

HT Group approach to ESG in 2025

Hrvatski Telekom Inc. (hereinafter HT Group or Company) is a joint stock company specialising in telecommunications services and stands as the foremost provider of telecommunication and digital solutions within the Croatian market. HT Group operates through a network of subsidiaries across Croatia, Bosnia and Herzegovina, Montenegro, and Serbia. These subsidiaries include JP Hrvatske telekomunikacije Inc. Mostar in Bosnia and Herzegovina; HT Holding Ltd., HT Towers Ltd., and Combis, Information Technologies and Systems Integration Ltd., all based in Zagreb, Croatia; Crnogorski Telekom A.D. in Podgorica, Montenegro; Combis Ltd. in Sarajevo, Bosnia and Herzegovina; and Combis – IT Services Ltd. in Belgrade, Serbia.

As a publicly listed company on the prime market of the Zagreb Stock Exchange, HT Group adheres to all relevant laws and regulations under the Croatian and European regulatory framework governing capital markets and listed entities. Furthermore, HT Group complies with both the Zagreb Stock Exchange and the Croatian Financial Services Regulatory Agency's Code of Corporate Governance, ensuring robust corporate governance practices and transparency.

Since 2004, HT Group has been committed to reporting on its management of environmental, social, and governance (ESG) matters, integrating these considerations into its daily business operations and corporate responsibility initiatives. The company's sustainability reports have consistently been prepared in accordance with the Global Reporting Initiative (GRI) standards, reflecting international best practices for sustainability disclosure.

From 2024 onwards, sustainability reporting has been incorporated as an integral part of HT Group's Annual Report, in compliance with the requirements outlined in the Corporate Sustainability Reporting Directive, the Croatian Accounting Act, and the newly adopted European Sustainability Reporting Standards (ESRS). This alignment demonstrates HT Group's dedication to meeting evolving regulatory demands and providing comprehensive transparency regarding its sustainability performance.

The HT Group Sustainability Report for 2025, which has been subject to limited assurance and included within the company's Annual Report alongside the Corporate Governance Statement, offers an in-depth account of HT Group's approach to managing impacts, risks, and opportunities related to ESG matters.

As part of its ongoing preparations to obtain the London Stock Exchange Group (LSEG) ESG Score, HT Group has used this document to further elaborate and address its approach to environmental, social, and governance issues required for conducting comprehensive assessments. The document also clarifies the Company's strategy concerning sustainability issues that fall outside the scope of the 2025 Sustainability Report, as determined by the results of the double materiality assessment. This proactive stance underscores HT Group's commitment to continuous improvement, stakeholder engagement, and alignment with global sustainability standards, ensuring the Company remains well-positioned to meet both current and future expectations in the area of ESG management.

Environmental matters

HT Group disclosed in its Annual Report for 2025, impacts, risks and opportunities and their management including targets and metrics related to GHG emission, climate risk and opportunities, investments in environmental projects, resource use and circular economy.

The business operations of the HT Group concerning the environment are carefully structured and managed in accordance with the strict requirements of the Integrated System of Environmental, Occupational Health, and Safety at Work Management, which adheres to the internationally recognized ISO 14001 standard. This system ensures that the HT Group systematically identifies, manages, monitors, and continually improves its environmental performance, thereby minimizing its ecological footprint and promoting sustainability across all areas of operation.

Currently, the coverage of ISO 14001 certification within the HT Group stands at an impressive 92.2%. This percentage is calculated based on the total headcount of employees working at sites that have achieved ISO 14001 certification. These certified locations are subject to rigorous periodic audits and assessments to ensure ongoing compliance with environmental management best practices, including waste reduction, energy efficiency, pollution prevention, and legal compliance. Through this high level of certification coverage, the HT Group demonstrates its strong commitment to environmental responsibility and continuous improvement, aligning its operational processes with both regulatory requirements and the expectations of stakeholders. Also, HT Group did not pay any environmental fines in 2025.

Alongside the investments and expenditures outlined in the Annual Report for 2025 (vPPA), HT Group invested 2 million euros in various initiatives aimed at minimizing environmental impact during 2025. These investments were directed toward electric vehicles, air conditioners, heat pumps, and RDK routers.

