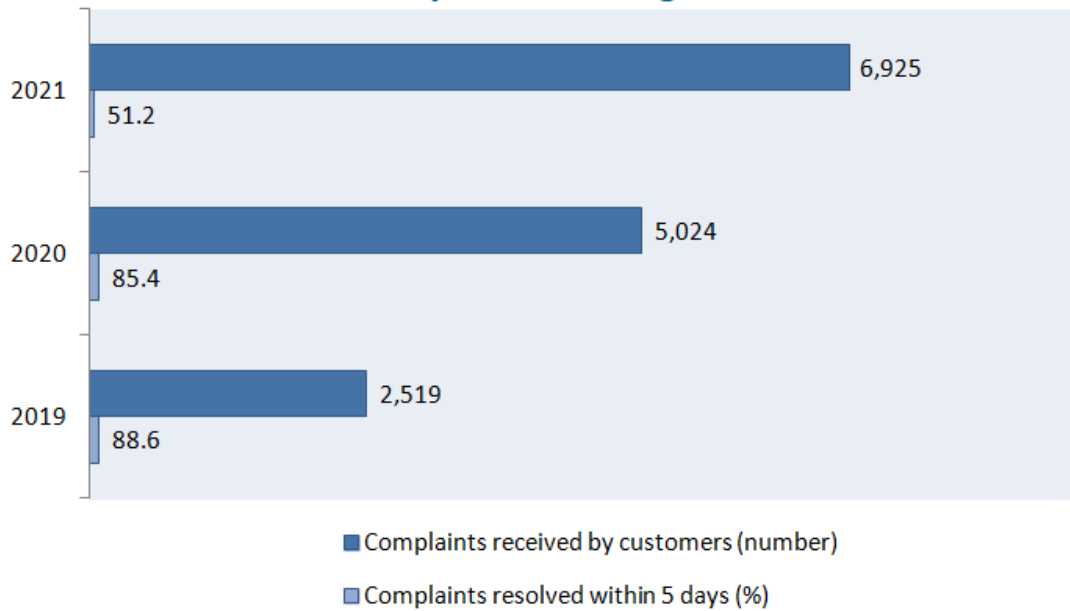
(1) Includes billing and charging complaints, i.e. tariffs charging (voice, messages, national and international) and roaming charging.

(2) Includes contract claims, bad debt notification and payment clarification.

(3) Includes technical issues, such as network coverage (GSM, 3G and 4G), as well as internet service speed and status.

NR: Not Reported

Complaints Management



We resolved **51.2%** of complaints received within 5 days

4. Data and Information Security

A. Protecting personal data

Policy... Protection of Personal Rights on Handling Personal Data

Our Binding Corporate Rules Privacy Policy ensures data privacy and describes the measures taken to manage personal data and respect individuals' rights, through its provisions in the following issues:

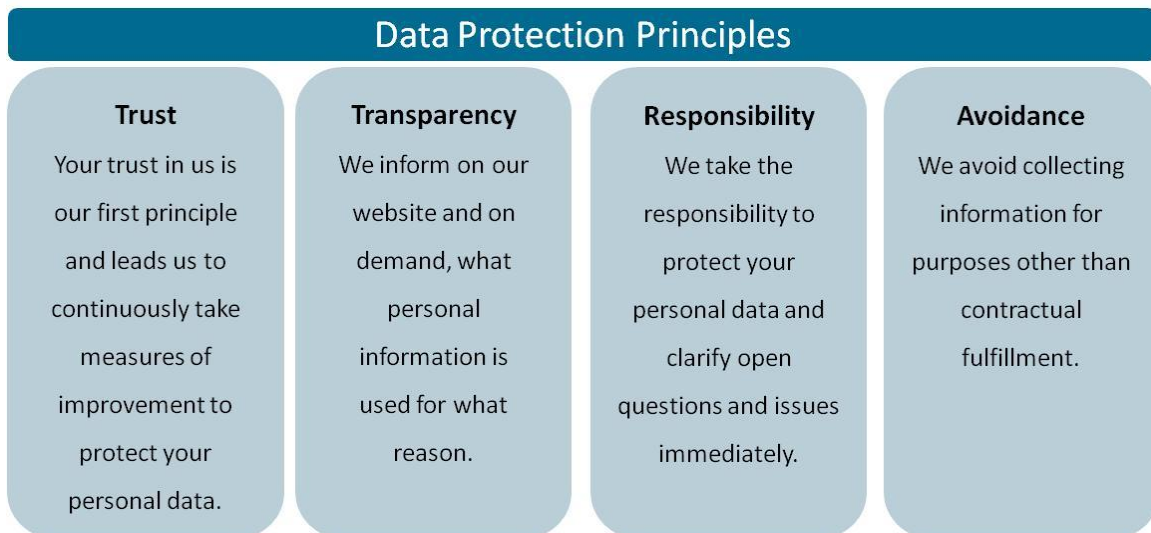
- Transparency of Data Processing.
- Conditions of Admissibility for the Use of Personal Data.
- Transfer of Personal Data.
- Data Quality and Data Security.
- Rights of Data Subjects.
- Data Privacy Organization.

Security of personal data and communication content is not only an important commercial issue, but also a legal and ethical obligation. Therefore, we:

- Utilize suitable and appropriate organizational and technical means and infrastructures.
- Comply with national legal requirements concerning personal data security, including handling of requests by the competent judicial, prosecutorial and police authorities to lift customer confidentiality and disclosure, with data traffic records for 2,578 telephone numbers and subscriber master data for 2,308 cases requested within 2021, as well information and CCTV footage for 26 cases requested from respective authorities.
- Have established the Information Security and Business Continuity Management Steering Committee to provide management direction and guidance for the company's information security efforts, including implementation of all security requirements from Information Security Policies in the company's IT/NT infrastructure.
- Have introduced the Binding Corporate Rules Privacy Policy, the General Security Policy and the Customer Privacy Code, which specifically describe:
 - The type of customer information collected.

- The methods to collect customer information.
- The use of customer information.
- Disclosure of customer information.
- Storage and protection of customer information.
- The methods for customers to update their information and select how to be contacted.
- Communication of policy changes and updates, as well as contact information for questions or comments about our privacy practices.
- Completed the certification of our Information Security Management System in accordance with ISO 27001.
- Comply with AKEP's Information Security Regulation in all internal policies on information security.
- Have developed the Information Security Annex with rules and technical requirements in legal agreements with third parties offering IT/NT solutions and services, which they must accept and implement, in order to ensure that they agree, implement and correctly follow our security requirements.
- Implement mandatory Privacy and Security Assessments for every new technical implementation within our technical infrastructure on all security requirements that should be implemented.
- Have introduced and implement technical solutions for system and network devices security and security vulnerabilities scanning.
- Perform semi-annual Security Audits of our Data Security Management System.
- Handle and perform various internal audits related to information security.
- Have included a dedicated Privacy Awareness section in our Induction Program and conduct annual Information Security Awareness Sessions for our employees. Within 2021, we organized respective sessions for all our new employees (which correspond to 23% of total employees), as part of their Induction training.
- Require personal consent to collect, process and use any personal data only for their designated purpose.

Data Principles



In 2021, there were:

- 2 Information Security audits, with no recorded non-compliance incident.
- 28 incidents regarding Internet mail spams reported to Information Security and Business Continuity Management Office.
- 142 actions blocked to prevent data leakage from our Data Leakage Prevention System.
- No data leakage investigation cases.
- No complaints or cases of non-compliance with regulations and voluntary codes regarding privacy issues or loss of personal data.
- No incidents or legal actions for non-compliance related to personal data protection.
- No relevant fines or other non-monetary sanctions imposed by respective authorities.

We conducted Information Security Awareness Sessions to **100%** of new hired employees

We had **no** incidents regarding customer privacy issues or loss of personal data

B. Upholding Internet security

✓ Good Practice... Clean Path Network

Being aware that 5G networks will play a critical role in our lives and any infrastructure malfunction or data leakage can potentially have a serious impact on society, we have joined the U.S. Government's Clean Network initiative, which is a comprehensive effort to set internationally accepted standards for a secure global Internet and protect transmission of calls and data over communication networks. Centered around a coalition of trusted partners committed to data privacy and security, one of the initiative's main objectives is to secure the entire 5G information technology ecosystem (including all extensions and accessories) and establish an open, interoperable, reliable and secure global Internet.

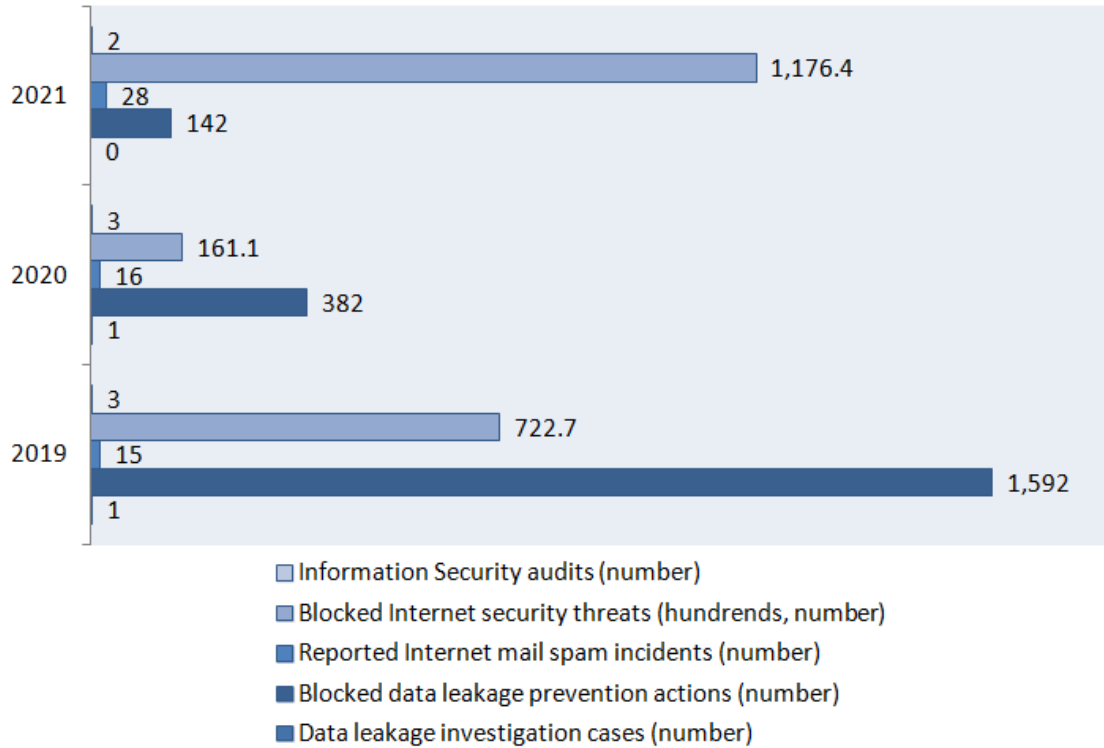
One Telecommunications is a Clean Path partner and commits not to use transmitting or control devices from companies that do not fulfill credibility criteria regarding safe networks. This commitment is associated with the transit of all network traffic solely through equipment provided by trusted vendors, as an attempt to create an end-to-end communication path that does not use any equipment from untrusted IT vendors (e.g. transmission, control, computing or storage equipment), who may intercept and/or disseminate sensitive information to other parties.

We were the first operator in the Balkans and among the first European telecommunication companies to meet the initiative's international standards for Internet security and data protection, as a result of our adherence to the highest standards of network security for our customers and partners through the exclusive use of trusted equipment.

We have included advices and practices on safe Internet use and information security on our website to inform our subscribers and the general public regarding:

- E-mail and security.
- Safety for children.
- How to navigate safely online.
- What can you do to protect your personal computer.
- What can you do to secure your mobile device.
- Important questions about storing personal data.
- Mobile phones and security.

Information and Internet Security



We successfully blocked over **117,000** Internet security threats

C. Protecting minors

✓ Good Practice... Promoting Safer Internet Use from Minors

Aiming to promote safer Internet use from minors and raise awareness on the potential risks from online activities, in 2021 we:

- Collaborated with AKCESK (the National Authority for Electronic Certification and Cyber Security) and the Municipality of Vlora and launched a 'Cyber Corner' at the Children's Cultural Center on the occasion of the European Cybersecurity Month. Following the inauguration of the first 'Cyber Corner' at Hamit Beqja library in Tirana during the previous year, the project will expand in other cities to raise children's awareness on Internet safety and familiarize them with techniques and ways to use Internet safely.
- Supported the Protik Innovation Center to organize the activity e-safety: online safety information event, in order to raise awareness of emerging online issues affecting internet users, especially children and young people.

We believe that parents should be properly informed about mobile telephony features and functions, such as access to services, voice calls, SMS, sending and receiving photographs and videos, as well as Internet access, in order to promptly decide what services their children are permitted to have access to. For this purpose, we:

- Comply with the contractual obligations as defined by the national legislation regarding provision of services to minors.
- Have voluntarily signed and comply with the National Code of Conduct for 'Safe and Responsible Use of Electronic Communication Networks', which outlines the principles to protect children and the general public from the risks associated with Internet access.
- Cooperate with ALO 116 (National Line of Child Consultancy), a joint initiative of UNICEF Albania and the Children's Rights Center in Albania, which offers social advice and support to children and people all over Albania and reports related incidents to the responsible authorities.

- Conduct awareness campaigns regarding Internet dangers, with 2 relevant campaigns conducted within 2021.
- Have published a set of Guidelines related to Information Security and Privacy on our website.
- Do not offer any adult, chatting or horoscope services.

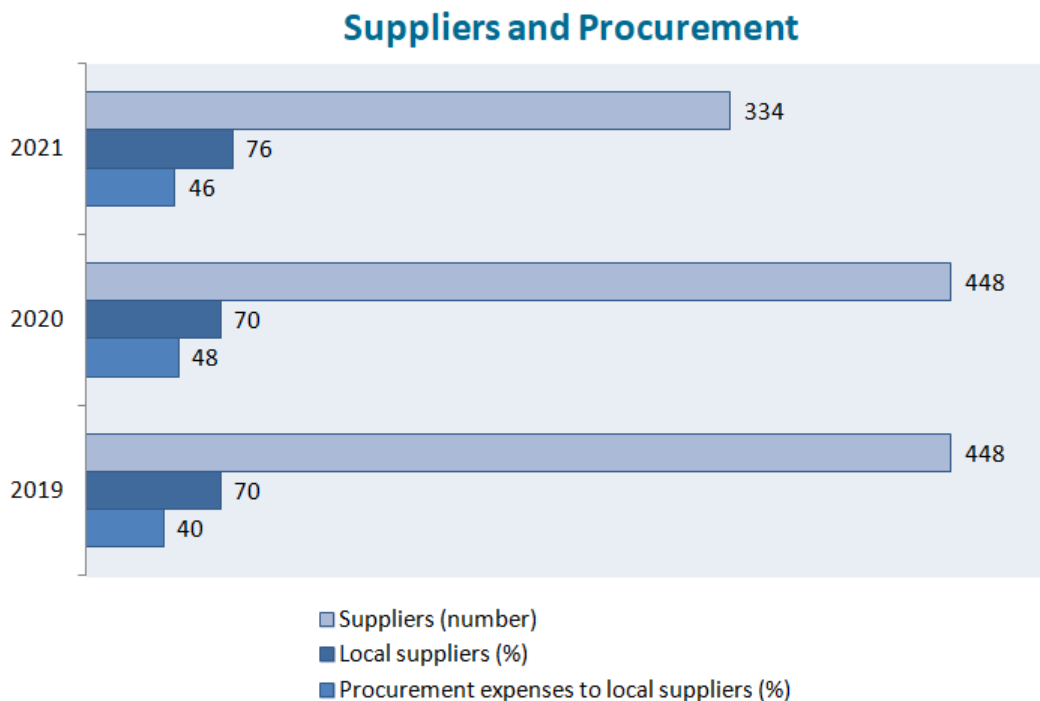
As a result, within 2021 there were:

- No cases of non-compliance with laws and regulations regarding product and service use or their health and safety impacts.
- No recalls of products and services regarding health and safety impacts.
- No incidents or legal actions for non-compliance related to product and service use or their health and safety impacts.
- No relevant fines or other non-monetary sanctions imposed from respective authorities.

5. Responsible Procurement and Supplies

A. Supporting suppliers

During 2021, One Telecommunications cooperated with 334 suppliers, out of whom 76% are local suppliers. It must be noted that the company’s activities and operations over the years have encouraged international partners to establish their own presence in Albania. In 2021, the percentage of procurement expenses allocated to local suppliers reached 46%, compared to 48% in 2020.



We spent **46%** of total procurement expenditure to local suppliers

We increased the percentage of local suppliers to **76%**

B. Influencing our supply chain

Policy... Procurement Policy

According to our Procurement Policy, we are committed to:

- Behave ethically and fairly in all business relationships with our Suppliers and all other parties.
- Conduct our procurement activities in accordance with all applicable laws and government regulations.
- Adhere to all Compliance Policies and regulations.

Good Practice... Responsible Procurement

Within our Code of Ethical Conduct, we have included principles which underline the way we interact with our suppliers. Within this frame, we:

- Maintain relationships with our suppliers based on trust and fairness.
- Behave towards partners and suppliers with respect and transparency.
- Favor collaborating with environmentally friendlier and socially responsible suppliers.
- Generally separate any related purchasing and sales activities.

Furthermore, according to our Supplier Code of Conduct, suppliers must:

- Comply at all times with applicable laws, regulatory provisions and contractual obligations, as well as international trade sanctions.
- Respect internationally proclaimed human rights and avoid being complicit in human rights abuses of any kind.
- Respect the each individual's personal dignity, privacy and rights.
- Adhere to all International Labor Organization's (ILO) standards and avoid forced labor and slavery.
- Sign and explicitly declare that they accept and agree to adhere to the Supplier Code of Conduct, for all suppliers who submit their proposals and in all commercial agreements regulated through a contract.
- Bind its contractors and/or subcontractors to the Code's principles related to Social, Environmental and Business Practices.

Since our size can significantly influence our suppliers' responsible operations, we fully acknowledge our moral obligation to positively influence our supply chain and promote the principles of responsible operation to our suppliers.

Within this context, we:

- Have developed a Procurement Policy to define the rules and terms of our procurement activities and we consider any violation of our Procurement Policy as an action which can result in disciplinary or other sanctions (e.g. employee dismissal), as well as adverse legal consequences with claims against employees violating the Policy.
- Establish a Tender Committee for all tenders with representatives from all involved organizational units, including the requesting Department, the Procurement & Logistic Department, the Legal & Regulatory, Data Privacy & Compliance Department and the Strategic Finance Department.
- Conduct our procurement activities in accordance with our Code of Ethical Conduct and Social Charter and its underlying principles regarding the respect of internationally proclaimed human rights. The Code complies with the fundamental principles and standards of the International Labour Organization (ILO), the Universal Declaration of Human Rights and the UN Global Compact, as well as the Organization for Economic Co-operation and Development (OECD).
- Have adopted and included in our Supplier Code of Conduct a set of core values and business principles to evaluate our suppliers on Corporate Responsibility issues in the areas of Social Responsibility, Environment and Business Practices, which is incorporated in every supply contract for services and goods.
- Have adopted Integrity Checks to consider prior to initiate collaboration with all new suppliers (according to the compliance criteria stipulated in Compliance & Business Assessments), as well as suppliers with no collaboration for the last two years, which are performed according to our anti-corruption practices and company policies and procedures. During 2021, we conducted integrity checks to 100% of our new suppliers.
- Include Corporate Responsibility and anti-corruption clauses to the tender requirements by our Departments, which are also included in all supplier agreements.
- Require from suppliers to provide the necessary evidence to confirm compliance with our Social, Environmental and Business principles and are obliged to disclose any failure to comply with our Principles, either by themselves or by any of their contractors and/or subcontractors.

- Stipulate Social, Environmental and Compliance audits to suppliers and their contractors and/or subcontractors, in order to evaluate their actual conformity with the Supplier Code of Conduct’s principles, which were conducted to 100% of new external partners and suppliers.
- Mandate completion of a self-assessment questionnaire on Corporate Responsibility issues for all new suppliers.
- Request from all employees involved in procurement processes to disclose any actual or potential conflict of interests to their manager and Compliance Function, in accordance with our Policy on Avoiding Corruption and Other Conflicts of Interest.

Corporate Responsibility Issues Included in the Supplier Code of Conduct

Categories	Issues
Social Responsibility	Freedom of Association and Right to Collective Bargaining
	Child Labour
	Diversity and Non-Discrimination
	Remuneration
	Working Hours
Environment	Health and Safety
	Environmental Protection
Business Practices	Natural Resources and Waste Management
	Anti-Corruption
	Competition
	Sponsorship
	Political Contributions
	Money Laundering
	Data Security and Data Protection

We communicated our Supplier Code of Conduct to **all** our suppliers, with **100%** of them signing its acceptance

C. Monitoring suppliers

We aim to evaluate suppliers’ performance based on the quality and efficiency of their products or services, as well as evaluate their commitment towards environmental protection, employee health and safety and Corporate Responsibility, without however conducting our Supplier Evaluation Process during 2021. It must be noted that, so far we have not identified any suppliers with significant actual or potential negative environmental, labour practices and human rights impacts or social impacts, while no relevant incidents have been reported to date.

