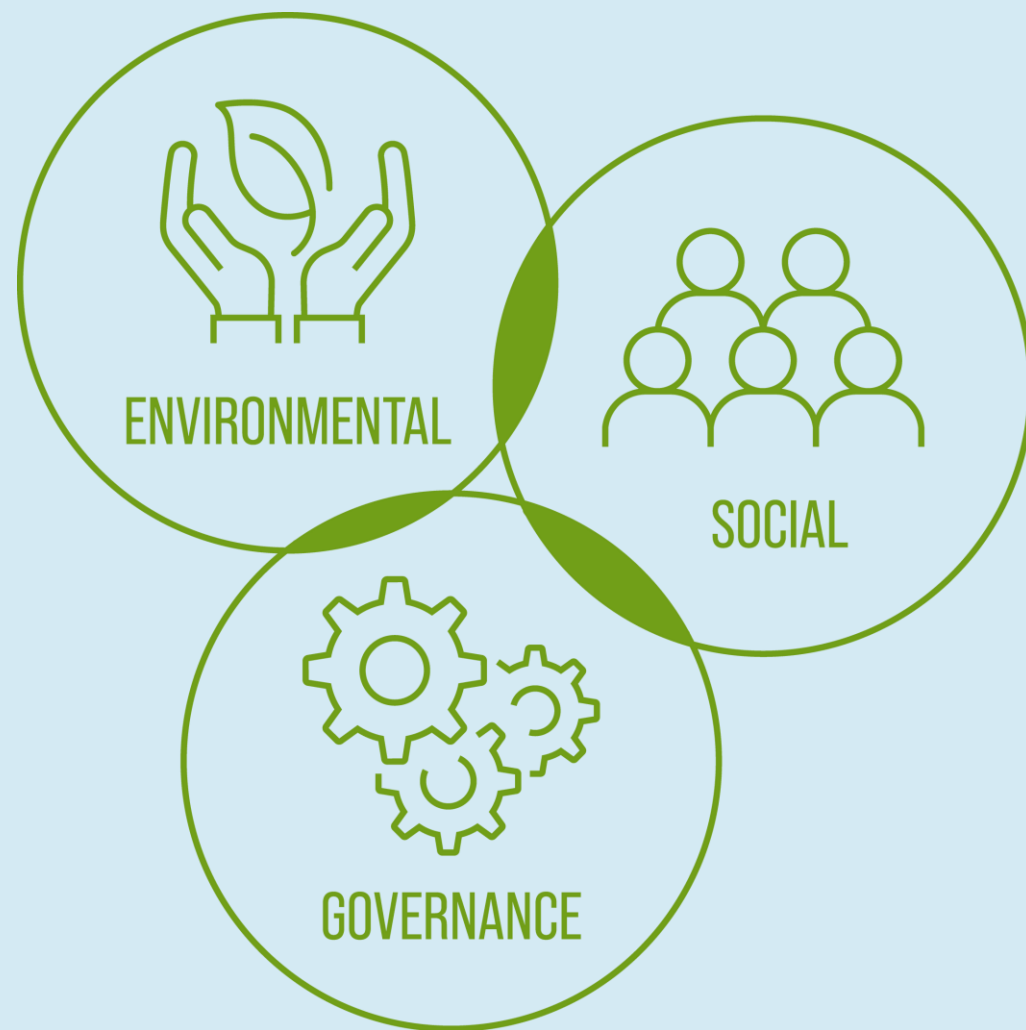


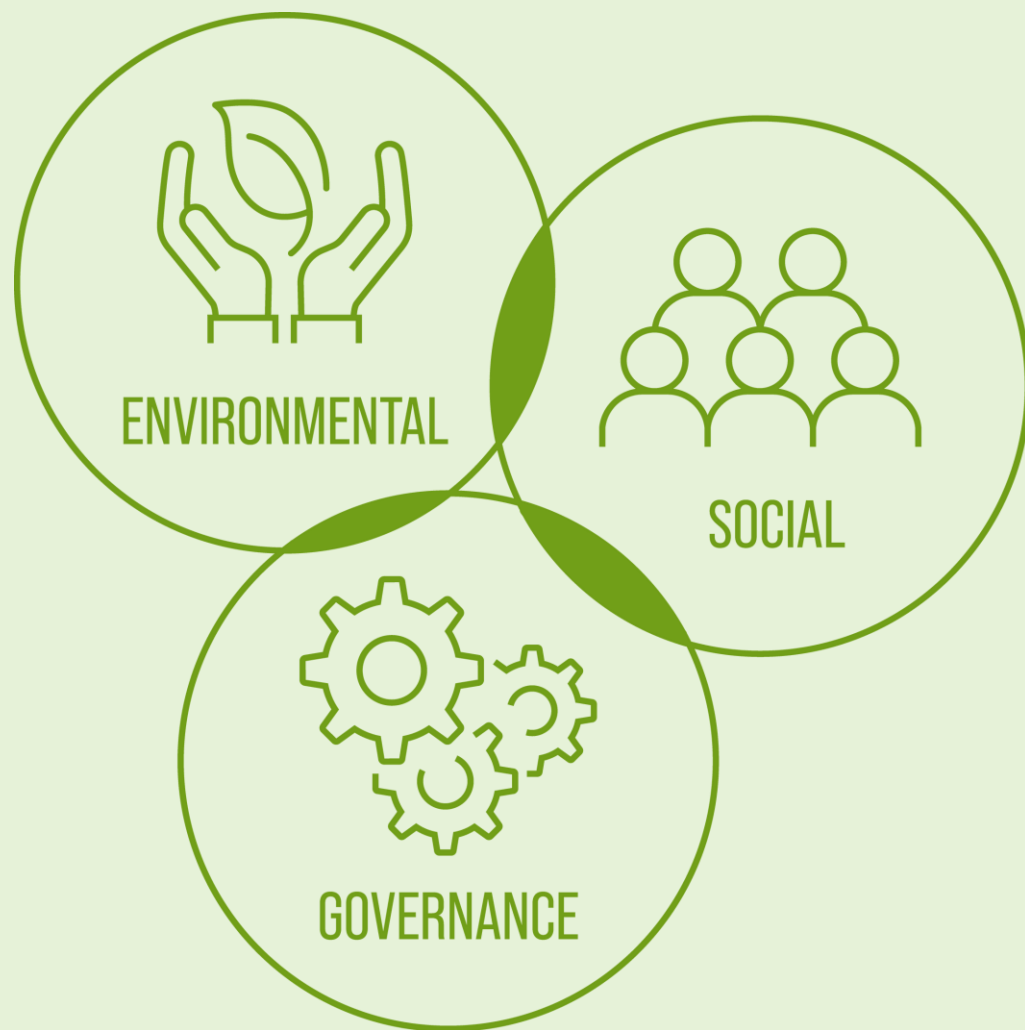


# Sustainability Report TBSG 2023





# Our planet - Our home



## ENVIRONMENTAL IMPACT



TBSG is committed to environmental sustainability, focused on managing and reducing negative environmental impacts. Company's approach to environmental sustainability is underpinned by strong governance and responsibility.

Good practices related to protection of the environment are integrated within the all processes of the company.

Through constant improvement of the operations, TBSG is working for minimization of its depletion of natural resources and plays a leading role in acting on climate change.

## GOAL: Zero waste in office space



- ✓ TBSG offices in Sofia, Romania and Serbia are ISO 14001 certified and waste management system is implemented in all locations.
- ✓ TBSG is recycling electronic waste. Devices which are not in use by TBSG but are in good condition, are donated to other organizations.
- ✓ TBSG held campaigns for collecting of expired medicines and small electronics, which are in the end of their life. The result was that more than 20 kg of hazardous waste was not disposed in the nature.
- ✓ TBSG invested 9000 Euro to support a local business which produces environmentally friendly Origami Bottles by providing such bottles to its employees.

## GOAL: Responsible consumption of natural resources



- ✓ Since December 2023, The TBSG Headquarter in Bulgaria is using electricity from renewable sources.
- ✓ In the building, there is a built-in system for collecting rainwater, which is used solely for irrigation needs of the site.