HT Group implements a wide array of initiatives aimed at restoring and protecting the environment, reflecting its strong commitment to sustainability and responsible business practices. Although, HT Group activities do not negatively impact biodiversity-sensitive areas, precautionary and mitigation measures are implemented. Installation of network infrastructure is primarily carried out in urban, built-up areas. In rural areas, including biodiversity-sensitive areas such as the Natura 2000 network of protected areas, all interventions are carried out in compliance with national laws and regulations (e.g. environmental impact assessment studies) and, where necessary, coordinated with local environmental authorities to take into account specific aspects of biodiversity. One of the key actions undertaken by HT Group is its collaboration with Hrvatske šume d.o.o., the Croatian state-owned company responsible for managing forests and forest land. Through this partnership, HT Group actively participates in reforestation projects and the rehabilitation of forested areas that have been affected by industrial activities or natural events. These joint efforts involve planting native tree species, supporting biodiversity, and ensuring the long-term health and resilience of forest ecosystems. In addition to its work with Hrvatske šume d.o.o., HT Group places particular emphasis on the restoration of natural habitats at its business sites. This includes regular environmental remediation activities at locations where telecommunications equipment and infrastructure are situated, especially those in sensitive or rural environments. Such activities may encompass soil remediation, landscaping with indigenous plants, removal of invasive species, and the rehabilitation of green spaces following

construction or maintenance work. HT Group ensures that these restoration measures are conducted in line with best environmental management practices. By integrating restoration projects into its operational processes and collaborating with expert partners, HT Group not only mitigates the environmental impacts of its activities but also contributes to the enhancement of local ecosystems and the preservation of natural resources for future generations. These ongoing efforts underscore the company's commitment to environmental stewardship and its role as a responsible corporate citizen.

HT Group calculates greenhouse gas (GHG) emissions, including those related to Scope 3 Employee Commuting. To mitigate emissions in this category and promote a healthy lifestyle, the Company provides infrastructure supporting employee bicycle transport. Staff are offered access to bicycle safety training, complimentary bicycle inspections, and the nextbike Croatia bike-sharing system. Electric bicycle chargers are also available. HT Group has been awarded the international 'Cycling Friendly Employer' certificate by the Cyclists' Union. Technical services for bicycles are provided in Zagreb, Split, Rijeka, and Osijek. Additionally, HT Group undertakes initiatives to encourage healthy habits and reduce reliance on fossil fuel vehicles, such as promoting walking, cycling, and public transportation. HT Group also offers discounts for e bikes to its employees.

In addition to calculation of GHG emission that are disclosed in Sustainability report for 2025. HT Group calculates NOx and SOx emissions from its own resources. NOx primarily refers to NO2. Nitrogen oxide emissions are 0.63 t/year in 2025 (previously 1.78 t/year in 2024), which represents a significant reduction, primarily as a result of lower fuel consumption, with a positive impact on the reduction of eutrophication, acidification and ground-level ozone formation. SOx emission primarily refers to SO2. Sulphur oxide emissions are 2.06 t/year in 2025 (previously 2.54 t/yr in 2024), which represents a decrease compared to the previous year and is directly related to the amount of fuel used, with a positive effect on reducing environmental impact.

Also, HT Group has developed and implemented a comprehensive policy on water efficiency, which is an integral component of the Company's Environmental, Health, and Safety (EHS) policy framework. While this policy on water efficiency is not publicly disclosed, it establishes clear guidelines and operational procedures to ensure responsible water management across the organisation. The policy outlines specific measures for optimising water usage, including the adoption of water-saving technologies, regular maintenance of plumbing and equipment to prevent leaks, and the promotion of water conservation practices among employees. To support these measures, HT Group has instituted systematic processes for monitoring and tracking water consumption at all its sites. The policy also sets quantitative targets for water consumption at the group level, aiming for a 2% yoy reduction from 2025 onward, encouraging each site to work towards reducing its water footprint and managing possible water spillage in line with overall corporate objectives.