D. Ensuring product safety

We apply a wide range of practices to ensure that offered products are manufactured according to international standards and conventions. Indicatively:

- Equipment sold in our sales network:
 - Carries the statutory CE labeling, which is mandatory in the European Union.
 - Complies with the applicable European regulations, i.e. the Radio Equipment Directive (RED), the Restriction of Hazardous Substances (RoHS) Directive and the EU packaging and packaging waste legislation.
 - Complies with the national legislation regarding WEEE and waste packaging materials.

- All equipment and products sold include detailed installation instructions in their packaging and we have included technical specifications and instructions for the equipment’s safe use and installation in our website.
- We inquire suppliers about data regarding mobile devices’ SAR levels.
- Mobile phones sold comply with the internationally acceptable SAR levels (Specific Absorption Rate) and SAR levels for each device are stated in the product manual or user guide.

6. 2021 Targets and Achievements

We said	Progress
Complete certification of the Information Security Management System in accordance with ISO 27001	100%
Conduct our Supplier Evaluation Process	0%

IV. OUR SOCIETY

Introduction and Summary

Our Size:

€75.1 million turnover

€9.4 million contribution to the Albanian State

€87.2 million economic value distributed

€53,000 social contribution

5,150 people supported through our social support activities

Our Objective:

To combine our business success, with prosperity and quality of life, for citizens in local communities we conduct our business in.

Our Achievements:

- We contributed over €9.4 million to the Albanian State in taxes, insurance contributions and regulatory fees.
- We distributed over €87 million in economic value: €6.7 million to employees, €5.2 million for taxes, €58.9 million to suppliers, €0.05 million to society and €16.4 million for investments.
- We increased the number of financial social support activities by 17.5%.
- Approximately 25% of our monetary social support aimed to improve community infrastructure for public benefit.
- We provided internships to 79 students in the last three years.
- The total time allocated to volunteering activities exceeded 52 work hours (excluding our voluntary blood donation).

1. Economic Value Distributed

A. Supporting the Albanian economy

One Telecommunications contributes to the Albanian economy's development through investments in telecommunication infrastructures and creation of job positions. The company achieves positive financial results, which are indicatively presented below for the period 2019-2021, while no financial assistance was received from the Albanian State (e.g. government financial subsidies, state aid, special tax relief or other government financial payments) due to any reason (e.g. COVID-19 pandemic).

Financial Results

	2019	2020	2021
Total revenues (total sales with VAT) (million €)	68.8	68.1	75.1
Earnings before interest, taxes, depreciation and amortization (EBITDA) (million €)	14.4	20.8	26.5
Capital expenditures (including spectrum payments) (million €)	18.1	26.1	15.9
Net profits (million €)	6.6	2.2	1.6
Corporate taxes (million €)	(0.7)	2	(0.02)
Total taxes (including VAT) (million €)	5	2.9	5.2
Payments to capital providers (million €)	NR	NR	NR
Payments to suppliers (million €)	70.4	65.4	58.9
Cost of employees (including salaries, benefits and insurance payments) (million €)	6.6	7.8	6.7
Investments (million €)	38.2	30.9	16.4

NR: Not Reported

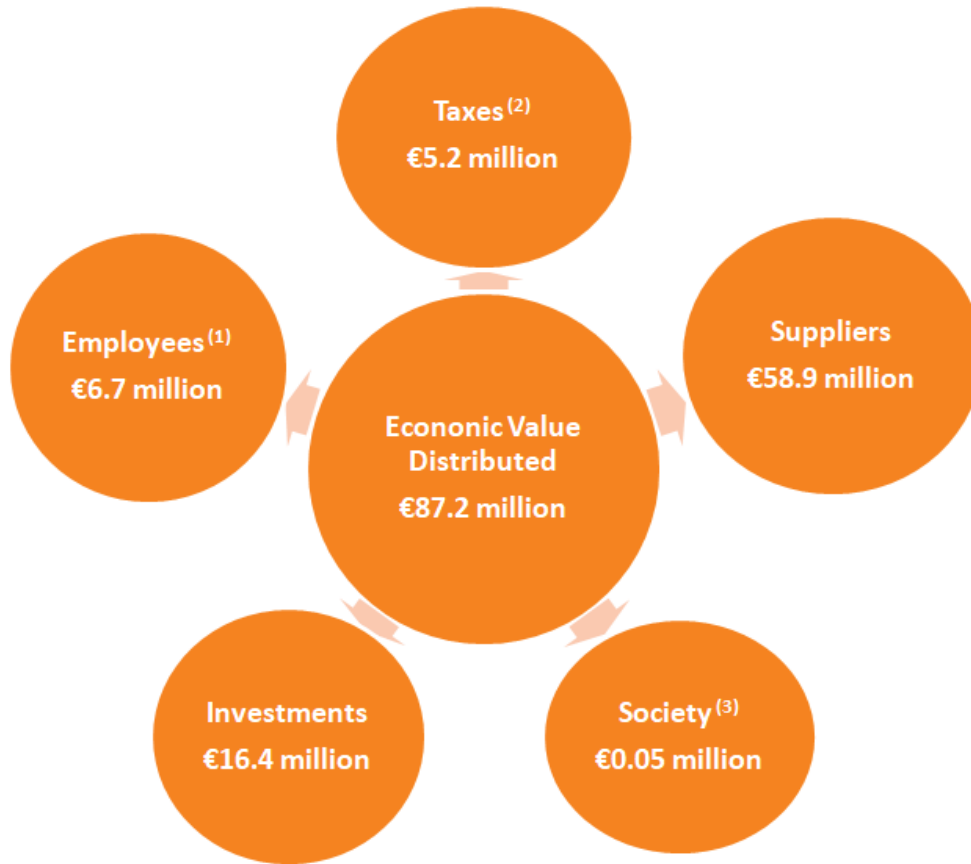
Contribution to the Albanian State

	2019	2020	2021
Direct taxes (excl. payroll tax on employee salaries) (thousand €)	636.9	483.2	388.6
VAT (thousand €)	4,406.4	2,391.5	4,792.4
Income tax paid (thousand €)	0.3	1.6	1.9
Indirect taxes (excl. mobile and pay-TV fee) (thousand €)	17,136	1,324	1,184.6
Property taxes (for the company's properties) (thousand €)	30.2	17.6	18.6
Fees to telecommunications regulatory authorities (thousand €)	7,441	2,136.2	2,055.4
Insurance contributions (thousand €)	1,528.9	888.9	1,052.6
TOTAL (thousand €)	31,179.7	7,243	9,494.1

We contributed over **€9.4 million** to the Albanian State in taxes, insurance contributions and regulatory fees

Our business operations ensure we generate and return significant economic value back to our Stakeholders, mostly through purchases (towards our suppliers), salaries, benefits and insurance payments (towards our employees), taxes (towards the State), interest paid and return payments (towards capital providers), social contribution (towards society) and investments.

Economic Value Distribution



(1) The amount refers to gross salaries, benefits and insurance payments.

(2) The amount refers to total taxes, including VAT.

(3) The amount refers to value of sponsorships and donations.

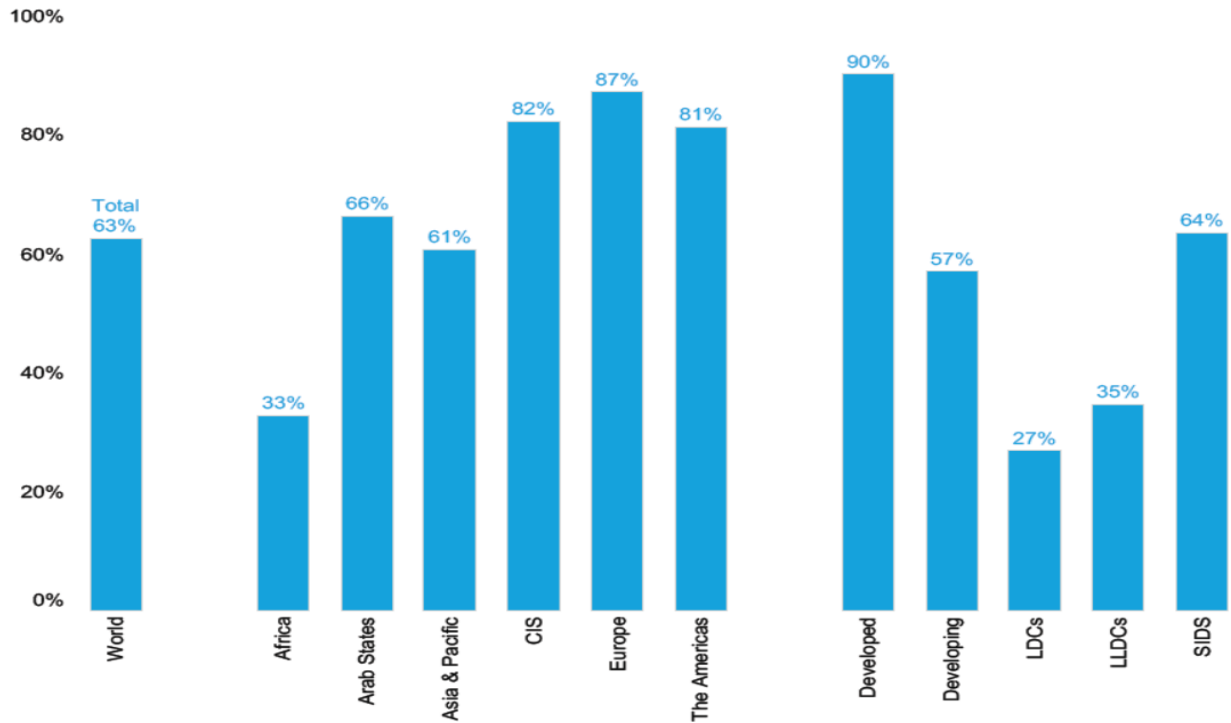
We distributed over **€87 million** in economic value: **€6.7 million** to employees, **€5.2 million** for taxes, **€58.9 million** to suppliers, **€0.05 million** to society and **€16.4 million** for investments

2. Digital Divide

A. Understanding the digital divide

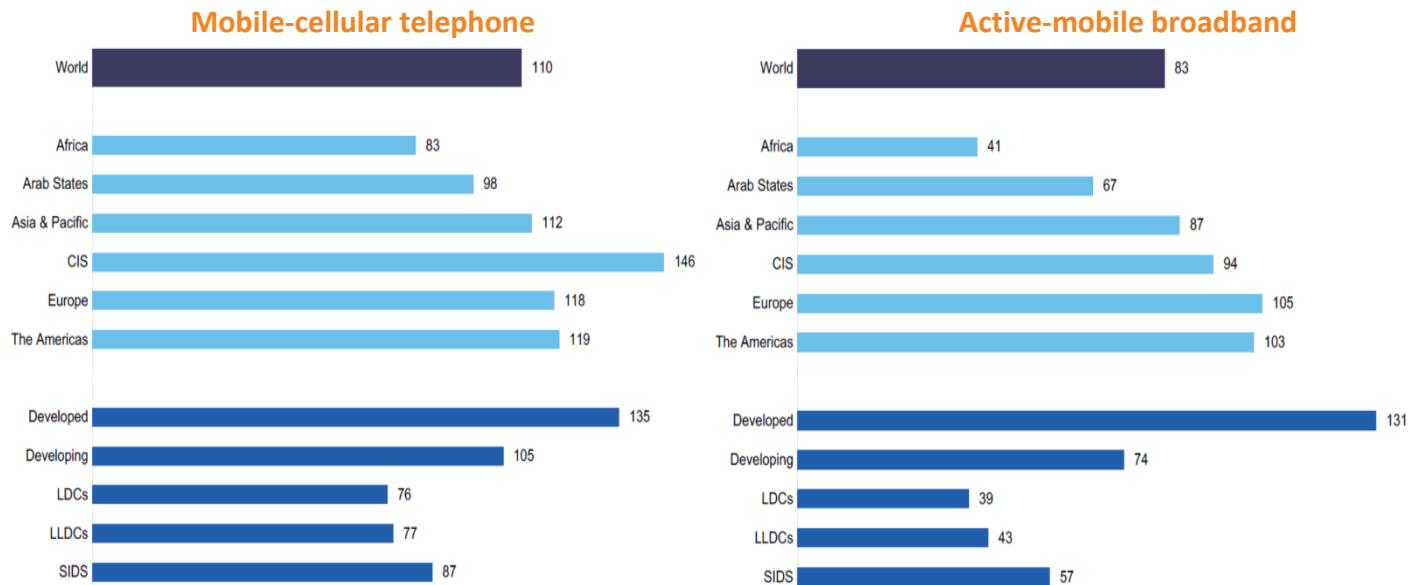
According to the International Telecommunication Union's (ITU) data, approximately 63% of the world's population and 71% of individuals between 15-24 years old use the Internet, which means that approximately 2.9 million people remain offline, 96% of whom live in developing countries. Inequalities are also evident among regions, as Europe and the CIS countries (the former Soviet Union countries, which have made a giant leap in the last few years) feature the highest rates of Internet users, followed by the Americas. Africa and Asia-Pacific region remain in the last places, despite the significant increase of 23% and 24% respectively between 2019 and 2021. At the same period, number of Internet users in the Least Developed Countries (LDCs) increased by 20% and now accounts for 27% of their population.

Individuals using the Internet ⁽¹⁾



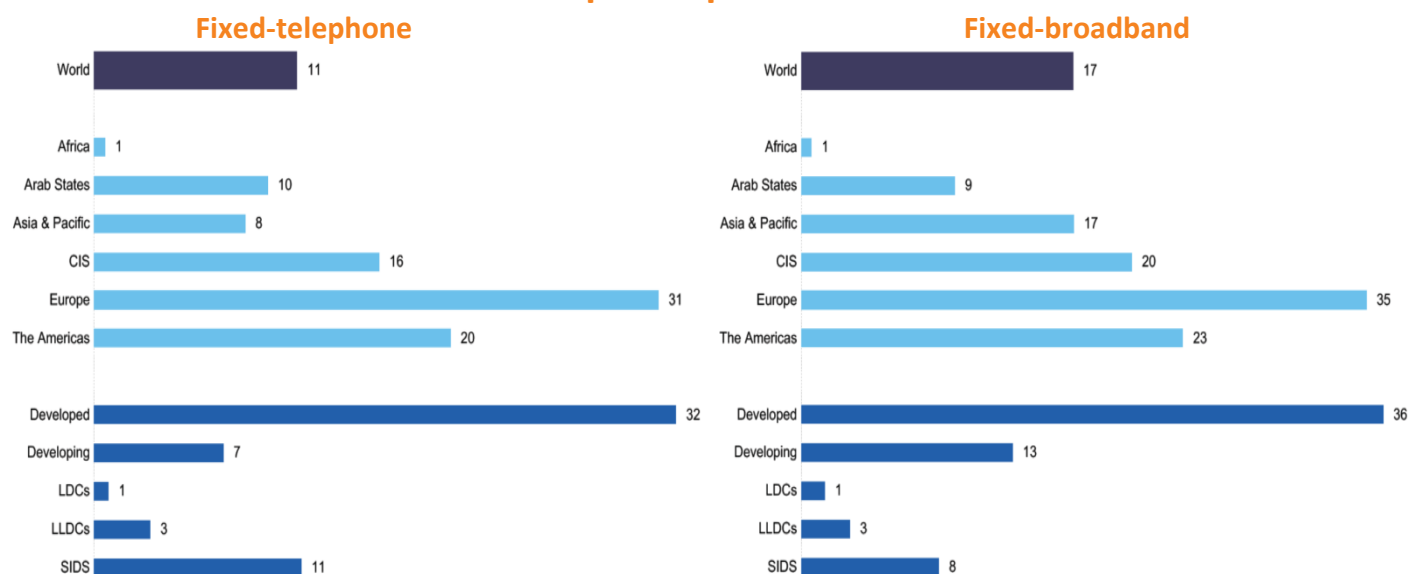
(1) SIDS: Small Island Developing States; LLDCs: Landlocked Developing Countries; LDCs: Least Developed Countries
 Source: ITU's Report 'Measuring digital development: Facts and Figures', 2021 data are ITU's estimates (*)

Global Subscriptions per 100 Inhabitants ⁽¹⁾



(1) SIDS: Small Island Developing States; LLDCs: Landlocked Developing Countries; LDCs: Least Developed Countries
 Source: ITU's Report 'Measuring digital development: Facts and Figures', 2021 data are ITU's estimates (*)

Global Subscriptions per 100 Inhabitants ⁽¹⁾



(1) SIDS: Small Island Developing States; LLDCs: Landlocked Developing Countries; LDCs: Least Developed Countries
 Source: ITU's Report 'Measuring digital development: Facts and Figures', 2021 data are ITU's estimates (*)

Despite the continuous efforts to bridge the digital divide, Albania faces corresponding challenges to provide modern ICT services to a wider population, since approximately 0.1% of exports are high-technology exports and less than 0.1% of exports are ICT goods exports (e.g. computers and peripheral equipment, communication equipment, electronic components), compared to the world average of 22.2% and 14.3% respectively (World Bank's data for 2020). At the same time, the country's overall unemployment rate reached 13.3% (including 15% unemployment rate of individuals with advanced education), with an unemployment rate of women and men between 15-24 years old of 25.9% and 27.8% respectively, for a total of 27% unemployment rate of young people, based on World Bank's data for 2020. This is generally evident by the respective communications and Internet penetration rates for Albania, as depicted below:

Albania's ICT Comparison

2020

	Albania	Average of European countries
Fixed-telephone subscriptions per 100 inhabitants (number)	8	32.5
Mobile-cellular telephone subscriptions per 100 inhabitants (number)	91	118.3
Fixed-broadband subscriptions per 100 inhabitants (number)	17.7	33.8
Active mobile-broadband subscriptions per 100 inhabitants (number)	69.4	101.5
Individuals using the Internet (%)	72.2	84.9
Households with Internet access at home (%)	83.3	87.6

Source: ITU's ICT Indicators and World Bank data

B. Reducing the digital divide

One Telecommunications strives to connect people all over the country and contribute to overcome the socio-cultural barriers that restrict participation in the information society and enjoy its benefits. Our approach related to reduce digital divide is to ensure proper geographical and demographic coverage, as well as create opportunities for individuals and communities to utilize digital services, even in remote areas.

Currently, One Telecommunications has over 1 million customers (mobile only, excluding M2M) and offers 95.8% territory coverage and 98.8% population coverage in its 3G network, compared to 95.5% and 98.5% respectively in 2020, as well as 95.1% territory and 98.5% population coverage in its 4G and 4G+ networks respectively, compared to 93.7% and 98.1% respectively in 2020, and 59.2% and 86.4% respectively in 2019.

3. Social Products and Services

A. Supporting services for the broader well-being

Our main objective is to utilize technology to serve people and offer communication services, which support wider needs of society.

Emergency Services: We allow free-of-charge calls in our network to emergency numbers, such as 127 (Ambulance), 128 (Fire Brigade) and 129 (Police).

Public Awareness: During 2021, we offered services to facilitate communication of citizens through short codes to provide support for various good causes, such as:

- The 0800 4545 short number, which is an advisory line for girls and women, in cooperation with the ‘Advisory Line’ organization.
- The 0800 4142 short number, which facilitates communication for older people, in cooperation with the Center for Social Economic and Territorial Administration.
- The short code 116116 established by the National Civil Defence Agency to inform about emergencies.
- The Children Help Line’s 116000, 116111 and 116117 short codes established by UNICEF to support children.
- The short code 55155 for citizens to request leaving their houses during the COVID-19 quarantine period.

4. Social Contribution and Support

Your Opinion... Importance of Societal Support

According to a survey conducted to 1,201 citizens in February 2021, operators should focus by priority to contribute or support communities and/or issues related with:

- Poor communities and communities in need.
- Education.
- Environmental protection.
- Youth.
- Innovation.
- Culture and arts.
- Sports.
- Animal rights.

A. Supporting society

We focus on the following areas to support society, in order to help people in need and improve their quality of life.