## GOAL: Reduction of greenhouse gas emissions



- ✓ In March 2023, The TBSG Headquarter was moved in BREEAM certified building.
- ✓ In 2023 part of the company vehicles were changed with new ones that generate less CO<sub>2</sub>.
- ✓ In December 2023, The TBSG Headquarter started to use electricity from renewable sources.

## GOAL: Positive environmental impact



- ✓ TBSG invested 10000 Euro in the annual edition of Green Transition, the most significant event that expands the dialogue and puts in the focus of the debate the need for cooperation and connectivity of the countries of Central and Eastern Europe in the transition to low-carbon economies and sustainable development.



# Our people - Our power







The factors that create dividing lines in the society are different in origin and importance, but all of them together cause social and economic inequalities.

TBSG addresses inequalities, creates and maintains an inclusive culture, to develop different skills and opportunities, in a variety of talent pools.

## GOAL: Employees wellbeing



- ✓ TBSG offices in Sofia and Serbia are certified against ISO 45001.
- ✓ TBSG provides social benefits system that covers good health and helps in achieving personal health and fitness goals.
- ✓ TBSG is organizing social events for its employees, where they are all together and feel like one big family.

## GOAL: Life-long learning in the organization



- ✓ All employees have personal budget for trainings and upgrading their skills. In addition, they have free access to learning platforms, and receive internal trainings on regular basis.
- ✓ More than 200 third-party upskilling trainings, resulted in certificates, were passed by TBSG employees in 2023.
- ✓ Pearson VUE Certification Center was opened at TBS Bulgaria in January 2022.

## GOAL: Inclusion of more women in the ICT sector



- ✓ In TBSG 36% of the employees are female, which is more than double from the number in EU for 2021 (15,9%).
- ✓ TBSG is planning to initiate targeted campaigns to schools and universities to promote the ICT sector to young female students.

## GOAL: Inclusion of less experienced people



- ✓ 15,4% of the employees are between 18 and 25 years of age.
- ✓ For many of them this is their first job, where they will gain new skills and experience.
- ✓ TBSG provides practical on the job trainings which help upskill the young talents.

## GOAL: Education as the most important part of inclusion



- ✓ Based on vast experience focused on corporate and telecom infrastructure end-to-end in both Balkan region and Western Market TBS Academy was founded in 2021.
- ✓ TBS Academy program aims to provide end-to-end IT knowledge and nurture the next-gen highly skilled system engineers.

## GOAL: Education as the most important part of inclusion



- ✓ In 2023, 49 trainees started their tech journey in TBS Academy world. 25 of them were hired in different teams in TBSG.
- ✓ To achieve these results, we have engaged:
  - 2 main trainers for the TBS Academy team
  - 14 guest lecturers from other departments
- ✓ Overall, 4500 hours of work have been invested
- ✓ The financial resources invested were more than 146 500 Euro.



## GOAL: Education as the most important part of inclusion



- ✓ TBSG is actively partnering with schools and universities in Bulgaria, sharing experience with students and showing them new technologies and best practices in information security and system integration.
- ✓ TBSG donates devices to schools and universities, so they can use up to date technology.



## GOAL: Education as the most important part of inclusion



- ✓ TBSG has sponsorship program for TUES (School of Technology Electronic Systems, Bulgaria). TBSG invested 6000 Euro in the school events “Hack TUES” and “TUES Fest”, where students can show their knowledge and skills.
- ✓ Other sponsorship program is this for National Nature and Mathematics High School, Sofia, Bulgaria. TBSG invested 3000 Euro to contribute to participation of students from the school in Olympiad in Netherlands.

## GOAL: Positive social impact



- ✓ TBSG provides gratuitous support on Nikolay Kalaydzhiev's path to his big dream - space.
- ✓ The sponsorship takes place for the fifth year in a row. The reason - common values, striving for perfection and, purposefulness.
- ✓ In 2023 TBSG supported this Bulgarian talented pilot with 10 000 Euro.