HT Group conducts regular and systematic monitoring of water efficiency across all its operational sites. Detailed tracking processes are in place to measure and record water consumption on an ongoing basis, allowing the Company to promptly identify any unusual increases or deviations from expected usage patterns. To effectively manage water consumption, HT Group sets annual water usage targets at the group level, which are then cascaded down to individual sites and departments. These targets are established based on historical consumption

data, operational needs, and the Company's broader sustainability goals. When deviations from these targets are detected, HT Group initiates investigative procedures to determine the underlying causes - such as equipment malfunctions, operational changes, or external factors - and implements corrective actions as needed. In addition to managing increases in water consumption, HT Group's targets are designed to drive continuous reductions in water use year over year. The Company actively seeks out and implements optimal technical solutions to achieve these reductions. According to water efficiency policy HT Group measures water consumption (withdrawal). For 2025 water consumption amounts 44,712 m³ (46,386 m³ in 2024).

Social matters

HT Group disclosed in its Annual Report for 2025, impacts, risks and opportunities and their management including targets and metrics related to own employees (working conditions-collective bargaining, health and safety, equal treatment and opportunities for all), workers in the value chain (adequate wages, collective bargaining, equal treatment and opportunities for all, other rights arising from the employment relationship) and consumers and end users (impacts connected to information for customers and/or end-users, personal safety of consumers and/or end-users, social inclusion of consumers and/or end-users - access to products and services/digital inclusion), privacy.

As a company on Croatian market HT Group is conducting its business activities in line with Croatian regulatory framework and regulatory framework of European union. In addition, as being part of Deutsche Telecom Group, HT Group implemented human right policies and obligations including due diligence procedures related to these commitments. Approach to human rights' respect is based on the United Nations Guiding Principles on Business and Human Rights. HT Group as part of DT Group companies show their commitment to operating in accordance with internationally recognised norms, guidelines and standards. These standards include the norms contained in the International Bill of Human Rights, the key conventions of the International Labour Organisation (ILO), the Guidelines of the Organisation for Economic Cooperation and Development (OECD), and the principles of the UN Global Compact initiative. HT Group is proud of its participation in associations as UN Global Compact and HR PSOR (Croatian Business Council for Sustainable Development).

HT Group demonstrates a strong commitment to understanding and enhancing customer satisfaction through rigorous measurement and analysis processes. HT Group systematically collects feedback from customers through satisfaction surveys. One of the survey results taken for CX monitoring & improvement is result of top three positive survey responses: "excellent," "very good," and "good." This methodology allows the company to focus on the proportion of customers who have had truly positive experiences, rather than averaging all responses. Based on the most recent data gathered from regular customer engagement activities, 89% of respondents rate their overall experience with HT Group as either "good," "very good," or "excellent." This high level of satisfaction is indicative of HT Group's successful customer-centric approach and its ability to consistently meet or exceed expectations.

HT Group offers low-income mobile phones for older people who do not want to use smartphones. Furthermore, the offer also includes tariffs for young people at a lower price, for the Max net discount product package The discount on the service can be obtained by end users from

the category of socially disadvantaged which are: beneficiaries of the guaranteed minimum benefit, beneficiaries of the right to an inclusive allowance of the first, second or third level of support who are not provided with accommodation services or organized housing, beneficiaries of the national allowance for the elderly, beneficiaries of financial compensation for unemployed Croatian Homeland War veterans and their family members, beneficiaries of financial compensation for civilian victims of the Homeland War and beneficiaries of the right to compensation for vulnerable energy buyers (this right can also be exercised by household members of the aforementioned categories).

HT Group is strongly committed to supporting its employees by offering a comprehensive range of benefits and has established a reputation as an employer that upholds the highest standards in human resources management. In addition to the benefits outlined in the Collective Agreement - which include provisions such as flexible working arrangements, paid leave, and health insurance - HT Group provides specific support for employees with young children. Moreover, employees receive a kindergarten allowance for their children, amounting to €50 per child per month, which is highlighted in the Sustainability Statement for 2025. This financial support helps alleviate childcare costs and demonstrates the company's commitment to family-friendly policies. By maintaining these initiatives, HT Group not only fosters a positive working environment but also strengthens its position as a responsible and attractive employer. HT Group does not publicly announce layoffs or workforce changes in the same manner as some organizations, any variations in employee numbers reported in the annual report are attributable to standard business activities. HT Group delivered 30,000 hours of health and safety training to employees in 2025. Details on total training, education in various areas, and employee count are available in the Sustainability Statement within the Annual Report for 2025. HT Group had 110 employees with disabilities by the end of 2025. The Croatian Health Insurance Fund also keeps a record of the number of employees with disabilities. After a double materiality assessment, impacts, risks and opportunities related to people with disabilities were not deemed material. Therefore, this supporting document simply discloses the number of persons with disabilities for ESG Score calculation and for transparency purposes.