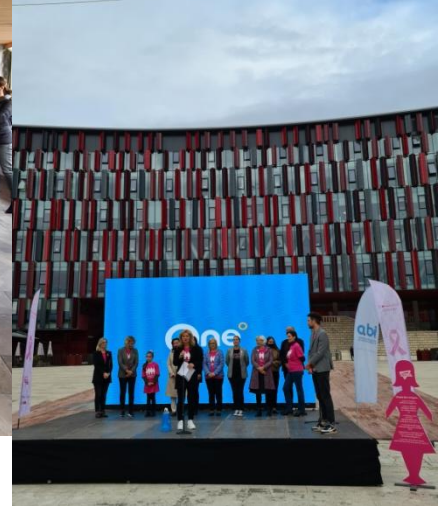
Society Support Areas



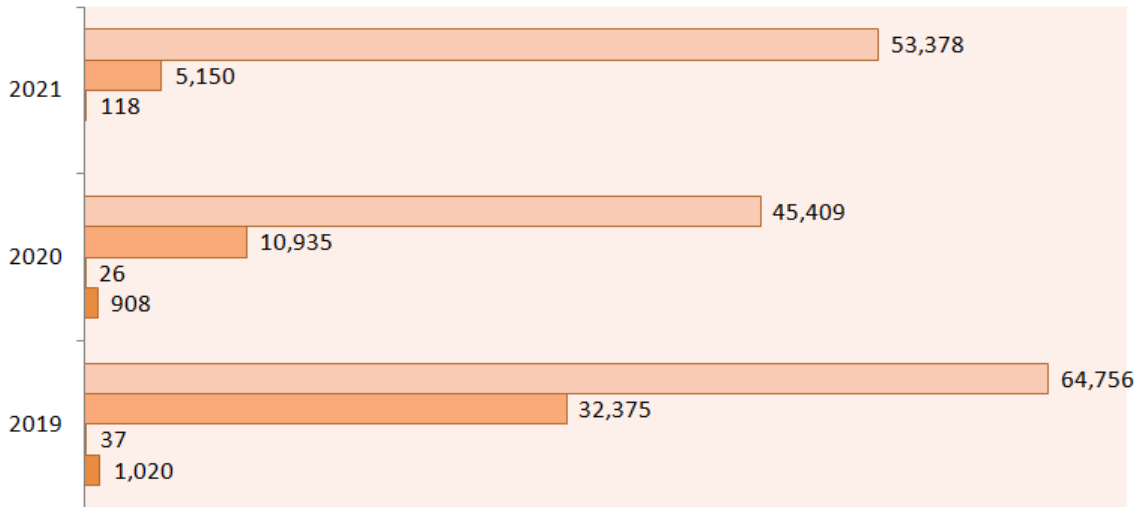
Social Support Activities 2021

Support Area	Activity
Children	Support for the ‘e-safety: online safety information event’, organized by the Protik Innovation Center (see Subsection III-4C)
	Donation of packages with branded gifts for children of Children Rights Center Albania’s employees on the occasion of the new school year’s start
	Support for the BASH-ART interactive festival, where children interact and share with other children in need, in order to promote compassion, kindness and helping others to improve the quality of their lives
	Purchase of postcards created by children with disabilities, as part of the annual postcards campaign organized by Down Syndrome Albania, in order to provide therapeutic services for these children in ‘PRO PAK’ Center
	Donation of television sets to Zyber Halluli Orphanage in Tirana
	Donation of toys to children in 2 orphanages in Durres
Vulnerable Social Groups	Support for a project in Fier by the Center for Change and Development to provide information to older people on the use of technology and modern devices to communicate with other people, as well as the ‘Wall of environmental dreams’ project in Berat to raise awareness among young people on environmental protection
	Support for a breast cancer raising awareness event, organized by the NGO ‘Young Women’s Christian Association of Albania’ (YWCA of Albania)

	Donation of coupons to YWCA and help women being treated with breast cancer to purchase food and personal care products
Education	Participation in the 'Tech-Talk No. 2: The Rise of the Hybrid Cloud', organized by Protik Innovation Center, where One Telecommunications employees and various experts discussed issues and challenges related to proliferation of cloud services
	Support for the National Debate Championship 'Re-Debate', organized by the non-profit organization LIBURNETIK, in order to promote and develop the culture of debate and critical thinking among young people, with 61 high schools participating from all over the country
	Support for the 'Cyber Corner' launched at the Children's Cultural Center in the Municipality of Vlora, in order to raise children's awareness about Internet safety and safer Internet use (see Subsection III-4C)
	Collaboration with UNDP Albania and the Ministry of Tourism and Environment for an awareness raising event on climate change (see Subsection VI-5F)
Entrepreneurship	Support for the 'Flexible Start Support' program organized by the Business Incubator 'Oficina', which provides expertise and advices for 12 weeks to 20 local startups based in Vlora and nearby cities, in various areas (e.g. Technology Development, e-Commerce, Digital Marketing)
	Support for the 'Techstars Startup Weekend Balkans Competition' project organized by the Business Incubator 'Oficina', which aims to support the development and commercialization of local start-ups, entrepreneurs and projects developed within universities
	Support for 20 new and environmentally friendlier delivery motorcycles for the Albanian Postal Services
Culture	Support for a Qendra e Artit Kontemporan project about the history of modern music in Albania
	Support for organizing an online book fair for authors and translators on the occasion of the Book Fair 2021 organized by Bukinist.al, featuring a wide range of publications
	Collaboration with 'Discover Albania' and a distinguished photographer for the #UdhetoMeOne project, featuring beautiful pictures of Albania to followers in social media, as well as organizing a competition for everyone interested to become part of this project and promote the country's culture and nature
Sports	Sponsor to the Rally Albania 2021, organized by the Motorsport Club Albania, with participating racers from 25 countries
Local Communities	Donation of therapeutic beds for individuals with acute respiratory problems in the Shefqet Ndroqi Hospital
	Participation to clean the beach area in Shengjin, Lezhe (see Subsection IV-4C)
	Donation of electronic devices to winners of the 'Junior Achievement of Albania' competition, as well as to 2 local communities within the context of the 'Giving Circle' crowd-funding event



Social Support

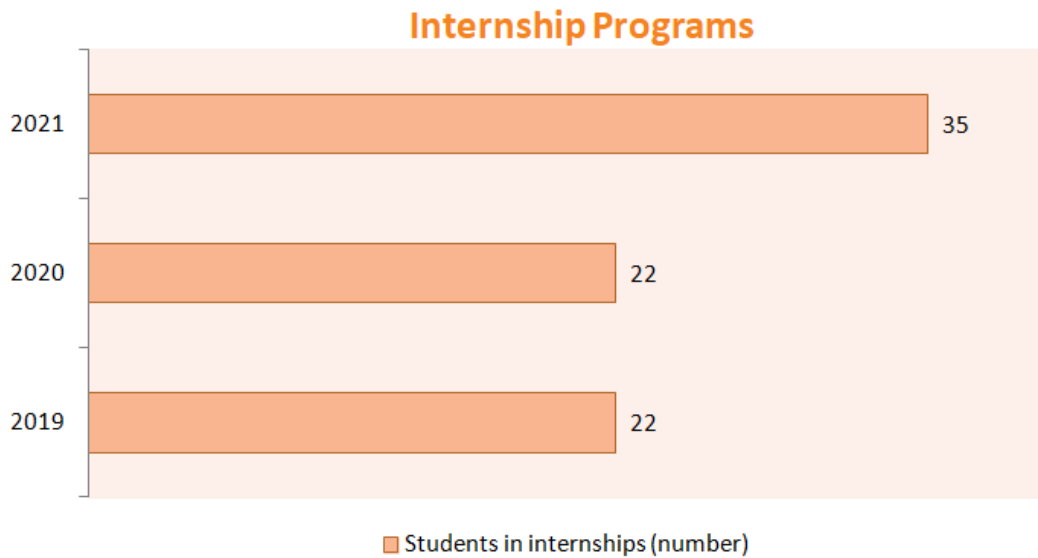


- Sponsorships and donations (including in-kind contribution) (€)
- People supported (estimated) (number)
- Employees worked for social support activities (number)
- Work hours allocated to social support activities (hours)

We increased the number of financial social support activities by **17.5%**

Approximately **25%** of our monetary social support aimed to improve community infrastructure for public benefit

Internship programs: We offer internship programs to students, which will help them perform better in their future jobs or studies. Within 2021, we provided internship programs to 35 students, who applied their knowledge in a real work environment and acquired professional experience to develop skills and competencies, in order to advance their personal and professional development.



We provided internships to **79** students in the last three years

Scholarships: In 2021, we introduced our 5-year scholarship program ‘One Scholars’ and signed a collaboration agreement with the American University in Bulgaria (AUBG) and the Rochester Institute of Technology (RIT) in Kosovo to provide scholarships for 15 Albanian students each year (starting from the academic year 2022-2023) for their studies in these two partner universities. Besides the scholarship program, we will also provide internship opportunities for those students during summer months in various departments, based on their studies and academic qualifications.

B. Ensuring transparency of society support activities

✓ Good Practice... Transparency of Donations and Sponsoring

According to our Code of Ethical Conduct, we comply with the legal and financial requirements regarding our financial and in-kind donations. As a result, we:

- Do not proceed with any donations to obtain business advantages.
- Do not perform any donations to individuals or private accounts, as well as to individuals or organizations that could potentially damage our interests or image.

- Require that sponsoring partners/organizers deliver appropriate and verifiable communications and marketing services.
- Record the recipient's name and the donation's purpose for all donations.

Our approach for each project's implementation utilizes the following four-stage process:

- Planning, where we identify the project's:
 - Objectives.
 - Beneficiaries.
 - Duration.
 - Monitoring methods.
 - Budget.
- Selection, where we select the projects based on clearly predefined criteria.
- Management, where we usually conclude partnership agreements with either cash or in-kind contribution with various organizations.
- Control, where we utilize specific Key Performance Indicators to measure its success, based on the project's specific features.

It must be noted that:

- We take into account the needs of interested parties during consideration of new social support activities.
- The CEO and Senior Management oversee the objectives and strategy of the major social support activities and are systematically informed about the activities implemented.
- The Corporate Affairs Department is responsible to design and implement social contribution activities, with the CEO's direction and support.
- The CEO approves all sponsorships and donations after their review and approval by the company's Compliance Office regarding their compliance with the company's regulations.
- We collect data to measure the impact of social support activities.

C. Encouraging volunteerism

We believe that it is our responsibility to cultivate volunteering to our employees, in order to integrate the concept of responsibility in their behavior. During 2021, we:

- Participated with a team of 13 volunteer employees to clean the beach area in Shengjin (Lezhe), within the context of the UNUM Festival 2021.
- Conducted a voluntary blood donation in our premises on the occasion of World Blood Donor Day.



(1) Volunteer employees for 2021 do not include employees participating in the voluntary blood donation in our premises.

The total time allocated to volunteering activities exceeded **52** work hours (excluding our voluntary blood donation)

D. Caring for the impact of our operations

V Good Practice... Impact on Local Communities

Based on our extensive Risk Assessment, we evaluate potential risks from our operations to early detect the impact of potential incidents or accidents to local communities. As a result, we have established a range of preventive measures which include:

- Fire detection systems.
- Fire alarms to report and monitor incidents through the Network Monitoring Center in real time.
- Proper fuel accumulating infrastructure with concrete basins around fuel containers to prevent any potential fuel discharges into the premises and surrounding areas.
- Dedicated spill kit to properly respond in cases of oil or fuel spills.

Since local communities are directly related with our company and activities, we aim to identify our impacts on local communities and ensure that our operations respect the well-being of Albanian citizens. Within 2021, there were:

- No operations identified with significant actual or potential negative impacts on local communities.
- No complaints filed through formal grievance mechanisms regarding the impact of our operations on local communities.
- No cases of dispute with the local communities.
- No accidents or incidents with significant impact on the local communities.
- No legal actions and no fines or other non-monetary sanctions imposed by the respective authorities regarding the impact of our operations on local communities.

5. 2021 Targets and Achievements

We said	Progress
Provide three-month paid internships to 20 students	100%

V. OUR EMPLOYEES

Introduction and Summary

Our Size:

421 employees

58.9% women

0 accidents

3,588 hours of training

37 years old average age of employees

Our Objective:

To create a work environment, which ensures long-term career opportunities and facilitates our employees' development.

Our Achievements:

- We employ 100% of our employees with full time contracts.
- We informed 100% of our employees at least once regarding Corporate Responsibility issues.
- We implemented over 1,000 training hours on health and safety issues.
- We increased the average health and safety training hours by 26.3%.
- We had no accidents within our workplace.
- We assessed 100% of applicable employees.
- We maintained the percentage of women employees to over 58% of total workforce.
- We increased the percentage of women in Board of Directors and Director positions to 40% and 42.8% respectively.
- Our lowest employee salary is 20% higher than the legal basic salary.
- We increased percentage of employees trained at least once to 20.6%.
- We quadrupled average employee training hours.

1. Employment and Engagement

A. Depending on our employees

Operating in a constantly changing business environment, it is imperative for us to be recognized as an attractive employer, who creates the appropriate opportunities for personal and professional development, establishes a healthy and safe work environment and respects employees' human rights and diversity.

Therefore, our Policy on Employee Relations, which applies to all employees, addresses the following topics:

- Recruitment and development.
- Responsible management of organization changes.
- Health, safety and sustainability.
- Remuneration and rewarding.
- Work-life.
- Leadership.
- Diversity.
- Prohibition on discrimination and harassment.
- Engagement and communication.
- Labor and industrial relations.

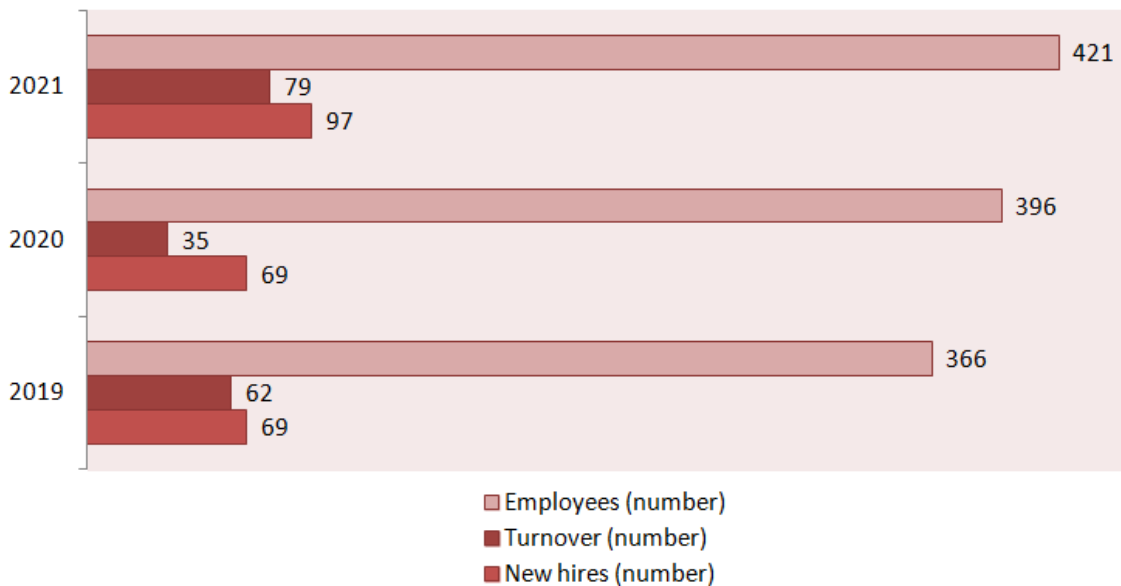
B. Maintaining job positions

✓ Good Practice... Supporting Youth Employability

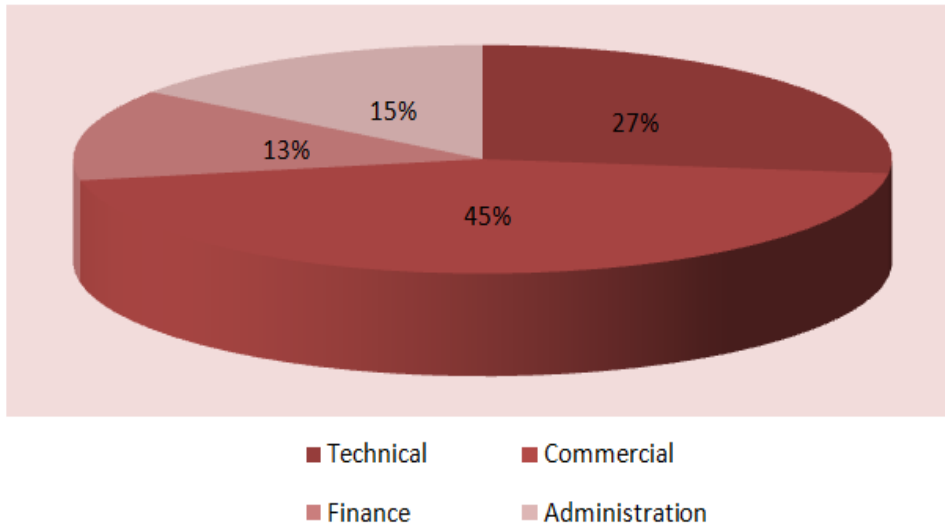
Responding to our commitment to support young people in their career planning and allow them to find a new job, we participated in 2 job fairs, organized by the Tirana Chamber of Commerce and Epoka University, during which we interviewed 15 candidates (mainly young people) and created a candidate pool for future vacancies, without any of them hired and 4 selected for the internship program within 2021.

We directly occupy 421 employees, while our business activity has supported the creation of additional indirect job positions in Albania.

Human Resources



Allocation of Employees per Function



The analysis of our 421 employees active on 31/12/2021 is presented in the below table.

Human Resources ⁽¹⁾

Hierarchy	Chief Executive Officer / Directors	Upper Level Managers	Middle Level Managers	Employees	Total
Employees (number)	7	20	78	316	421
Employment Type	Permanent	Temporary		Full time	Part time
Employees (number)	401	20 (15 women)		421	0
Gender	Female	Male			
Employees (number)	248	173			
Age	<30	30-50	>50		
Employees (number)	97	307	17		
Categories	Nationalities	Disabilities	Expats		
Number	3	0	7		
Education Level	Public School / High School	University Education	Postgraduate Education		
Employees (number)	21	370	30		
Employment Tenure	<5 years	5-10 years	>10 years		
Employees (%)	48	12	40		
Type of Work	Office	Retail	Fieldwork/Other		
Employees (number)	396	17	8		
New Hires	Female	Male	<30	30-50	>50
Employees (number)	57	40	67	30	0
Turnover	Female	Male	<30	30-50	>50
Employees (number)	49	30	43	34	2
Turnover	Resignations	Termination	Other		
Turnover reason (%)	89	3	8		

(1) Data refer to the headcount of employees on 31/12/2021.

It must be noted that in 2021:

- The average annual headcount was 412 employees, out of which 41.5% were men (171 employees) and 58.5% were women (241 employees), compared to average headcount of 381 employees in 2020, out of which 40.4% men and 59.6% women.

- Approximately 24.7% of employees are in management positions (e.g. Chief Officers, Executive Directors, Heads of Divisions, Heads of Departments, Heads of Sections).
- The average age is 37 years and the average employment tenure is 8 years.
- There were 24 employees who left before completing 12 months of employment.
- The average employee turnover rate was 20%, out of which 62% for women and 38% for men employees.
- There are no variations in employment numbers due to seasonality.
- There were 50 workers working in our premises, who are not our own employees, with 1 of them being security personnel and 49 working in the telesales team.

**We employ 100% of our employees with full
time contracts**

C. Communicating with employees

As we recognize the importance of effective internal communication, we utilize a wide range of means to maintain a transparent, continuous and interactive communication with our employees. Within 2021, we:

- Utilized various communication channels (e.g. articles on our corporate Intranet, e-mails to all employees) for various corporate and Corporate Responsibility issues, which included:
 - Induction Program to all new hired employees.
 - Induction of One Telecommunications, the Brand and its Values.
 - Information about COVID-19, such as governmental restrictions, obligatory measures and vaccination.
 - Long COVID-19 Syndrome (Intranet article).
 - World Day for Safety and Health at Work.
 - World Blood Donor Day and Blood Donation Campaign.
 - Quarterly communications for EveryDay Hero program.
 - Participation in the Employee Satisfaction and Engagement Survey.
 - Information about new hires, position changes and promotions.
 - Information on new/reviewed company Policies and Procedures.
- Utilized our internal magazine OneMAG, for corporate news and telecommunication offerings (e.g. products and services).
- Sent personalized electronic briefings (e-mails), for corporate and other issues.
- Sent electronic newsletters for recent news.
- Organized an Anniversary Celebration to recognize and reward loyalty, as well as thank our employees who have contributed to our company's success for the past 20 years.
- Organized an onboarding event for all new hired employees, in order to welcome them and establish communication between them and experienced professionals.

As a result of our practices, all employees have been informed at least once regarding Corporate Responsibility issues within 2021.

