



telelink
BUSINESS SERVICES



ESG SUSTAINABILITY CHARTER

TELELINK BUSINESS SERVICES GROUP

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1. Our Approach

What do we do?

Telelink Business Services Group aspires to make things easier for its clients by offering an extensive service portfolio and tailoring the scope and depth of various services throughout the project lifecycle to the size and needs of the client.

How do we do it?

Telelink Business Services Group 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. We have an integrated management system and we take action to be compliant with all applicable standards and regulations. The sustainability and the connection between each team, individual, project, and process are essential to our organization and way of working. We embrace the concept of Risk-Based Thinking and incorporate the risk management process in the decision-making process at all operational levels. We aim to do the best in every situation. Moreover, we encourage our business associates' sustainability goals and we are a proud partner of companies that set a good example.

Why do we do it?

We believe that sustainably developing our own organization will bring our clients even better quality in all perspectives. We choose to take care of our environment as this brings the good vibe that employees can feel when they join and work in the organization.

2. Our Definitions of ESG Sustainability

ESG - Environmental, Social, and Governance (ESG) Pillars are fundamental to good citizenship, good corporate governance, and the fulfilment of our fiduciary duties towards society. The principles under ESG pillars are agreed upon in international treaties, conventions, or best practices. TBSG complies with these principles including but not limited to UN Global Compact Principles, OECD Guidelines for Multinational Enterprises, and Paris Climate Agreement (UNFCCC).



E - ENVIRONMENTAL

The organization is certified according to ISO 14001:2015 Environmental Management and we are aware that our continued efforts in environmental protection are related to the entire value chain. They range from decarbonization initiatives throughout the entire organization and value chain to innovative business models around the circular economy as well as targeted resource efficiency initiatives in our operations and office locations. We support our employees' actions that reduce their own and our company's carbon footprint.

Digitalization and sustainability are increasingly influencing the corporate agendas of our customers and business associates. With our digital innovations, we help customers increase their

competitiveness, spur their innovation lifecycle, automate processes and increase their energy efficiency.

TBSG does not do business in any shape or form with companies involved in activities that cause serious environmental damage through toxic emissions, hazardous waste, irresponsible waste management, biodiversity loss, or the depletion of natural resources.



S - SOCIAL

We at TBS Group aspire to be role models and act in the interest of our company and stakeholders. Responsible business conduct plays a vital role in our company's aspiration to make ethical and responsible decisions in the interest of all our stakeholders. This encompasses our high standards in quality, 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. Our **Code of Ethics and Professional Conduct** and **Equality, Diversity, and Inclusion Policy** aims to establish moral norms and standards of conduct for employees by corporate principles such as legality, professionalism, confidentiality, teamwork, responsibility and accountability, mutual respect, respect for personal dignity and exchange of knowledge.

TBSG only partners with companies that respect human rights and labour rights.



G - GOVERNANCE

TBSG shows zero tolerance toward corruption, violations of the principles of fair competition and other breaches of the law – and where these do occur, we take swift action. But compliance means much more than just adhering to laws and regulations. Compliance forms the basis for all our decisions and activities, and it is the key to integrity when conducting business. This applies worldwide and at all levels of the organization. In addition to combating corruption and competition violations, compliance also protects our company against fraud and money laundering as well as safeguards personal data and human rights.

TBSG does not do business in any shape or form with companies that are systematically involved in fraud, corruption or tax evasion.

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.

3. TBSG’s Sustainable Development Goals and Targets

We are contributing to the United Nations Sustainable Development Goals (SDGs¹) Targets that are relevant to our business:



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*

Selected indicators:

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

TBSG Activities that contribute to SDG 4

- Cooperation with schools, universities, and local and national governments on creating a digital infrastructure for learning for every student.
- Upskilling of teachers in the k-12 system.
- Conceptualizing and implementing a holistic model for digitizing universities to serve the needs of 21-century students and young adults.

Over the next 12 months, we will:

- Create a digital infrastructure for managing educational processes, creating, visualizing, and learning content, and navigating learners through their journey for 700,000 k-12 students and 60,000 teachers in Bulgaria.
- Engage two (2) universities in a holistic digital transformation process to improve academic outcomes through technology, impacting over 5,000 learners and faculty.