Since 2020, the HT Group has been applying the operating model of work - SmartWork, which provides employees with the possibility of a flexible workplace and working hours.

- Flexible working hours allow workers who do not work in shifts to start work between 7:00 a.m. and 10:00 a.m. and finish between 3:00 p.m. and 6:00 p.m. Shift work and unequal scheduling have separate working time dynamics.
- A flexible workplace combines in-office work and the occasional remote work that is enabled for most employees.

The SmartWork model positions HT Group as a digital company that allows employees flexibility in workplace according to their own needs and brings greater success to the company. Employees find the most productive way of working in agreement with their superiors, where SmartWork brings many advantages: greater flexibility of working hours and workplaces and helps to achieve a work-life balance. HT Group reports the number of days lost to work-related injuries and fatalities from work-related accidents, work-related ill health and fatalities from ill health in its Sustainability Statement for 2025. For the purpose of determining the ESG Score in this

document, HT Group discloses total lost workdays in relation to total working days. The ratio of the total annual remuneration of the highest-paid individual to the median total yearly remuneration for all employees (excluding the highest-paid individual) in 2025 is 28:1 (2024: 32:1). The methodology of calculating the average gross remuneration and the hourly pay includes all remuneration paid during 2025 to employees employed as of 31 December 2025. This ratio is calculated according to ESRS methodology. Ratio of highest paid individual divided by average salaries and benefits calculated for the purpose of determining the ESG Score amounts 23,6.

HT Group continuously invests in trainings and skills development of its employees. This has also been identified as significant impact according to CSRD double materiality assessment and included in Sustainability report. The cost of education per employee refers to the cost of education in the narrow sense (registration fee, tuition, etc.) and does not include dependent costs (travel, educational materials, licenses, etc.) or the costs of internal trainers. The cost of education per employee on group level with regard to 5,733 employees is USD 288 or EUR 244 per employee. Details of employee's trainings can also be found in Sustainability statement of Annual Report for 2025 in euros.

Governance matters

HT Inc. has published its consolidated sustainability report in accordance with the European Sustainability Reporting Standards (ESRS) as part of its Annual Report for 2025. This comprehensive report details the Company's environmental, social, and business conduct performance and initiatives throughout the year. By adhering to ESRS, HT Group ensures that its disclosures are transparent, consistent, and comparable. HT Group disclosed in its Annual Report for 2025, impacts, risks and opportunities and their management including targets and metrics related to business conduct - corporate culture corruption and bribery and cyber security.

In accordance with the Company Act, HT is established as a joint stock company operating under a dual management system comprising two distinct governing bodies: the Management Board and the Supervisory Board. The Management Board is entrusted with the leadership and day-to-day management of the company's business operations. Its responsibilities include setting strategic objectives, making operational decisions, implementing corporate policies, and ensuring compliance with relevant laws and regulations. The Management Board is required to exercise due diligence and prudence in all aspects of its work, safeguarding the interests of shareholders and other stakeholders. Conversely, the Supervisory Board serves as an oversight body, tasked with monitoring and supervising the conduct of the Company's business affairs. Its main function is to ensure that the Management Board acts in accordance with the company's statutes, shareholder interests, and legal requirements. The Supervisory Board reviews and evaluates major business decisions, financial reports, and strategic initiatives proposed by the Management Board. It also has the authority to appoint and dismiss members of the Management Board and can request additional information or clarification on operational matters as needed.