**We informed 100% of our employees at least
once regarding Corporate Responsibility issues**

2. Health, Safety and Security

A. Ensuring Health and Safety

✓ Good Practice... Responding to the COVID-19 Pandemic

Having as our main concern to protect our employees' health and mitigate the pandemic impact, we implemented measures, such as:

- Implemented our Business Continuity Management & Contingency Plan to ensure continuation of company activities.
- Applied and followed the relevant COVID-19 protocol, in accordance with the respective Health Authorities' recommendations.
- Provided regular COVID-19 updates to employees, customers and business partners and implemented 5 internal information campaigns through articles posted on the company's Intranet, internal e-mails and social media within 2021, which were communicated to all employees.
- Identified employees who had to work from office, in order to retain the minimum necessary number of employees in our premises.
- Enabled use of technological resources and provided company laptops to employees for remote work and online meetings (e.g. VPN access, online business communication platform).
- Purchased and provided the necessary personal protection equipment (e.g. protective masks, gloves, antiseptics and sanitizers) to our employees.
- Provided company doctor and equipped our medical room with the necessary medical and pharmaceutical equipment.
- Collaborated with the Ministry of Health and the Public Health Institute and offered the opportunity to all employees and partner shops' employees to vaccinate against COVID-19.
- Purchased and performed COVID-19 rapid tests before very important meetings with over 10 participants.
- Performed regular disinfections in corporate premises.
- Offered the possibility to all our own employees and sales partners to vaccinate against COVID-19, with 60% of our employees being vaccinated.

Despite our efforts, there were 92 employees who were diagnosed with COVID-19, including 1 serious employee infection (who fortunately totally recovered), with all cases addressed according to the Health Authorities' instructions.

As we strive to ensure suitable work conditions and protect our employees, we:

- Exceed the Albanian legislative requirements and voluntarily adopt and comply with international recognized standards, namely the ISO 45001:2018 certification, based on Top Management commitment to apply and promote the best respective practices and standards.
- Comply with the respective Albanian national laws and regulations for our Health and Safety Management System and the Health and Safety Policy.
- Have certified all our operations according to the requirements of ISO 45001:2018 and all employees, activities and workplaces are covered by our Health and Safety Management System.
- Describe in detail all parties, tasks and measures involved within the context of our Health and Safety Management System (based on the ISO 45001:2018 Occupational Health and Safety standard) in a handbook and procedural instructions, which have been signed by the executive management.
- Have adopted a common Quality, Health and Safety and Environmental Policy, which illustrates our commitment to implement a preventive culture for Health and Safety at work.
- Have established the Health and Safety Committee at Work, which represents all employees, consists of 4 appointed One Telecommunications representatives and 4 elected employee representatives and is responsible to implement health and safety measures, in accordance with the Albanian legislation in force. The Committee meets quarterly with management representatives to discuss issues and processes related to improve health and safety at work.
- Have established a comprehensive Accident–Incident Reporting system, which is maintained by the Occupational Health and Safety Team and covers event investigation, recommendations and statutory reporting.
- Record and respond to physical security incidents, without any incident or accident reported within 2021.
- Employ an Occupational Physician, who is available to assist employees in case of health issues.

- Conduct monthly and quarterly Workplace Safety Inspections on company premises through our Health and Safety Team, as well as annual Occupational Hazard Studies for each facility, following a standard methodology according to ISO 45001:2018 requirements.
- Conduct semi-annual personal protection equipment inspections for warehouse and Operation & Maintenance employees, with a total duration of 8 hours in 2021.
- Implemented regular technical health and safety inspections and occupational health inspections, with a total duration of 120 and 100 hours respectively in 2021, compared to 120 and 200 hours respectively in 2020.
- Have equipped our buildings and own shops with a First Aid Kit.
- Measure noise, lighting, humidity and temperature levels in our headquarters and own shops.
- Conduct quarterly EMF measurements in our headquarters in Lapraka and Kashar, as well as in our own shops, whose figures are officially reported and published in our Intranet.
- Conduct fire emergency evacuation drills and training for each facility once per year, with 14 evaluation drills organized within 2021 in our headquarters and warehouse, as well as in all own shops.
- Perform quarterly and unscheduled health and safety checks in our premises and own shops, with a total duration of 30 hours in 2021.
- Immediately respond to first aid treatment cases, such as small skin injuries from paper cutting and scratches, skin allergies and blood pressure measurements (mainly in young employees and pregnant women with low blood pressure).
- Provide an annual medical examination to all employees (including new hired employees) as part of our corporate Medical Examination program, which includes physical check-ups, health promotion tests and clinical examinations. During 2021, we performed the respective medical examinations to all our employees.
- Inform our employees on health and well-being issues, through workshops, e-mails and Intranet articles.
- Implement various health and safety trainings to our employees.
- Request input from participants in health and safety trainings to further improve our Health and Safety Management System, which we receive through the following sources:
 - Direct personal input from employees and workers.
 - Feedback questionnaires by employees and workers after the training.
 - Discussions with employees in the Health and Safety Committee.
- Utilize the feedback from participants in health and safety trainings to identify work-related hazards and assess related risks, through which employees and workers can report work-related hazards and hazardous situations or request not to or refuse to perform an activity due to health and safety concerns (e.g. potential injuries).
- Have included health and safety issues in the Employee Satisfaction and Engagement Survey, such as mental/physical well-being and work-life balance.
- Encourage our employees' ideas and comments to improve health and safety within the workplace or express their concerns through the dedicated e-mail address health&safety@one.al or contact directly the Occupational Health and Safety Team, without any comments, ideas or complaints submitted within 2021.

Health and Safety training: To develop our annual plan for Health and Safety trainings, we evaluate the previous year's actions, such as inspection results and records of occupational accidents.

Security, Health and Safety Trainings

Employees/Workers	Topic
Employees involved in jobs classified as difficult (such as working at height, working with electricity or within warehouses)	First Aid
Sales Force Employees	First Aid
Kitchen and Cleaning	Fire
	Evacuation
Archive	Fire
	Evacuation
Maintenance	Spillage control
Employees involved with working at height	Annual refresher training (e.g. theoretical training and

	practical exercises, hands-on application of security techniques, demonstration and use of specialized equipment and rescue procedures)
All own shops	Fire extinguisher
	General security
	Prevention of theft
	Response to emergency situations
Security subcontractors for buildings and shops	Security
	Protection of life
	Prevention of theft
	Refreshment training
New employees	Health, Safety and Security awareness
New employees involved with working at height	Working safely at heights
New subcontractor employees	Security awareness
Emergency Response Team members	Response to emergency situations
	First Aid

The average duration of health and safety trainings reached 2.4 hours per employee in 2021, compared to over 1.9 hours in 2020, in the following training sessions:

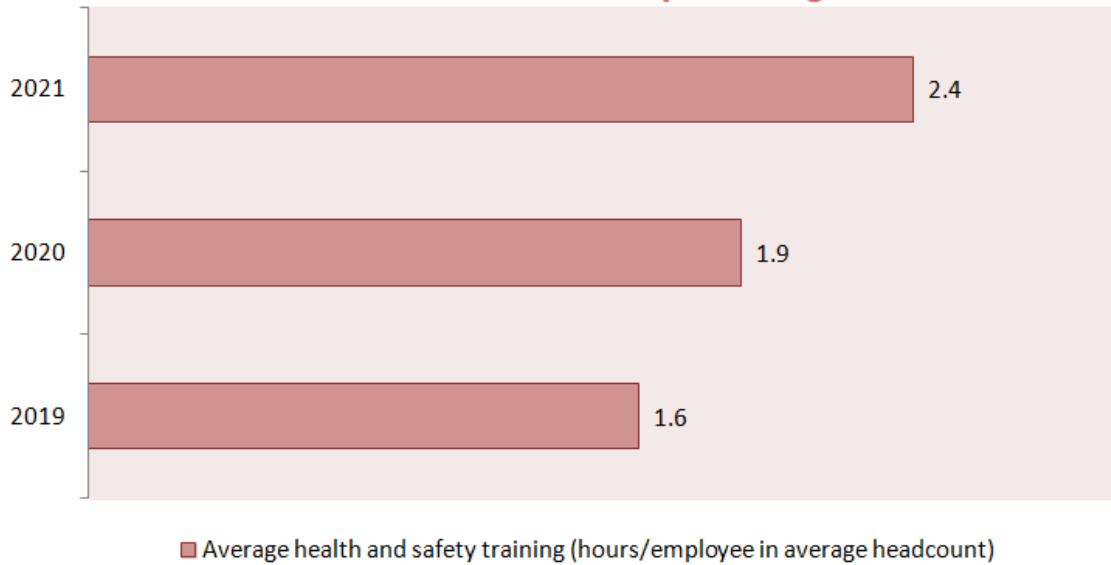
Health and Safety Training Sessions

	2019		2020		2021	
	Employees trained (number)	Employee training (hours)	Employees trained (number)	Employee training (hours)	Employees trained (number)	Employee training (hours)
Health & Safety topics in induction program	55	83	69	104	98	98
Emergency drills	229	229	171	171	196	196
Fire Protection and Rescue Techniques	NR	NR	NR	NR	50	75
Fire Protection and Emergency Preparedness Training – Incident Response Team	NR	NR	NR	NR	32	32
Tower climbing and rescue	10	160	12	192	12	96
Working with electrical equipment and installments	9	72	13	104	13	52
First Aid training	NR	NR	NR	NR	50	350
Shop security	12	12	15	15	11	11
Occupational health and safety awareness sessions	NR	NR	300	150	100	100
Occupational health and safety awareness session – Working on Warehouse	0	0	0	0	3	3
TOTAL		556		736		1,013

NR: Not Reported

We implemented over **1,000** training hours on health and safety issues

Health and Safety Training



We increased the average health and safety training hours by **26.3%**

B. Monitoring our performance

The results of the above approaches are reflected in the following table, where incidents related to Health and Safety are summarized. It must be noted that in 2021, there were:

- No employees with high incidence or risk of disease associated with their work, and no occupational diseases among our employees.
- No employee losses, either due to natural causes or as a result of a work-related accident.
- No complaints or legal actions for health and safety issues.
- No relevant fines or other non-monetary sanctions imposed by the respective authorities.

Health and Safety

	2019	2020	2021	
Workforce days worked (days)	91,611	91,962	109,881	
Hours worked (hours)	732,888	735,696	879,048	
	Men	286,056	297,368	365,400
	Women	446,832	438,328	513,648
Work-related fatalities (number)	0	0	0	
	Employee fatalities	0	0	0
	Collaborators' fatalities	0	0	0
Work-related accidents (number)	0	0	0	
Calendar days lost due to accidents (number)	0	0	0	
Employee injuries (number)	0	0	0	
	Men injured	0	0	0
	Women injured	0	0	0
Recordable accidents by type (number)	0	0	0	
	Sprains and strains	0	0	0
	Fractures	0	0	0

Electrical injuries	0	0	0
Dislocations	0	0	0
Burns	0	0	0
Other	0	0	0
High-Consequence Incidents (i.e. incidents with absence of over 6 months) by type (number)	0	0	0
Fractures	0	0	0
Electrical injuries	0	0	0
Burns	0	0	0
Body parts entrapment injuries	0	0	0
Other	0	0	0
Missed absentee days (number)	1,029	951	341
Missed absentee days to workforce days worked (%)	1.12	1.03	0.31
Fatality Rate (rate) ⁽¹⁾	0	0	0
Men	0	0	0
Women	0	0	0
Injury Rate (rate) ⁽²⁾	0	0	0
Men	0	0	0
Women	0	0	0
High-Consequence Injury Rate (rate) ⁽³⁾	0	0	0
Men	0	0	0
Women	0	0	0
Occupational Diseases Rate (rate) ⁽⁴⁾	0	0	0
Men	0	0	0
Women	0	0	0
Lost Day Rate (rate) ⁽⁵⁾	0	0	0
Men	0	0	0
Women	0	0	0
Absenteeism Rate (rate) ⁽⁶⁾	281	259	77.6

(1) Fatality Rate (FR): (Number of fatalities due to work-related injury/Total hours worked) x 200,000. The factor 200,000 is derived from 50 working weeks of 40 hours per 100 employees.

(2) Injury Rate (IR) = (Total number of injuries and fatalities/Total hours worked) x 200,000. The data do not include minor (first aid level) injuries.

(3) High-Consequence Injury Rate (HCIR): (Number of high-consequence injuries excluding fatalities/Total hours worked) x 200,000. The factor 200,000 is derived from 50 working weeks of 40 hours per 100 employees.

(4) Occupational Diseases Rate (ODR) = (Total number of occupational diseases cases/Total hours worked) x 200,000. The factor 200,000 is derived from 50 working weeks of 40 hours per 100 employees.

(5) Lost Day Rate (LDR) = (Total number of lost days/Total hours worked) x 200,000. The factor 200,000 is derived from 50 working weeks of 40 hours per 100 employees. Lost days are calculated as scheduled work days. Lost days count begins on the day of the injury or the next day, depending on the time of the day that the injury occurs.

(6) Absenteeism Rate (AR) = (Total number of missed absentee days/Total number of workforce days worked) x 25,000. The factor 25,000 is derived from 50 working weeks of 5 days per 100 employees. This rate is not monitored per gender.

NR: Not Reported

We had **no** accidents within our workplace

3. Fairness and Diversity

A. Appraising employees

We use a Performance Appraisal System to identify strengths and areas for improvement, which is available to all employees through the company's Intranet. The System:

- Aligns with our Code of Ethical Conduct.
- Has been designed with an emphasis on Customer Experience Excellence.

- Takes into account Corporate Responsibility principles, such as treatment of employees with respect and integrity.
- Is based on specific and measurable objectives, professional competencies and performance criteria, which are revised as often as necessary to reflect current standards in the telecommunications sector and the corresponding required expertise.
- Includes Top Management Performance Evaluation by superiors.

Every year, each employee’s performance is evaluated by their direct supervisor, based on pre-defined objectives. It must be noted that, prior to the annual performance appraisal process, all newly appointed managers attend tailor-made trainings, in order to assess the annual performance appraisal process and create an individual development plan based on their needs.

Within 2021:

- 14 managers and supervisors attended the training program on the performance appraisal process.
- 100% of our employees, who fulfilled the criteria of the respective appraisal procedure (i.e. employees not in long leave during the entire year and new hired employees), have been appraised.

We assessed 100% of applicable employees

B. Establishing a fair work environment

✓ Good Practice... Respecting Diversity

According to our Code of Ethical Conduct, we respect our employees’ individuality and cultivate individual and cultural diversity. As a result, we do not tolerate any form of unlawful discrimination or harassment within our company or in our business relationships. It must be noted that all our employees have the right and opportunity of one-to-one counseling with the Human Resources Department regarding any discrimination issue, with no respective counsellings in 2021.

Our commitment towards meritocracy follows the principles of respect for human rights, fair employment, prevention of child or forced labour, non-discrimination, equal treatment for women and men, in all decisions related to employment aspects (e.g. salaries), as expressed through:

- The national Labour Code and relevant regulatory framework, which prohibits the use of child and forced labour.
- Our Code of Ethical Conduct and Employee on Labour Relations Policy, which prohibits unlawful discrimination or harassment due to age, gender, religion, competence, origin, cultural background or sexual orientation.
- Our Employee Manual, which highlights principles and guides employee behavior.
- The United Nations Global Compact, which we have signed.

Based on these principles:

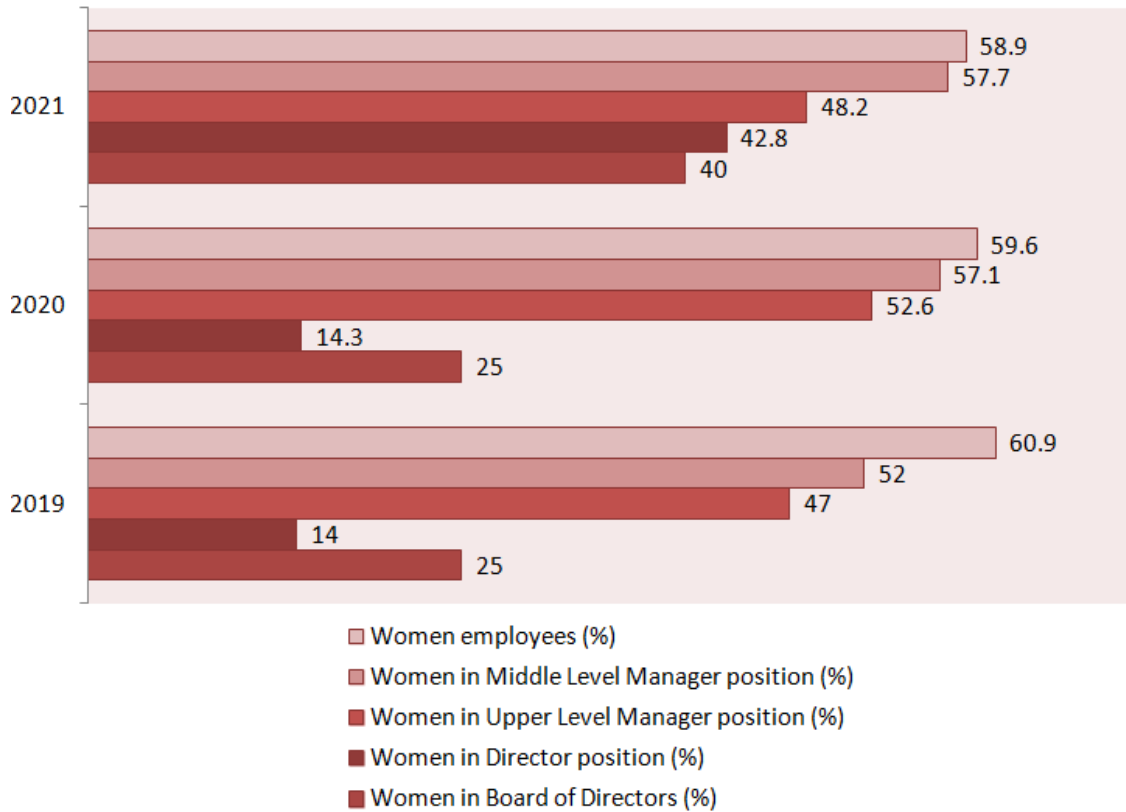
- We commit ourselves not to follow, or even tolerate, coercive work in our premises.
- Under no circumstances, will we employ any individual below the legal age limit (as defined by the Albanian legislation).
- Our Sales Area Managers and Trainers continuously visit and conduct audits in our sales network to ensure that employees in shops are above 18 years old, with no non-compliance cases during 2021.
- We state in our contract agreements that suppliers must not employ individuals below the legal work age or tolerate physical harassment and exploitation practices or coercive work in any of their premises.

Within 2021:

- The percentage of women in management positions (e.g. Chief Officers, Executive Directors, Heads of Divisions, Heads of Departments, Heads of Sections, Heads of Units) was 57.7%.
- There were no significant investment agreements and contracts with clauses on human rights.

- There were no operations identified as having significant risk for incidents of child labour or forced and compulsory labour.
- There were no complaints or grievances regarding discrimination incidents or unfair treatment or human rights violation or labour practices.
- There were no legal actions regarding human rights issues or labour practices and no fines or other non-monetary sanctions were imposed by the respective authorities.
- There were 4 legal cases related to labour issues with former employees, which are currently pending.

Percentage of Women



We maintained the percentage of women employees to over **58%** of total workforce

We increased the percentage of women in Board of Directors and Director positions to **40%** and **42.8%** respectively

Although we do not have an official policy to hire people from local communities, local employability is taken into account for certain positions that require good knowledge of the Albanian language and local environment.

Diversity in Management Structures

Level	2019	2020	2021
Supervisory Board – Nationality (number)			
Locals	2	2	2
Expats	1	1	1
Supervisory Board – Gender (number)			
Male	NR	NR	1
Female	NR	NR	2
Supervisory Board – Age (number)			
<30	NR	NR	0
30-50	NR	NR	3
>50	NR	NR	0
Board of Directors – Nationality (number)			
Locals	1	1	1
Expats	3	3	4
Board of Directors – Gender (number)			
Male	3	3	3
Female	1	1	2
Board of Directors – Age (number)			
<30	0	0	0
30-50	3	3	3
>50	1	1	2
Senior Management – Nationality (number)			
Locals	4	4	3
Expats	3	3	4
Senior Management – Gender (number)			
Male	NR	NR	4
Female	NR	NR	3
Upper Management (number)			
Locals	19	20	NR
Expats	1	1	NR

NR: Not Reported

C. Offering fair salaries

Our Employee Manual and Code of Ethical Conduct include the issue of fair remuneration and we provide fair and equal salaries to men and women employees, which depend on position, qualification, individual performance, market competitiveness, experience, employment tenure within the company or industry and local legal requirements and do not depend on the employees' gender.

As a result:

- The minimum salary was in all cases higher than the legal basic salary, as defined by local legislation.
- The proportion of salary for men and women is almost equal within similar hierarchical level, employee category or area of activity, with statistically insignificant variations, as salaries do not depend on the employees' gender.
- The ratio of annual total compensation for our highest-paid individual (i.e. the CEO) to the median of annual total compensation for all employees (excluding the highest-paid individual) is 36:1.
- The ratio of percentage increase in annual total compensation for our highest-paid individual (i.e. the CEO) to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) is 0.96:1.

Our lowest employee salary is **20%** higher than
the legal basic salary

D. Respecting the right of association

We respect the right of employees to engage in collective bargaining and express openly and freely, individually or in groups their opinion, as described in our Employee on Labour Relations Policy and the internationally recognized principles of human rights. While there is no employee union within One Telecommunications:

- No operations in which the respective rights may be at significant risk have been identified.
- There are no contracts that have been part of any collective bargaining agreement.
- The minimum notice period regarding operational changes for our employees is at any case according to the respective legal requirements.
- Our employees did not participate in any strike or lock-out during 2021.