¹ **SDGs** -The Sustainable Development Goals (SDGs), also known as the Global Goals, were adopted by the United Nations in 2015 as a universal call to action to end poverty, protect the planet, and ensure that by 2030 all people enjoy peace and prosperity.

SDG Targets – specific/measurable aims under the general topics of each goal



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*

Selected indicators:

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

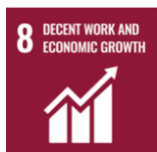
6.4.2: *Level of water stress: freshwater withdrawal as a proportion of available freshwater resources*

TBSG Activities that contribute to SDG 6

- Developing and implementing technical solutions that provide real-time monitoring for prevention of the water losses in urban and sub-urban areas

Over the next 12 months, we will:

- Reduce water losses compared to the indicators before installation of IoT devices for distance monitoring of water consumption and water loss in one municipality in Bulgaria (ex. from 85% to 75%).



SDG 8 – Decent Work 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.

TBSG Activities that contribute to SDG 8:

- We contribute to economic growth in the high-valued-added technology-driven industries by equipping potential new employees with appropriate skills to create new jobs. We are doing so by creating, funding, and managing the TBS Academy – an in-house academic structure that works with potential new hires in the industry, the majority of which have not worked in tech before, to upskill them and certify them in computer programming and computer network engineering. Based on data provided by the Bulgarian Association of Software Companies (BASSCOM), adding new workforce to the sector could double its contribution to GDP from what is currently approx. 8%. to 16%. Our investment in the Academy is a direct contribution to future GDP growth.
- Our employees engage in mentorship and advisory activities that increase the capacity and viability of start-ups and potential new entrepreneurs. TBS staff take leadership and volunteer roles in initiatives driven by: Junior Achievement Bulgaria, Reach for Change

Bulgaria, Teenovator, universities, schools, and a variety of individual start-up companies in the technological industries. Over the next 12 months, our mentorship activities will impact at least 1,000 final beneficiaries and 5 startups in Bulgaria.

- We hold a leadership role in the BASSCOM Education Committee where we advise and advocate with the government for more efficiency, transparency, and diversity in vocational (incl. software and hardware tracks) and STEM education policy. The focus of our hands-on engagement is providing added value in education for the future talents in the high-value-added industries.

Over the next 12 months, we will:

- Train at least 100 students and young professionals at the TBS Academy to join the tech industries in newly created jobs.
- Provide mentorship at least 5 social entrepreneurs and start-ups that will impact at least 1,000 beneficiaries, including some in disadvantaged areas.



SDG 16 – Peace, justice and strong institutions

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

Selected indicators:

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

TBSG Activities that contribute to SDG 16

- Contributing to the transparency and efficiency of public institutions by digitizing government.
- Enforcing antibribery and anticorruption policies and practices. We share these policies with peer companies and serve as a role model for others.

Over the next 12 months, we will:

- Contribute to the overall digitalization of one municipality in Bulgaria.
- Play a pivotal role in the digitization of all administrative processes in k-12 education nationally by creating a national platform that will serve as a one-stop-shop for over 1,000,000 users (students, parents, teachers, and administrators) in k-12 education.

4. Enforcement

Our approach strives to provide a flexible foundation for TBSG's various projects, asset management portfolio, and general company operations. Our entire staff has been given the goal of incorporating ESG considerations into all our business solutions and actions. This will allow us to ensure best practices, accurately report our performance, and so track our progress across the organization.

TBSG periodically provides investors with reporting on the execution of its policies including this Sustainability Charter. It has created an approach for internal control with dedicated employees working on sustainability and compliance reporting directly to the Chief Executive Officer. Additionally, the Supervisory Board monitors the Executive Board on the effectiveness and execution of the internal controls based on regular reporting by the Executive Board.

Change control

Prepared / Amended current version

Revision	Date	Name, Surname, position
01	02-06-2022	Natalia Miteva, Manager, Education and Impact Programs Plamena Dimitrova, High Value Projects Manager Silviya Savova, Junior Business Process Architect

Change control

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01	02-06-2022	New document

Current version

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