The Board function policy for HT Inc. is comprehensively defined within the Articles of Association and serves as a cornerstone of corporate governance. This policy delineates the distinct roles, responsibilities, and procedures for both the Management Board and the Supervisory Board, ensuring clarity and accountability in decision-making and oversight. The policy mandates that candidates for the Supervisory Board must demonstrate a proven track record of relevant

knowledge and experience, as well as uphold the highest professional and ethical standards necessary to fulfil their responsibilities with diligence and integrity. Under the policy, the Supervisory Board is also charged with the ongoing supervision of the Company's business operations, which includes reviewing strategic initiatives, financial reports, and major business decisions presented by the Management Board. The Supervisory Board is empowered to request additional information, clarification, or documentation as needed to ensure comprehensive oversight and informed decision-making. Both the Supervisory Board as a collective body and each individual member are legally and ethically obligated to act solely in the best interest of HT Group.

The Supervisory Board is composed of nine members, each selected for their extensive expertise and professional background. The Annual Report provides a comprehensive overview of their individual competencies, qualifications, and skill sets, which collectively contribute to the effective governance and oversight of the company. Board possesses the knowledge required to address complex industry challenges and support HT strategic objectives.

The composition of the Supervisory Board, comprising members such as Elvira Gonzalez Sevilla, Erini Nikolaidi, Marc Stehle, Stefan Schloter, Dolly Predovic, Diana Samlad, Viktor Vanek, Vedran Bilas, and Ivica Mišetić, reflects a notable degree of cultural diversity. The variety of names suggests a broad representation of different nationalities and cultural backgrounds within the board. This diversity is likely to enrich the decision-making process by bringing a range of perspectives, experiences, and insights to the table, which is particularly valuable in a multinational corporate environment such as that of HT Group. The inclusion of individuals from diverse backgrounds supports a more inclusive governance structure, fosters innovation, and enhances the board's ability to address complex, global challenges effectively.

In addition to their roles within HT, certain members of Supervisory Board are involved in the governance structures of other companies. HT Group conducts an analysis of the corporate affiliations of its Supervisory Board members, with particular attention paid to the nature and scope of their external appointments. These affiliations are predominantly associated with Supervisory Boards/Boards of Directors within the Deutsche Telekom Group. Average number of other corporate affiliations for the board member is one affiliation.

HT has a structured succession planning framework in place to ensure continuity of executive management. The process identifies high-potential candidates and assesses their readiness for senior roles (ready now, short-term, long-term readiness). Succession planning for executive roles is established at multiple levels. The overall process is supported by targeted leadership development programs to systematically strengthen successor readiness through leadership competency development. As a result of succession plan, the organization is well - prepared for both unforeseen and planned circumstances, supported by succession candidate pool, from which appointments for executives' roles are considered.

The shareholder's rights policy is enforced through the Articles of Association. According to Article 211 of the Companies Act and the principle of equal treatment, all shareholders are given equal status under the same conditions. Shareholders may vote at the General Assembly either in person or by proxy, with each share granting one vote based on the number of shares owned. Details about how the General Assembly operates and information regarding shareholders' rights

are included in the invitation, which is publicly announced and published on the Company's website. HT is majority-owned (over 50%) by Deutsche Telekom Europe B.V., member of Deutsche Telekom Group (Deutsche Telekom Europe B.V. is 100% owned by Deutsche Telekom Europe Holding B.V. whose 100% owner is Deutsche Telekom Europe Holding GmbH. Deutsche Telekom Europe Holding GmbH is 100% owned by Deutsche Telekom AG.) and does not utilize any anti-takeover measures.

HT does not employ any anti-takeover devices or mechanisms to prevent or deter potential acquisition attempts. This means that the company does not utilise tools such as poison pills, golden parachutes, limited shareholder rights to call meetings, or staggered board structures that are often implemented by organisations to make hostile takeovers more difficult or less attractive. In the event that HT acquires its own shares, this activity is carried out strictly in accordance with a formally established share buy-back programme. The programme is governed by specific regulations and guidelines to ensure transparency and compliance with legal requirements. Notably, the share buy-back initiative is carefully designed and limited to special purposes. The absence of anti-takeover devices reflects HT Group's commitment to openness and fair corporate governance, allowing shareholders and potential investors to engage with the company without artificial barriers to ownership changes. Also, it should be taken into account that HT is in more than 50% ownership of Deutsche Telekom Europe B.V., member of Deutsche Telekom Group.