E. Ensuring confidentiality of employees' personal data

We respect the right of employees to safeguard their personal data and we implement various organizational and technical measures, which indicatively include:

- Compliance with data privacy laws.
- Compliance with the Code of Ethical Conduct for the Protection of the Individual's Rights to Privacy in the handling of Personal Data.
- Hold personal documents (such as identification cards, passports or any other personal papers) only as long as it is necessary related to their employment and to determine remuneration.

As a result of our practices, within 2021:

- We did not receive any formal employee complaints regarding privacy issues or personal data security.
- There were no proceedings or investigations against the company related to confidentiality of employee personal data.

4. Training and Development

A. Developing employees

Our priority is to develop our own employees and prefer to cover job openings from existing employees. All job vacancies are posted on the corporate Intranet and in OneHR Portal, to which all employees have access. As a result, the percentage of permanent job openings covered by internal candidates reached 4.9% within 2021, compared to 1.5% in 2020.

B. Training employees

Induction training: Through our Induction Program, we familiarize our new colleagues with the:

- Code of Ethical Conduct and compliance issues.
- Corporate principles and corporate culture (including Corporate Responsibility).
- Internal policies and procedures.
- Corporate structure.

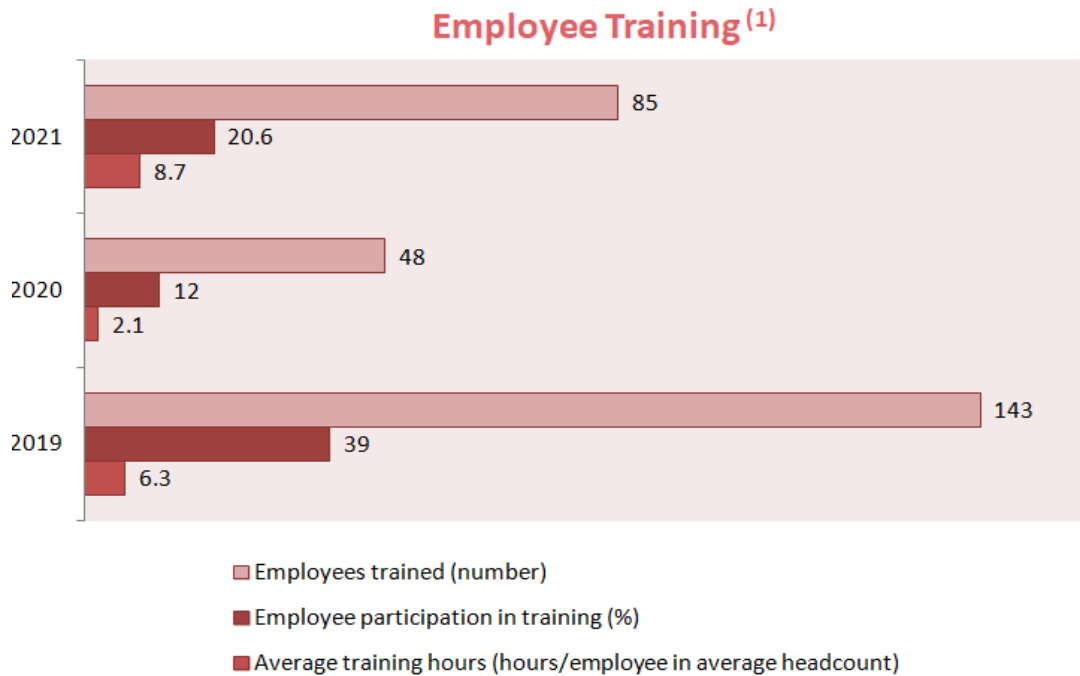
Within this context, we informed all new hired employees within 2021 about our operations and the proper communication channels to receive further information.

Training programs: We implement a wide range of training programs for our employees, either in-house or external by experienced trainers and specialized training centers for professional training services in the ICT industry. Main training areas include:

- Project Management.
- Sales & Negotiations.
- New Products and Services.
- Leadership.
- New Technology.
- ISO Certifications.
- Microsoft Office Advanced.

The following data summarize the results of our training programs and overall performance, which does not include results of health and safety training programs. Within 2021:

- We conducted 11 training programs with a total duration of 3,588 hours (3,440 training hours from in-class training programs and 148 training hours from e-learning training programs), compared to 12 programs and 816 hours in 2020 (720 training hours from in-class training programs and 96 training hours from e-learning training programs).
- 1 employee participated in e-learning training programs.
- The average training cost per employee was €132.6, compared to €298 in 2020.



(1) Training data for 2019-2021 do not include health and safety training programs.

We increased percentage of employees trained
at least once to **20.6%**

We **quadrupled** average employee training
hours

5. Life at Work and Rights

A. Handling work-life balance

Indicating our commitment to maintain work-life balance and support our employees:

- We ensure that all employees receive their entitled leaves (such as paid leaves and sick leaves).
- All employees are entitled to maternity leave for childbirth and parental leave for childcare, which is considered and paid as working time and is available to working mothers or fathers immediately after the maternity leave has ended. It must be noted that child care leave is extended to working fathers under the same conditions, regardless of the type of activity performed by their spouse (e.g. self-employed), even if their spouse is unemployed.
- We do not force employees to work overtime, under the threat of any sanction (e.g. salary reduction or dismissal).

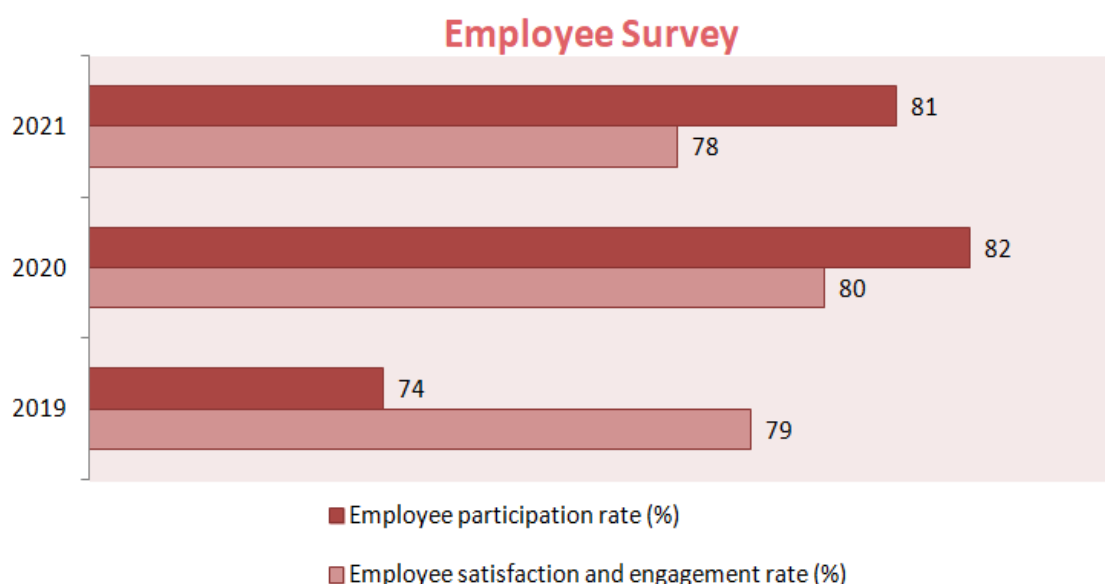
- We compensate overtime work.

Within 2021:

- There were no complaints or grievances regarding our employees' labour conditions.
- 93% of employees received their annual leave, as initially planned.
- 56% of employees worked at least once beyond the typical work hours and all overtimes were paid.
- The average annual overtime work was 43.8 hours per employee.
- All 33 women employees who received their maternity leave were still on maternity leave as of 31/12/2021 and 3 out of the 17 women who started their maternity leave during 2020 left the company within 2021.

B. Measuring employees' engagement

One Telecommunications considers its employees' engagement and satisfaction as necessary to enhance the feeling of belonging to the company and create a culture that supports and builds a powerful employer brand, in order to achieve the company's long-term objectives. We frequently collect, analyze and monitor our employees' opinion through our annual Employee Satisfaction and Engagement Survey, in order to identify areas for improvement and alert management about decisions regarding potential changes, improvements and action plans needed. Survey results are communicated and discussed in meetings held at the organizational unit level.



Positive Opinions in Employee Survey

Issue	2019	2020	2021
Engagement (%)	79	80	76
Brand (%)	89	86	84
Senior Leadership (%)	84	81	81
Supervision (%)	NR	88	85
Career Opportunities (%)	69	72	70
Learning and Development (%)	NR	76	77
Performance Management (%)	NR	78	76
Rewards and Recognition (%)	81	72	69
Collaboration (%)	91	82	82
Empowerment/Autonomy (%)	NR	80	78
Work Tasks (%)	NR	87	83
Enabling Infrastructure (%)	NR	81	79
Diversity & Inclusion (%)	NR	91	87
Talent and Staffing (%)	NR	78	73
Work-Life Balance (%)	68	72	69

NR: Not Reported

C. Offering additional benefits

Besides salary and other benefits provided by law, we offer an extensive additional benefits package to all employees, which covers the following categories. In principle, we grant the same benefits with minor changes between employees in management positions and non-management positions.

Employee Benefits

Categories	Benefits
Health	Health and Accident Insurance Program
	Yearly check-up
	Gym and Fitness benefits for all employees
Work Benefits	Partial refunding of lunch
	Two canteens for employees in Tirana
	Flexible daily work attendance
	Work from Home
	Seniority reward – extra days of annual leave for employees with 10 or more years within the company
Family	Retail Benefit Coupons to purchase goods
	Fuel Benefit
	Additional days of leave for special cases
Products and Services	Allowance for corporate mobile phones and/or accessories and improved One Unlimited plans for free, as per employee level
	Preferential post-paid and pre-paid tariffs for employee family members
	Reduced prices on mobile phones and accessories purchased through our own shops
	Bus service to transport employees to and from the company offices in Lapraka and Kashar
Other	Company credit card for Chief Officers
	Access to various socio-cultural activities, through prize draw tickets

6. 2021 Achievements and Future Targets

We said	Progress
Offer the possibility to vaccinate against COVID-19 to all our own employees and sales partners	100%
Restructure and improve the yearly benefits' schema for each employee	100%
Reward and appreciate employees working in our company for 10, 15 or 20 years	100%
Promote healthy living and an active lifestyle	0%

VI. OUR ENVIRONMENT

Introduction and Summary

Our Size:

22,599 MWh electricity consumption for mobile network and buildings

313,238 liters diesel consumption for mobile network

1,146 tons CO₂ emissions (Scope 1 and Scope 2)

4.3 tons office paper consumption

9,755 m³ water consumption

Our Objective:

To successfully manage our direct and indirect environmental impact, as well as raise our fellow citizens' awareness to act more responsibly regarding environmental protection.

Our Achievements:

- No violation cases concerning any environmental legislation occurred.
- We informed 100% of our employees on environmental protection issues.
- We improved our energy intensity and GHG emissions intensity by 45.4% and 46.2% respectively
- We forwarded for recycling 100% of lead batteries, oil-lubricants, WEEE materials and accumulators collected.
- We reduced the ODP of replenished refrigerants by 33%.

1. Strategy and Management

A. Committing to environmental management

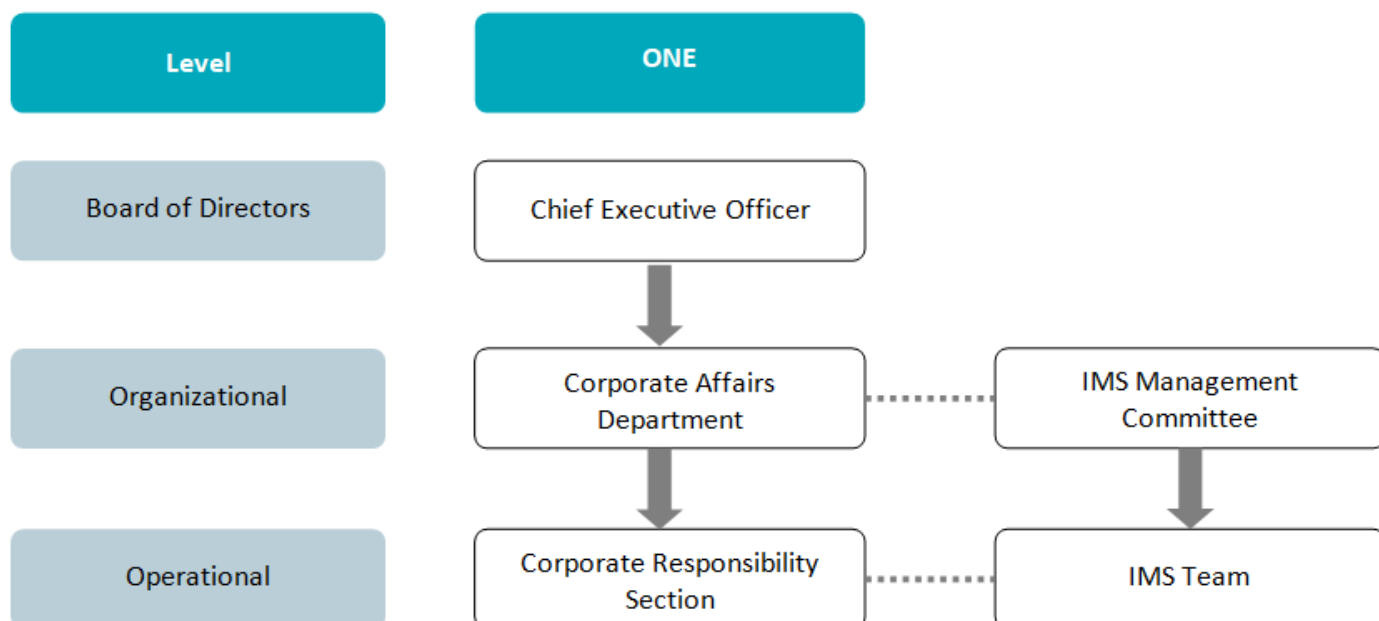
Since 2009, we started to analyze our activities, products and services, in order to identify and effectively reduce their environmental impact. As of 2011, we implement an Environmental Management System (EMS) according to ISO 14001, through which we systemically analyze and review our main activities and operations regarding their environmental impact and set objectives, determine indicators and implement initiatives to improve our environmental performance.

Environmental Strategy



We have created organizational structures to manage environmental aspects, which ensure a high level of transparency in the respective programs.

Environmental Management System Structure



- The CEO oversees management of environmental aspects and is assisted by the Integrated Management Systems (IMS) Committee, who is responsible to approve the respective documentation (such as objectives and KPIs) and the environmental programs to achieve these objectives, EMS audit and performance results, as well as the necessary improvements to enhance the System’s effectiveness.
- The Integrated Management Systems (IMS) Team supports the IMS Committee and consists of members from selected One Telecommunications organizational units, who are responsible to:
 - Continuously monitor the IMS programs, including environmental programs’ implementation.
 - Identify the environmental aspects of various activities.
 - Analyze the necessary data to determine the company’s environmental performance.
 - Propose remedial actions for improvement.
- Furthermore, One Telecommunications strongly encourages employee participation in its respective initiatives and programs.

B. Prioritizing environmental aspects

Climate change risk management: We have recognized that climate change is directly related to the following risks, which affect the risk of increased operating costs and capital investments required, as a result of even stringent regulatory and legislative requirements.

Risks Associated With Climate Change

Risk	Description
Regulation risks	They often result to increased energy costs, due to new climate change regulations on national and global level, which affect almost the entire range of operations.
Physical, operational and financial risks	They often affect the company’s telecommunications infrastructure, due to extreme weather events associated with climate change, as well as increased infrastructure expenses (e.g. need for additional cooling equipment).
Reputational risks	They result to potential loss of market share, due to customer reaction against companies with inadequate policies regarding climate change and environmental protection.

Prioritization of Environmental Aspects: Our ISO 14001 certified Environmental Management System (EMS) is structured around the following steps:

- Examine environmental aspects that can have a negative environmental impact, under three different scenarios: normal, abnormal and emergency situations. It must be noted that representatives from One Telecommunications’ customers and community members have participated in this step, in order to ensure transparency and increase environmental awareness among its major Stakeholders.
- Determine each aspect’s significance, based on well-known criteria considered important in the telecommunication sector.
- Design and implement programs for identified environmental aspects, which consist of an action plan, role and responsibilities, time schedule and targets.

Through the above procedure, we address the following aspects, based on their significance to our operations:

Environmental Aspects

Activity	Environmental Aspects	Included in the EMS
Mobile Network	Energy	√
	Technical Waste	√
	EMF	X
Support of Telecommunications Operations	Energy	√
	Hazardous Waste	√
Offices, Shops, Warehouses	Energy	√
	Office Waste (Paper)	√
	Waste Disposal	√
	Water	√
	Mobile Recycling	√
Vehicles	Energy	√

C. Expressing commitment to protect the environment

Policy... One Telecommunications Integrated Quality, Health & Safety and Environmental Policy

We, at One Telecommunications, complying with our values and strategic priorities, strive to enhance our successful customer-oriented philosophy, our competitive positioning and the provision of technologically advanced products and services.

As a responsible corporate citizen, we aim at delivering value to our Stakeholders and believe that quality, health and safety, energy consumption and environment constitute crucial concerns embedded in our company’s culture. In this context, we expect our senior management to act as role models.

Aiming at Business Excellence, we therefore commit ourselves to:

- Continually improving our operations and performance by setting, monitoring and reviewing our objectives with the intent to meet and, where possible, to exceed the expectations of our Stakeholders.
- Acting with foresight and complying with the requirements laid down by applicable legislation, or even exceeding these, where we can.
- Ensure a sufficiently high level of security and data protection.
- Adopt an integrated approach to the efficient management of IT services.
- Require our personnel, and our contractors and suppliers, to actively participate in achieving our objectives, regarding the quality of our operations, occupational health and safety, rational energy consumption and environmental protection, by implementing all relevant regulations and programs adopted.

- Strive to find innovative approaches for our operations, products and services, adopting preventive approaches to reduce our environmental impact and pollution, to improve energy efficiency and avoid potential injury and ill health of our personnel, partners and the general public.
- Keep the public, our personnel and our Stakeholders informed on quality, environmental, energy and occupational health and safety issues.
- Voluntarily protect the public through the principles and recommendations laid down in the EMF policy, including transparency, information, participation and promotion of science.
- Fully comply with the requirements of our Integrated Management System and continuously improve its effectiveness.

One Telecommunications' commitment to protect the environment is transformed into action through the development of environmental programs described within this chapter. It must be noted that in 2021:

- There were no complaints or grievances regarding environmental issues and no cases of non-compliance with environmental protection regulations.
- We did not receive any written notices by relevant authorities regarding environmental issues.
- We were not accused of violating any environmental legislation and there were no investigations or legal cases for non-compliance related to environmental issues.
- No relevant fines or other non-monetary sanctions were imposed during the scheduled and ad-hoc audits conducted by relevant authorities.

No violation cases concerning any
environmental legislation occurred

2. Energy and Climate Change

? Did You Know...Climate Change in Albania

Around the world, changes in the Earth's climate are affecting the environment and our health, and Albania is also experiences their impact on agriculture, soils and air quality. According to data from Albania's First Biennial Update Report (July 2021), which was published by the Albanian Ministry of Tourism and Environment and coordinated by the United Nations Development Program (UNDP) Climate Change Programme:

- The average annual temperature in Albania has increased by 1 °C since the 1960s and it is expected to increase between 1.3 °C and 2.2 °C by 2050.
- Intensity, duration and number of heatwaves across the eastern Mediterranean has increased by 6 to 8 times since the 1960s.
- Disaster events (e.g. floods, flash floods, forest fires, landslides, storms, snowstorms, heavy rains) have increased in the past 30 years and over 98% of all events (including forest fires) are caused by meteorological conditions.
- Precipitation levels are expected to decrease by 4.3% from the 1986-2005 period base level.
- The average sea level is expected to rise between 45 cm to 60 cm by 2100 and the increased salinization of coastal aquifers will make coastal areas vulnerable to flooding, storms and erosion.
- At least 190,000 to 230,000 people are estimated to suffer from cardiovascular diseases (including hypertension) by 2031 due to excess heat.
- Over 30% of adults with pulmonary diseases will suffer from additional consequences attributable to climate change and deterioration of air quality by 2031.

