



ESG

**Sustainability
Report**

June`22 – June`23



OUR MISSION



***CREATING A SUSTAINABLE
GLOBAL FUTURE WHILE
SIMPLIFYING THE COMPLEX***



SUSTAINABILITY



Through sustainable development, we make our contribution to a more equitable global economy and provide energy-efficient, durable services and solutions for our customers.

Sustainability is our guiding principle, supporting us in our day-to-day work and ensuring our long-term growth.

Both integrity and sustainability are closely linked to our core company values: *Authenticity* | *Opportunity* | *Excellence* | *Improvement* | *Inspiration* | *Unconventional Thinking*.

We aim to live and breathe our socially responsible company culture, based on our essential business principles.



OUR APPROACH

What?

Telelink Business Services Group strongly supports United Nations Sustainable Development Goals (SDGs), adopted by UN Member States in 2015 to confirm global vision for peace and prosperity for people and the planet. Technology could play really important role in realizing of these interconnected and ambition goals. As part of the technology sector, we could have contribution for positive social and environmental impact.

How?

Telelink Business Services Group is doing business with nature and people in mind. While reducing our environmental impact, we are working for better conditions for our employees and our clients. Together with our suppliers and partners, we stay accountable for creating better world for people with whom we collaborate every day.

Why?

Too many dividing lines divide society into different societies. The factors that influence this division are different in origin and importance, but all of them together cause social and economic inequalities. TBSG is addressing inequalities, to create and maintain inclusive culture, to develop different skills and opportunities. TBSG is committed in taking actions today that ensure opportunities tomorrow.

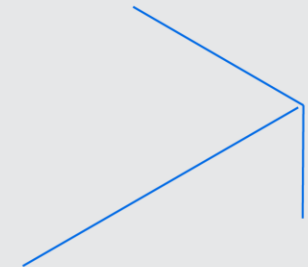
ENVIRONMENT

TBSG is committed to environmental sustainability, with a strategy that focuses on managing and reducing our environmental impacts. Our approach to environmental sustainability is underpinned by strong governance and collective responsibility.

Through continuous improvement of our operations, we are working for minimization of our depletion of natural resources and play a leading role in acting on climate change. We understand our role for responsible use of water and energy and that`s why we are doing our best to create such culture in our companies.



SOCIAL



One of our strategic ESG goals is to remain an invested and responsible corporate citizen in our communities by empowering TBSG professionals to actively engage.

At TBSG, we endeavor to be role models and act in the interest of our company and stakeholders.

Through ethical and responsible decisions in the interest of all our stakeholders we maintain high standards in quality and environmental management, the respect for human rights throughout the entire value chain, as well as our determination to foster reliability, fairness, and integrity within our operations and beyond.

GOVERNANCE

As a proven leader in system integration in the European region, we have the responsibility to conduct business with all our stakeholders, including clients, members, and suppliers in compliance with all applicable national and international laws and regulations. As part of the information technology sector, our responsibility extends to how we deploy digital strategies and protect data, using the highest standards of security.

TBSG realizes that corporate sustainability begins with the value system of the Company and an approach to conducting business, which is based on ethical principles and professionalism.

TBSG SUSTAINABILITY GOALS





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SDG 4

QUALITY EDUCATION

Target 4.4: By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship

Indicator 4.4.1: Proportion of youth and adults with information and communications technology (ICT) skills, by type of skill

SDG 4: QUALITY EDUCATION: ACHIEVEMENT

- Operational digital platform for managing educational processes for 1,2 mil people
- Extensive training for school principals and teachers in 23 district areas
- Train the trainer program for 103 university lecturers, who shall tutor up to 6000 teachers.





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SDG 6

CLEAN WATER AND SANITATION

Target 6.4: *By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity*

6.4.1: *Change in water-use efficiency over time*

6.4.2: *Level of water stress: freshwater withdrawal as a proportion of available freshwater resources*

SDG 6: CLEAN WATER AND SANITATION

Above 3500 IoT devices for water consumption and loss tracking installed in 3 municipalities

- Approx. 30% of water loss reduction
- Between 20% and 40% revenue increase.





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SDG 8



GOOD JOBS AND ECONOMIC GROWTH

Target 8.3: Promote Policies to Support Job Creation and Growing Entrepreneurs.

Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services.

SDG 8: GOOD JOBS AND ECONOMIC GROWTH

After more than 15 years of vast experience focused on corporate and telecom infrastructure end-to-end in both Balkan region and Western Market, in 2021 we established TBS Academy.

- 27 graduated TBS Academy trainees, 23 of them employed by TBSG
- Total of 2300 man hours invested in the TBS Academy program between June 2022 and June 2023.

The financial resources invested were:

- 2500 Euro – new lab equipment
- 3000 Euro – celebration events and gifts
- 70 000 Euro – total man hours
- 75 000 Euro – total investment





SDG 16



PEACE, JUSTICE AND STRONG INSTITUTIONS

Target 16.6: *Develop effective, accountable and transparent institutions at all levels*

Indicator 16.6.2: *Proportion of population satisfied with their last experience of public services*

SDG 16: PEACE, JUSTICE AND ECONOMIC GROWTH

Implemented national platform that serves as a one-stop-shop for over 1,200,000 users (students, parents, teachers, and administrators) in primary, middle and high school education.

Building a bridge between business and science by organizing pro-bono lectures in various schools and universities (TUES, TU Sofia) with TBS experts.

Engaging in a various initiative to improve the environment in Bulgarian schools through IT LAB Equipment Donations.





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