ESG Score

LSEG ESG Score constitutes of a number of ESG scores designed to transparently and objectively measure a company's relative ESG performance, commitment and effectiveness. For the purpose of this assessment HT Group mapped needed information according to ESG Score metrics in following table. Source of the data are:

- HT Group Annual Report for 2025 and this document. Annual Report for 2025 is available on following link
https://static.hrvatskitelekom.hr/webresources/tht/pdf/investitori/izvjesca/ANNUAL_REPORT_ENG_2025.pdf
- Code of conduct
https://static.hrvatskitelekom.hr/webresources/tht/pdf/investitori/politike/en/Code_of_Conduct_ENG_version_for_publication.pdf?_gl=1*ss3d33*_up*MQ.*_ga*MTgwNDI5MDc5OS4xNzc1MDU4MDk3*_ga_85807GK74E*czE3NzUwNTgwOTYkbzEkZzEkdDE3NzUwNTgxMDYkajUwJGwwJGgyMTI3Njg1NTE0
- Articles of Association
https://static.hrvatskitelekom.hr/webresources/tht/pdf/Statut_311225_en.pdf
- Supplier Code of Conduct
https://static.hrvatskitelekom.hr/webresources/tht/pdf/investitori/politike/en/Supplier_Code_of_Conduct_ENG_version_for_publication.pdf?_gl=1*s7rh2z*_up*MQ.*_ga*MTgwNDI5MDc5OS4xNzc1MDU4MDk3*_ga_85807GK74E*czE3NzUwNTgwOTYkbzEkZzEkdDE3NzUwNTgxMDYkajUwJGwwJGgyMTI3Njg1NTE0
- General Assembly – Remuneration Policy
https://static.hrvatskitelekom.hr/webresources/tht/pdf/investitori/skupstina/2023/en/01_b_Invitation_to_shareholders_General_Assembly_2023.pdf
<https://www.t.ht.hr/en/investor-relations/modal-assembly-2023/>

- General Assembly 2026 - Remuneration Report, Supervisory Board Report
<https://www.t.ht.hr/en/investor-relations/2026-general-assembly>
- Supply Chain Management Policy
[https://static.hrvatskitelekom.hr/webresources/tht/pdf/investitori/politike/en/SUPPLY_C
HAIN_MANAGEMENT_POLICY_edited_for_publishing_EN.pdf](https://static.hrvatskitelekom.hr/webresources/tht/pdf/investitori/politike/en/SUPPLY_CHAIN_MANAGEMENT_POLICY_edited_for_publishing_EN.pdf)

| Environmental Score | Metric Name | Document | Page Number |
|--------------------------------|---|---|-------------|
| Emissions Score | Biodiversity Impact Reduction | Annual Report | 61 |
| Emissions Score | Climate Change Commercial Risks Opportunities | Annual Report | 58 |
| Emissions Score | EMS Certified Percent | Annual Report and HT Group approach to ESG document | 79 |
| Emissions Score | Environmental Expenditures Investments | Annual Report | 49 |
| Emissions Score | Environmental Partnerships | Annual Report | 36 |
| Emissions Score | Environmental Restoration Initiatives | HT Group approach to ESG document | 2 |
| Emissions Score | e-Waste Reduction | Annual Report | 52,89 |
| Emissions Score | NOx Emissions To Revenues USD in million | HT Group approach to ESG document | 3 |
| Emissions Score | Policy Emissions | Annual Report | 79 |
| Emissions Score | CO2 Equivalent Emissions Indirect, Scope 3 To Revenues USD in million | Annual Report | 85 |
| Emissions Score | Self-Reported Environmental Fines To Revenues in million | Annual Report | 185 |
| Emissions Score | SOx Emissions To Revenues USD in million | HT Group approach to ESG document | 3 |
| Emissions Score | Staff Transportation Impact Reduction | HT Group approach to ESG document | 2 |
| Emissions Score | Targets Emissions | Annual Report | 82 |
| Emissions Score | Total CO2 Equivalent Emissions To Revenues USD in million | Annual Report | 85 |
| Emissions Score | Total Hazardous Waste To Revenues USD in million | Annual Report | 93 |
| Emissions Score | Total Waste To Revenues USD in million | Annual Report | 93 |
| Emissions Score | Waste Recycled To Total Waste | Annual Report | 93 |
| Environmental Innovation Score | Environmental Products | Annual Report | 80 |
| Environmental Innovation Score | Product Impact Minimization | Annual Report | 89,9 |
| Resource Use Score | Environmental Materials Sourcing | Annual Report | 87 |
| Resource Use Score | Environmental Supply Chain Management | Annual Report | 79,81 |
| Resource Use Score | Environmental Supply Chain Monitoring | Supplier Code of Conduct | 4 |
| Resource Use Score | Env Supply Chain Partnership Termination | Supplier Code of Conduct | 4 |
| Resource Use Score | Environment Management Team | Annual Report | 47 |
| Resource Use Score | Green Buildings | -- | -- |
| Resource Use Score | Policy Energy Efficiency | Annual Report | 79 |
| Resource Use Score | Policy Environmental Supply Chain | Annual Report | 79 |
| Resource Use Score | Policy Sustainable Packaging | Annual Report | 88 |
| Resource Use Score | Policy Water Efficiency | HT Group approach to ESG document | |
| Resource Use Score | Renewable Energy Use Ratio | Annual Report | 83 |