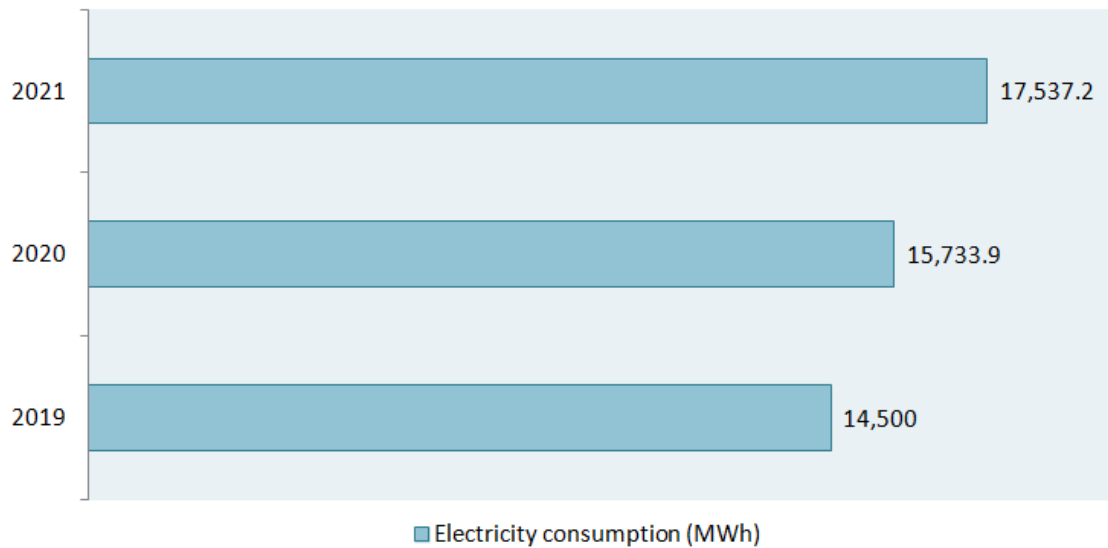
As a result, the Republic of Albania published its Intended Nationally Determined Contribution (INDC) following the United Nations Framework Convention on Climate Change's (UNFCCC) decisions, and has committed to reduce greenhouse gas emissions (GHG) by 11.5% until 2030, compared to 2016 under the 'business as usual' scenario.

A. Measuring electricity consumption in mobile network

Reducing energy consumption in mobile networks is a challenging goal for any telecommunication company, as construction of new Base Stations (BTS) and installation of new equipment are required for the proper deployment of a mobile network. In order to manage electricity consumption in its mobile network, One Telecommunications:

- Has 465 BTS connected in the electricity grid, compared to 466 in 2020 and 448 in 2019.
- Replaced old equipment (e.g. indoor or outdoor rectifiers with higher efficiency) in 47 sites, which increased energy efficiency by 5% on average.
- Has activated hybrid operation to reduce total working hours with electricity from the public grid (see Subsection VI-5B).

Electricity Consumption in Mobile Network



The overall increase in electricity consumption in our mobile network is mainly the result of the increase in the number of sites, as our infrastructure in 2021 consists of more sites for our 3G, 4G and 4G+ networks, compared to previous years. In addition, during 2019-2021 we have added LTE layers in our network, in order to expand coverage and service quality for our subscribers.

Electricity consumption in our mobile network
increased by **11.5%**

B. Measuring electricity consumption in buildings

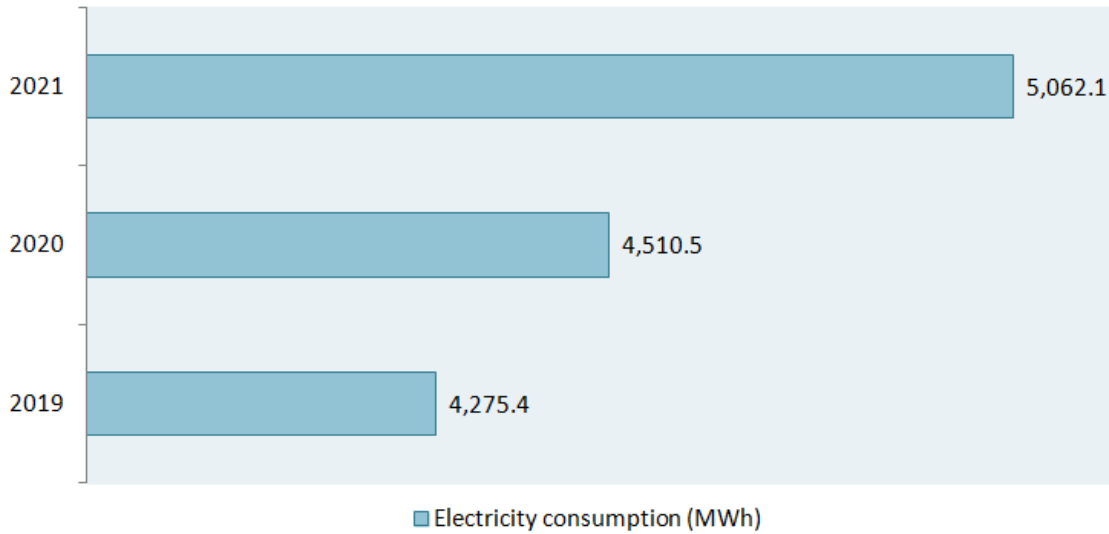
As every company, we also consume electricity in our buildings (which include our offices and data centers) and therefore strive to manage the respective impact, as we:

- Have enabled turning off idle and decommissioned equipment inside our data centers (e.g. DNS servers, Excel switches).
- Have enabled Power Saving Mode in all desktop computers to shut down after a certain idle time, except for a few computers operating continuously.
- Have deployed the operation of an HVAC Centralized Intelligent Controller in three buildings in Lapraka and Kashar, in order to automatically and effectively control air conditioning and temperature setting, which also includes individual thermostats in each floor with fixed temperature for cooling and heating, as well as smart automation to centrally control the office air conditioning system.
- Replaced 2 air-conditioning units with HVAC units in data centers.

- Have installed LED outdoor lighting in our premises in Lapraka.
- Have installed smart light switches to switch on/off our logo in all own shops and have replaced all lamps with LED lights.
- Implement employee awareness campaigns to reduce energy consumption, with an internal campaign related to reduce electricity consumption conducted in 2021 on the occasion of the global campaign ‘Don’t choose extinction’ (see Subsection VI-5F), whose messages were communicated to all employees.



Electricity Consumption in Buildings ⁽¹⁾



(1) Electricity consumption in buildings includes offices, data centers and own shops, namely 3 in 2019, 5 in 2020 and 2 out of 4 own shops in 2021.

The overall increase in electricity consumption in our buildings is mainly the result of the increased number of employees working in our offices during 2021, compared to employees working from home in 2020, due to the COVID-19 pandemic.

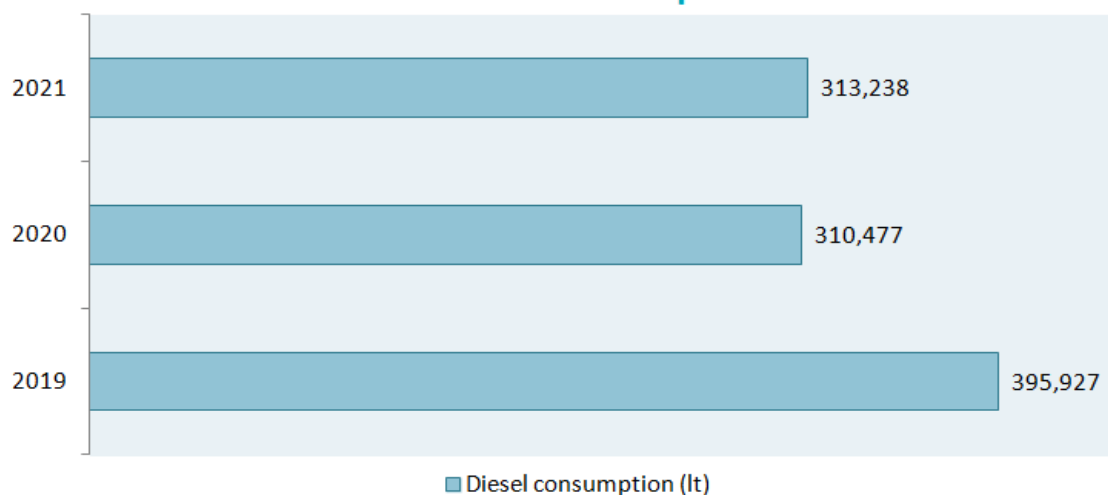
Electricity consumption in our buildings
increased by **12.2%**

C. Measuring diesel consumption

We use diesel generators to produce electricity in cases of insufficient electricity supply via the public energy providers or as the main electricity supply in isolated areas where grid connection is difficult or impossible. In 2021, we:

- Have equipped all sites with generators with Remote Site Monitoring Systems, in order to decrease fuel consumption in sites equipped with stand-by Power Generator Systems.
- Have connected all sites to electricity grid (either through low voltage or medium voltage power lines), except for 2 sites without present power line, for which we installed solar panels and plan to expand their utilization for more sites, in order to reduce use of generators and carbon emissions.
- Have activated hybrid operation to reduce total working hours from stand-by generators (see Subsection VI-5B).
- Implemented a maintenance program to over 200 generators for both 24-hour and emergency operation.

Diesel Consumption



D. Reducing transportation impact from vehicle fleet

Our company operates a number of vehicles, which are used to service and develop the telecommunication network, distribute its products and service its customers throughout the country. In order to reduce the impact of this activity, we:

- Apply a system to monitor vehicle routes and record monthly information (e.g. distance travelled, fuel consumed).
- Regularly service the entire vehicle fleet to ensure compliance with the manufacturers' technical standards.
- Gradually replace company-owned vehicles with leased vehicles, which are newer and have lower energy consumption.
- Utilize a private-licensed contractor to daily transport employees to and from the company's headquarters.

By the end of 2021:

- We operated a service fleet of 69 vehicles and a company fleet of 14 vehicles, compared to 55 and 25 vehicles respectively in 2020.
- We used 4 owned vehicles and 79 leased vehicles, compared to 4 and 76 respectively in 2020.

Vehicle Fleet

	2019	2020	2021
Total vehicles (number)	74	80	83
Service diesel vehicles	47	8	16
Service gasoline vehicles	3	47	53
Company diesel vehicles	23	24	13
Company gasoline vehicles	1	1	1
Energy consumption from vehicle fleet (MWh)	879	875	1,222
Fuel consumption (lt)	88,079	89,110	127,517
Diesel	85,560	64,985	45,182
Gasoline	2,519	24,125	82,335
Average fuel consumption per vehicle (lt)	1,190.3	1,113.9	1,536.3

E. Reducing other transportation impact

One Telecommunications strives to reduce the impact of business operations on climate change and commits to limit transportation impact due to business travel to the minimum necessary. Therefore, we:

- Utilize teleconference in company offices (audio conferences are available in most offices and there are two facilities for video conferences in the company's headquarters in Lapraka).
- Strive to resolve as many issues as possible (such as technical issues, telephone directions and connection issues) by phone.

F. Measuring GHG emissions

During 2021, One Telecommunications' overall energy consumption from its mobile network, buildings (offices, data centers and own shops) and vehicle fleet was 26,952 MWh and the company achieved an energy intensity of 555 KWh/terabyte, compared to 24,223 MWh and 1,017 KWh/terabyte in 2020. Direct and Indirect carbon dioxide emissions reached 1,146 tons in 2021, with a GHG emissions intensity of 23.6 kg CO₂/terabyte, compared to 1,047 tons and 43.9 kg CO₂/terabyte in 2020 (for Scope 1 and Scope 2 emissions).

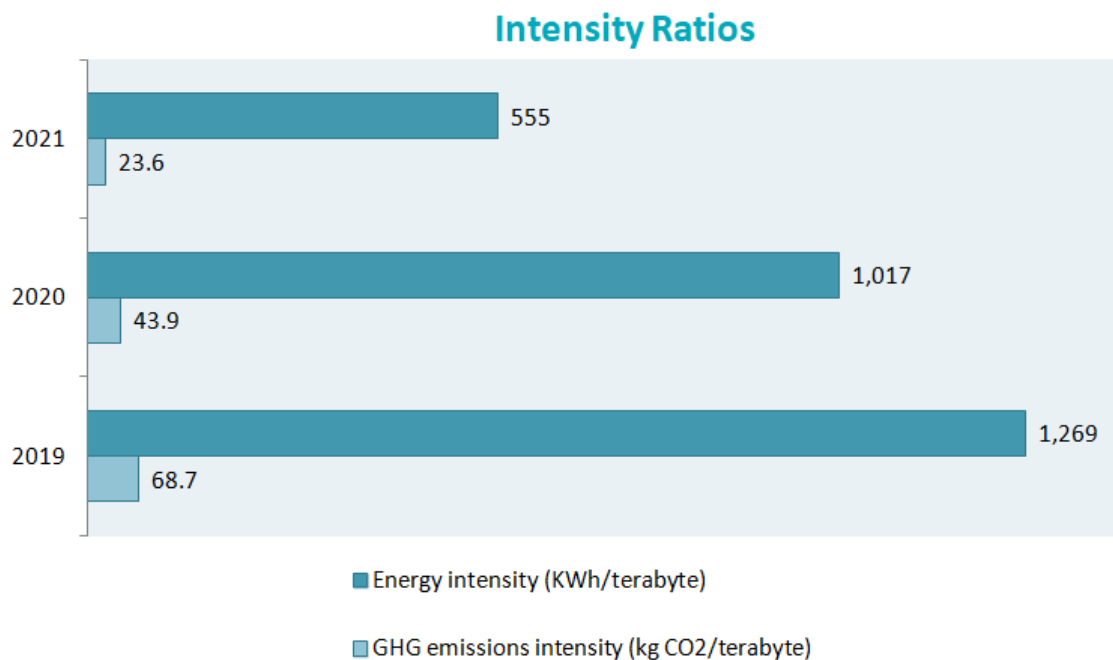
GHG Emissions

	2019	2020	2021
Direct emissions (Scope 1) (tons) ⁽¹⁾			
Fossil fuels	1,046	820	838
Vehicle fleet	232	227	308
Indirect emissions (Scope 2) (tons) ⁽²⁾			
Electricity	0	0	0
TOTAL (Scope 1 and Scope 2) (tons)	1,278	1,047	1,146

(1) Sources of conversion factors: GHG Protocol GHG emissions from transport or mobile sources Calculation Tool V 2.6 May 2015 (Diesel, Gasoline).

(2) Electricity generation mix in Albania consists of 100% hydropower (IEA emissions factors).

Data refer to mobile network, offices, data centers and own shops (2 out of 4 own shops in 2021, 5 in 2020, 3 in 2019), as well as the entire vehicle fleet and flights for business purposes.



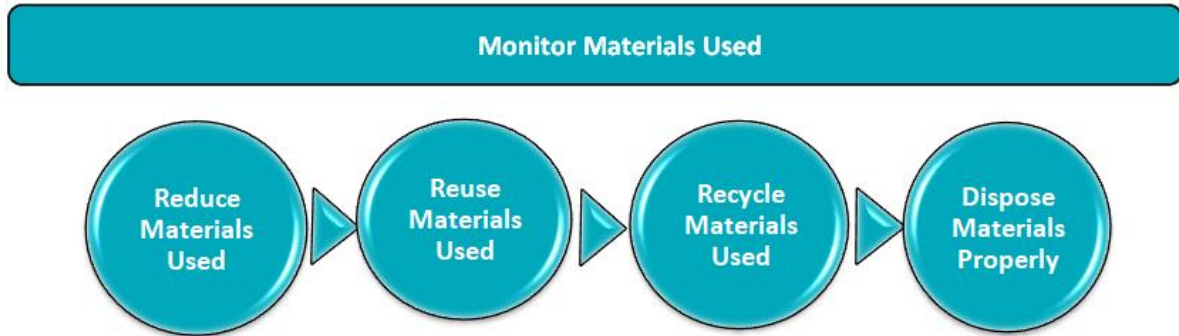
We improved our energy intensity and GHG emissions intensity by **45.4%** and **46.2%** respectively

3. Materials and Waste

A. Consuming raw materials

At One Telecommunications we try to follow the principle ‘Reduce – Reuse – Recycle’ and therefore implement various approaches, depending on the type of materials.

Reduce Impacts from Consumption of Materials



One Telecommunications has entered into contracts to recover and/or recycle used, faulty and end-of-life products and materials, such as toners, ink cartridges and lamps. The company only utilizes licensed contractors and certified waste management companies, in order to ensure that waste management is conducted in accordance with the respective legal provisions and international practices. All waste (including hazardous waste) is stored locally in our contractors’ premises, until their quantities become feasible for transport, while there was no waste shipped abroad during 2021.

B. Using environmentally friendlier bags

We recognize the significant repercussions of plastic bags on the environment and we only use biodegradable bags in all of our shops, made of polyethylene with reverted technology, which degrade after a few years if not recycled completely.

Bags

	2019	2020	2021
Plastic bags (units)	0	0	0
Biodegradable bags (units)	0	35,000	0
Paper bags (units)	0	55,000 ⁽¹⁾	50,000

(1) Number refers to 09/2020-04/2021.

C. Managing paper and plastic use and recycling

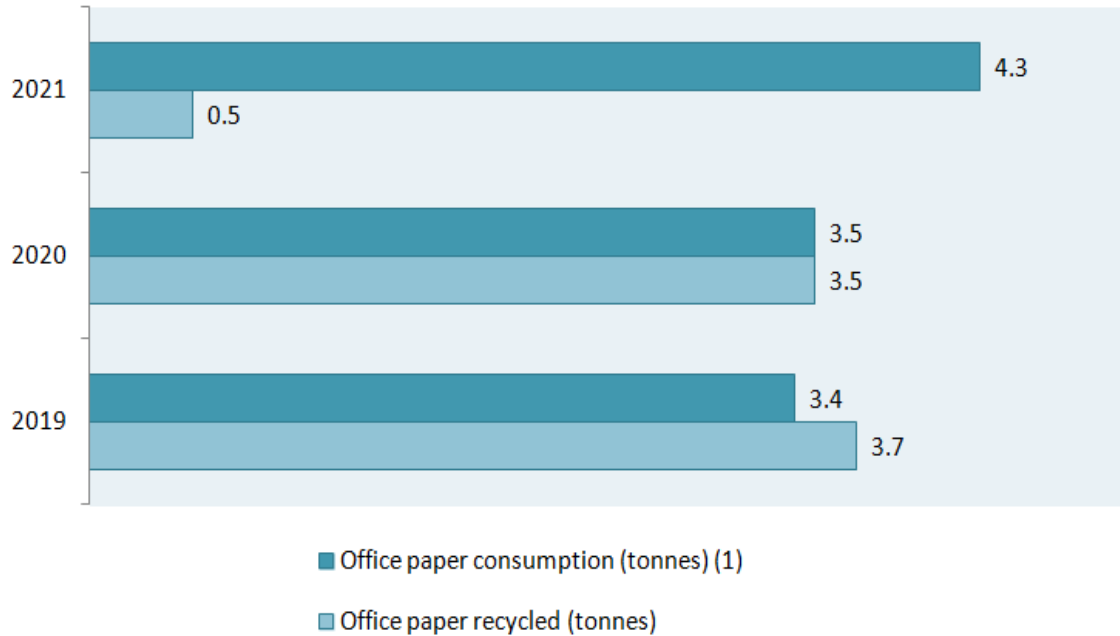
We use office paper and plastic for various purposes, such as billing and promotional and communication campaigns and materials. In the last years, we have implemented various initiatives to reduce office paper and plastic consumption, as we:

- Electronically exchange documentation, such as offers, purchase orders, contracts, qualification documentation and surveys.
- Have embedded a paper saving message in the official e-mail signature of all company employees.
- Use only centralized printers (one per each floor in each building).
- Have set two-sided printing as the default printing option for all employees since 2014.
- Implement internal awareness campaigns to reduce paper consumption, with an internal campaign related to the reduced and sustainable use of paper conducted in 2021 on the occasion of the global campaign ‘Don’t choose extinction’ (see Subsection VI-5F), whose messages were communicated to all employees.



- Implement a paper recycling program with properly marked collection bins in all premises and own shops.
- Implement a plastic recycling program with properly marked collection bins in all office buildings and own shops, with 15 kg of plastic collected and recycled during 2021.
- Have made our CR Reports available only in electronic form since 2011.
- Offer free e-billing solutions to all customers and employees.
- Offer pre-paid customers the option to charge their accounts with e-vouchers and encourages its customers to do so, through bonus airtime to those who select this option.
- Do not use, at the moment, recycled paper or any other recycled materials.

Office Paper Management



(1) Office paper consumption for 2021 does not include 30.3 tonnes of paper consumed in shops.

The overall increase in paper consumption is mainly the result of the increased number of employees working in our offices during 2021, compared to employees working from home in 2020, due to the COVID-19 pandemic.

e-Billing solutions: We strive to enhance the proportion of customers who utilize e-billing solutions to pay their bills electronically, in order to reduce office paper use for printing and post office paper use.