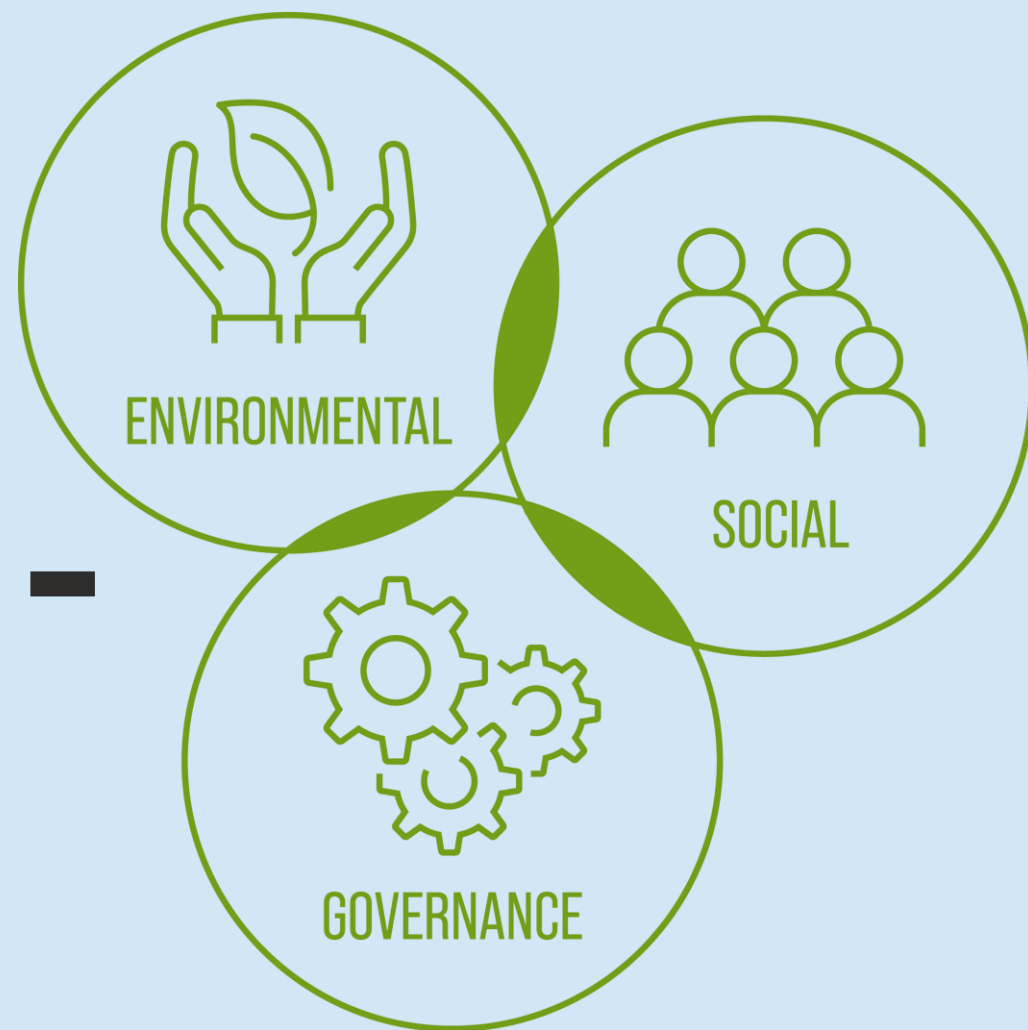
## GOAL: Positive social impact



- ✓ TBSG employees did charity lunch for the benefit of Complex for social services for children and families in Bratsigovo and managed to gather 1500 Euro. As additional help TBS Bulgaria added 3000 Euro.
- ✓ TBSG organized “Day for blood donation”, where 45 people participated and helped lives to be saved.



# Our company - Our strength



## GOAL: Implementation of Anti-Corruption Best Practices



- ✓ TBSG is committed to ethical business practices and expects employees and the employees of our partners to conduct business with high ethical standards, in compliance with anti-corruption laws. TBSG prohibits bribes in all their forms.
- ✓ TBSG Headquarter and offices in Croatia, North Macedonia and Romania are ISO 37001 certified.

# GOAL: Implementation of Information Security Best Practices



- ✓ TBSG has established, implemented, and is currently maintaining the appropriate technical and organizational security measures within its processes and information security and data privacy policies.
- ✓ TBSG Headquarter and offices in Croatia, North Macedonia, Romania and Serbia are ISO/IEC 27001 and ISO/IEC 27701 certified.