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| Resource Use Score | Targets Energy Efficiency | Annual Report | 82 |
| Resource Use Score | Targets Water Efficiency | HT Group approach to ESG document | 3 |
| Resource Use Score | Total Energy Use To Revenues USD in million | Annual Report | 83 |
| Resource Use Score | Total Renewable Energy To Energy Use in million | Annual Report | 83 |
| Resource Use Score | Water Recycled | -- | -- |
| Resource Use Score | Water Use To Revenues USD in million | HT Group approach to ESG document | 3 |

| Social Score | Metric Name | Document | Page Number |
|------------------------------|---|---|-------------|
| Community Score | Corporate Responsibility Awards | Annual Report | 36 |
| Community Score | Improvement Tools Business Ethics | Annual Report | 123 |
| Community Score | OECD Guidelines for Multinational Enterprises | Annual Report | 71, 97 |
| Community Score | Policy Bribery and Corruption | Annual Report | 122 |
| Community Score | Policy Business Ethics | Annual Report | 4 |
| Community Score | Policy Community Involvement | Annual Report | 118 |
| Community Score | Policy Fair Competition | Code of Conduct | 7 |
| Community Score | Total Donations To Revenues in million | -- | -- |
| Community Score | Whistleblower Protection | Annual Report | 124 |
| Human Rights Score | Fundamental Human Rights ILO UN | Annual Report | 71,97 |
| Human Rights Score | Human Rights Breaches Contractor | Annual Report | 112 |
| Human Rights Score | Human Rights Contractor | Annual Report | 110 |
| Human Rights Score | Policy Child Labor | Annual Report | 96, 107 |
| Human Rights Score | Policy Forced Labor | Annual Report | 97 |
| Human Rights Score | Policy Freedom of Association | Annual Report | 100 |
| Human Rights Score | Policy Human Rights | Annual Report | 96 |
| Product Responsibility Score | Customer Satisfaction | HT Group approach to ESG document | 4 |
| Product Responsibility Score | Policy Customer Health & Safety | Annual Report | 115 |
| Product Responsibility Score | Policy Data Privacy | Annual Report | 115 |
| Product Responsibility Score | Policy Responsible Marketing | Annual Report | 115 |
| Product Responsibility Score | Product Access Low Price | HT Group approach to ESG document | 4 |
| Product Responsibility Score | Product Responsibility Monitoring | Annual Report | 117 |
| Product Responsibility Score | Quality Mgt Systems | Annual Report | 116 |
| Workforce Score | Announced Layoffs To Total Employees | Annual Report and HT Group approach to ESG document | 4 |
| Workforce Score | Average Training Hours | Annual Report | 105 |
| Workforce Score | Day Care Services | HT Group approach to ESG document | 4 |
| Workforce Score | Employee Health & Safety Training Hours | HT Group approach to ESG document | 5 |
| Workforce Score | Employee Satisfaction | -- | -- |
| Workforce Score | Employees Health & Safety OHSAS 18001 | Annual Report | 110, 101 |
| Workforce Score | Employees Health & Safety Team | Annual Report | 101 |