Payment of Bills via Web or App

	2019		2020		2021	
	My One mobile application	Website	My One mobile application	Website	My One mobile application	Website
Transactions (number)	1,680	58	3,852	143	12,868	201

D. Implementing responsible special waste management

Technical waste: The daily operations of all telecommunication companies generate different types of technical waste, which include:

- Telecommunication equipment (Waste Electrical and Electronic Equipment - WEEE), such as end-of-life electronics and electrical devices (e.g. antenna parts, rectifiers, transceivers), which are forwarded for recycling.

- Accumulators, which are used as energy storage devices. Before forwarding them to recycle upon de-commissioning, we test them to determine their operational status.
- Mobile phones, batteries and accessories, for which we implement a recycling program since 2014, with properly marked collection bins in all office buildings, as well as in own shops for all employees and customers.

Technical Waste Recycled

	2019	2020	2021
Telecommunication, IT and other equipment (WEEE) (tons)	155.9	57.7	1.8
Telecommunication, IT and other equipment (WEEE) (%)	100	100	100
Accumulators (tons)	63.2	20	31.9
Accumulators (%)	100	100	100
Mobiles, batteries and accessories collected from citizens (kg)	0	0	0

It must be noted that we donate outdated hardware used in company offices (such as computers, printers, monitors and other peripherals) to schools, institutions and NGOs, without however any hardware units donated to organizations in 2021.

Hazardous waste: Recognizing the substantial or potential threats that hazardous waste may pose to public health or the environment, we implement recycling programs for the following types of waste:

- Lead batteries, which are installed in many BTS and are activated in case of electricity supply interruptions. Batteries are replaced when their life span has expired, as lead is a hazardous material for the environment.
- Oil-lubricants, which are used in generators located in BTS and partially in office buildings. We cooperate with a licensed company to collect and forward for recycling the entire quantity of the rejected lubricants during generator maintenance.
- Oil, air and diesel filters.

Hazardous Waste Recycled

	2019	2020	2021
Lead batteries (units)	700	210	120
Lead batteries recycled (%)	100	100	100
Oil-lubricants (thousand lt)	2.9	3.4	2.9
Oil-lubricants recycled (%)	100	100	100
Oil filters (units)	609	556	584
Air filters (units)	609	547	589
Diesel filters (units)	609	655	589
Diesel filters (units)	NR	NR	100

NR: Not Reported

We forwarded for recycling **100%** of lead batteries, oil-lubricants, WEEE materials and accumulators collected

4. Electromagnetic Fields

? Did You Know... Specific Absorption Rate

Mobile telephony functions are based on the emission of electromagnetic waves. Every mobile phone emits radio frequency electromagnetic energy, which can be measured through the Specific Absorption Rate (SAR) in watts per kilogram of body weight (W/kg). The SAR value of a mobile phone indicates the maximum degree to which the head may absorb electromagnetic fields during a phone call with the device.

Since 1999, the EU Council has set a maximum limit of 2 W/kg for cell and smart phones, which applies to all European countries. All manufacturers are required to check and ensure that they comply with the limit value even at maximum transmission power for all phones and disclose the maximum values measured as 'SAR value' in their product manuals or user operating guides. In order to reduce their overall exposure, persons can keep their mobile device away from the head and body, through:

- Using an earpiece (wired or Bluetooth).
- Using the loudspeaker function, including video calls.
- Placing the device on a surface when sending data.
- Texting instead of calling.

A. Following the Precautionary Principle

Policy... Electromagnetic Fields

Indicating our commitment to address the genuine public interest in the mobile communication technology, we have developed the respective EMF policy, through which we:

- Fully support improvement of scientific knowledge regarding any EMF impacts to the public health.
- Continuously evaluate scientific data ourselves.
- Comply with the national safe exposure guidelines and the ICNIRP's and WHO's guidelines regarding EMF for all our BTS and provide all the necessary data to indicate our compliance to any interested party.
- Support the establishment of a National Database on locations with EMF emissions.
- Establish internal responsibilities and flows of activities to handle any complaints and enquiries on technology, health and other related issues.
- Inform the general public and encourage local authorities to cooperate with mobile operators in relevant programs.
- Cooperate with local authorities to handle enquiries from citizens related to network development.
- Provide the manufacturers' information on SAR values for their mobile devices to our customers, through our website and shops.

The potential effect of electromagnetic fields (EMF) on the human health has been the subject of extensive international research studies. The International Commission on Non-Ionizing Radiation Protection (ICNIRP) has set the respective limits for transmitter antennas and mobile phones, which have been recommended by the World Health Organization (WHO) and included with the relevant legislative framework. These organizations utilize the current scientific knowledge to repeatedly review the current limits and have confirmed the safe use of mobile technology, as the general scientific consensus is that there are no health risks associated with exposure to electromagnetic fields emitted by antennas and mobile phones below international standards. It must be noted that we:

- Conduct a radio emission study and an electromagnetic background study (when required) for all wireless telecommunication stations and mobile BTS within a 50-meter and 300-meter radius respectively.
- Conduct scheduled and ad-hoc EMF radiation measurements by specialized employees from the Radio Transmission Department, using a specific methodology and our own equipment. During 2021, we conducted 30 EMF measurements (all of which were scheduled).
- Have established a specific procedure to address enquiries, comments or complaints received from various communication channels (e.g. written communication, call center) regarding electromagnetic fields, with no complaints received in 2021.

B. Informing fellow citizens on EMF

We continuously try to identify ways in which citizens can be informed regarding how mobile telephony functions, in order to ensure that everyone can have access to credible and accurate information. During 2021, we continued our information campaign to correctly inform and improve the perception of our Stakeholders regarding mobile telephony technology and its relation to health. Within this context, we provide documented materials on our website regarding mobile telephony to citizens and customers. Furthermore, we:

- Trade only mobile phones that comply with the defined SAR exposure limits.
- Display the SAR value of every mobile phone sold in One Telecommunications shops in its respective price-tag.
- Provide information to reduce SAR exposure in the corporate website.

5. Other Impacts

✓ Good Practice... Respecting the Environment

In order to minimize potential negative environmental impact, we have introduced environmental aspects in the design and in-use phase of all BTS and have acquired the necessary permits, which confirm that all our BTS:

- Comply with the EMF emissions approved by the Office of Protection from Radiation.
- Are placed according to actual and future development plans.
- Respect protected areas and the biodiversity.
- Are not located in historical and culturally preserved areas.

One Telecommunications' environmental strategy includes monitoring of its performance related to a wide range of relevant aspects, in order to implement respective programs.

A. Assessing our visual impact

Despite telecommunications having a relatively small visual impact on the environment compared to other industries and sectors, we apply a number of practices such as:

- We locate BTS in installations in cooperation with the other mobile telephony companies, with 102 BTS shared with another operator in 2021, the same as in 2020.
- We seek to properly arrange constructions and equipment in new telecommunication infrastructure and perform the necessary modifications to the existing infrastructure, in order to blend well with the surrounding environment and reduce the overall visual impact.
- We build new BTS with smaller size compared to the old construction design.

B. Assessing our noise impact

The noise impact of One Telecommunications is insignificant, since:

- Our buildings are located within urban areas.
- We locate BTS in installations in cooperation with the other mobile telephony companies, which considerably decreases the overall noise impact.
- BTS powered by electricity have very low noise levels and BTS using generators are located in remote areas.
- We use generators in buildings only in cases of electricity failure.
- In urban areas, we use 'Closed Type Power Generator Systems', with noise levels of 64dB at 7m distance, while we use 'Open Type Power Generator Systems' in rural areas, with noise levels of 105dB at 7m distance, which comply with the respective legislative provisions.
- In cases where sound levels from generators should be reduced, we have installed noise isolation or hybrid systems, in order to reduce their operating time and reduce or eliminate the noise, without any new installation during 2021.
- We have installed noise isolation systems or replaced old ventilation and/or cooling systems with newer and more noise-efficient units, in order to reduce noise levels, without any new installation during 2021.
- We have installed solar panels in 2 pilot sites, in order to reduce use of generators and noise levels.

C. Assessing our impact on biodiversity

The influence of our activities on biodiversity is insignificant, however, we take this important environmental issue into consideration, as our company:

- Has not placed any of its facilities and operation sites near protected NATURA or RAMSAR areas or near other areas of high biodiversity value outside protected areas. As a result, there are no IUCN Red List species and national conservation list species with habitats in areas affected by operations.
- Holds environmental permissions related to radiation for its BTS.
- Ensures that BTS located outside populated areas have small surface requirements and the land is reverted to its previous condition prior to BTS installation or the installation is left for the owner's use upon request, after the BTS has been de-commissioned.
- Builds BTS with the least possible repercussions on environment.
- Does not generally staff its BTS on a permanent basis and ensures limited transportation activities to these sites.
- Restores potential negative repercussion, which our offices and BTS might have on the ecosystems.

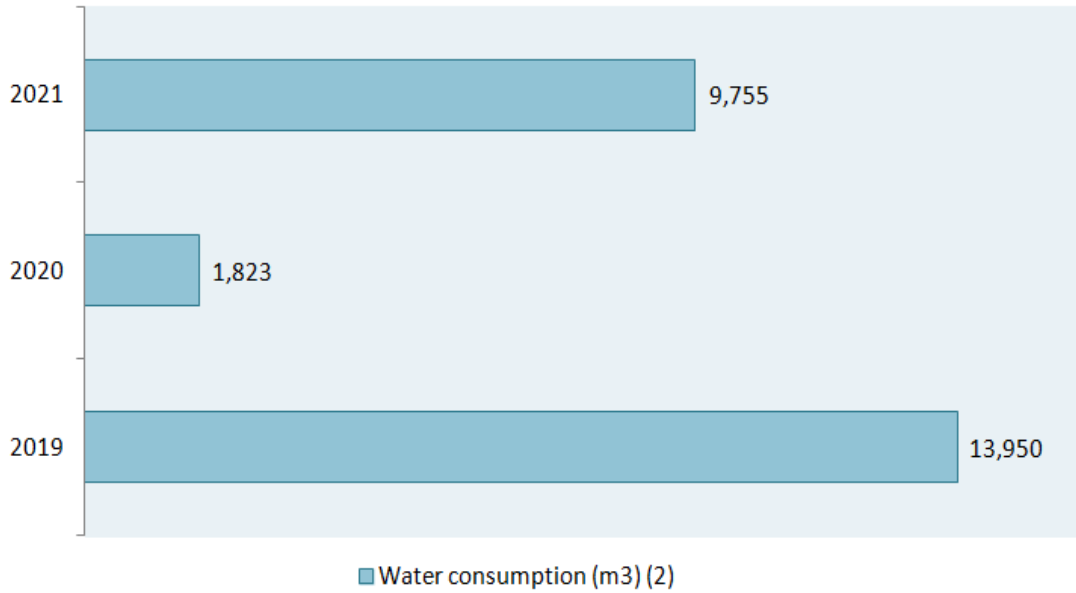
D. Monitoring water consumption

Water scarcity is highlighted as an extremely important environmental aspect, due to intensification of needs and demand for this precious resource during the last years. Our company is aware of its relative scarcity and therefore strives to reduce water consumption, where feasible. We consume water solely for our employees' hygiene, watering of plants and cleaning of work areas.

- Water supply is performed exclusively from public water suppliers, who are also responsible for the sustainable withdrawal from the water resource system, and water is withdrawn only from one reservoir (located next to Tirana), with no water consumed from areas with high water stress; therefore, we do not affect other water sources.
- Bottles of drinking water are available for all employees and guests.
- We have not identified water storage as having a significant water management impact, with the quantity of water stored in the 3 water deposits in our premises to ensure running water 24h/day being 11,000 lt in 2021, as in 2020.
- All wastewater is directed to urban wastewater treatment plants through the sewerage system and is treated in the municipality wastewater facilities.
- We have not set any minimum standards regarding quality of water and effluent discharges, as public water suppliers provide only one distribution pipeline and these parameters cannot be checked to approve or reject connection with the competent water authority.
- We implement internal awareness campaigns to reduce water consumption, with an internal campaign related to the responsible use of water conducted in 2021 on the occasion of the global campaign 'Don't choose extinction' (see Subsection VI-5F), whose messages were communicated to all employees.
- At the moment, we do not recycle or reuse water for our operations.
- No water leakages were noticed.
- There were no planned or unplanned water discharges and no significant spills of chemicals or fuels or any other material.



Water Consumption ⁽¹⁾



(1) Water consumption for 2019-2021 refers to the company’s premises in Lapraka and Kashar.
 (2) Water consumption in 2020 is not accurate due to faulty metering system during the year.

E. Monitoring our impact on the ozone layer

We use refrigerants in our premises, shops and BTS in the fire suppression system (which utilizes FM 200, a fire suppression agent from carbon, fluorine and hydrogen – CF₃CHFCF₃), fire extinguishers (which utilize CO₂) and the air-conditioning systems. During 2021, there were no fire incidents in our premises and our BTS.

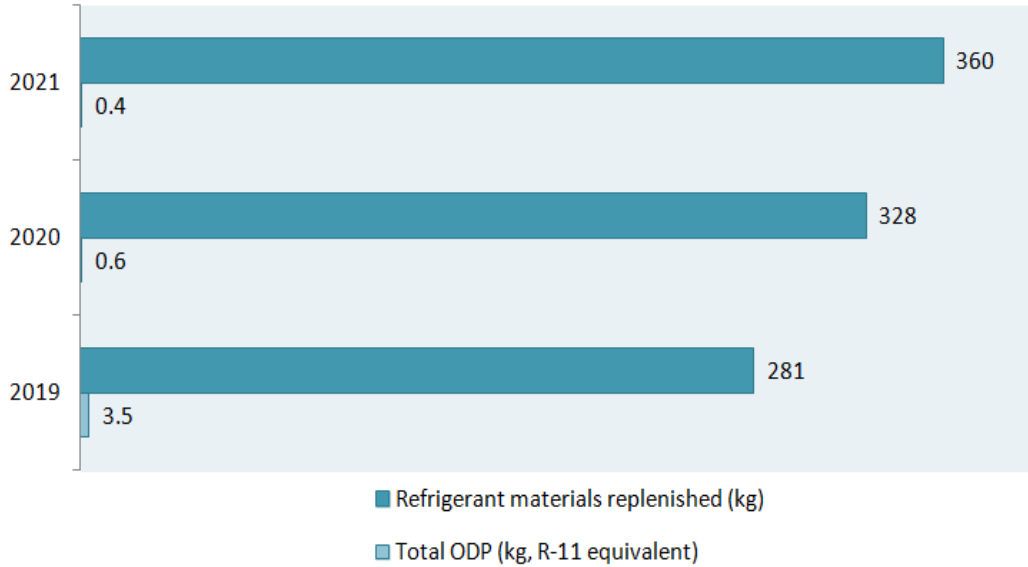
Our objective is to reduce the average ODP of replenished refrigerants (namely R22), in order not to harm the ozone layer, which reached 0.4 kg R-11 equivalent in 2021, compared to 0.6 kg R-11 equivalent in 2020.

Refrigerant Materials Replenished ⁽¹⁾

	2019	2020	2021
R22 (kg)	63	11	8
R134 (kg)	0	0	0
R407 (kg)	14	34	39
R410 (kg)	204	283	313
TOTAL	281	328	360

(1) Data refer to all buildings and sites.

Impact on the Ozone Layer



We reduced the ODP of replenished refrigerants by **33%**

F. Promoting environmental awareness

Employee awareness: We recognize the importance of employee awareness about the environment, and therefore strive to adopt environmentally responsible behaviour within the workplace. To achieve this, we:

- Implement internal awareness campaigns to reduce water and energy consumption, as well to promote the importance of recycling (see Subsections VI-2B, VI-3C and VI-5D).
- Have placed recycling bins in our offices and own shops, so that paper and plastic may be collected separately.
- Have included information about EMF in the Induction Program for all new employees.

We informed **100%** of our employees on environmental protection issues

Public awareness: Besides our standing objective to reduce our own environmental footprint, we also aim to increase our customers' awareness to reduce their own environmental footprint. Therefore, we inform, sensitize and encourage participation of the general public through systematic initiatives within 2021, as we:

- Joined the United Nations Development Programme's global campaign 'Don't choose extinction' in collaboration with the Albanian Ministry of Tourism and Environment, which urges the need to increased collaborative participation and immediate response to the human-induced global warming. As part of this initiative, we developed an internal and external campaign featuring:
 - An article in all online media.
 - A social media campaign in all corporate channels.
 - An event at Tirana Park to inform citizens about climate change and the global warming's devastating effects.



- Provided information to citizens on EMF (see Subsection VI-4B).
- Implemented our mobile phones, batteries and accessories recycling program (see Subsection VI-3D).



6. 2021 Achievements and Future Targets

We said	Progress	We will	By
Reduce electricity consumption in data centers and offices by 2%	0%	Reduce electricity consumption in data centers and offices by 2%, compared to 2021	2022
Reduce electricity consumption in own shops by 2%	0%		
Recycle 100% of WEEE materials withdrawn	100%	Recycle 100% of WEEE materials withdrawn	2022
Recycle 100% of accumulators withdrawn	100%	Recycle 100% of accumulators withdrawn	2022
		Recycle 100% of oil and filters withdrawn	2022

C. INFORMATION ABOUT THE REPORT



1. Summary Table

INDICATOR	2019	2020	2021
OUR STRATEGY & MANAGEMENT			
Our objective is to incorporate responsibility into our business operations and daily management activities, as well as create measurable and tangible results to create value for our Stakeholders.			
GRI disclosures in the Report (number – full + partially)	NR	63 + 16	59 + 15
Quantitative indicators in the Report (number)	NR	265	270
Quantitative targets in the Report (number)	NR	13	4
Complaints regarding violations of our Code of Ethical Conduct (number)	NR	0	0
Employees trained on anti-corruption (number)	0	0	0
Corruption incidents (number)	NR	0	0
Non-conformities regarding operation of Management Systems (number)	NR	0	0
OUR CUSTOMERS & SUPPLIERS			
Our objective is to develop products and services which are safe and correspond to the needs of our customers, as well as facilitate the responsible operation of the markets where we conduct our business.			
Population coverage (GSM coverage) (%)	99.8	99.8	98.1

Territory coverage (GSM coverage) (%)	92.7	92.7	92.7
Customer base (mobile only, excluding M2M) (million)	1.1	1.23	1.4
Customer base (including M2M) (million)	1.28	1.42	1.57
Customer market share (%)	32.6	37	40.3
Fines for anti-competitive behaviour (number, value)	NR	0	0
Complaints received by customers (number)	2,519	5,024	6,925
Complaints resolved within 5 days (%)	88.6	85.4	51.2
Average time to resolve complaints (days)	3.5	4.5	12
Incidents related to privacy issues or loss of personal data (number)	NR	0	0
Suppliers (number)	448	448	334
Procurement expenses to local suppliers (%)	40	48	46

OUR SOCIETY

Our objective is to combine our business success, with prosperity and quality of life, for citizens in local communities we conduct our business in.

Revenues (million €)	68.8	68.1	75.1
EBITDA (million €)	14.4	20.8	26.5
Total taxes (including VAT) (million €)	5	2.9	5.2
Payments to suppliers (million €)	70.4	65.4	58.9
Cost of employees (including salaries, benefits and insurance payments) (million €)	6.6	7.8	6.7
Investments (million €)	38.2	30.9	16.4
Contribution to the Albanian State for taxes, insurance contributions and regulatory fees (thousand €)	31,179.7	7,243	9,494.1
Value of social contribution (€)	64,756	45,409	53,378
People supported through social contribution activities (estimated) (number)	32,375	10,935	5,150
Students in internship programs (number)	22	22	35
Volunteering activities (number)	2	0	2
Volunteer employees (number)	22	0	13 ⁽¹⁾

OUR EMPLOYEES

Our objective is to create a work environment, which ensures long-term career opportunities and facilitates our employees' development.

Employees (number)	366	396	421
Employees with full time employment contracts (%)	100	100	100
Women employees (%)	60.9	59.6	58.9
Women employees in Middle Level Manager position (%)	52	57.1	57.7
Women employees in Upper Level Manager position (%)	47	52.6	48.2
Training hours on health and safety issues (hours)	556	736	1,013
Work-related accidents (number)	0	0	0
Work-related fatalities (number)	0	0	0
Injury Rate (rate)	0	0	0
Discrimination incidents (number)	NR	0	0
Difference of lowest employee salary to legal basic salary (%)	NR	+23	+20
Employees trained (number)	143	48	85
Average training hours (hours/employee)	6.3	2.1	8.7
Employee satisfaction and engagement rate (%)	79	80	78
Employees with performance appraisals (%)	NR	100	100

Employees entitled to benefits (%)	NR	100	100
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OUR ENVIRONMENT

Our objective is to successfully manage our direct and indirect environmental impact, as well as raise our fellow citizens' awareness to act more responsibly regarding environmental protection.