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|-----------------|---|---|-----|
| Workforce Score | Employees With Disabilities | HT Group approach to ESG document | 5 |
| Workforce Score | Flexible Working Hours | HT Group approach to ESG document | 5 |
| Workforce Score | Gender Pay Gap Percentage | Annual Report | 106 |
| Workforce Score | Health & Safety Policy | Annual Report | 97 |
| Workforce Score | HIV-AIDS Program | -- | -- |
| Workforce Score | HRC Corporate Equality Index | -- | -- |
| Workforce Score | Injuries To Million Hours | Annual Report | 105 |
| Workforce Score | Internal Promotion | Annual Report | 102 |
| Workforce Score | Lost Days To Total Days | HT Group approach to ESG document | 6 |
| Workforce Score | Net Employment Creation | Annual Report | 103 |
| Workforce Score | Occupational Diseases | Annual Report | 105 |
| Workforce Score | Policy Diversity and Opportunity | Annual Report | 98 |
| Workforce Score | Salary Gap | Annual Report and HT Group approach to ESG document | 106 |
| Workforce Score | Supplier ESG training | Suppliers | 4 |
| Workforce Score | Supply Chain Health & Safety Improvements | Annual Report | 111 |
| Workforce Score | Targets Diversity and Opportunity | Annual Report | 103 |
| Workforce Score | Trade Union Representation | Annual Report | 104 |
| Workforce Score | Training and Development Policy | Annual Report | 98 |
| Workforce Score | Training Costs Per Employee | HT Group approach to ESG document | 6 |
| Workforce Score | Turnover of Employees | Annual Report | 104 |
| Workforce Score | Women Employees | Annual Report | 103 |
| Workforce Score | Women Managers | Annual Report | 104 |

| Governance Score | Metric Name | Document | Page Number |
|--------------------|---|---|-------------|
| CSR Strategy Score | CSR Sustainability Committee | Annual Report | 46 |
| CSR Strategy Score | CSR Sustainability External Audit | Annual Report | 131 |
| CSR Strategy Score | CSR Sustainability Report Global Activities | Annual Report | 42 |
| CSR Strategy Score | CSR Sustainability Reporting | Annual Report and HT Group approach to ESG document | 38 |
| CSR Strategy Score | Global Compact Signatory | Annual Report | 71 |
| CSR Strategy Score | GRI Report Guidelines | Annual Report | 60 |
| CSR Strategy Score | Stakeholder Engagement | Annual Report | 55 |
| CSR Strategy Score | UNPRI Signatory | -- | -- |
| CSR Strategy Score | Integrated Strategy in MD&A | Annual Report | 22-35 |
| Management Score | Audit Committee Independence | Annual Report | 20 |
| Management Score | Audit Committee Mgt Independence | Annual Report and HT Group approach to ESG document | 14 |
| Management Score | Board Attendance | Annual Report and Supervisory Board Report | 20 |
| Management Score | Board Background and Skills | Annual Report | 15 |
| Management Score | Board Functions Policy | Annual Report and HT Group approach to ESG document | 20 |
| Management Score | Board Gender Diversity, Percent | Annual Report | 46 |
| Management Score | Board Individual Re-election | Annual Report | 20 |
| Management Score | Board Meeting Attendance Average | Annual Report | 20 |
| Management Score | Board Member Affiliations | HT Group approach to ESG document | 7 |
| Management Score | Board Size More Ten Less Eight | Annual Report | 20 |

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|--------------------|---|---|-----|
| Management Score | Board Specific Skills, Percent | Annual Report | 16 |
| Management Score | Board Structure Policy | Annual Report and Articles of Association | 20 |
| Management Score | CEO Chairman Duality | Annual Report | 15 |
| Management Score | CEO Compensation Link to TSR | -- | -- |
| Management Score | Compensation Committee Independence | Annual Report | 20 |
| Management Score | Compensation Committee Mgt Independence | Annual Report and HT Group approach to ESG document | 14 |
| Management Score | Compensation Improvement Tools | Remuneration policy and remuneration report | -- |
| Management Score | Executive Compensation LT Objectives | Annual Report | 14 |
| Management Score | Executive Compensation Policy | Annual Report and Remuneration Policy | 48 |
| Management Score | Executive Individual Compensation | Annual General Meeting - Remuneration report | -- |
| Management Score | Executive Members Gender Diversity, Percent | Annual Report | 46 |
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