Direct and indirect CO ₂ emissions (Scope 1 and Scope 2) (tons)	1,278	1,047	1,146
Total electricity consumption (MWh)	18,775.4	20,244.4	22,599.3
Fuel consumption from vehicles (thousand lt)	88.1	89.1	127.5
Ozone Depleting Potential (ODP) of replenished refrigerants (kg, R-11 equivalent)	3.5	0.6	0.4
Consumption of biodegradable bags (number)	0	35,000	0
Consumption of paper bags (number)	0	55,000 ⁽²⁾	50,000
Office paper consumption (tons)	3.4	4.4	4.3
Office paper recycled (tons)	3.7	3.5	0.5
Telecommunication equipment (WEEE) recycled (tons)	155.9	57.7	1.8
Accumulators recycled (tons)	63.2	20	31.9
Oil-lubricants recycled (thousand lt)	2.9	3.4	2.9
Total phones and accessories recycled (kg)	0	0	0
Water consumption (m ³)	13,950	1,823 ⁽³⁾	9,755

(1) Number does not include employees participating in the voluntary blood donation in our premises.

(2) Number refers to 09/2020-04/2021.

(3) Water consumption is not accurate due to faulty metering system during the year.

NR: Not Reported

2. GRI Context Index, Global Compact, SDGs and ISO26000 Tables

The correspondence between the content of this Report and the Global Reporting Initiative's (GRI Standards 2016) General Disclosures, Management Approach and Topic-Specific Disclosures (including the respective Telecommunications Sector Supplement), as well as the Global Compact Principles, the Sustainable Development Goals, the ISO26000 International Guidelines, is presented in the following tables.

- Coverage of Indicators and GRI's Disclosures is characterized as Full (F), Partial (P) or Not Applicable (NA).
- General Disclosures of GRI required for 'Core' option are indicated in grey background.
- Management Approach, Topic Specific Disclosures and Boundaries for Material Topics (both for GRI related Topics and other Topics) are indicated in grey background on the Table, based on the Materiality Analysis conducted.
- No external assurance has been conducted for the Material Topics.

GRI Content Index

GRI Standard	Report Section	Coverage	Boundary of Disclosure
General Disclosures			
GRI 102: General Disclosures 2016			
Organizational Profile			Company
102-1	B	F	
102-2	I-4A, III-2A	F	
102-3	B	F	
102-4	B, I-2A	F	
102-5	I-3A,3B	F	
102-6	I-2A	F	
102-7	I-2A,4A, IV-1A, V-1B	F	
102-8	V-1B	F	
102-9	I-4D, III-5A	F	
102-10	I-2C	F	
102-11	VI-1A	F	
102-12	III-4C,5B, V-3B, VI-4A	F	
102-13	I-5A	F	
Strategy			Company
102-14	A	F	
102-15	A, II-2A,5, III-6, IV-1A,5, V-6, VI-1A,1B,6, C-1	P	
Ethics and Integrity			Company
102-16	I-2B, II-1A,2B, III-4A,5B, V-1A,3A	F	
102-17	II-1A	F	
Governance			Company
102-18	II-1B	F	
102-19	II-3A, VI-1A	F	
102-20	II-3A	F	
102-21	II-1B	P	
102-22	II-1B	P	
102-23	II-1B	F	
102-24	II-1B	P	
102-26	II-1B,3A	P	
102-27	II-1B,3A, VI-1A	F	
102-29	II-3A, VI-1A	F	
102-32	II-3B	P	
102-33	II-1B	P	

102-34	II-1B	F
102-36	II-1B	P
102-37	II-1B	P
102-38	V-3C	F

Stakeholder Engagement		Company
102-40	II-4C	F
102-41	V-3D	F
102-42	II-4C	F
102-43	II-4C	F
102-44	II-4C	F

Reporting Practice		Company
102-45	B, IV-1A	F
102-46	II-4A,4B	F
102-47	II-4B, C-2	F
102-48	B, VI-5D	F
102-49	II-4B	F
102-50	B	F
102-51	B	F
102-52	B	F
102-53	B	F
102-54	B	F
102-55	C-2	F
102-56	B, C-2	F

Economic Topics

GRI 103: Management Approach 2016

This reference to GRI 103: Management Approach 2016 and the corresponding Disclosures 103-1, 103-2, 103-3 applies to all topic-specific Standards listed below, for all material topics within the Economic Topics section of this GRI Context Index table.

103-1	II-2B, III-1B,5A,5B, IV-1A,3A,4A,4C, V-3B,3C, C-2	F
103-2	II-2B, III-1B,5A,5B, IV-1A,3A,4A,4C, V-3B,3C	F
103-3	II-2B, III-1B,5A,5B, IV-1A,3A,4A,4C, V-3B,3C	F

GRI 201: Economic Performance 2016		Company
201-1	IV-1A	F
201-4	IV-1A	F

GRI 202: Market Presence 2016		Company
202-1	V-3C	P
202-2	V-3B	F

GRI 203: Indirect Economic Impacts 2016		Company
203-1	IV-4A	P
203-2	IV-3A,4A,4C	F

GRI 204: Procurement Practices 2016		Company
204-1	III-5A	F

GRI 205: Anti-corruption 2016		Company
205-2	II-2B, III-5B	P
205-3	II-2B	F

GRI 206: Anti-competitive Behavior 2016		Company
206-1	III-1B	F

GRI 207: Tax 2019		
207-4	IV-1A, V-1B	P

Environmental Topics		
<p>This reference to GRI 103: Management Approach 2016 and the corresponding Disclosures 103-1, 103-2, 103-3 applies to all topic-specific Standards listed below, for all material topics within the Environmental Topics section of this GRI Context Index table.</p>		
GRI 103: Management Approach 2016		
103-1	III-5B,5C, VI-1C, VI-2A-2F, VI-3A-3D, VI-5C-5E, C-2	F
103-2	III-5B,5C, VI-1C, VI-2A-2F, VI-3A-3D, VI-5C-5E	F
103-3	III-5B,5C, VI-1C, VI-2A-2F, VI-3A-3D, VI-5C-5E	F
GRI 301: Materials 2016		Company
301-1	VI-3B,3C	P
301-2	VI-3C	F
GRI 302: Energy 2016		Company
302-1	VI-2A-2D	F
302-3	VI-2F	F
GRI 303: Water and Effluents 2018		Company
303-1	VI-5D	F
303-2	VI-5D	F
303-3	VI-5D	P
303-4	VI-5D	F
303-5	VI-5D	F
GRI 304: Biodiversity 2016		Company
304-1	VI-5C	F
304-2	VI-5C	F
304-4	VI-5C	F
GRI 305: Emissions 2016		Company
305-1	VI-2F	F
305-2	VI-2F	F
305-4	VI-2F	F
305-6	VI-5E	F
GRI 306: Waste 2020		Company
306-1	VI-3A,C,D	F
306-2	VI-3A,C,D	F
306-3	VI-3C,D	P
306-4	VI-3C,D	F
GRI 307: Environmental Compliance 2016		Company
307-1	VI-1C	F
GRI 308: Supplier Environmental Assessment 2016		Company
308-2	III-5C	F
Social Topics		Company
<p>This reference to GRI 103: Management Approach 2016 and the corresponding Disclosures 103-1, 103-2, 103-3 applies to all topic-specific Standards listed below, for all material topics within the Social Topics section of this GRI Context Index table.</p>		
GRI 103: Management Approach 2016		
103-1	II-2B,2D, III-1A,1B,2A,4A,4C,5B,5C, IV-4D, V-1A,1B,2A,3A,3B,4B,5C, C-2	F
103-2	II-2B,2D, III-1A,1B,2A,4A-4C,5B,5C, IV-4D, V-1A,1B,2A,2B,3A,3B,4B,5C	F

103-3	II-2B,2D, III-1A,1B,2A,4A-4C,5B,5C, IV-4D, V-1A,1B,2A,2B,3A,3B,4B,5C	F
GRI 401: Employment 2016		Company
401-1	V-1B	F
401-2	V-5C	F
401-3	V-5A	P
GRI 402: Labor/Management Relations 2016		
402-1	V-3D	F
GRI 403: Occupational Health and Safety 2018		Company
403-1	V-2A	F
403-2	V-2A	F
403-3	V-2A,5C	F
403-4	V-2A	F
403-5	V-2A	F
403-6	V-2A,5C	F
403-7	III-5B	F
403-8	V-2A	F
403-9	V-2B	P
GRI 404: Training and Education 2016		Company
404-3	V-3A	F
GRI 405: Diversity and Equal Opportunity 2016		Company
405-1	V-1B,3B	F
405-2	V-3C	P
GRI 406: Non-discrimination 2016		Company
406-1	V-3B	F
GRI 407: Freedom of Association and Collective Bargaining 2016		
407-1	V-3D	P
GRI 408: Child Labor 2016		
408-1	V-3B	P
GRI 409: Forced or Compulsory Labor 2016		
409-1	V-3B	P
GRI 411: Rights of Indigenous People 2016		
411-1	-	NA No indigenous people are present
GRI 412: Human Rights Assessment 2016		
412-3	V-3B	F
GRI 413: Local Communities 2016		Company
413-1	IV-4A	P
413-2	IV-4D	F
GRI 414: Supplier Social Assessment 2016		Company
414-2	III-5C	F
GRI 415: Public Policy 2016		Company
415-1	II-2B	F

GRI 416: Customer Health and Safety 2016			Company
416-2	III-4C	F	
GRI 417: Marketing and Labelling 2016			Company
417-1	III-2B	P	
417-2	III-2A	F	
417-3	III-2A	F	
GRI 418: Customer Privacy 2016			Company
418-1	III-4A	F	
GRI 419: Socioeconomic Compliance 2016			Company
419-1	II-2B,2D, III-1A,1B,2A,4A,4C, IV-4D, V-2B,3B	F	
Other Topics (non GRI)			
This reference to GRI 103: Management Approach 2016 and the corresponding Disclosures 103-1, 103-2, 103-3 applies to all other material topics listed below (not covered by GRI Standards), within the Other Topics (non GRI) section of this GRI Context Index table.			
GRI 103: Management Approach 2016			
103-1	I-2A,4B, II-2D,2E, III-2A,2C,3A,3C,3D,4B,4C,5C, IV-2B,3A,4A, V-2A,5A,5B, VI-2B,3C,4A,5A,5B,5D, C-2	F	
103-2	I-2A,4B, II-2D,2E, III-2A,2C,3A,3C,3D,4B,4C,5C, IV-2B,3A,4A, V-2A,5A,5B, VI-2B,3C,4A,5A,5B,5D	F	
103-3	I-2A,4B, II-2D,2E, III-2A,2C,3A,3C,3D,4B,4C,5C, IV-2B,3A,4A, V-2A,5A,5B, VI-2B,3C,4A,5A,5B,5D	F	
Product Quality			Company
001-1: Network reliability (rates)	III-3C	F	
Customer Satisfaction			Company
002-1: Customer satisfaction surveys	III-3A	F	
Network Infrastructure and Investment			Company
003-1: Network coverage	I-4B	F	
Risk and Compliance			Company
004-1: Written notices regarding compliance issues (by number, outcome)	II-2D	F	
Social Products and Services			Company
005-1: Products and services for vulnerable social groups (by number, type)	IV-3A	F	
Business Continuity			Company
006-1: Employees briefed through business continuity awareness sessions (percentage)	II-2E	F	
Internet Safety			Company
007-1: Blocked Internet security threats (by type, number)	III-4B	F	
EMF and SAR			Company
008-1: EMF measurements (by number, outcomes)	VI-4A	F	
Digital Divide			Company
009-1: Availability of products and services	I-2A,4B, III-3C	F	
Responsible Buying			Company
010-1: Suppliers evaluation (by number, outcome)	III-5C	F	

Access to Content			Company
011-1: Human rights issues (e.g. protection of minors)	III-2A,4C	F	
Product Affordability			Company
012-1: Reduced prices and discounts	III-2C	F	
Customer Relations			Company
013-1: Clarity of charges	III-2C	F	
013-2: Complaints received (by category, number) and resolved	III-3D	F	
Donations and Sponsoring			Company
014-1: People supported through social support activities	IV-4A	F	
Work Conditions			Company
015-1: Grievances about labour conditions filed, addressed, and resolved (number).	V-5A	F	
015-2: Employees with overtime work (by percentage, average)	V-5A	F	
Employee Engagement			Company
016-1: Employee satisfaction surveys (results)	V-5B	F	
Environmental Training and Awareness			Company
017-1: Employees briefed on environmental protection (percentage)	VI-2B,3C,5D	F	
Visual Impact			Company
018-1: Base Stations shared with other operators (number)	VI-5A	F	
Noise Impact			Company
019-1: Reduction of noise impact from Base Stations (practices)	VI-5B	F	

Global Compact Table

Issue	Principle	Report Section	Coverage
Human Rights			
1.	Support and respect protection of internationally proclaimed human rights	III-5B, V-3B	F
2.	Ensure not to be complicit in human rights abuses	III-5B, V-3B	F
Labour Standard			
3.	Recognize freedom of association and right to collective bargaining	III-5B, V-1A,3D	F
4.	Eliminate all forms of forced and compulsory labour	III-5B, V-3B	F
5.	Abolish effectively child labour	III-5B, V-3B	F
6.	Eliminate discrimination in respect to employment and occupation	II-1A, III-5B, V-1A,3B	F
Environment			
7.	Support a precautionary approach to environmental challenges	VI-1A,4A	F
8.	Promote greater environmental responsibility	III-5B, VI-1-5	F
9.	Encourage development and diffusion of environmentally friendly technologies	III-5D, VI-1A,3B,3C,4A,4B	F
Corruption			
10.	Work against all forms of corruption, including extortion and bribery	II-1A,2B,2C, III-5B, IV-4B	F

ISO26000 Table (International Standard)

Aspect	Report Section	Coverage
1. Scope	II-3A,4A-4C	F
2. Definitions	C-3	F
3. Understanding Social Responsibility	II-3A,4A-4C	F
4. Principles of Social Responsibility	II-3A,4A-4C	F
5. Recognizing Social Responsibility and Engaging Stakeholders	II-3A,4A-4C	F
6. Guidance on Social Responsibility Core Subjects		
a. Organizational Governance	II-1A,1B,2A-2C	F
b. Human Rights	III-5B, V-3B	F
c. Labour practices	III-5B, V-3B	F
d. Environment	VI-1-5	F
e. Fair operating practices	II-1A, III-1A,1B	F
f. Consumer issues	III-1-4	F
g. Community involvement and development	IV-4A,4C	F
7. Guidance on Integrating SR throughout the Organization		
a. Enhancing Credibility	II-1-4, III-1-5, IV-1-4, V-1-5, VI-1-5	F
b. Communication	B, III-2A-2C,3A,3D, V-1C, VI-4B,5F	F

United Nations' Sustainable Development Goals Table

Goal	Principle	Report Section
1.	End poverty in all its forms everywhere	IV-1A,4A
2.	End hunger, achieve food security and improved nutrition and promote sustainable agriculture	-
3.	Ensure healthy lives and promote well-being for all at all ages	IV-4A, V-2A, VI-4A,4B
4.	Ensure inclusive and quality education for all and promote lifelong learning	IV-4A, V-4B
5.	Achieve gender equality and empower all women and girls	V-3B,3C
6.	Ensure access to water and sanitation for all	-
7.	Ensure access to affordable, reliable, sustainable and modern energy for all	-
8.	Promote inclusive and sustainable economic growth, employment and decent work for all	IV-1A, V-1B,3B,3C
9.	Build resilient infrastructure, promote sustainable industrialization and foster innovation	I-4B, II-2E, III-3C, VI-4A
10.	Reduce inequality within and among countries	IV-2B,4A, V-3B,3C
11.	Make cities inclusive, safe, resilient and sustainable	IV-4A
12.	Ensure sustainable consumption and production patterns	-
13.	Take urgent action to combat climate change and its impacts	VI-1-5
14.	Conserve and sustainably use the oceans, seas and marine resources	-
15.	Sustainably manage forests, combat desertification, halt and reverse land degradation, halt biodiversity loss	VI-3A,3B,3C,5C
16.	Promote just, peaceful and inclusive societies	IV-4A
17.	Revitalize the global partnership for sustainable development	II-1-4, III-1-5, IV-1-4, V-1-5, VI-1-5

3. Glossary

Please pay attention to the following, frequently used terms:

Term	Refers to
‘Base Stations’ or ‘BTS’	The installations in a region (including transmission antennas), which are used to transmit data or voice, from a mobile through the telecommunications network.
‘Biodiversity’	The variety of living organizations in an ecosystem or in geographical area.
‘Broadband’	The wide bandwidth data transmission, which transports multiple signals and traffic types and allows high-speed Internet access.
‘Business Continuity Management’ or ‘BCM’	The management approach, which proactively handles issues that a company could face (e.g. disaster, crisis), in order to ensure continuation of offered services and products.
‘Carbon dioxide’ or ‘CO ₂ ’	The gaseous chemical compound derived from the combustion of fossil fuels (oil, gasoline, natural gas, etc.) and organic compounds (wood, plastic, etc.), which contributes to the greenhouse effect.
‘Corporate Responsibility’ or ‘Sustainable Development’	The voluntary commitment of companies to include in their corporate practices economical, social and environmental criteria and activities, which are beyond the legislative requirements and are related to their impact on Stakeholders. The term refers to the current economic growth that does not compromise the ability of future generations to satisfy their own needs.
‘Customers’	The final users of One Telecommunications’ products and services.
‘Electromagnetic Fields’ or ‘EMF’	The non-ionizing radiation emitted by mobile phones and base stations (used to transmit data and voice).
‘Environmental footprint’	The total greenhouse gas emissions that arise directly (e.g. burning of fossil fuels for heating) or indirectly (e.g. by the use of products) from a company.
‘Global Compact’	The United Nations initiative to encourage companies to align their business operation with 10 universally accepted principles in the areas of human rights, labour, environment and anti-corruption.
‘III-2A’, ‘VI-2B’ etc.	The Area, Section and Subsection of this Report (e.g. used in the GRI, Global Compact and Stakeholder Tables). For example, the term ‘III-2A’ makes reference to Area III (Our Customers & Suppliers), Section 2 (Responsible Marketing) and Subsection A (Applying Responsible Marketing practices).
‘International Commission on Non-Ionizing Radiation Protection’ or ‘ICNIRP’	The international institution which defines acceptable levels of non-ionizing radiation levels.
‘International Labour Organization’ or ‘ILO’	The United Nations agency which deals with labour issues, i.e. international labour standards, social protection and work opportunities for all.
‘International Organisation of Standardisation’ or ‘ISO’	The largest organisation in the world to develop internationally accepted standards, such as ISO9001.
‘Internet’	The global system of interconnected computer networks that use the Internet protocol suite (TCP/IP) to link devices worldwide.
‘Interactive Voice Response’ or ‘IVR’	The automated telephony system that interacts with callers, gathers information and routes calls to the appropriate recipient. An IVR system (IVRS) accepts a combination of voice telephone input and touch-tone keypad selection and provides appropriate responses in the form of voice, fax, callback, e-mail and perhaps other media.
‘Organization for Economic Co-operation and Development’ or	The intergovernmental economic organization with 35 member countries to stimulate economic progress and world trade.

'OECD'	
'Report'	The Corporate Responsibility Report 2021.
'One Telecommunications', 'company' or 'we'	One Telecommunications SH.A (which this Report refers to).
'Universal Declaration of Human Rights'	The declaration adopted by the United Nations General Assembly in 1948 with the fundamental rights to which all human beings are inherently entitled.

4. Feedback Form

1. To which Stakeholder group do you belong?

- Customers Sales network Suppliers Employees
 Government & Authorities Local communities Citizens NGOs & NPOs
 Media Shareholders

Other: _____

2. What is your impression, about the following areas of this Report?

Area:	Excellent	Good	Neutral	Mediocre	Bad
II. Strategy & Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
III. Customers & Suppliers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IV. Society	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
V. Employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VI. Environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. What is your impression, about the following elements of this Report?

Element:	Excellent	Good	Neutral	Mediocre	Bad
Sections have the right <u>balance</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Important topics are <u>covered</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Structure supports easy <u>reading</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Texts</u> are comprehensive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Quantitative</u> elements are complete	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Graphs</u> included are comprehensive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Are there any topics, which are not covered (or not adequately covered) in this Report or do you have questions you would like to be answered in our next Report?

5. Are there any other comments/proposals you might have?

Personal Data (optionally):

Name: _____
 Organization: _____
 Address: _____
 Phone/Fax: _____
 E-mail: _____

Please fill out the form and send it to:

One Telecommunications, Corporate Affairs Department
 Rruga 'Vangjel Noti', Laprake, Tirana, Albania
 E-mail: info@one.al

All information on this form will be used only to evaluate this Report, through statistical analysis. Personal data are protected, in accordance with the provisions of the respective legislation regarding private information.

One Telecommunications SH.A

Rruga 'Vangjel Noti', Laprake

Tirana, Albania

e-mail: info@one.al

website: www.one.al

A large, three-dimensional blue 'One' logo is mounted on the facade of a building. The 'O' is a large circle, and the 'ne' follows in a lowercase, rounded font. A small yellow ring is positioned above the 'e'. The building's facade is composed of light-colored rectangular panels.

Developed by: STREAM Management

e-mail: info@stream-eu.com

website: www.stream-eu.com

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HELPING YOU IMPROVE